

3.1 ENGLISH AND COMMUNICATION SKILL-III

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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

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| 1. | Precis | (4 hrs) |
| 2. | Translation and retranslation | (4 hrs) |
| 3. | Letter writing consisting of business, official and personal. | (6 hrs) |
| 4. | Narration | (4 hrs) |
| 5. | Types of sentences like Simple, compound, compound, complex imperative, interrogative negative, assertive, optative exclamatory, etc. | (2 hrs) |
| 6. | Communication | (14 hrs) |
| | <ul style="list-style-type: none"> ▪ Barriers in communication and how to overcome them. ▪ Process of communication consisting of Horizontal, Vertical, upward, downward and Central communication ▪ Effective listening principle factors affecting listening, listening exercises, oral written and video sessions | |
| 7. | Text book: The following short stories and one act play are recommended | (14 hrs) |
| | <ul style="list-style-type: none"> ▪ Home Coming (RN Tagore) ▪ Peasant's Bread (Leo Tolstoy) ▪ Bishop's Candlesticks (Norman McKing) ▪ The Anniversary (Anton Chekhov) ▪ The Monkey's Paw (WW.Jacob) | |

LIST OF PRACTICALS

1. Oral translation and re-translation.
2. Oral conversation from direct to indirect speech.
3. Students would be asked to speak and identify various types of sentences.
4. Students would be asked to practically demonstrate the following types of communication:
 - (i) Horizontal
 - (ii) Vertical
 - (iii) Diagonal
 - (iv) Grapevine
5. Students would be asked to read a paragraph from any of the above stories prescribed.

3.2 INTERNET

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RATIONALE

Internet technology has become an integral part of education system. The aim of this module is to enable the student to efficiently use Internet and also understand the basic Internet technology.

DETAILED CONTENTS

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

1. Introduction to Internet (8 hrs)

Internet, Growth of Internet, Owners of the Internet, Anatomy of Internet, ARPANET and Internet history of the World Wide Web, Basic Internet Terminology, Net etiquette. Internet Applications-commerce on the Internet, Governance on the Internet, Impact of Internet on Society-Crime on/through the internet
2. Internet Technology and Protocols (10 hrs)
 - Internet Protocols, TCP/IP; IP Address and its format, TCP/IP based packages SLIP, PPP
 - Network and Network devices: Network Architecture, Ethernet, FDDI and ATM
 - Characteristics of Local Area Network and Wide Area Network; Topology, Protocols and Media, Implementation, Transmission, Access method and Technologies, special consideration for the blinds
 - Addressing in Internet: DNS Domain name and their organisation, understanding the Internet protocol address
 - Client Server Concepts, their art and applications
 - Getting connected, items needed to connect levels of connectivity
3. World Wide Web (6 hrs)

Evolution of WWW, Basic features, WWW Browsers, WWW servers, HTTP, Universal Resource Locator (URL), Search Engines and their Categories, Searching Criterion, WWW and Hypertext.

4. Browsers (6 hrs)

Basic features, Bookmarks, history, Progress indicators, Customization of browsers, Saving and Printing web pages, Netscape Communicator, Internet Explorer.

5. Electronic Mail (6 hrs)

- Introduction to e-mail, E-mail networks and Servers, Email protocols-SMTP, POP3, IMAP4, MIME6.
- Structure of an Email, Email Address, Email Header, Body and Attachments.
- Email Client: Netscape Mail Clients, Outlook Express, Web based E-mail. Email encryption-Address Book, Signature File.

6. File Transfer Protocol (6 hrs)

Introduction to FTP and Terminology, FTP Servers and Authentication, Line Mode FTP and Common Commands, GUI Based FTP Clients, Browser Based FTP Clients.

7. Telnet (6 hrs)

Introduction to Telnet Connection, Using Telnet with Netscape. Telnet Protocol, Terminal Emulation, User Authentication.

LIST OF PRACTICALS

1. Browsing Internet
2. Using Search Engines
3. Creating E-mail Account and Sending E-mail using Netscape Mail Clients and Outlook Express respectively
4. Using FTP and Telnet

RECOMMENDED BOOKS**MAIN READING**

1. B. Underdahle and K. Underdahle, “ Internet and Web Page/Website Design,”
Second Edition, 2001 , IDG Books India (P) Ltd.,
2. D. Comer”, “The Internet Book”, Second Edition, 2001, Prentice Hall of India

SUPPLEMENTARY READING

1. M.L. Young,” “The Complete reference of Internet”, 2002, Tata Mc Graw Hill.
2. J. Sklar,” “Principles of m Web Design”, Second Edition, 2001, Vikas Publishing
House Pvt, Ltd.,
3. W.G. Lehnert, “Internet 101, First Edition, 2001, Person Education.

3.3 TYPING (HINDI)

3.4 STENOGRAPHY (ENGLISH)-I

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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 an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses on stenography these skills can be imparted to the students. Hence the introduction of the subject in the curriculum of Modern Office Practice.

DETAILED CONTENTS

1. Introduction
2. Importance of shorthand
3. Emphasis on phonetic system in Pitman Shorthand.
4. Correct sitting position, holding of pencil and note book and their quality
5. Consonants
 - Straight
 - Curves
 - Others
6. Joining of uneven strokes
7. Vowel signs-Vowel indication
 - First place
 - Second place
 - Third place
8. Alternative forms of `R` (upward and downward)
9. Diphthongs and Consonant `H`
10. Grammalogues and Phrases
11. Circle `S` and `Z`
 - Large circle of `SW` `SS` and `SZ`
 - ST and STR loops
 - Initial Hooks to straight strokes and curves.

SPECIAL NOTES

1. All students should be divided into two groups. Each group should comprise of maximum 15-20 students.

2. Assignments will be based on Pitman shorthand instructor and key by Sir Issac Pitman upto exercise 4 including Revisionary 'A'

ATTAINMENT OF SPEED

At the end of semester the students should be able to take down dictation at a minimum speed of 30 words per minute.

ASSIGNMENT

1. Practicing sitting posture including the position of note-book and holding of pen/pencil.
2. Practice of consonants with special attention to their formation, length, angle, size, direction, thickness, etc. joining of strokes.
3. Repeated practice of using vowels and exercises from the text books.
4. Practice of using grammalogues, punctuation marks, phrases, diphthongs, triphones
5. Class work-Reading and dictation along with transcription regularly
6. Home work-Reading and copying work (everyday throughout the year)
7. Practice of using circles and loops.

BOOK PRESCRIBED

1. Pitman Shorthand Instructor and Key by sir Issac Pitman.

RECOMMENDED BOOKS

1. Pitman's Shorthand-New Course by Sir Issac; Pitman's Publications, London.
2. Pitman's Shorthand Dictionary by Pitman; Pitman's Publications, London
3. Graded Exercises in Shorthand by Pitman; Journal
4. Workbook for Shorthand, Dictation and Corerrespondence by Dr. G.D, Bist; Vishishit Prakashan, C4B/66, Janakpur, New Delhi.
5. Shorthand Quiz (Question/Answers) by G. D. Bisat; Vishishit Prakashan, C4B/66 Janakpur, New Delhi
6. Model Speed Dictations (Subject wise Volumes by Dr. G.D. Bist; Vishishit Prakashan, C4B/66, Janakpur, New Delhi.
7. Shorthand Instruction 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

3.5 BOOK-KEEPING AND ACCOUNTANCY-III

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RATIONALE

Diploma holders working in offices as Office Assistants or Private Secretaries has to deal with financial and banking transactions of the institute/industry/company/ organization. This subject will provide sufficient knowledge and skill to the students related to accounting procedure.

DETAILED CONTENTS

1. Accounting for partnership firms (25 hrs)
 - Nature of Partnership Firm
 - Partnership Deed - meaning, meaning and importance, special aspects.
 - Fixed or Fluctuating Capital. Past Adjustments, Division of Profit

2. Admission of partner (23 hrs)
 - Change in profit sharing ratio
 - Good will-nature, method of calculation and accounting
 - Revaluation of Assets and Liabilities
 - Treatment of Reserves
 - Preparation of Capital Accounts
 - Balance Sheet of new firm.

3. Retirement/death of partner (15 hrs)
 - Change in profit sharing Ratio
 - Share of Goodwill Reserves etc
 - Share of Capital (Simple Problems only)

4. Dissolution of firm (13 hrs)
 - Meaning
 - Preparation of Realization and other Related Accounts. (Simple Problems only)

5. Company Accounts (10 hrs)
 - Accounts for Share Capital
 - Issue of a share Capital
 - Application, Allotment and Calls
 - Over and Under Subscription

- Issue at Par, Premium and Discount
 - Forfeiture of Share (Excluding Over-subscription)
6. Debentures (10 hrs)
- Meaning and nature of debenture
 - Issue of debentures at par, at discount and at premium as collateral security (including issue for purchase of assets)

PRACTICAL PROBLEMS

Accounts of Partnership Firm (simple problems related to cash)

- Admission of Partner
- Retirement Death of Partner
- Dissolution of Partnership Firm

RECOMMENDED BOOKS

1. Introduction to Accountancy by Grewal T.S. Sultan Chand and Sons, New Delhi.
2. Elements of Book-keeping by Juneja, C
3. Accountancy by Jain .S. P. and Narang. K. L. Kalyani Publications.
4. Principles and Practice of Book-keeping by Patil. V. A and Korlahali. J.S. Sultan Chand and Sons, New Delhi.
5. Book-Keeping and Accountancy by Gupta and Sharma: Dhanpat Rai and Sons.
6. Accountancy by DK Goel. Av i... Publishing Company, New Delhi
7. An Introduction to Accountancy by S.N Masheshwari, Vikas Publising House Pvt. Ltd.,

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.
- questions should be like, fill in the blanks

- questions should be like true or fake
- questions should be like Multiple choice.

SECTION-B

Q. 2 Same 5 to 6 questions should be asked to attempt

SECTION-C

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

Separate exam of Practical of 100 marks

3.6 BUSINESS CORRESPONDENCE - I

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RATIONALE

A diploma holder in Office Management and Computer Applications has to work as Private Secretary to the executives, managers and office executive in the organizations. To handle his/her job well, knowledge about techniques of correspondence is a must. In fact he/she has to acquire the skills of effective correspondence as he/she has to manage the office and has to provide help to his/her seniors and chief executives.

DETAILED CONTENTS

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

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| 1. | Introduction to Correspondence | (8 hrs) |
| | 1.1 Meaning and importance | |
| | 1.2 Process | |
| | 1.3 Uses | |
| 2. | Essential of a good business letter | (8 hrs) |
| | 2.1 Parts of a letter | |
| | 2.2 Formats/styles of a business letter | |
| 3. | Enquiry letters | (12 hrs) |
| | 3.1 Meaning and importance of business inquiries | |
| | 3.2 Quotation | |
| | 3.3 Catalogues | |
| | 3.4 Replies of inquiries | |
| | 3.5 Special terms used in business letters | |
| 4. | Order letters | (12 hrs) |
| | 4.1 Placing of an order | |
| | 4.2 Follow up letters | |
| | 4.3 Acceptance and refusal of an order | |
| | 4.4 Cancellation of an order | |
| 5. | Complaints, Claims and Adjustments | (12 hrs) |
| | 5.1 Complaint of late delivery | |
| | 5.2 Complaint of partial delivery, delivery of defective goods of inferior quality, etc | |
| | 5.3 Adjustment in reference to the different complaints | |

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| 6. | Remittance and Collection Letters | (12 hrs) |
| | 6.1 Remittance covering the final settlement of account | |
| | 6.2 Partial remittance | |
| | 6.3 Total series of collection letters | |
| | 6.4 Letter of Introduction | |
| | 6.5 Letter of Credit | |
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| 7. | Sales Letters | (16 hrs) |
| | 7.1 Introduction of new product | |
| | 7.2 Promotion of a product | |
| | 7.3 Publicity of business | |
| | 7.4 Special offers/discount etc | |

INSTRUCTIONAL STRATEGY

As the business correspondence is an integral part of any office work, special attention has to be given so that the students attain proficiency in drafting different letters/documents used in the office. For achieving this objective, teachers should undertake the following actions:

- Students must be made to draft minimum 5 letters on each topic such as inquiry letters, order letters, sales letters, complaints, claims and adjustment letters, circulars, collection and remittance letters, letters of introduction, letters of credit and status inquiries etc
- Students may be asked to edit and correct a given letter with reference to layout, format, style, drafting and language. Teacher should identify other appropriate and related assignments. Some sample of good letters/documents may be collected and students should be asked to read them aloud to the whole class.

RECOMMENDED BOOKS

1. Business Communication by Pradhan Bhende and Thakur; Himalaya Publishers
2. Commercial Correspondence by Mazumdar
3. Essentials of Business Communication by Reddy Appannaiah and Raja Rao; Himalaya Publishers
4. Communication Management Theory and Practice by P. Rathnaswamy; Deep and Deep Publications
5. Communication Management by Parag Diwan; Deep and Deep Publications
6. Essentials of Business Communication by P.N. Reddy, H.R. Appannaiah, B.S. Raja Rao; Himalaya Publishing House

7. Business Communication by U.S Rai and SM Rai; Himalaya Publishing House
8. Essentials of Business Communication by Rajendra Pal and J.S. Korlahali; Sultant Chand and Sons
9. Business Correspondence and Report Writing by R.C. Sharma and Krishan Mohan; Tata McGraw Hill, Reprint 1997
10. A guide to Business Correspondence by A.N. Kapoor; Sultant Chand and Sons
11. The Essence of Effective Communication by Ran Ludlow; Prentice Hall of India
12. Swamy Manual of Office Procedure by Mathur Swamy and Bindra Swamy Public
13. English Grammar Composition and Correspondence by MA.. Pink and Thomas; Sultant Chand and Sons
14. Practical English Usage by Michael Swan; Oxford University Press
15. Current English Usage by R.H. Flavelt and L.M. Flavell; English Language Book Society/Macmillan
16. Speaking English Effectively by Krishan Mohan and N.P. Singh; Macmillan
17. Fifteen Poets Published by Oxford University
18. High School English Grammar and Composition by Waren and Martin
19. ABC of Common Grammatical Errors by Nicel D. Turton, Macmillan Education Limited

ECOLOGY AND ENVIRONMENTAL AWARENESS CAMP

A diploma holder must have knowledge of different types of pollution caused due to industries and constructional activities so that he may help in balancing the eco system and controlling pollution by pollution control measures. He should also be aware of environmental laws related to the control of pollution.

This is to be organized at a stretch for 3 to 4 days. Lectures will be delivered on following broad topics. There will be no examination for this subject.

1. Basics of ecology, eco system and sustainable development
2. Conservation of land reforms, preservation of species, prevention of advancement of deserts and lowering of water table
3. Sources of pollution - natural and man made, their effects on living and non-living organisms
4. Pollution of water - causes, effects of domestic wastes and industrial effluent on living and non-living organisms
5. Pollution of air-causes and effects of man, animal, vegetation and non-living organisms
6. Sources of noise pollution and its effects
7. Solid waste management; classification of refuse material, types, sources and properties of solid wastes, abatement methods
8. Mining, blasting, deforestation and their effects
9. Legislation to control environment
10. Environmental Impact Assessment (EIA), Elements for preparing EIA statements
11. Current issues in environmental pollution and its control
12. Role of non-conventional sources of energy in environmental protection