

4.1 ENGLISH AND COMMUNICATION SKILLS - IV

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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. | (8 hrs) |
| 4. | Identifying common errors in English | (6 hrs) |
| 5. | (a) One word substitution
(b) Antonyms and synonyms
(c) Prefixes and Suffixes | (6 hrs) |
| 6. | Drafting | (10 hrs) |
| | (a) Press notes, Memos/Circulars, Notices (Lost and found): obituary, auction, press releases etc.
(b) Writing acknowledgements and preface | |
| 7. | Text Book Drama : Justice- John Galsworthy | (10 hrs) |

LIST OF PRACTICALS

1. Oral translation and retranslation.
2. Identifying common errors in oral communication.
3. Answering orally, one word substitution, antonyms and synonyms.
4. Speaking spontaneously on any given topic.
5. Reading exercises: Novels, Dramas, Poems etc. of famous authors with a view to improve reading and conversational skills among the students.

4.2 WEB DESIGNING

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RATIONALE

This module focuses upon the development of web page design and publishing of websites. Various scripting languages and markup languages should be known to develop web pages

DETAILED CONTENTS

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

1. User and Internet Relay chat (5 hrs)
 - Usenet-its components, News Groups, Searching and Subscribing New Groups, News Servers
 - Concept of Chatting and IRC, Client Software for Chat, Chat Servers, Smiley.
2. Web Publishing (15 hrs)

Overview, web hosting, Documents Interchange Standards, Components of Web Publishing, Document Management, Web Page Design Consideration and Principles, Search Engines, How to register a Web Site on search Engines, Publishing Tools.
3. HTML (15 hrs)

Document Layout, Header Elements, Section Headings, Block-oriented elements, lists, Inline elements, Visual mark-up, Hypertext links, Uniform Resource Locators (URLs), Images, Forms, Tables, and Special Characters.
4. Introduction to Interactivity Tools (17 hrs)

ASP, VB Script, Java Script,/JAVA and Front Page
5. Multimedia and Graphics (4 hrs)

VRML and Authoring Tools for Graphic Web Editors
6. Internet Management Security Concepts, (8 hrs)

Information Privacy and Copyright Issues
Overview of Internet Security; Firewalls, Internet Security Management Concept and Information Privacy and Copyright Issues.

LIST OF PRACTICALS

1. Creating Web Pages using HTML
2. Creating Web Page using Front Page
3. Using VB Script for interactive Web Page design
4. Using Java Script for interactive Web Page Design

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 Books", 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. Siklar, "Principles of Web Design", Second Edition, 2001, Vikas Publishing House Pvt. Ltd.,
3. W.G. Lehnert, "Internet 101, First Edition, 2001, Person Education.

4.3 SECRETARIAL PRACTICE-I

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RATIONALE

The main aim of diploma holders is to perform secretarial duties for and on behalf of the boss. Therefore, one must be well conversant with relevant sources of information and be alert and active with detailed knowledge to perform assignment as per direction of the office.

DETAILED CONTENTS

- 1 Secretarial Functions of Personal & Private Secretaries (30 hrs)
 - 1.1 Qualification, Duties and Responsibility of various types of Secretaries
 - 1.2 Public Relations
 - Work involved at reception desk
 - Reception/public relation officer job profile
 - Fixing of appointments, maintenance of desk diaries/Register/Digital diary.
 - Telephone handling/etiquette
 - Fax and internet handling
 - 1.3 Travel Arrangements
 - Planning journey
 - Schedule/Itinerary
 - Reservation travel, hotel and transport
 - Documents-passport-visa, health check up, money, insurance
 - 1.4 Using Various Sources of Information
 - Dictionaries, encyclopaedia, directories, railway time table, air time table/schedule, year book, tourist guide ready recknor, government reports/gazettes, office manuals, TIM (Travel Information Manual)
 - 1.5 Handling Cash Transaction
 - Methods of making payment: Cash, Draft, Money Orders, IPO Telegraphic transfer, standing instruction, ATM, Credit Card.
 - Banking Transaction: different types of bank accounts, different types of cheques, encashment, endoresement, crossing, dishonour.

2. Company Secretary (34 hrs)
- Qualifications, duties & appointments.
 - Rights and Liabilities of a Company Secretary
 - Scope of Secretarial work.
 - Role of Company Secretary.

LIST OF ASSIGNMENTS

1. Telephone index diary
2. List of telephone number and intercom to be displayed for the boss on his table, hotel service numbers.
3. Display of information by diagrams, charts, graphs
4. Specimens of air ticket, boarding card, rail ticket itinerary
5. Practice in preparing tour programmes, making railway and air reservations, booking hotel accommodation, preparation of TA bills.
6. Practice in recording appointments in diaries, furnishing information required at the time of actual meeting, receiving and handling visitors.
7. To prepare a report in respect of every office visit and exhibition required at the time of actual meeting, receiving and handling visitors.
8. Ability to find telephone numbers making a telephone index diary, writing on a message book, telephone bills, Registers for maintaining record of telephone calls made, practical training on working on PBX, PABX intercom etc.

RECOMMENDED BOOKS

1. Secretarial Practice by John Harrison
2. Office Organisation and Management by Jain and Jain
3. Office Management by PK Chopra

4.4 STENOGRAPHY (ENGLISH) - II

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RATIONALE

The main aim of diploma holders is to perform secretarial duties for and on behalf of the boss. Therefore, one must be well conversant with relevant sources of information and be alert and active with detailed knowledge to perform assignment as per direction of the office.

DETAILED CONTENTS

1. Alternative forms of FR and VR
2. Circles and loops preceding, initial hooks.
3. N and F/V hooks or Final hooks
4. Circles and loops to final hooks
5. Tick and Dot `H`
6. Shun hook
7. Upward and Downward `L` and `SH`
8. Compound consonants
9. Halving Principles
10. Doubling Principles
11. Diphonic or two vowel signs.
12. Medial semi circle
13. Prefixes
14. Suffixes

PRACTICE (60 Words per minute)

1. Practicing final hooks and alternative forms
2. Practice of having and doubling principle
3. Daily dictation from the book after reading the exercise and its transcription thereof into long hand
4. Practice of using diphones, medial semi circle, compound words, prefixes, suffixes, dictation and reading back from shorthand into long hand
5. Dictation from seen passages, including correspondence and transcription on the typewriter (words contained should be related to the topics covered)

6. Five minutes and ten minutes speed tests (attainment to develop ability to take notes in neat accurate style at the rate of 100 words per minute (w.p.m.) and transcription of the same at the rate of 30 words per minute (w.p.m.) and transcription of the typewriter
7. Practicing variety of drills
 - Reading shorthand from black board
 - Copy shorthand from black board
 - Cold note reading
 - Delayed writing
 - Students dictate to the class from shorthand book
 - Two minute speech by students
 - Reading printed shorthand material
 - Transcription

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.

SPECIAL NOTE:

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 & key by Sir Issac Pitman upto exercise 110 including Revisionary 'C'

4.5 BUSINESS ENVIRONMENT

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RATIONALE

The Growth of industry and business depends upon various other factors apart from the efforts put in by the entrepreneur. To know these forces, it is essential to understand the economic trends and other factors, which have direct or indirect influence on the business. Similarly the industry is governed and controlled by various enactments. An idea about a few important Acts shall be an added advantage for the diploma holder in Office Management and Computer Applications. Hence this subject is included in the curriculum

DETAILED CONTENTS

1. Elements of Business Environment (10 hrs)
 - 1.1 Meaning of business environment
 - 1.2 Factors influencing business environment (economic and non economic)
 - 1.3 Social responsibilities of business

2. Economic System (10 hrs)
 - 2.1 Meaning of economic system
 - 2.2 Features, merits and demerits of Capitalistic. Socialistic and mixed economic systems.

3. Liberalization, Privatization and Globalization of India Economy (20 hrs)
 - 3.1 Present policies of Government of India in Context of Liberalization, Privatization and Globalization of Indian Economy

4. Factories Act 1948 (20 hrs)
 - 4.1 Introduction and brief history
 - 4.2 Provision of health, safety, welfare, working hours, time and leave under Factory Act:

5. Contract Act (5 hrs)
 - 5.1 Definition and importance
 - 5.2 Essentials of Valid Contract

6. Income Tax Act (8 hrs)
- 6.1 Calculation of taxable income of a salaried Individual
 - 6.2 Knowledge and practice of filing of tax returns.
7. Administrative Services and Personnel Matters (7 hrs)
- 7.1 Rules Governing TA/DA leave perquisites benefits, staff conveyance, and medical allowance

Assignment/Practical

1. Study of latest business situation based on government policies and other circumstances

RECOMMENDED BOOKS

1. Elements of Mercantile Law by N.D. Kapoor, S.C. Chand & Sons, New Delhi
2. The Industrial Law by P.L. Malik, Eastern Book company, Delhi
3. Income Tax Law & Practice by V.P. Gaur and D.B. Narang. Kalyani Publishes, New Delhi.
4. Indian Economy by Ruddar Dutt and K.P.M. Sundrum, S.Chand and Sons, New Delhi
5. Elements of company Law by N.D. Kapoor, Kalyani Publishers, New Delhi
6. Modern Indian Company Law by M.C. Kucchal, Mahavir Book Depot, Nai Sarak, New Delhi
7. Income tax Law and Practice by S.K. Nayyar and Mahesh Joshi, Unistar Books Pvt, Ltd., New Delhi
8. Income Tax Law and Accounts by S.C. Mehrotra, Sahitya Bhawan Publication
9. Swamy's Journal and Service Conduct Rules.

4.6 BUSINESS CORRESPONDENCE – II

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RATIONALE

A diploma holder in modern office practice has to work as private secretary to the management executives and office executives in the organization. To handle his job, knowledge of correspondence is a must. In fact, he has to acquire the skill of effective correspondence as he has to control the office and has to provide help to his superiors.

DETAILED CONTENTS

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

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| 1. | Circulars | (10 hrs) |
| | 8.1 Change of address | |
| | 8.2 Opening of new branches | |
| | 8.3 Introduction of a partner | |
| | 8.4 Retirement of partner | |
| 2. | Official Correspondence | (10 hrs) |
| | 2.1 Introduction | |
| | 2.2 Noting in files | |
| | 2.3 Official letters | |
| | 2.4 Demi official letter | |
| | 2.5 Office orders | |
| | 2.6 Memorandum/memo letters | |
| | 2.7 Notification | |
| | 2.8 Endorsement | |
| | 2.9 Inter - departmental communication. | |
| 3. | Bank Correspondence | (8 hrs) |
| | 3.1 Inquiry regarding opening of an account. | |
| | 3.2 Asking the bank to stop payment. | |
| | 3.3 Advice of consignment | |
| | 3.4 Overdraft facilities | |
| | 3.5 Loss of cheque book | |
| | 3.6 Transfer and standing instructions | |
| | 3.7 Dishonour of cheques, reasons, letters from customers | |
| | 3.8 Bank forms and bank terms. | |

4. Drafting Telegrams (6 hrs)
 - 4.1 Drafting of business telegrams
 - 4.2 Drafting of official telegrams
 - 4.3 Preparing a carbon copy of telegrams which is not to be telegraphed

5. Drafting of Notices, Agenda and Minutes of Routine Meetings (6 hrs)

6. Miscellaneous letters (10 hrs)
 - 6.1 Letter of credit
 - 6.2 Letter of Introduction
 - 6.3 Letter of status inquiries
 - 6.4 Trade references
 - 6.5 Requesting a hotel reservation
 - 6.6 Requesting an interview / appointment
 - 6.7 Requesting a reservation by rail, road or sea.

7. Insurance Letters (8 hrs)
 - 7.1 Introduction, letter inquiring about premium rate.
 - 7.2 Reply from insurance company
 - 7.3 Claims
 - 7.4 Series of letter between insurer and insurance company regarding the settlement of claims

8. Import and Export Letters (8 hrs)
 - 8.1 Procedure for Importing Goods and Exporting Goods
 - 8.2 Series of letters between Importer, Exporter and Clearing and Forwarding Agent.

INSTRUCTIONAL STRATEGY

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

Students must be made to draft minimum 5 letters of each topic such as writing an application for a situation, noting on files, demi-official letters, memorandum, notification, endorsement, correspondence with the bank, drafting telegrams, sale letter, insurance letter, import and export letters, during the tutorial periods/session.

Students may be asked to correct the given letter with reference to layout, format, style and drafting language, and may be given other appropriate/related assignments.

RECOMMENDED BOOKS

1. Commercial Correspondence by Mazumdar.
2. Essentials of Business Communication by Rajendra Pal & J.S. Ko-rlahali; Sultan Chand & Sons, New Delhi.
3. A Guide to Business Correspondence by A.N. Kapoor; Sultan Chand & Sons, New Delhi.
4. Business Correspondence and Report Writing by R.C. Sharma; Tata McGraw Hill, New Delhi.
5. Manual of Office Management & Correspondence by B.N. Tandon, Sultan Chand & Sons, New Delhi.
6. Business Communication by Sinha; Galgotia, New Delhi.
7. Manual of Commercial Correspondence by Hume & Baley; Wheeler Publishing.
8. Modern Business Correspondence by L. Gartside, Pitman Publication.
9. Principles and Practice of Commercial Correspondence by L.F. Nelson and James Stephenson; Wheeler Publishing.
10. Business Communication a Problem Solving Approach by Ray W. Poe, Rose Mary T. Fruenling; McGraw Hill Book & Co.