

5.1 ENGLISH AND COMMUNICATION SKILLS – V

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RATIONALE

It is important for the diploma holders in Office Management and Computer Application to acquire proficiency in oral and written communication skills. Hence this subject is added in the curriculum.

DETAILED CONTENTS

1. Expansion of a passage from newspaper headline. (4 hrs)
2. Essay of normal length (say about 400 words) (6 hrs)
on current topics related to science, sports, social, economical and political matters
3. Advertisement and notice for meeting (6 hrs)
4. (a) Interchange of degree of comparison (6 hrs)
(b) Pair of words
(c) Phrases and idioms
(d) Synthesis of sentences (conjunctions)
5. Proof reading (6 hrs)
 - (a) Manuscript
 - (b) Manuscript of proof reading.
 - (c) Types of proof sheets
 - (d) Proof reading symbols
6. Poetry (8 hrs)
 - (a) On His Blindness by John Milton
 - (b) The Daffodils by William Wordsworth
 - (c) Ozymandias by P.B. Shelley
 - (d) La Bella Dame Sans Merei by John Keats.
 - (e) Indian weavers by Sarajini Naidu
 - (f) Home They Brought the Warrior Dead by Alfred Tennyson
 - (g) The Proper Study of Mankind by Alexander Pope
7. Text Book (6 hrs)
Arms and the Man by GB Shaw

8. Job Search and Job Success (6 hrs)
- Preparation for job-self-assessment
 - Assessment of your qualification for employment
 - Writing of an application letter
 - Follow-up of application letter
 - Requesting for an interview/appointment
 - Thanking for the interview
 - Accepting a job offer
 - Rejecting a job offer
 - Thanking your reference
 - Resigning from a position

LIST OF PRACTICALS

1. Students would be asked to orally expand a passage from any given newspaper headline.
2. Speaking spontaneously on any current, social, political, sports, business, economic and scientific topic
3. Orally synthesizing various sentences with the help of appropriate connectives conjunctions.
4. Some important lines (from the prescribed poems), would be asked for oral explanation.
5. Students would be inspired and motivated to read popular poems, novels, newspapers, magazines, journals so as to improve their general English and increase their general awareness, thereby keeping them abreast with the time
6. Self presentation.
7. Telephonic conversation
8. Situational Conversation
9. Mock Interview
10. Group Discussions

5.2 PROGRAMMING AND PROBLEM SOLVING THROUGH 'C' LANGUAGE

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RATIONALE

PC is the primary programming language through which problems can be solved. This module enables the students to learn programming and problem solving through "C" Language.

DETAILED CONTENTS

Note: Relevant theory should be taught along with practical exercises in each topic.

1. Introduction to Programming (4 hrs)

The basic Model of Computation, Algorithms, Flowcharts, Programming Language, Compilation, Linking & Loading, Testing & Debbing, Documentation.

2. Introduction to 'C' Language (5 hrs)

- Character set, Variables & Identifiers, Built-in-Data Types, Variable Definition,
- Arithmetic operation and Expression, Constants and Literals
- Simple assignment statement, Basic input/output statement,
- Simple 'C' programmes

3. Conditional Statements and Loops (10 hrs)

- Decision making within a program
- Conditions, Relational Operators, Logical Connectives
- If statement, if-else statement
- Loops: while loop, do while, for loop, nested loops, Infinite loops Switch statement, Structured Programming.

4. Arrays (10 hrs)

One dimensional arrays: Array manipulation; Searching, Insertion, Deletion of an element from an array; Finding the largest/smallest element in an array; Two dimensional arrays, addition/multiplication of two matrices, Transpose of a square matrix; Null terminated strings as array of characters.

5. Function (10 hrs)

Top-down approach of problem solving, Modular programming and functions, Standard Library of C functions, Prototype of a function: formal parameter list,

Return Type, Function call, Block structure, Passing arguments to a Function: call by reference, call by value, Recursive Functions, arrays as function arguments.

6. Structure and Unions (10 hrs)

Structure variable, initialization, structure assignment, nested structure, structure and functions, structure and arrays: arrays of structures, structure containing arrays, unions.

7. Pointers (10 hrs)

Address operators, pointer type declaration, pointer assignment, pointer initialization, pointer arithmetic, functions and pointers, Arrays and Pointers, pointer arrays

8. File Processing (5 hrs)

Concept of Files, Files opening in various modes and closing of a file, Reading from a file, Writing onto a file.

LIST OF PRACTICALS

1. Program to find factorial of a number using recursion
2. Program for reversing digits of an integer
3. Programs for string handling
4. Programs for Matrix Operations
5. Programs for manipulating employee database of an organization using structures

RECOMMENDED BOOKS

MAIN READING

1. Yashwant Kanetkar, "Let UsC", BPB Publications
2. Byron Gottfried "Programming with C" Second edition Tata Mc Grawhill, 2000
3. R.G. Dromey, "How to solve it by Computer", Seventh Edition, 2001, Prentice Hall of India.

SUPPLEMENTARY READING

1. E. Balaguruswami, “Programming with ANSI-C” First Edition, 1996, Tata Mc Graw Hill
2. A. Kamthane, “Programming with ANSI C”, First Edition, 2002, Person Education.
3. Venugopal and Prasad, “Programming with C”, First Edition, 1997, Tata Mc Graw Hill
4. B.W. Kernighan & D.M. Ritchi, “The Programming Language”, Second Edition, 2001, Prentice Hall of India;

5.3 SECRETARIAL PRACTICE - II

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RATIONALE

For a person working in the modern offices, to be successful and efficient, it is essential that he/she understand his/her job, its dimensions and techniques to handle the jobs. Inputs of managing the meetings and other information flow in the computer shall be provided in this subject.

DETAILED CONTENTS

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| 1. | Joint Stock Companies | (16 hrs) |
| | 1.1 Meaning, features and types of companies | |
| | 1.2 Difference between private and public limited companies, joint stock company and partnership | |
| 2. | Formation of Company | (16 hrs) |
| | 2.1 Promotion | |
| | 2.2 Incorporation | |
| | 2.3 Commencement of business | |
| | 2.4 Subscription of capital | |
| 3. | Documentations | (10 hrs) |
| | 3.1 Memorandum of Association | |
| | 3.2 Articles of Association | |
| | 3.3 Prospectus | |
| 4. | Capital of Company | (10 hrs) |
| | 4.1 Shares-types | |
| | 4.2 Debentures-types | |
| | 4.3 Own/borrowed capital | |
| 5. | Company Meeting | (12 hrs) |
| | 5.1 Definition, types of meetings. | |
| | - Statutory Meeting - Meaning, Statutory Report | |
| | - Annual general meeting statutory requirement detail in holding general meeting. | |
| | - Extra ordinary general meeting - meaning and purpose to call. Rules | |
| | 5.2 Requisites of a valid meeting, convening authority, notice of meeting | |
| | 5.3 Quorum of meeting | |

- 5.4 Chairman-powers and duties
- 5.5 Discussions, debate, amendments motions, resolution previous question, Closure, voting, privileges in speeches, presentation of order of meetings.
- 5.6 Minutes of meetings, duties related to meeting i.e. before, during and after the meeting.

ASSIGNMENTS

Framing of Agenda, notice, resolutions, minutes, proxy, checklist agenda.

RECOMMENDED BOOKS

1. Text Book of Company Secretarial Practice by PK Ghosh: Sultan Chand Publication
2. Secretarial Practice in India by S.D. Singh, Chauhan and N.K. Sharma-Sahitya Bhawan Publication
3. A New Approach to Secretarial Practice by Jain VK and Talwar PM: S. Chand Publication.

5.4 STENOGRAPHY ENGLISH - III

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RATIONALE

The performance of the personnel working in modern offices depends, to a large extent, on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarters/parties. It is necessary that students acquire a good speed of shorthand with accuracy so that they are able to perform in the modern offices effectively. Through a series of courses on stenography, these skills can be provided to the students. Hence the subject is introduced in the curriculum of Modern Office Practice

DETAILED CONTENTS

- Revision of theory done in the 3rd and 4th semesters.
 - a) Vowels implied
 - b) Figures and important contractions
 - c) Advanced phraseography
 - d) Contractions
 - e) Intersections
 - f) Business phrases
 - g) Note taking techniques and transcription on typewriter/PC
 - h) Common errors of English words

Attainment of speed: At the end of this semester, the students should be able to take down dictation on all types of matters at the rate of 100 words per minute and transcribe on a typewriter/PC at the speed of 30 word per minute. Emphasis should be given to accuracy in dictation and transcription.

Practical Assignments:

- Practice of using advanced phraseography contractions and intersections.
- Dictation from seen and unseen passages of 5 minutes duration and their transcription on the typewriter / computer.

INSTRUCTIONAL STRATEGY

This is a practical oriented subject. Teachers should develop practical exercises and provide for sufficient repetitive practice time to the students so that the students attain desired level of competency. The dictation from newspapers and magazines will be given and students should be encouraged to develop new contractions and phrases in shorthand.

RECOMMENDED BOOKS

1. Pitaman's Shorthand – New Course by Sir Issac; Pitman's Publications, London.
2. Pitaman's Shorthand Dictionary by Pitman; Pitman's Publications, London.
3. Graded Exercises in Shorthand by Pitaman; Journal.
4. Workbook for Shorthand. Dictation and Correspondence by Dr. G.D. Bist; Vishishit Prakashan, C4B/66, Janakpur, New Delhi.
5. Shorthand Quiz (Question/Answers) by Dr. G.D. Bist; Vishishit Prakashan, C4B/66, Janakpur, New Delhi.
6. Model Speed Dictations (Subjectwise Volumes by Dr. G.D. Bist; Vishishit Prakashan, C4B/66, Janakpur, New Delhi.
7. Shorthand Insurrection with Key by Pitman, Sir Issac.
8. Shorthand made Easy for Beginners by Kuthiala O.P.; Pitman Publications.
9. Shorthand Transcription by Sir Kailash Chander; F-35, East of Kailash, New Delhi.
10. Shorthand Reading and Dictation Exercises (Monthly) by PSS Publications, New Delhi.
11. Pitman Shortand – Guided Dictation Studies; Published by AH; Wheeler and Sons
12. Pitman Shortnand – Instructor; Published by AH; Wheeler and Sons

OBSERVATION

There will be a separate exam of theory of shorthand in all the three semester comprising 100 marks.. The question paper should certain the format mentioned as under:

SECTION-A

- Q.1 Objective type questions: Total 15 Nos.
- Q.IA 5 questions should be like, fill in the blanks
- Q.IB 5 questions should be like true or fake
- Q.IC 5 question should be like Multiple choice.

SECTION-B

Q.2 Some 5 to 6 short questions should be asked to attempt

SECTION-C

Question in this section should be of illustrative nature and very exhaustive answer should be asked for in this section.

Separate exam of Practical of 100 marks.

5.5 ENTREPRENEURSHIP AND SMALL BUSINESS DEVELOPMENT

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RATIONALE

In view of the dwindling job opportunities in government departments and organized sector, the students of modern office practices are required to be given inputs on entrepreneurship development and self-employment. The purpose is to impart necessary knowledge and skills to students so as to enable the students to set-up and manage their own entrepreneurial ventures.

DETAILED CONTENTS

1. Introduction to Entrepreneurship (8 hrs)
Definition of entrepreneur and entrepreneurship. Need, scope and importance of entrepreneurship entrepreneurial characteristics, Entrepreneurial competencies.
2. Government Policies and Support for Promoting Entrepreneurship (14 hrs)
Promoting Entrepreneurship, Entrepreneurship Development and Entrepreneurship Awareness Camps , Entrepreneurship Development Institutions and organizations at National, Regional, State and District level.
3. Environment Scanning and Opportunity Identification (12hrs)
Trends in growth of various sectors of Indian Economy, Identifying opportunities in different sectors and selecting products / projects, Criteria for product selection.
4. Project Feasibility Analysis (12 hrs)
Market survey and estimating product / services demand. Managerial, technical, market, financial and socio-economic viability of projects.
5. Project Formulation (14 hrs)
Preparation of preliminary project report. Formulation of detailed project report.
6. Management of a Small Enterprise (4 hrs)
 - Marketing, sales and promotion management
 - Financial management
 - Personnel management and Industrial relations
 - Production and operations management

(Elementary inputs of above mentioned functional areas of management of an enterprise are needed to be taught)

Practical Assignment

1. To collect schemes of financing of national, regional, state and district level financial and developmental organizations.
2. To identify and selection of a project and conducting market survey thereof.
3. To prepare a preliminary project report.
4. To prepare a detailed project report for a chosen/short-listed project.
5. Case study of entrepreneurs.

INSTRUCTIONAL STRATEGY

Experts from different financial organization may be invited to deliver lectures on type and procedures for norms and other support available for setting up an enterprise. The students may be encouraged to meet and prepare case studies of some successful entrepreneur near their locality. Tutorial exercises may be developed by the teachers for preparing project feasibility reports etc.

RECOMMENDED BOOKS

1. Entrepreneurship Theory and Practice by B.S. Rathore and J.S. Saini; Wheeler Publishing, New Delhi, price Rs.320/-.
2. A Handbook of Entrepreneurship by BS Rathore and JS Saini, Aapga Publication Pvt.Ltd., SCF 267, Sector 16, Panchkula
3. Entrepreneurial Development in India by C.B. Gupta and R. Srinivasan, Sultan Chand and Sons, New Delhi.
4. Entrepreneurship Development by Khemka, Sultan Chand and Sons, New Delhi.
5. A Handbook of Entrepreneurship by T.V. Rao and Udai Pareek, Learning System, New Delhi.
6. The Impact Machining Entrepreneurs EDII, Ahmedabad.

5.6 OFFICE MACHINERY AND EQUIPMENT

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The basic thrust of the course is to generate efficiency, effectiveness and excellence in the work and to improve performance of the office vis-a-vis to achieve optimum productivity in various office operations. Emphasis is laid in this course to inculcate practice amongst the students to use 'time and labour saving devices' as well as different systems and procedures and to keep the students abreast with the latest/modern techniques and practices in offices, both within and out side the country.

DETAILED CONTENTS

Note: Relevant theory instructions should be imparted along with the practicals in each topic.

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| 1. | Need and Importance of Office Machines | (4 hrs) |
| | 1.1 Meaning, advantages and their scope | |
| | 1.2 Selection of appropriate machines for an office | |
| 2. | Traditional Machines | (6 hrs) |
| | 2.1 Typewriter – standard, portable and electronic | |
| | 2.2 Duplicator | |
| | 2.3 Calculators | |
| 3. | Modern Office Machines | (10 hrs) |
| | 3.1 Photostat with advanced features | |
| | 3.2 Copy printer | |
| | 3.3 Computer | |
| | 3.4 Copy printer with interface | |
| | 3.5 Franking machine | |
| | 3.6 Binding machine | |
| | 3.7 Lamination machine | |
| | 3.8 Cheque writing machine | |
| | 3.9 Stencil cutting machine for printing large quantities | |
| 4. | Modern Communication Systems | (10 hrs) |
| | 4.1 Telephone with memory, caller ID, directory and conference equipment | |
| | 4.2 Telephone answering machine | |

- 4.3 Cordless telephone and hand free sets
- 4.4 Telephone (main line and extension, PBX, EPABX, Intercom)
- 4.5 Fax
- 4.6 Public address system
- 4.7 E-mail
- 4.8 Internet
- 4.9 Mobile phone

- 5 Modern Information Storing Systems and Equipment (6 hrs)
 - 5.1 Floppies and Compact disk (CD) workable on computer
 - 5.2 Scanner
 - 5.3 Bar code system
 - 5.4 Incoming/out going inventory register

- 6. Modern Accounting Equipment (6 hrs)
 - 6.1 Electronic calculator
 - 6.2 Electronic billing machine
 - 6.3 Electronic cash register
 - 6.4 Electronic weighting machine
 - 6.5 Electronic ledger system
 - 6.6 Coin and currency note sorting and counting machine

- 7. Modern Office Security Systems and Equipment (6 hrs)
 - 7.1 CCTV
 - 7.2 Time/attendance machine
 - 7.3 Visitor counting machine
 - 7.4 Metal/gas/smoke detector
 - 7.5 Fire extinguishers – different types
 - 7.6 Security alarms/remote control locking system.

Note: There will be no external examination for theory in this subject.

INSTRUCTIONAL STRATEGY

1. The student may be asked to perform practical in all the above areas and their proficiency may be evaluated by their teacher and external examiner
2. The students will be required to participate in group discussions and practical operations of the equipment.
3. The students may be exposed to world of work during the course of practical training and industrial visit in order to know the detailed process of handling of office machines and equipment.

4. The students may be encouraged to visit trade fairs and exhibitions in order to gather more information on latest technological changes and developments in the field of office machines and equipment
5. The students should be given knowledge and skills for operation, repair and regular/periodical maintenance of machines and equipment
6. The teachers should give demonstration and repetitive practical exercises of handling all the office machines and equipment to the students, either in the class-room, laboratory or in an industrial/institutional set up, wherever facilities are available. Teachers should closely watch and assist the students during their practical

RECOMMENDED BOOKS

1. Office Management by Ghosh and Aggarwal
2. Office Management by Gupta, Bansal, Jain, Malik
3. Modern Office Management by Dr.I.M. Sahai
4. Office Automation by K.K. Bajaj
5. Office Practice Made Simple by Geoffrey Whitehead
6. Latest Periodicals and Magazines on Office Automation

ENTREPRENEURIAL AWARENESS CAMP

This is to be organized at a stretch for two to three days during second year. Lectures will be delivered on the following broad topics. There will be no examination for this subject

1. Who is an entrepreneur?
2. Need for entrepreneurship, entrepreneurial career and wage employment
3. Scenario of development of small scale industries in India
4. Entrepreneurial history in India, Indian values and entrepreneurship
5. Assistance from District Industries Centres, Commercial Banks. State Financial Corporations, Small industries Service Institutes, Research and Development Laboratories and other financial and development corporations
6. Considerations for product selection
7. Opportunities for business, service and industrial ventures
8. Learning from Indian experiences in entrepreneurship (Interaction with successful entrepreneurs)
9. Legal aspects of small business
10. Managerial aspects of small business