

Introduction

Content: An office and its management hold an important position in the management of any organisation. All the important functions of the management are carried out through the office only. The learning outcome based curriculum framework of B.A. (Vocational Studies) Office Management and Secretarial Practice is intended to provide broad framework in which students will be familiarised with the functioning of an office. The B.A. (VS) OMSP programme will impart knowledge of professionally required language of phonography to the students to make them fully competent for the jobs of Personal Secretaries and office personnels on completion of the programme.

Learning Outcome based approach to Curriculum Planning

>> Nature and extent of the B.Sc/B.A./B.Com Programme

Content: The key areas of study with in the subject OMSP comprise of office, office management, office methods, communication and business correspondence, basic phonography, secretarial practice, computer application and advanced phonography. The B.A. (VS) OMSP programme will aim at enhancing the knowledge of the students in the field of office, office management and other related field of business operations. The programme will also equip the students with professionally required language of phonography. This will increase the student's competencies for the job of office personnels and private secretaries in the organisations of present business world.

Learning Outcome based approach to Curriculum Planning

>> Aims of Bachelor's degree programme in (CBCS) B.A.(VOCATIONAL STUDIES) OFFICE MANAGEMENT & SECRETARIAL PRACTICE

Content: • provides students with learning experience and help to instill interest in the functioning of office and its management in all types of organisations.
 • develop student's abilities to apply the knowledge and skill acquired by them in this programme in practice while on jobs in the business world.
 • provides students the base for further studies, coaching and training leading to jobs in the organisations.

Graduate Attributes in Subject

>> Lifelong learning

Content: Update their subject knowledge and skills for continuous academic and professional growth.

Graduate Attributes in Subject

>> Disciplinary knowledge

Content: • the understanding of the field of office management and secretarial practice and its relation with related subjects.

Graduate Attributes in Subject

>> Communication Skills

Content: To equip them with verbal and written communication skills to be able to communicate with all the stakeholders confidently and with clarity.

Graduate Attributes in Subject

>> Information/digital literacy

Content: demonstrates basic knowledge of computers and use of softwares such as word, excel & power point AND advanced computer skills to be used in office and administration.

Graduate Attributes in Subject

>> Problem solving

Content: • the use of acquired knowledge and skill in the jobs provided in the related fields in the present business world.
 • the use of various techniques studied for analysis of real life problems and to find the best solutions for them.

Graduate Attributes in Subject

>> Analytical reasoning

Content: • to undertake the decision making and analyse the problems in the field of OMSP.

Graduate Attributes in Subject

>> Self-directed learning

Content: • to go for further learning, education and training which will help the student in developing professional and analytical skills suitable for advancement in the field of varied business operations.

Graduate Attributes in Subject

>> Cooperation/Team work

Content: To be able to be part of team with their performance and leadership qualities.

Graduate Attributes in Subject

>> Research-related skills

Content: To comprehend, consolidate, extend, apply and update their discipline's knowledge and skills for undertaking research proposals and continuous academic and professional growth.

Graduate Attributes in Subject

>> Self-directed learning

Content: To take initiatives for some topics and identify resources and study material for additional learning, individually or in groups and to use the strategies to meet learning goals in self-learning environment, under the guidance of the mentor.

Qualification Description

Content: The student of undergraduate three years full time study programme of B.A. (Vocational Studies) Office Management and Secretarial Practice will be awarded a Bachelor's Degree after completion. On completion of the degree level programme, the student will be able to demonstrate:

- the understanding of the field of office management and secretarial practice and its relation with related subjects.
 - the use of acquired knowledge and skill in the jobs provided in the related fields in the present business world.
 - to undertake the decision making and analyse the problems in the field of Office Management and Secretarial Practice.
 - the use of various techniques studied for analysis of real life problems and to find the best solutions for them.
 - to go for further learning, education and training which will help the student in developing professional and analytical skills suitable for advancement in the field of varied business operations.
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Programme Learning Outcome in course

Content: • The course demonstrates a basic systematic understanding of importance of office which helps the management to perform its functions effectively and efficiently. It is the office which serves as a control centre in all types of organisations. Office co-ordinates the activities of all departments and individuals in the organisation. So need of placing people who are conversant with the functioning of office and its operations is of immense value in the present world.

- The course imparts knowledge of the modern office which performs many services to other departments of the organisation such as communication, reproduction, data processing or record keeping, procuring of stationary, furniture and equipments along with secretarial assistance etc.
- The course also prepares students by imparting education of professionally required phonography language to be fully equipped for the jobs of secretaries in governmental as well as in private organisations.
- The course recognises and provides extended undergraduate course to the students who have opted for the same course under CBSE vocational stream at the school level.
- The course sharpens professional and academic competencies of the students to open diverse fields of jobs in the business world along with opportunities for further studies.

Business Law
(OM 2.4)
Core Course - (CC) Credit:6

Course Objective(2-3)

The objective of this course is to impart basic knowledge of the important business legislations along with relevant case laws to the students in order to make them better corporate professional who will be an asset to their organizations.

Course Learning Outcomes

- The students will have skills to understand the concepts of contract Act and to understand the provisions of any contract.
- The students will have understanding of specific contracts like indemnity, bailment and agency.
- The students will be able to distinguish between condition and warranty, Performance of contract of sale and rights of unpaid seller.
- The students will be able to understand consumer rights and consumer grievance redressal mechanism.

- The students will be able to know the process of creation and dissolution of LLP. Students will also learn the issue of negotiable instruments and understanding of different provisions of Negotiable Instrument Act.
- The students will be equipped with the various provisions of Information Technology Act such as digital signature and E-Governance.

Unit 1

The Indian Contract Act, 1872

Contract – meaning, characteristics and kinds, Essentials of valid contract - Offer and acceptance, consideration, capacity to contract, free consent, legality of objects, Void agreements, Discharge of contract – modes of discharge including breach and its remedies, Contingent contracts, Quasi contracts.

Unit 2

The Indian Contract Act, 1872: Specific Contracts

Contract of Indemnity and Guarantee, Contract of Bailment, Contract of Agency

Unit 3

The Sale of Goods Act, 1930

Contract of sale, meaning and difference between sale and agreement to sell, Conditions and warranties, Transfer of ownership in goods including sale by non-owners, Performance of contract of sale, Unpaid seller – meaning and rights of an unpaid seller against the goods and the buyer.

Consumer Protection Act

-Introduction, Definitions, Rights of Consumers, Nature and Scope of Complaints, Remedies Available to Consumers, Grievance redressal mechanism.

Unit 4

LLP 2008 and Negotiable instruments Act

The Limited Liability Partnership Act, 2008: Salient Features of LLP, Difference between LLP and Partnership, LLP Agreement, Partners and Designated Partners, Incorporation of LLP,

The Negotiable Instruments Act, 1881

Meaning and Characteristics of Negotiable Instruments : Promissory Note, Bill of Exchange, Cheque, Holder and Holder in due Course, Privileges of Holder in Due Course, Crossing of Cheque, Dishonour of Cheques.

Unit 5

Information Technology Act 2000: Introduction, Digital Signature, difference between digital and E-signature, Electronic Governance, Attribution, Acknowledgement and Dispatch of Electronic Records, Secure Electronic Records and Secure Digital Signatures, Regulation and powers of Certifying Authorities, Digital Signature Certificates, Offences.

References

1. Kuchhal, M.C. and Vivek Kuchhal, Business Law, Vikas Publishing House, New Delhi.
2. Dagar Inderjeet & Agnihotri Anurag "Business Law" Galgotia Publishing Company, New Delhi
3. Singh, Avtar, Business Law, Eastern Book Company, Lucknow.

Additional References

1. Maheshwari & Maheshwari, Business Law, National Publishing House, New Delhi.
2. Goyal Bhushan Kumar and Jain Kinneri, Business Laws, International Book House

Note: Latest edition of text books may be used.

Teaching Learning Process

Teaching learning process: The teaching learning process will involve two way communication between teacher and students. It will include Lecture, Tutorial, seminar, lecture by industry experts for enriching the learning experience for students.

Tools: The tools to be used by teachers include PPT, Lecture, case study, role playing, Field visit to court.

Assessment Methods

Evaluation and assessment: Assignment, Group discussion, MCQ, Case study, term paper, Test, Viva for internal assessment. For end term assessment university written examination will be held.

Keywords

Key words: Contract, breach, condition , warranty, unpaid seller, cheque, LLP, digital signature

Communication & Business Correspondence
(OM 2.3)
Core Course - (CC) Credit:6

Course Objective(2-3)

- The course will provide the importance of effective communication in business world.
 - The students will be equipped with the knowledge of different types of business letters written in present business world.
 - This paper will helps students to develop verbal and non-verbal communication skills so that the communication in business operations becomes effective.
 - This course will enable students to use the acquired knowledge in practice while performing jobs in organisations.
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Course Learning Outcomes

- The course will help the students to use effective language for converging a commercial message to achieve a predetermined purpose.
 - The course will provide the basis which will develop and sharpen the oral and written skills of the learner.
 - It will enable the learner to use correct language expressions for effective business communication.
 - The course will provide the learner the latest trends and styles prevalent in business correspondence.
 - It will enhance the learner skills in writing various types of business letters effectively.
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Unit 1

Communication – Meaning, importance, process of communication, objectives of effective communication. Forms of communication – oral, written, visual and audio-visual. Types of office communication internal and external. Barrier to communication and overcoming the barriers.

Unit 2

Business Correspondence – Meaning, importance, qualities of good business correspondence. Structure and layout of business letters and types of business letters.

Unit 3

Letters of enquires and replies. Letters of status and credit enquiries. Letters placing orders. Confirmation, modification and non-acceptance of orders. Letters of complaints and adjustments. Circular letters.

Unit 4

Dunning Letter. Banking correspondence. Insurance letters. Employment related letters. Correspondence with public bodies/authorities.

Unit 5

Office meetings – Notice, Agenda, Resolutions, Minutes and confirmation of the Minutes. Abbreviations and terms used in Business Correspondence.

References

1. Sinha, K.K., Fundamentals of Business Communication, Taxmann's, New Delhi.
 2. Gupta, C.B., Essential Business Communication, Cengage, New Delhi.
 3. Chopra, R.K., Business Correspondence, Himalaya Publishing House.
 4. Chhabara, T.N., Business Communication Concepts & Skills, Sun India Publication, New Delhi.
 5. Chawla, Shailesh K. Essential Business Communication, Mayur Paper Back.
 6. Campbell, Jeremy, Grammatical Man. Simon & Schuster.
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Teaching Learning Process

The students will learn the subjects mainly through oral lectures and presentations by teacher. Further, discussion method in the class will be used to encourage students to participate for better understanding of the topics. Other techniques specific to the topic will also be used according to the students need.

Assessment Methods

Student's learning will be assessed analytically and objectively on a continuous basis through regular assignment and class tests (oral and mock) for the award of internal assessment marks. Besides, there will be term end exams at university level in which the question paper will be comprising questions of descriptive, objective and problem solving nature to test the student's ability. It will be evaluated objectively and marks will be awarded on the basis of student's

performance in the exams.

Keywords

Communication, Qualities, Effective communication, Barriers, Business correspondence, Terms, Abbreviations.

Computing Basics and its Applications

(OM 3.3)

Core Course - (CC) Credit:6

Course Objective(2-3)

By the end of the semester each student will be able to:

- understand and appreciate the world of computers including their evolution and characteristics
 - understand the fundamental hardware components, memory storage devices and software aspect required to address day-to-day needs
 - fully grasp the networking concepts, Internet terminology and working efficiently on a web browser
 - know the significance and essential attributes of a database
 - demonstrate the touch method of e-typewriting
 - comprehend the need and used of word processing and demonstrate the use of software for the same
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Course Learning Outcomes

- When given a new or an unfamiliar situation, the students will be able to apply their disciplinary knowledge and professional skills to identify and solve the issue at hand.
 - When given a task, the students will be able to prepare business documents such as letters, etc.
 - Identify and utilise appropriate office technology to successfully deliver the task at hand.
 - On encountering time-bound situation, the students will be able to type the business documents at faster speed.
 - Grasp the significance and terminology of computer networking and Internet.
 - Whenever required, the students will be able to compose and send important communication through emails.
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Unit 1

World of Computers:

Characteristics of Computers, Evolution and Generation of Computers, Classification of Computers based on size, purpose of use and technology. Number Systems and conversions, ASCII code, Hardware and Memory storage devices, Software and Firmware, Antivirus

Operating System: types, functions and characteristics. Examples: Windows etc., Networking basics and Internet Concepts

Unit 2

Advanced Concepts of Networks and Internet

Keywords: URL, IP address, Hyperlinks, Web pages, Home page, web sites, WWW, Dial-up, Broadband, Dedicated, ISP, Browser, DSL, DNS, Gateways, Chat rooms, Downloading and Uploading, Wifi.

Working with Microsoft Internet Explorer: Opening a web page, opening multiple browser windows, opening multiple tabs in a single browser windows and their management, working offline, deleting temporary files, exploring Internet Options. Net Etiquettes, Searching the Web: Meaning of Search Engines, Keywords, Composing and sending Emails.

Unit 3

Database Management System (DBMS)

Meaning and need of a database, Advantages, limitations of databases, applications of database, Meaning and need of DBMS, Database components: tables, rows, columns, attributes, queries, record, Primary Key, Foreign Key, ER Modeling

Unit 4

E-Typewriting

Meaning and uses of Touch method, Introduction to E-typewriting Software; The student is required to achieve proficiency in e-typewriting with touch method of typewriting, Method of speed calculation (The minimum accurate speed to be attained is 30 words per minute)

Unit 5

Word Processing:

Meaning of word processor, Need and uses of word processing, Advantages and limitations of

word processing, Software used for word processing, Why MS- Word and which version

Unit 6

Advance concepts of MS WORD:

Starting word: MS WORD interface, Opening of blank document, Hiding and showing toolbars, Templates.

Working in Word: selecting text, editing text, finding and replacing text, formatting text, checking and correcting spellings, Justification and Alignment, Bullets and Numbering, Tabs, Paragraphs formatting, Indent, Page Formatting, Header and Footer, Word count

Working with a document: Page Setup of a document, viewing a document, switching between documents, saving a document, print preview of a document, printing a document. Finishing touch to a document: Inserting date and time, Special effects such as Bold, Scripts etc., Inserting and deleting a comment, Inserting Clip Arts, Shortcut keys of MS WORD, Inserting images and OLE, Mail Merge

Practical

Time: 35 Minutes (Excluding Viva-Voice)

Maximum Marks: 50

| Description of Question | No. Of Words | Marks | Time Allowed |
|--|--------------|-------|--------------|
| A paragraph evaluating the student's E-typewriting skills | 300 | 20 | 05 minutes |
| A question on MS-Word comprising of simple formatting of passage/letter e.g. bold, italics, etc. Generate mail merge for the letter so created to send it to multiple recipients at the same time. | 150 | 20 | 30 minutes |
| Total | | 40 | 35 minutes |

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|-------------|--|----|--|
| Viva-Voce | | 10 | |
| Total Marks | | 50 | |

- There is no Internal Assessment in the practical component of this paper.

References

1. Computer Fundamentals by Dr. Anita Goel, Pearson Publication.
2. Introduction to Information Technology By ITL Press, Pearson Publication
3. Computer Fundamentals, P.K. Sinha, BPB Publications

Additional References :

1. Fundamentals of Information Technology, Alexis and Mathew
2. FUNDAMENTALS OF COMPUTERS by E Balagurusamy, McGraw Hill Education
3. Computer Fundamentals by Dr. Sushila Madan, Scholar Tech Press

Teaching Learning Process

The programme of study in computing basics and its applications focuses on acquiring subject knowledge, understanding and skills to identify and resolve issues in an office setup and its administration. As a result thereof, the learning process must revolve around active and participative learning. The teaching-learning process should incorporate the development of practical skills. An amalgamation of engaging pedagogy must be used including group discussions, case studies, practical implementation of actual scenarios, e-learning resources, use of prescribed textbooks and other references.

Assessment Methods

The assessment of students taking this programme of study must be aligned to the course learning outcomes. The assessment methods must identify the academic and professional skills in the students for the course learning outcomes to be successfully delivered. A variety of assessment methods must be used such as:

- open-book tests to evaluate the student's academic and professional orientation
- closed-book tests
- case-study analysis and reports
- viva-voce

- practical assignments
- observation of practical skills

Keywords

Hardware and Software Components, Operating System, Networks, Internet, Browser, Search Engines, Database, Word Processing.

Corporate Laws (OM 4.3) Core Course - (CC) Credit:6

Course Objective(2-3)

- To introduce students to the legal nature, structure and functioning of a company and encouraging students to develop basic understanding of case laws and regulatory framework in corporate practice.
- To provide comprehensive knowledge and understanding of the provisions of Companies Act, 2013.
- To provide students knowledge of fundamental topics in company law including the inferences of separate corporate identity, limited liability, role and legal duties of promoters, board of directors and legal relationship with its various stakeholders.
- To provide basic understanding of Insolvency and Bankruptcy Code, 2016, regarding winding up of the corporate entities.

Course Learning Outcomes

After completing this course, the learners would be able to :

- understand and acquire knowledge of the regulatory framework of companies under the provisions of Companies Act, 2013.
- comprehend the legal nature, structure and functioning of a company.
- classify different types of companies on the basis of share capital, ownership, and liability .
- understand the online incorporation process of the company which will help the students in acquiring entrepreneurial skills.
- acquire knowledge of the role and legal duties of key managerial personnel of a company and their interrelationship with the shareholders.
- know about relevant provisions regarding the convening and conducting of company meetings .
- develop cognitive skills and analytical skills to apply legal reasoning to analyse relevant case laws and understand the regulatory practice in the core topics in company law.
- comprehend various modes of company's winding up and relate to the provisions of Insolvency and Bankruptcy code, 2016.

Unit 1

Introduction

Characteristics of a company; concept of lifting of corporate veil; Types of companies including private and public company, government company , foreign company, holding and subsidiary company, one person company , small company, producer company, association not for profit, illegal association ; Formation of company , Promoters and their legal position, pre-incorporation contract , online registration of a company.

Unit 2

Documents

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Memorandum of association, articles of association, Alteration and doctrine of ultra vires, doctrine of constructive notice and Indoor Management, prospectus , shelf prospectus and red herring prospectus, misstatement in a prospectus; Book Building process, Online filing of documents.

Unit 3

Share Capital

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Issue, allotment and forfeiture of shares, issue of bonus shares, transmission of shares; buyback and provisions regarding buyback; share certificate and share warrant; Members and shareholder – their rights and duties; Depositories Act 1996 - definitions, rights and obligations of depositories, participants, issuers and beneficial owners. Prohibition of insider trading. Provisions relating to payment of dividend, provisions relating to books of account, provisions relating to audit.

Unit 4

Management

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Directors, classification of directors: additional , alternate, women director, independent director, small shareholders' director; legal position; appointment, disqualifications, removal of directors; powers and duties; board meetings; key managerial personnel, managing director, manager, corporate social responsibility.

Types of general meeting: annual general meeting, extraordinary meeting, convening and conduct of meetings, requisites of a valid meeting; postal ballot, e –voting.

Unit 5

Winding up of companies

Concept and modes of winding up, compulsory winding up by the tribunal under Companies Act; voluntary liquidation of corporate persons under the insolvency and Bankruptcy Code, 2016, corporate insolvency resolution process. National Company Law Tribunal (NCLT), Appellate Tribunal (NCLAT).

References

1. Kuchhal MC “Company law ” Mahavir Publication
2. Dagar Inderjeet and Agnihotri Anurag “Corporate laws” Galgotia publishing company, New Delhi
3. Sharma J. P, “An Easy Approach to Corporate Laws”, Ane Books Pvt Ltd, New Delhi.
4. Singh Avtar “Company Law” Allahabad Law House

Additional References:

1. Charlesworth & Morse, “Company Law”, Sweet & Maxwell”, London, U.K.
2. Gowar, LCB, “Principles of Modern Company Law”, Stevens & Sons, London.
3. Bharat Law House, New Delhi, “Manual of Companies Act, Corporate Laws and SEBI Guidelines”.
4. Kannal, S., & V.S. Sowrirajan, “Company Law Procedure”, Taxmans Allied Services(P) Ltd., New Delhi (Latest Edn)

Teaching Learning Process

Students will be taught the subject mainly through oral lectures and presentations by the teacher. Further, discussion method, on topics and leading cases, to encourage participation and interaction of students, will be used. Furthermore, case studies and other techniques, specific to the paper can be used by the teacher, according to student’s need.

Assessment Methods

Students’ learning will be assessed analytically and objectively, on a continuous basis through regular assignments and class tests (oral and mock) for the award of internal assessment marks. Besides, there will be a term end exam. The term end question paper will include questions, of descriptive, objective and problem solving nature to test students' ability. It will be evaluated objectively and marks awarded on the basis of students performance in exam.

Keywords

Companies Act 2013 ,Lifting of corporate veil, Memorandum of association, Articles of association, Prospectus, Meetings, Dematerialisation, Shares, Dividend, Directors, Winding up.

Financial Accounting (OM 1.4) Core Course - (CC) Credit:6

Course Objective(2-3)

The objective of the course is to make the students familiar with the basic theory, concepts and practices of financial accounting. It aims to enable the students to understand the techniques for preparing accounts in different business organizations excluding corporate entities.

Course Learning Outcomes

After completing the course, the students will be able to :

- Understand the theoretical and practical framework of financial accounting and to acquire a basic understanding of IFRS, Ind-AS and latest Accounting Standards.
 - Understand the concept of Consignment, Joint Venture ,Inland Branches and Hire- purchase transactions and learn the techniques of preparing accounts under each of these cases.
 - Develop understanding of Depreciation Accounting as per AS-10 (PPE) .
 - Explain the concept of Partnership and preparation of accounts for reconstruction as well as dissolution of partnership firms.
 - Analyse the financial statements by preparing common size Balance Sheet, calculating various ratios and preparing Cash Flow statement.
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Unit 1

Introduction to
Accounting

Financial Accounting: Nature , scope and limitations.

Generally Accepted Accounting Principles (GAAP). Basic Concepts and Conventions, Accounting Standards: Meaning, Significance. IFRS and IndAS.

Accounting Process: From recording of transactions to preparation of final accounts. Rectification

of errors. Bank Reconciliation statement.

Unit 2

Accounting for Consignment, Joint venture and inland branches

- (i) Consignments: Features, Accounting treatment in the books of the consignor and consignee.
 - (ii) Accounting for Joint Ventures. When separate set of books are maintained. When records are maintained by a co-venturer of (a) all transactions (b) only his own transactions. (Memorandum joint venture account).
 - (iii) Accounting for Inland Branches (Dependent branches only). Ascertainment of Profit by Debtors method and Stock and Debtors method.
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Unit 3

Depreciation Accounting and accounting for Hire purchase transactions

- i) Depreciation Accounting . Meaning of depreciation. Causes and need for providing depreciation. Accounting treatment including provision for depreciation accounting. Straight line method and diminishing balance method of charging depreciation .
 - AS 10. Concept of cost model and revaluation model.
 - ii) Accounting for Hire Purchase Transactions. Journal entries and ledger accounts in the books of Hire Vendor and Hire Purchaser for large value items, including Default and repossession.
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Unit 4

Partnership

Admission, Retirement, Dissolution of Partnership Firms: Legal Position, Accounting for simple dissolution.

Unit 5

Managerial decision making

Analysis of financial statements, Common size balance sheet, Ratio analysis, Cash Flow statement.

References

1. J.R. Monga, Basic Financial Accounting, MKM Publication pvt ltd, Darya Gang, New Delhi
2. S.N. Maheshwari ,Suneel K Maheshwari,Sharad K Maheshwari;Introduction to Accountancy, Vikas Publications, New Delhi.
3. R. NarayanaSwamy, “Financial Accounting” PHI Pvt., New Delhi
4. P.C. Tulsian, Financial Accounting, Tata McGraw Hill, New Delhi

Additional References:

1. Charles T.Horngren,Gart L.Sundem,J.A.Elliot,D.R.Philbrick,Introduction to Financial Accounting, Pearson.
2. T.S Grewal,Introduction to Accounting ,S.Chand and Co.,New Delhi.
3. Ashok Sehgal and Deepak Sehgal, Fundamentals of Financial Accounting, Taxmann, New Delhi
4. S.P. Jain and K.L. Narang, Advanced Accounting, Kalyani Publishers New Delhi
5. Naseem Ahmed, Nawab Ali Khan, M.L. Gupta, Financial Accounting, Ane Books Pvt. Ltd. New Delhi

Teaching Learning Process

The teaching learning process will be student focussed to help students gain requisite knowledge. A variety of approaches will be adopted . Formal lectures will be supplemented with less formal tutorials in small groups.This will enable students to develop written and oral communication skills, problem solving skills, ability to reason and analyse .

Lectures will be augmented by presentations ,quizzes, oral tests, interactive discussions, case studies etc

Assessment Methods

Appropriate assessment methods will be used to evaluate progress towards the course learning outcomes . Internal assessment will be based on assignments ,projects, tests, presentations, quizzes and oral tests. Semester end assessment will be based on university written examination .

Keywords

Assets, Liabilities, Profit, Transactions, Journal entry, Ledger account, consignment, hire-purchase, joint venture, partnership, branch.

Office Management and Methods
(OM 1.3)
Core Course - (CC) Credit:6

Course Objective(2-3)

- To familiarize students with the activities in a modern office and relation of office with other departments of business organisation.
- The course will provide information about types of modern offices functioning in business world in the present time.
- The course will impart knowledge of filing system present in different organisations.
- The course will also provide knowledge of machines and equipments used in modern offices.
- The course will give insight about office safety and security and techniques to measure office work and setting up work standards.

Course Learning Outcomes

- The course enables students to acquire knowledge about office, its functions and importance as control and coordinating centre of an organisation.
- The course will provide the knowledge about types of office in modern business world and the management of office work and its relation with other departments of an organisation.
- The course provides knowledge about filing of records, its importance and systems of filing including indexing used in present times.
- It intends to equip the learner with knowledge of work measurement and control of office work and setting up of work standards.
- The course intends the learner to be well conversant with office methods and office machines and equipments used in modern office so that learner can apply the knowledge while working in the present business world.

Unit 1

Office and office Management – meaning of office, function of office, primary and administrative functions, importance of office. Relation of office with other departments of business Organization. Concept of paperless office, virtual office, back and front office, open and private office. Definition

and elements of office management, duties of an Office Manager.

Unit 2

Filing and Indexing – Meaning and importance of filing, essential of good filing system. Centralized and decentralized filing system. Meaning, need and types of indexing used in the business organization.

Unit 3

Office forms– Meaning and types of forms used in business organization, advantages, forms controls, objectives, form designing, principles of forms designing and specimens of forms used in office. Office Record Management – Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization.

Unit 4

Office Machines and equipments – Importance, objectives of office machines. Office Safety and Security – Meaning, importance of office Safety, safety hazards and steps to improve office safety. Security hazards and steps to improve office security.

Unit 5

Measurement of Office Work – Importance, purpose, difficulty in measuring office work. Different ways of measurement, setting of work standards, benefits of work standards. Techniques of setting standards. Office Manuals – Meaning, need, types of office manuals and steps in preparing of office manuals.

References

1. P.K. Ghosh, “Office Management”, Sultan Chand & Sons. New Delhi
 2. R.K. Chopra, Office Management, Himalaya Publishing House
 3. Chhabra, T.N., Modern Business Organisation, New Delhi, Dhanpat Rai & Sons.
 4. Duggal, Balraj, Office Management and Commercial Correspondence, Kitab Mahal, New Delhi.
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Teaching Learning Process

The students will learn the subjects mainly through oral lectures and presentations by teacher. Further, discussion method in the class will be used to encourage students to participate for better

understanding of the topics. Other techniques specific to the topic will also be used according to the students need.

Assessment Methods

Student's learning will be assessed analytically and objectively on a continuous basis through regular assignment and class tests (oral and mock) for the award of internal assessment marks. Besides, there will be term end exams at university level in which the question paper will be comprising questions of descriptive, objective and problem solving nature to test the student's ability. It will be evaluated objectively and marks will be awarded on the basis of student's performance in the exams.

Keywords

Office, Modern office, Filing, Record management, Office safety, Work standard.

Secretarial Practice and Basic Phonography-I (OM 3.2) Core Course - (CC) Credit:6

Course Objective(2-3)

- The main objective is to familiarize the students with the activities of a modern office, role of a Private Secretary in an office.
 - The course helps the students to acquire essential skills in handling various office operations.
 - The course will impart knowledge of basic phonography which is important for performing secretarial jobs in government and private organisations.
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Course Learning Outcomes

- The course will familiarize the learner with the activities of modern office including the role of private secretary in a business organisation.
- The course will equip the learner with the knowledge of types of secretaries, their duties, their qualities and their changing profile in the modern world.
- The course will impart knowledge to the learner about organizational structure and managerial functions performed in a business organisation.
- The course will help the learner to know about different types of meetings, with necessary arrangements and duties of the secretary before, during and after the meeting and handling inward and outward mail service.
- The course will help the students to learn professionally required language (Phonography) meant for private secretaries working in organisations.

- The course will help the learner to apply this knowledge while doing jobs in the business world as an effective and efficient private secretary.

Unit 1

Secretary: Meaning of Secretary, Types/Kinds of Secretaries, importance of Secretary, qualifications and qualities of Secretary, duties of Secretary, changing profile of the Secretary.

Organizational Structure: Definition, meaning and process, level and functions (Operational Functions- Office, Production, Financial, Marketing, Personnel etc. and Managerial Functions- Planning, Organizing, Staffing, Directing, Coordinating, Controlling. Delegation and Decentralization of Authority.

Unit 2

Meetings: Meaning and purpose of meetings, types of meetings, preparation for meetings: Notice, Agenda, Quorum, Role of Chairman, Minutes of meetings, duties of Secretary before, during and after a meeting, additional terms used in meetings.

Unit 3

Handling of Mail: Meaning of Mail, Need for establishing inward and outward mail routines, Nature of Mail – E mail and Physical Mail, Types of Mail – Inward Mail, Outward Mail and Inter-departmental Mail, Handling of Inward and Outward Mail, Mechanizing of Mail Services, Services provided by Courier Companies.

Unit 4

Phonography: Meaning and importance.

Consonants: Definition, types of Consonants, Classification of Consonants, Consonants and consonant strokes, pairs of Consonants, number, size and directions of consonants, joining of strokes.

Vowels: Definition, long and short vowels, Vowel signs and their places, Position of outlines according to vowels, Intervening Vowels, Grammalogues and Punctuation signs.

Alternative Forms of Strokes: Upward and Downward 'R', Upward and downward 'H', Diphthongs and, Triphones, Phraseography, Abbreviated 'W' and Tick 'The'.

Unit 5

Circles and Loops: Circle 'S' & 'Z', use of small circles with straight and curved strokes, exceptions to the use of Circle 'S'/'Z', Large Circles 'SW', 'SS or 'SZ', use of large circles with straight and curved strokes, Use of large circles in Phraseography, Loops 'ST' and 'STR', use of small and big

loops with straight and curved strokes, medial use of loops, exceptions to the use of loops.

Initial and Final Hooks: Initial Hooks 'R' and 'L', use of initial hooks with straight and curved strokes, alternative forms for 'Fr', 'Vr' etc., use of circles and loops preceding initial hooks.

Small Final Hooks 'N', 'F/V', use of final hooks with straight and curved strokes, medial use of small final hooks, use of small final hooks in Phraseography, Exceptions to the use of small final hooks, circles and looks to final hooks.

Large Final Hook 'Shun Hook', use of Shun Hook with straight and curved strokes, medial use of Shun Hook, Use of Shun Hook after Circle 'S' and 'NS', Use of Shun Hook in Phraseography.

References

1. Office Management, B.R. Duggal, Kitab Mahal, New Delhi.
2. Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, Darya Ganj, New Delhi-110002
3. Office Organisation and Management, S.P. Arora, Vikas Publishing House.
4. Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
5. Office Management and Commercial Correspondence, B.R. Duggal, Kitab Mahal.
6. Pitman Shorthand Instructor, New Era Edition (Old Course Book), A.H. Wheeler Publications.
7. Pitman Shorthand, New Course Book, A.H. Wheeler Publications.
8. Shorthand Made Easy for Beginners, O.P. Kuthiala, Pitman S.S. Publications.

Teaching Learning Process

The students will learn the subjects mainly through oral lectures and presentations by teacher. Further, discussion method in the class will be used to encourage students to participate for better understanding of the topics. Other techniques specific to the topic will also be used according to the students need.

Assessment Methods

Student's learning will be assessed analytically and objectively on a continuous basis through regular assignment and class tests (oral and mock) for the award of internal assessment marks. Besides, there will be term end exams at university level in which the question paper will be comprising questions of descriptive, objective and problem solving nature to test the student's ability. It will be evaluated objectively and marks will be awarded on the basis of student's performance in the exams.

Keywords

Secretary, Duties, Changing profile, Meetings, Agenda, Minutes, Managerial Functions, Mail system, Consonants, Vowel, Punctuation signs.

Secretarial Practice and Basic Phonography-II (OM 4.2) Core Course - (CC) Credit:6

Course Objective(2-3)

- The course will familiarise students with latest machines and equipments used in modern office.
 - The will aim at enhancing personality development of the students and instill the value of good human relations at the work.
 - The course will provide knowledge about duties of secretary in various operations to be performed by him for his superior in the organisation.
 - The course will impart professional language of phonography to the students which will make them competent in serving effectively in an organisation.
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Course Learning Outcomes

- The course aims at imparting knowledge about mechanization of office activities and types of machines which help in communication etc. used by personal secretaries and other office staff of the organisation.
 - The course will help the learner by providing the basis of personality development, good human relations and importance of ethics and values in the work culture in an organisation.
 - The course will help the learner to perform the jobs of the private secretary for making appointments for officers.
 - The course will help the learner for extended level of professionally required phonographic language so that the private secretary can perform their jobs effectively.
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Unit 1

Office Automation: Meaning of Mechanization, factors for selection of office machines, advantages and disadvantages of mechanization, Types of Machines – Communication Equipment, Copying Machines, Accounting, Tabulating and Computing Machines and Miscellaneous Machines.

Stationery: Need and importance of stationery, purchase of stationery, storage of stationery, issue and control of stationery.

Unit 2

Behavioural Skills: Personality development, importance of good human relations, understanding organizational culture, management of time and stress, importance of ethics and values.

Unit 3

Appointments and Travel Arrangements: Scheduling appointments, duties of Secretary before, during and after appointment. Preparation of itinerary, role and selection of travel agency, reservations.

Unit 4

The Aspirate: Tick 'H', Dot 'H', Additional Rules for Upward and Downward 'R', Upward and Downward 'L', Upward and Downward 'SH', Compound Consonants.

Halving Principle: Halving of strokes for 'T' or 'D', Half length 'H', Exceptions to the use of Halving Principle, Halving and Thickening of Strokes 'M', 'N', 'L', 'R', signs for 'RT' and 'LT', joining of strokes of unequal length, Use of Halving Principle for Past Tense, use of Halving Principle in Phraseography.

Unit 5

Doubling Principle: Doubling of straight and curved strokes, Doubling of Strokes 'MP/MB', alternative forms of 'MPR/MBR', Stroke 'NG', alternative forms of 'NG-KR' and 'NG-GR', Doubling of Stroke 'L', Exceptions to the use of Doubling Principle, use of Doubling Principle in Phraseography.

Diphones: Use of Diphones, Medial Semi-Circle, Left Semi-Circle, Right Semi-circle. Prefixes, Suffixes & Terminations. Contractions: omission of consonants. Figures: Numerals in Shorthand, round numbers, monetary units.

References

1. Office Organisation and Management, S.P. Arora, Vikas Publishing House.
2. Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
3. Office Management and Commercial Correspondence, B.R. Duggal, Kitab Mahal.
4. Office Management, B.R. Duggal, Kitab Mahal Distributors, 28 Netaji Subhash Marg, New Delhi-110002.
5. Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, 4263/3, Ansari Road. Darya Ganj, New Delhi-110002
6. Secretarial Services by Evelyn Anstin, Macdonald & Evavs.

7. Personality Development by R.K. Mishra, Rupa Publications
 8. Pitman Shorthand Instructor, New Era Edition (Old Course Book), A.H.Wheeler Publications.
 9. Pitman Shorthand, New Course Book, A.H. Wheeler Publications.
 10. Shorthand Made Easy for Beginners, O.P. Kuthiala, Pitman S.S. Publications
 11. Phono Phrase Book, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
 12. Modern Phrase Book, N.V. Krishna Murty.
 13. Way to High Speed Writing, O.P. Kuthiala.
 14. Principles of Modern Phraseography, Edgar E. Thorpe.
 15. Personality Development by S.K.P. Selvam, APH Publication Corporation
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Teaching Learning Process

The students will learn the subjects mainly through oral lectures and presentations by teacher. Further, discussion method in the class will be used to encourage students to participate for better understanding of the topics. Other techniques specific to the topic will also be used according to the students need.

Assessment Methods

Student's learning will be assessed analytically and objectively on a continuous basis through regular assignment and class tests (oral and mock) for the award of internal assessment marks. Besides, there will be term end exams at university level in which the question paper will be comprising questions of descriptive, objective and problem solving nature to test the student's ability. It will be evaluated objectively and marks will be awarded on the basis of student's performance in the exams.

Keywords

Mechanization, stationary control, behavioral skills, basic phonography.

Advanced Phonography (Practical)
(OM 5.1)
Discipline Specific Elective - (DSE) Credit:6

Course Objective(2-3)

- The course will aim at enhancing the student's skill and phonography which will help them to be fully competent for their jobs in business world.
 - The course will strengthen the student's ability to perform with the help of practice of phonography practical exercises.
 - The course will enable students to be a successful secretary in organisations by improving their speed in phonographically writing.
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Course Learning Outcomes

- The course, after equipping the learner with basic principles of phonography will aim at practically applying the knowledge acquired in practice by personal secretaries.
 - The course will help the learner in building up speed writing by practicing exercises.
 - The course will help the learner to acquire the skill of speedy and accurate transcription of shorthand notes for effective performance of the jobs of private secretary.
 - The course will give the learner the opportunity to perform secretarial job in an effective and efficient manner.
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Unit 1

Note Taking, Transcription etc., Revision of Grammalogues and Simple Phrases, Special Contractions (Section 1 to Section 5).

Unit 2

Advanced Phraseography (Section 1 to Section 7).

Unit 3

Practice of seen dictation exercises (from Exercise nos. 121 to 183 of the Old Course Book) at the speed of 80 words per minute.

Unit 4

Practice of unseen dictation exercises from other shorthand books and shorthand magazines at the speed of 60 words per minute.

Practical

Guidelines for the conduct of Practical Examination

Advanced Phonography- Practical-I

Time: 60 Minutes (Excluding Viva)

Maximum Marks: 100

| Question No. | Description of Question | No. of Words | Marks | Time Allowed |
|--------------|--|--------------|-------|--|
| 1 | Seen Dictation from Pitman Shorthand Instructor (Old Course Book) from Exercise Numbers 121 to 183 @ 80 wpm. | 240 words | 40 | 30 Minutes |
| 2 | Unseen Dictation @ 60 wpm | 180 words | 20 | 20 Minutes |
| 3 | Outline of words consisting of Grammalogues, Special Contractions and Advanced Phraseography | 30 words | 30 | 10 Minutes The Examinees have to write the Shorthand Outlines words on the Printed Question Paper as the Answer Sheet |
| | Viva-Voice | 450 words | 10 | |
| | Total | | 100 | |

Note:

1. There will be no Internal Assessment in this paper.
2. 10 minutes time may be given to the examinees for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of the above question for evaluation.

References

1. Way to High Speed Writing, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
2. Principles of Modern Phraseography, Edgar E. Thorpe, Pitman S.S. Publications, New Delhi.
3. Phono Phrase Book, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
4. Modern Phrase Book, N.V. Krishna Murty, Pitman S.S. Publications, New Delhi.

5. Shorthand Magazines.

Teaching Learning Process

The student will learn the subject mainly through practical exercises method. The regular practice of phonographical exercises and oral dictation will improve their ability of speed and accuracy in transcription of shorthand notes.

Assessment Methods

The students will be assessed objectively on a continuous basis through regular practice of phonographical exercises. Besides there will be a term end practical exam and viva-voce at university level to assess the student's performance.

Keywords

Phraseography, Dictation, Speed, Shorthand.

Advanced Phonography (Practical)
(OM 6.1)
Discipline Specific Elective - (DSE) Credit:6

Course Objective(2-3)

- The course will enable the students to write seen and unseen dictations on varied subject matters. This will enhance their output as secretaries in organisations.
 - The course will sharpen their skills as secretaries by providing knowledge of intersections, business, political and banking phrases.
 - The course will aim at making the students fully ready and competent for jobs in all types of organisation.
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Course Learning Outcomes

- The course will help the learner to acquire practical knowledge of Advanced Phonography required in modern business world.
- The course will aim at enhancing the knowledge of personal secretaries with the help of dictations of various subject matters and will sharpen the skill of transcribing the same with speed and accuracy.
- The course will help the learner to be fully competent for the jobs in present modern

business world.

Unit 1

Intersections, Business Phrases, Political Phrases, Banking Phrases.

Unit 2

Insurance and Shipping Phrases, Technical and Railway Phrases, Special List of Words.

Unit 3

Practice of seen dictation exercises from Units 1 and 2 of Old Course Book at the speed of 100 words per minute.

Unit 4

Practice of unseen dictation exercises from shorthand books and magazines at the speed of 80 words per minute.

Practical

Guidelines for the conduct of Practical Examination

Advanced Phonography- Practical-II

Time: 70 Minutes (Excluding Viva)

Maximum Marks:100

| Question No. | Description of Question | No. of Words | Marks | Time Allowed |
|--------------|---|--------------|-------|--------------|
| 1 | Seen Dictation from Pitman Shorthand Instructor from Exercise listed in Unit 1 and 2 of the syllabus (Old Course Book @ 100 wpm.) | 300 words | 40 | 40 Minutes |

| | | | | |
|---|--|-----------|-----|--|
| 2 | Unseen Dictation @ 80 wpm | 160 words | 20 | 20 Minutes |
| 3 | Outline of words consisting of Intersections, Business Phrases, Political Phrases, Insurance and Shipping Phrases, Technical and Railway Phrases and Special List of Words | 30 words | 30 | 10 Minutes The examinees will have to write the Shorthand Outlines of the words on the Printed Sheet. The Printed Sheet would be the Question Paper as well as the Answer Sheet |
| | Viva-Voice | 490 words | 10 | |
| | Total | | 100 | |

Note:

1. There will be no Internal Assessment in this paper.
2. 10 minutes time may be given to the examinees for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of the above question for evaluation.

References

1. 2000 Common Words Reading and Dictation Exercises, Edgar Thorpe, Pitman S.S. Publications, New Delhi.
 2. 700 Common Words Reading and Dictation Exercises, A.H. Wheeler Publications.
 3. Shorthand Magazines.
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Teaching Learning Process

The student will learn the subject mainly through practical exercises method. The regular practice of phonographical exercises and oral dictation will improve their ability of speed and accuracy in transcription of shorthand notes.

Assessment Methods

The students will be assessed objectively on a continuous basis through regular practice of

phonographical exercises. Besides there will be a term end practical exam and viva-voice at university level to assess the student's performance.

Keywords

Phraseography, Dictation, Speed, Shorthand.

Computing Basics and its Applications (OM 6.2) Discipline Specific Elective - (DSE) Credit:6

Course Objective(2-3)

By the end of the semester each student will be able to:

- Understand and work with tables and mail merge in MS-Word
 - Know and appreciate the use of spreadsheets in the day-to-day office administration
 - Exhibit the use of slides for presenting a topic
 - Create a database from scratch in MS-Access and generate queries for results
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Course Learning Outcomes

- The students will be able to understand and fully appreciate the procedural knowledge acquired.
 - When encountering a new/unfamiliar context, the students will be able to apply their disciplinary knowledge and transferable skills to identify and solve the issue.
 - When given a task, the students will be able to identify the software package to be used in order to successfully execute the same.
 - Identify the requisite elements from MS-Office software packages to be used to deliver the transactions.
 - Given a data set, the students will be able to consolidate the data in a meaningful format using spreadsheets.
 - Construct analysis around the data set thereby facilitating worthwhile information.
 - When given facts and figures, the students will be able to build a database. Furthermore, they will be able to generate and execute queries to represent these facts.
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Unit 1

Advanced Word Processing

Tables: Creating a new table, entering text in a table, adding and inserting rows/columns to a table, deleting rows/column from a table, resizing rows and columns, merging cells, convert text to tables and vice-versa, adding borders and shading, deleting a table.

Hyperlinking: Creating a hyperlink from a word document to same or external document

Macros: Recording a Macro, renaming a macro, assigning a macro to an object, deleting a macro.

Adding bibliography and references, Adding watermark.

Unit 2

Spreadsheet

What is a Spreadsheet? Need and uses of Spreadsheets, advantages and limitations of using Spreadsheets, software used for working with Spreadsheets. Why MSExcel and which version?

Keywords: cell, row, column, label, value, cell address, workbook, worksheet, cell range.

Unit 3

Working with MS-Excel

Starting Excel: Excel interface, creating a workbook, saving a workbook, editing a workbook, inserting/deleting worksheets, entering data in a cell, cut, copy, paste, paste special, selecting cells, moving data from selected cells, rearranging worksheets, imports to spreadsheets, resizing rows/columns.

Working with Excel: creating a series, use of basic formulae in Excel, formatting different types of data in Excel, naming of a range of cells, using cell references in a formula, copying/moving a formula, sorting data. Creating simple charts: Pie, Line, Bar-chart, using chart wizard. Using the following functions in Excel: logical (IF, AND, OR, NOT), Statistical, Mathematical, Date & Time

Unit 4

Working with MS-PowerPoint

What is presentation, Need and use of presentation in office administration, Software available in

the market for presentations, Introduction to Microsoft PowerPoint software & its advantages, PowerPoint interface: title bar, menu bar, toolbars, status bar, task pane, Components of a presentation: slides, outlines, speaker notes, handouts, Creating a simple presentation in PowerPoint, Add-ons to a presentation: images, shapes, videos, audio files.

Unit 5

Working with Slides in PowerPoint

PowerPoint formatting Basics: Slide Layouts, changing the background of the slides, applying design templates, changing the color schemes, font and formatting, Slide Master.

Viewing a presentation: Normal view, Slide Sorter view, Notes page view, Slide Show view, adding transition between slides, and adding animation in a slide, automatic slideshow.

Working with slides: changing layout, duplicating a slide, hiding a slide, moving a slide, deleting a slide, inserting pictures into a slide, inserting word art into a slide, inserting auto shapes, inserting hyperlinks and action buttons.

Unit 6

Microsoft Access

Meaning of database, introduction to MS-Access software

Working with MS-Access: Creating a table, entering data in a table, creating relationship between two tables, enforcing referential integrity, sorting contents of a table, executing simple queries, creating a report based on existing tables, adding a title and a footer in a report, creating forms, creating a form with a subform, adding a title to a form, adding buttons to a form, adding records in a table using a form.

Practical

Time: 120 Minutes (Excluding Viva-Voce)
100

Maximum Marks:

| Description of Question | Marks | Time Allowed |
|-------------------------|-------|--------------|
|-------------------------|-------|--------------|

| | | |
|--|-----|-------------|
| A question on MS-Excel to calculate the required quantity using various functions and formulae. Draw a simple chart from the above mentioned content. | 35 | 40 minutes |
| A PowerPoint presentation with 5-7 slides. The student should automate the slide show wherein the slide transition timer should be set for 7 seconds. The presentation should also include animation effects, slide transition effects, etc. | 20 | 20 minutes |
| A question based on MS-Access testing the creation of a database. The database must establish a relationship between tables and also enforces Referential Integrity constraint. A maximum of 4 queries may be given based on above database. | 35 | 60 minutes |
| Total | 90 | 120 minutes |
| Viva-Voice | 10 | |
| Total Marks | 100 | |

- There is no Internal Assessment in this paper.

References

1. Computer Fundamentals and essential tools by H. N. Tiwari and Hem Chand Jain
2. Computer Fundamentals By Dr. Anita Goel, Pearson Publications