

1.1 COMMUNICATION SKILLS – I

L T P
3 - 2

RATIONALE

Interpersonal communication is a natural and necessary part of organizational life. Yet, communicating effectively can be challenging because of our inherent nature to assume, overreact to and misperceive what actually is happening. Poor communication or lack of communication is often cited as the cause of conflict and poor teamwork. In today's team-oriented workplace, managing communication and developing strategies for creating shared meaning are crucial to achieve results and create successful organizations. The goal of the Communicating Skills course is to produce civic-minded, competent communicators. To that end, students must demonstrate oral as well as written communication proficiency. These include organizational and interpersonal communication, public address and performance. The objectives of this subject are understanding how communication works, gaining active listening and responding skills, understanding the importance of body language, acquiring different strategies of reading texts and increasing confidence by providing opportunities for oral and written expressions

DETAILED CONTENTS

1. Communication Skills (12 Hrs)
 - 1.1 Verbal and Non-verbal Communication
 - 1.2 Process of Communication
 - 1.3 Barriers to Communication; Overcoming Strategies
 - 1.4 Listening and Speaking Skills and Sub-Skills
(All topics should be in detail)

2. Grammar and Usage (12 Hrs)
 - 2.1 Punctuation
 - 2.2 Articles-a, an, the
 - 2.3 Framing Questions
 - 2.4 Verbs-Classification: Main Verb, Auxiliary Verb, Transitive and Intransitive Verbs
 - 2.5 Word Formation

3. Writing Skills (10 Hrs)
 - 3.1 Writing Paragraphs
 - 3.2 Picture Composition

4. Reading Skills (14 Hrs)
Unseen comprehension passages (at least 5 passages).

LIST OF PRACTICALS

(Note: The following contents are only for practice. They should not be included in the final theory examination)

Developing Oral Communication Skills

- Greeting, Starting a Conversation
- Introducing Oneself
- Introducing Others
- Leave Taking
- Thanking, Wishing Well
- Talking about Oneself
- Talking about Likes and Dislikes

INSTRUCTIONAL STRATEGY

Looking into the present day needs of effective communication in every field, it is imperative to develop necessary competencies in students by giving practical tips and emphasis on grammar, vocabulary and its usage in addition to practical exercises. The teacher should give report writing assignments, projects etc. while teaching this subject.

LIST OF RECOMMENDED BOOKS

1. Communicating Effectively in English, Book-I by Revathi Srinivas; Abhishek Publications, Chandigarh.
2. High School English Grammar and Composition by Wren & Martin; S. Chand & Company Ltd., Delhi.
3. Communication Techniques and Skills by R. K. Chadha; Dhanpat Rai Publications, New Delhi.

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	12	25
2	12	25
3	10	20
4	14	30
Total	48	100

1.2 BUSINESS CORRESPONDENCE - I

L T P
6 - -

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.

1. Introduction to Correspondence (10 hrs)
 - 1.1 Meaning and importance
 - 1.2 Process
 - 1.3 Uses

2. Essential of a good business letter (10 hrs)
 - 2.1 Parts of a letter
 - 2.2 Formats/styles of a business letter

3. Enquiry letters (18 hrs)
 - 3.1 Meaning and importance of business inquiries
 - 3.2 Quotations
 - 3.3 Catalogues
 - 3.4 Replies to inquiries
 - 3.5 Special terms used in business letters

4. Order letters (18 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 (20 hrs)
 - 5.1 Complaints of late delivery
 - 5.2 Complaints of partial delivery, delivery of defective goods of inferior quality, etc
 - 5.3 Adjustment in reference to the different complaints

6. Remittance and Collection Letters (20 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

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. High School English Grammar and Composition by Waren and Martin
15. ABC of Common Grammatical Errors by Nicel D. Turton, Macmillan Education Limited

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	10	10
2	10	12
3	18	20
4	18	18
5	20	20
6	20	20
Total	96	100

1.3 BASICS OF INFORMATION TECHNOLOGY

L T P
- - 4

RATIONALE

Information technology has great influence on all aspects of our life. Primary purpose of using computer is to make the life easier. Almost all work places and living environment are being computerized. The subject introduces the fundamentals of computer system for using various hardware and software components. In order to prepare diploma holders to work in these environments, it is essential that they are exposed to various aspects of information technology such as understanding the concept of information technology and its scope; operating a computer; use of various tools of MS Office/Open Office and internet form the broad competency profile of diploma holders. This exposure will enable the students to enter their professions with confidence, live in a harmonious way and contribute to the productivity.

Note:

Explanation of Introductory part should be dovetailed with practical work. Following topics may be explained in the laboratory along with the practical exercises. There will not be any theory examination.

TOPICS TO BE EXPLAINED THROUGH DEMONSTRATION

1. Information Technology – its concept and scope, applications of IT, ethics and future with information technology
2. Impact of computer and IT in society.-- Computer application in office, book publishing, data analysis, accounting, investment, inventory control, graphics, air and railway ticket reservation, robotics, military, banks, Insurance financial transactions and many more
3. Generations of computer, block diagram of a computer, CPU, memory, data – numeric data, alpha numeric data, processing of data.
4. Computers for information storage, information seeking, information processing and information transmission, computer organization, computer hardware and software; primary and secondary memory: RAM, ROM, PROM etc. Input devices; keyboard, mouse, scanner, etc ; output devices ; VDU and Printer(Impact and non-Impact printers), Plotter etc. Primary and Secondary Storage (Auxiliary Storage), Secondary storage; magnetic disks – tracks and sectors, optical disk (CD, CD-RW and DVD Memory)
5. Introduction to Operating Systems such as MS-DOS and Windows, difference between DOS and Windows
6. Basics of Networking – LAN, MAN,WAN

LIST OF PRACTICALS

1. Identify and list functions of various components and peripherals of given computer.
2. Installation of operating system viz. * Windows XP, *Windows 2007 etc.
3. Installing a computer system by giving connection and loading the system software and application software and various sources to install software
4. Exercises on entering text and data (Typing Practice)
5. Features of Windows as an operating system:
 - a) Start , shutdown and restore
 - b) Creating and operating on the icons
 - c) Opening, closing and resizing the windows
 - d) Using elementary job commands like – creating, saving, modifying, renaming, finding and deleting a file , creating and operating on a folder
 - e) Introduction to all properties such as changing settings like, date, time, calculator, colour (back ground and fore ground)
 - f) Using short cuts
6. Word Processing (MS Office/Open Office)
 - a) File Management:

Opening, creating and saving a document, locating files, copying contents in some different file(s)
 - b) Editing a document:
 - Entering text, cut, copy, paste using toolbars
 - Use of spell check
 - PDF file and its conversion in different file formats (MS Word/Excel etc.)
 - Scanning, editing and printing of a document
 - c) Formatting a document:
 - Using different fonts, changing font size and colour, changing the appearance through bold/ italic/ underlined, highlighting a text, changing case, using subscript and superscript, using different underline methods
 - Aligning of text in a document, justification of document ,Inserting bullets and numbering
 - Formatting paragraph, inserting page breaks and column breaks, line spacing
 - Use of headers, footers, inserting footnote, end note, use of comments
 - Inserting date, time, special symbols, importing graphic images, drawing tools

- d) Tables and Borders:
 - Creating a table, formatting cells, use of different border styles, shading in tables, merging of cells, partition of cells, inserting and deleting a row in a table
 - How to change docx file to doc file
 - Print preview, zoom, page set up, printing options
 - Using Find, Replace options
7. Spread Sheet Processing (MS Office/Open Office)
- a) Starting Excel

open worksheet, enter, edit data, formulae to calculate values, format data, create chart, printing chart, save worksheet, switching between different spread sheets
 - b) Menu commands:

Create, format charts, organize, manage data, solving problem by analyzing data, creating graphs
 - c) Work books:
 - Managing workbooks (create, open, close, save, rename), working in work books
 - Editing a worksheet: copying, moving cells, pasting, inserting, deleting cells, rows, columns, find and replace text, numbers of cells, formatting worksheet
 - d) Creating a chart:
 - Working with chart types, changing data in chart, formatting a chart, use chart to analyze data
 - Using a list to organize data, sorting and filtering data in list
 - e) Formulas:

Addition, subtraction, division, multiplication, percentage and auto sum
8. Power Point Presentation (MS Office/Open Office)
- a) Introduction to PowerPoint
 - How to start PowerPoint
 - Working environment: concept of toolbars, slide layout, templates etc.
 - Opening a new/existing presentation

- Different views for viewing slides in a presentation: normal, slide sorter etc.
 - b) Addition, deletion and saving of slides
 - c) Insertion of multimedia elements
 - Adding text boxes, importing pictures, tables and charts etc.
 - d) Formatting slides
 - Text formatting, changing slide layout, changing slide colour scheme
 - Changing background, Applying design template
 - e) How to view the slide show?
 - Viewing the presentation using slide navigator, Slide transition
 - Animation effects etc.
9. Antivirus
- a) What is virus and its types
 - b) Problems due to virus
 - c) Installation and updation of antivirus (anyone out of Kaspersky, McAfee, Norton, Quickheal etc).
 - d) How to scan and remove the virus
10. Internet and its Applications
- a) Log-in to internet, introduction to search engine
Browsing and down loading of information from internet
 - b) Creating e-Mail Account
 - Log in to e-mail account and Log out from e-mail account
 - c) Managing e-Mail
 - Creating a message
 - Sending, receiving and forwarding a message
 - Attaching a file
 - Deleting a message

INSTRUCTIONAL STRATEGY

Since this subject is practical oriented, the teacher should demonstrate the capabilities of computers to students while doing practical exercises. The students should be made familiar with computer parts, peripherals etc. and proficient in making use of MS Office/Open Office in addition to working on internet. The student should be made capable of working on computers independently. This subject should be taught with the help of LCD projector, (while teaching a group) using PowerPoint presentation slides.

RECOMMENDED BOOKS

1. Fundamentals of Computer by E Balagurusamy, Tata McGraw Hill Education Pvt. Ltd, New Delhi
2. Fundamentals of Computer by V Rajaraman; Prentice Hall of India Pvt. Ltd., New Delhi
3. Fundamentals of Computer by Sumita Arora by Dhanpat Rai and Co , New Delhi
4. Computers Today by SK Basandara, Galgotia Publication Pvt Ltd. Daryaganj, New Delhi.
5. Internet for Every One by Alexis Leon and Mathews Leon; Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi
6. A First Course in Computer by Sanjay Saxena; Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi
7. Computer Fundamentals by PK Sinha; BPB Publication, New Delhi
8. Fundamentals of Information Technology by Leon and Leon; Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi
9. Information Technology for Management by Henery Lucas; Tata McGraw Hill Education Pvt Ltd , New Delhi
10. MS Office by BPB Publications, New Delhi

1.4 DATA PROCESSING (ENGLISH)

L T P
2 - 6

RATIONALE

Typewriter is used to type letters, bills, invoices, forms, notices reports, statements and almost every kind of written communication. The students of this course must have the necessary skills to operate the keyboard of type machine (manual, electronic or of a computer). The objective of this paper is to enable the student to acquire a speed of 20 w.p.m. by having a manual typewriter or a computer.

DETAILED CONTENTS

THEORY

1. Importance of learning typewriting skill and scope of job opportunities (1 hr)
2. Finger position and sitting postures (7 hrs)
3. Fixing and releasing margin stops, paper setting (1 hr)
4. Touch vs sight method of typing. (3 hrs)
5. Syllabification, punctuation signs, their uses (2 hrs)
6. Spacing after punctuation signs (3 hrs)
7. Making instructions and calculating speed (2 hrs)
8. Manuscript: Some proof correction signs (2 hrs)
9. Display of different types of letters using bold typing, centering, right hand justification, tab setting etc. (2 hrs)
10. Practice of typing from a manuscript, knowledge of essential signs of manuscript. (Proof Reading Signs) (2 hrs)
11. Use of different fonts, using table in a letter, headers and footers, use of sub-paras, numbering etc. (2 hrs)
12. Mail-Merge (2 hrs)
13. Printing of matter either in horizontal or vertical (Portrait or Landscape) (1 hrs)
14. Change of spacing between lines, change of paragraph settings (1 hrs)
15. Practice of taking out of prints of different matters. (1 hrs)

NOTE:

1. Special care should be taken for proper fingering
2. It should be ensured that students inculcate the habit of learning typing as per correct method
3. Minimum speed should be 20 wpm

LIST OF PRACTICALS

ASSIGNMENTS - Attainment of speed of 20 w.p.m

- Practising sitting posture on the computer.
- Practising second row (home row), upper row and bottom row
- Practising words and simple sentences
- Practising top row (figures and symbols) and other printing keys
- Practising shift keys and other non-printing keys and ensuring proper margins and line spacing
- Straight forward copying from exercises
- Practising special symbols and punctuation marks
- Practising exercises (easy and difficult), each exercise should be typed five times
- Practising exercises for speed building. Calculating speed and errors
- Practising for building speed and control speed test for 5/10 minutes, speed drills and accuracy drills
- Typing letters and other communications in all styles (indented, block and semi-block)
- Practising typing of application for employment
- Practising envelope addressing
- Practising centralising headings
- Practising horizontal and vertical centring
- Practising different types of headings including spaced headings
- Practising simple tabular statement and stencil cutting etc
- Practising from manuscripts containing proof correction signs
- Typing multiple copies of correspondence
- Typing on printed forms, creating and filling forms, minutes, notices, legal documents and literary matter
- Practising typing of draft copy of advertisement for press
- Practice of small business letters/application letters
- Practice of small paragraph of about 100-150 words

INSTRUCTIONAL STRATEGY

A successful teacher must understand that there are some basic requirements for getting success in the field of typewriting such as:

- Accuracy is the most important objectives and speed is regarded as the basic principle
- Concentration i.e. the ability to keep the mind on an objective, is also essential
- Rhythm i.e. hitting each stroke with equal force and evenness is an essential factor
- Correct posture cannot be neglected
- Suitable equipment and congenial atmosphere are essentials for efficient work
- Demonstration method is the best method of teaching a skill with the following steps:

- I : Teacher demonstrates
- II : Students imitate
- III : Students practise

If Necessary

- IV : Teacher re-demonstrates
- V : Students again practise
- VI : Students work individually

- One seeing is equal to 100 tellings
- 'Show how' is far better than 'tell how'

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	01	04
2	07	24
3	01	04
4	03	08
5	02	06
6	03	06
7	02	06
8	02	06
9	02	06
10	02	06
11	02	06
12	02	06
13	01	04
14	01	04
15	01	04
Total	32	100

1.5 STENOGRAPHY (ENGLISH) - I

L T P
2 - 6

RATIONALE

For the performance of a private secretary's work it is necessary to have proficiency in stenography, as he has to take dictation, quite often, on matters of confidential nature. The objective of this subject is to enable the students to acquire a good speed in stenography.

DETAILED CONTENTS

- | | | |
|-----|---|---------|
| 1. | Importance of shorthand | (2 hrs) |
| 2. | Emphasis on phonetic system in Pitman's shorthand | (2 hrs) |
| 3. | Sitting position | (2 hrs) |
| 4. | Holding of pen and Note Book and their quality | (2 hrs) |
| 5. | Consonants | (5 hrs) |
| | 5.1 Straight | |
| | 5.2 Curves | |
| | 5.3 Others | |
| | 5.4 Joining of consonants | |
| 6. | Vowels | (5 hrs) |
| | 6.1 Vowel signs - vowel indication | |
| | 6.2 First place | |
| | 6.3 Second place | |
| | 6.4 Third place | |
| 7. | Intervening vowels and their positions | (2 hrs) |
| 8. | Grammalogues and punctuation | (2 hrs) |
| 9. | Alternate forms of 'R' (upward and downward) | (2 hrs) |
| 10. | Alternate forms of 'H' (upward and downward) | (2 hrs) |
| 11. | Diphthongs | (2 hrs) |
| 12. | Abbreviated 'W' | (2 hrs) |
| 13. | Phraseography and Tick the | (2 hrs) |

LIST OF PRACTICALS

ASSIGNMENTS

1. Practising sitting posture including the position of Note Book and holding of pen/pencil
2. Practice of consonants, writing each consonant with particular attention to their formation, length, angle, size, direction, thickness, etc., joining of strokes
3. Repeated practice of using vowels and exercises from the text book
4. Practice of using grammalogues, punctuation marks, phrases diphthongs, triphones
5. Class work : Dictation and reading
Home work : Reading and copying work(Daily throughout the semester)

Special Note:

- i) All students should be divided in two groups. Each group should comprise of a maximum of 15 - 20 students
- ii) Assignments upto exercise 22 will be based on Pitman Shorthand Instructor and Key by Sir Issac Pitman.
- iii) Dictation from seen exercises upto exercise no. 22 and its transcription in shorthand notebook itself by pen.

INSTRUCTIONAL STRATEGY

For effective teaching of stenography, it is important for the teacher to familiarize students with the general background, scope of work, employment opportunities and future prospects in order to motivate them for continuous, organised and methodical learning and practising. Stenography being a new language science for students, complimentary to the language of English, the teacher is expected to simultaneously built up the language skills of learners to achieve the goal. For securing masters in the skill the following steps are prescribed:

1. Assessment of student group profile i.e. determining the aptitude level of each student. The intake not to exceed 15-20 students
2. Presentation of subject with due emphasis on practicals
3. Proportional teaching of topics during the prescribed semester period
4. Use of only shorthand notebook and pencil
5. Ensure right direction for writing strokes and signs and their proper length
6. Emphasis on legibility of outlines and repeated practice
7. Monitoring of vowel placement and positioning at the initial stage
8. Repeated practice of prescribed word exercises, grammalogues, phrases etc

9. Strict adherence to speed exercises at different speed levels from simple to complex
10. Practice variety of speed drills
11. Periodical tests during the course for remedial teaching

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	2	6
2	2	6
3	2	6
4	2	6
5	5	16
6	5	18
7.	2	6
8	2	6
9	2	6
10	2	6
11	2	6
12	2	6
13	2	6
Total	32	100

1.6 OFFICE MANAGEMENT - I

L T P
5 - -

RATIONALE

One of the main objective of the diploma programme in Modern Office Management is to make the students understand the concepts and principles of office methods and procedures and develop skills in performing various office operations. This subject on office management aims at making the students well conversant with the services provided by a modern office and help them to perform efficiently and effectively.

DETAILED CONTENTS

1. Introduction (26 hrs)
 - 1.1. Meaning of office
 - 1.2. Importance of office
 - 1.3. Functions of office
 - 1.4. Qualities of an office manger
 - 1.5. Relation with other departments
 - 1.6. Centralization and decentralization of office service- their merits and demerits
2. Office Accommodation and Layout (18 hrs)
 - 2.1 Office building
 - 2.2 Sections and sub-sections of office
 - 2.3 Office location
 - 2.4 Office furniture and fixtures
 - 2.5 Office accommodation
 - 2.6 Office layout- objectives, principles and private verses open office
3. Office Environment (18 hrs)
 - 3.1 Working facilities – lighting arrangements; seating arrangement; Air-conditioning; ventilation; interior decoration; recreational facilities; safety and sanitary arrangement; pollution, noise and security control etc.
4. Handling Office Correspondence (18 hrs)
 - 4.1 Meaning and importance of correspondence
 - 4.2 Incoming correspondence procedures
 - 4.3 Outgoing correspondence procedures
 - 4.4 Ordinary post, Registered post, Parcel, Registered Parcel, Speed post, Courier, Airmail and e-mail etc.

INSTRUCTIONAL STRATEGY

The teacher of this subject should supplement the classroom teaching with industrial/field visits. Experts from various organizations should be invited to deliver expert lectures. Teacher should lay emphasis on identification and proper execution of tutorial assignments. Mock situations may be created in the classroom and students may be given live experiences/environment/ culture to enable them appreciate the real life situation

RECOMMENDED BOOKS

1. Office Management by Shashi Gupta and Sushil Nayya, Kalyani Publications, New Delhi
2. Office Management by P.K. Gupta, Kalyani Publications, New Delhi
3. Office Management by Ghosh and Aggarwal, Office Management by Ghosh and Aggarwal.
4. Office Management by Gupta, Bansal, Jain, Malik, Office Management by Gupta, Bansal, Jain, Malik.
5. Office Management and Practices by R.K. Sharma, Shashi Kr. Gupta, Sushil and Nayyer by Kohli Publishers, 34 Industrial Area Phase-II,. Chandigarh,

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	26	32
2	18	22
3	18	22
4	18	23
Total	80	100