

B.A Programme-Commerce
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Paper 1: SEMESTER –I
Business Communication

Duration: 3 hrs.

Marks: 100

Credits: 6

Course Objective

The course aims to enhance written and verbal communication/ presentation skills amongst the learners and ability to frame effective reports and presentations in business context.

Course Learning Outcomes

After completing the course, the student shall be able to:

CO1: understand communication process

CO2: understand the significance of oral communication in business context

CO3: write business reports and make presentations

CO4: learn to write business communication instruments like memorandum, minutes etc.

CO5: learn how to write report writing.

Course Contents

Unit I: Communication Process

Communication- nature, process, importance and types (verbal & non-verbal); Different forms of communication; Barriers to effective communication

Unit II: Vocabulary in Business

Vocabulary words often confused, words often mis-spelt, common errors in English

Unit III: Oral Presentation

Importance, characteristics, presentation plan, power point presentation

Unit IV: Business Correspondence

Letter writing, presentation, placing orders, sales letters, memorandum, notices, agenda, minutes; Job application letter; Preparing the resume

Unit V: Report Writing

Business reports, types, characteristics, importance, elements of structure, process of

References

- Khanna, P. *Effective Business Communication*. Vikas Publishing.
- Lehman, C. M., DuFrene, D. D., & Sinha, M. (2011). *Business Communication*. Cengage Learning India Pvt. Ltd.

Teaching Learning Process

Interactive class room sessions with the help of power point presentations, case discussions and group discussions to ensure active participation and continuous learning.

Assessment Methods

Class tests/Assignments, Class participation, Presentations, End-semester examination.

Keywords

Communication, Letter writing, Business reports, Memorandum, Minutes

B.A Programme-Commerce
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Paper 2: SEMESTER –II
Office Management & Secretarial Practice
(English/Hindi Medium)

Duration: 3 hrs.**Marks: 100****Credits: 6**

Course Objective

To acquaint the students with the tools and techniques of Modern Office Practices in an office environment. The knowledge acquired by the students would help them to manage the modern office effectively as office manager, executive or personal secretary by using the skills set acquired by them through this course.

Course Learning Outcomes

After completing the course, the student shall be able to:

- CO1: understand office Management, office automation, space management, workplace environment
- CO2: understand the procedures of mailing as well as record management
- CO3: understand the budgets and audit system in the Office
- CO4: understand and acquire the skills for secretarial functions and proceedings of official meetings
- CO5: acquire the knowledge of banking system and official terms to be used in Office

Course Contents

Unit-I: Office Management and Office Automation

Introduction to office management, objectives and principles of Office Management, primary and administrative management functions, importance of modern office, organisational chart, hierarchy, centralization and decentralization of office services, changing the nature and scope of office work, functions of office manager, essential qualification, experience and supervisory skills required for Office Manager.

Modern Office Equipment: Introduction, meaning and importance of Office automation, objectives and use of office automation tools - printers, scanner, fax machines, personal computers, photocopier, calling bell, telephones, mobile phones, video conferencing, CCTV Camera, biometric attendance machines. Tools for planning, office layout, concept of open office, back office, front office, Use of modular office furniture, emerging office concepts (green office

building, work at home, flexible office hours etc.), factors affecting choice of office location and working environment.

Unit II: Office Forms, Mail and Records Management

Office forms: Introduction, meaning, importance of forms, advantages and disadvantages of the use of forms, types of forms, factors affecting forms design, principles of form design, form control. Stationery: Management of stationery in stock register. Mail Management: meaning and importance of mail, Inward and outward mail, mail procedure – centralization and decentralization of mail system, dispatch of official documents using postal and courier services.

Principles and objectives of records: management and record keeping, essentials of record management, Centralization vs Decentralization of record keeping, meaning and importance of filing, essentials of good filing and indexing, concept of paperless office, methods of filing, classification of files, advantages and disadvantages of filing, filing system, digitalization and retrieval of records, retention and weeding of old records.

Unit III: Budget Control and Audit

Office Budget: Annual, estimated and revised budget, essentials of a budget, plan and non-plan expenditure/recurring and non-recurring expenditure, budgetary control, essential requirement for preparation of budget. Audit: Definition, importance of audit process. Meaning of voucher, Types of vouchers, Need and importance of vouching, verification (in brief), consumables/stock register, depreciation and disposal of assets.

Unit IV: Role of Secretary

Role of Secretary: Appointment and qualification of a personal/executive secretary. Functions of personal secretary/stenographer in office – attending phone calls, maintenance of appointment diary, dictation, drafting of letters, fax messages, emails, notice of the meeting, minimum quorum, proceedings of agenda and minutes of the meeting Use of Modern technology and Office Communication, mail, voice mail, multi-media, video conferencing, web-casting.

Computers: Introduction, Role of computers, components of computers, input and output devices, general softwares used in office, computer applications in office management, handling of files in computer system, advantages and disadvantages of computerization, internet.

Unit V: Banking and other terms used in Offices

Introduction: Banking, Bank accounts-Saving Account, Recurring Account, Current Account, Demat Account, Debit Card, Credit Card, ATM, Net banking, transfer of payments through RTGS/NEFT, E-Wallets, E-Commerce, M-Commerce, pass books and cheque books, other forms

used in banks, demand drafts. Cheques: pre-dated and post-dated cheques, dishonored cheque, stale cheque. GEM etc

Importance of Employee Welfare in work place, Grievance handling mechanism, Employee morale and productivity, Social Security (PF, Pension, Insurance, medical benefits).

References

- Bhatia, R.C. *Office Management* - Galgotia Publishers, New Delhi.
- Chopra R. K., *Office Management*, Himalaya Publishing House.
- Duggal, B , *Office Management & Commercial Correspondence*, Kitab Mahal, New Delhi
- Ghosh, P. K. *Office Management*, Sultan Chand & Sons, New Delhi
- Krishnamurthy S., *Office Management*, S.Chand Publications.
- Pillai, R.S.N and Bagavathi, *Office Management*, S. Chand & Company Ltd, New Delhi
- Shrama and Gupta, *Office Organisation and Management*, Kalyani Publications.

Note: Latest edition of text book may be used

Teaching Learning Process

This course is well structured and sequenced attainment of modern office procedures. With the help of the given chapters the students would be able to not only strengthen their knowledge of latest office procedures and equipment used but also adopt special methods to be used to run an office in a congenial environment. It would involve lectures and demonstration of equipments to be used in office supported by tutorials, tests and assignments

The students may pay a visit to any office i.e. a college office, bank and observe the office management practices being adopted.

Assessment Methods

The assessment method of the course is properly aligned and teaching learning processes and anticipated learning outcomes. It includes written tests as well as assignments.

Keywords

Agenda, Audit, Biometric, Budget, Digitalization, Executive, Hierarchy, Minutes, Multi-media, Personal Secretary, Secretarial, Stock Register, Verification, Video-conferencing, Vouching, Web-casting

OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Paper 3: SEMESTER –III
COMPUTER APPLICATIONS
(ENGLISH/HINDI MEDIUM)

Duration: 3 hrs.**Marks: 100****Credits: 6**

Course Objective

To provide computer skills and knowledge for O.M.S.P. students and to enhance the understanding of usefulness of Information Technology tools for business operations.

Course Learning Outcomes

After completing the course, the student shall be able to:

CO1: understand the fundamentals of computer.

CO2: understand the Internet Technologies

CO3: learn the concepts of word-processing (MS-Office)

CO4: learn the concepts of spreadsheet (MS-Excel)

CO5: learn the concepts of Power Point Presentation (PPT)

Course Contents

Unit I: Basic Knowledge of Computer

History of computer, generations of computers, characteristics of computers, advantages, functions of computers, limitations of computers, classification of computers- Digital computers, classification by size: Mini Computers, Mainframe computers, personal computers, super computers

Input and Output devices, monitors, printers, scanners, pendrives, keyboard terminals, their functions, Hardware, software, liveware and firmware. Types of softwares: System software: Operating systems and its functions, Application Software: General purpose packaged software and tailor made software, Layout of keyboard: Touch and sight system of computer.

Unit II: Internet & Networking

Meaning, growth, and types, basic internet technologies: Webpage, homepage, world wide web, E-mail, website, Advantages and disadvantages of Internet. Difference between Internet, Intranet and WWW

Basics of Networking and Internet Security, Internet Protocols, Net Etiquettes, Usage of internet for society, Search Engines and their types.

Unit III: Word Processing

Introduction to word processing, word processing concepts, working with word document: opening an existing document/creating a new document. Saving, difference between save and save as, selecting text, editing text, finding and replacing text, closing a document, formatting text, checking and correcting spellings, justification and alignment, bullets and numbering, tabs, paragraph formatting, page formatting, mail merge and use of smart art tool. Keyboard Operations.

Unit IV: Spreadsheet

Spreadsheet concepts, creating a work book, saving a work book, editing a work book, inserting and deleting work sheets, entering data in a cell, formulae coping, moving from data selected cells, handling operators in formulae, inserting charts: LINE, BAR and PIE, use of basic formulae used in excel, cell referencing and their types, use of basic functions: Financial, logical, statistical, mathematical.

Unit V: Power Point

Meaning of Power point, uses of power points, slide designs, slide layout, slide setting, slide show, print options, set up row, rehears timings, slide transition and slide animation.

Practical: There will be no practical examination in this semester but we need projector for demonstration and computer lab for practice sessions of Unit 3, 4, 5

References

- Arora, Sumita, *Computer Applications in Business*, Dhanpat Rai & Co., New Delhi.
- ITL Education Solutions Limited, *Introduction to Information Technology* Pearson Publishers, New Delhi
- Madan, Susheela, *Computer Applications in Business*, Mayur Paperbacks, New Delhi
- Rajaram, V., *Introduction to Information Technology*, PHI.
- Saxena, Sanjay, *A First Course in Computers*, Vikas Publishing House.
- Sinha, Pradeep K., and Sinha, Preeti, *Foundation of Computing*, BPB Publications.

Latest editions of the text books can be used.

Teaching Learning Process

This course is well structured and sequenced attainment of Computer knowledge and its skills. It will constitute an important aspect of teaching learning process. The course would involve

lectures through proper demonstration supported by group tutorials, open ended projects and practice on computer.

Assessment Methods

The assessment method of the course is properly aligned and teaching learning processes and anticipated learning outcomes. It includes oral and written tests, observation of practical typing skills through touch methods.

Keywords

Animation, Assembler, Client-server, Compiler, E-typography, Interpreter, Transition, Protocols, Virus

B.A Programme-Commerce
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Paper 4: SEMESTER –IV
STENOGRAPHY (ENGLISH)
(Only English Medium)

Duration: 3 hrs.

Marks: 100

Credits: 6

Course Objective

The main purpose of this course is to orient the students to understand the need of writing rapidly and accurately in this speed age. In order to make them a good writer, it is necessary for them to master the fascinating art of good writing. Every work has to be disposed of in the quickest possible time. As it is very important for an Executive Assistant/Secretary to write rapidly and accurately, the knowledge of art of writing through spoken sounds with the help of principles of Sir Isaac Pitman would help the students to take notes and carry out office work speedily.

Course Learning Outcomes

After completing the course, the student shall be able to:

CO1: understand the basic concepts of stenography with grammalogues and logograms.

CO2: understand the basic concepts of circles and loops in stenography.

CO3: understand and practice the use of initial and final hooks.

CO4: understand and practice the halving and doubling principles in stenography

CO5: understand and practice the prefixes and suffixes signs in stenography.

Course Contents

Unit I: Basics of Stenography

Stenography – Introduction, brief history of Pitman’s Shorthand, types of other writing methods.
Consonants– Definitions, types of consonants, consonant and consonant stroke, form of strokes, number, size and direction of strokes, joining of strokes.

Vowels-its definition, long and short vowels, vowels signs and their places, position of outlines according to vowels, intervening vowel, diphthongs/triphones, punctuation signs, and their application.

Short Forms-Definition, importance and use of logograms, grammalogues and phraseography, the phraseograms, its essential qualities.

Alternative forms of strokes: downward R & L strokes, downward and upward H, tick H and dot H, upward, “ish” strokes, semi circle or abbreviated w and their use.

Unit II: Circles & 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

Unit III: Initial and Final Hooks

Small 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 loops 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 and KW/GW/KY/GY, compound consonants.

Unit IV: Halving and Doubling Principles

Halving Principle: vocalizing of half length forms, halving for T or D, circle following half length forms, half length H, situations where halving principle not used. Halving and thickening of the strokes, M, N, L, R. The signs for RT and LT. Joining of strokes of unequal length. Use of halving principle for past-tense, halving principle in phraseography.

Doubling Principle: The general rule for doubling, doubling of straight strokes and the strokes MP and NG, alternative forms of MPR, MBR, NG-KR and NG-GR. Doubling of stroke L, circle S and double length strokes, use of doubling principle in phraseography.

Unit V: Prefixes and Suffixes

Diphones: Use of Diphones, Medial Semi-Circle, Left Semi-Circle, Right Semi-circle.

Prefixes: expression of the prefixes, initial common-, medial com-, accom-, intro-, etc.

Logograms as prefixes.

Suffixes: Suffixes and Terminations – The dot-ing, expressing –ality, -logical-ly, ment, mental-ly-ity, -ship, figures and contractions, etc.

References

- Aiyar, K.S.: *Reporter's Phrase Book*, A.H. Wheeler Publications.
- Bhatia, R.C., *"Principles of Short-hand Theory"*, G.Lal & Co.
- Hynes James: *The Practical Phraser*, Wheeler Publications.
- Kuthiala, O.P., *Shorthand Made Easy*, Pitman S.S. Publications
- Pitman, Isaac: *Pitman's Shorthand Instructor*, A.H. Wheeler Publications.

- Pitman, Isaac: *The New Phonographic : Phrase Book*.
- Thorpe, E and Kuthiala, O.P.: *You too can write 200 wpm and above*, Pitman SS Publication.

Note: Latest edition of text books may be used.

Additional Resources

- http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Study_Material_XII_Short_hand_English.PDF

Teaching Learning Process

This course is well structured and sequenced attainment of Stenography (English). This art of writing, based on (phonetics) sounds has been adopted throughout the world in the day to day working in organisations. With the help of the given chapters the students would be able to learn to make the outlines with proper pronunciation of words. In this way they will learn stenography and strengthen their English pronunciation also. Soon after the completion of this course, the student will be able to write/scribble accurately and speedily and once the speed and accuracy achieved, the same could be retained provided there is a regular practice.

Assessment Methods

The assessment method of the course is properly aligned and teaching learning processes and anticipated learning outcomes. It includes unit-wise written tests as well as assignments of Grammalogues and phraseography.

Keywords

Circles, Consonants, Diphones, Diphthongs, Doubling Principle, Figures, Grammalogues, Halving Principle, Hooks, Logograms, Loops, Phraseogram, Phraseography, Pitman, Shorthand, Stenography, Strokes, Suffix, Phonetics, Prefix, Terminations, Triphones, Vowels.

B.A Programme-Commerce
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Discipline Specific Elective Paper 5(a): SEMESTER -V
Practical Stenography and E-Typewriting
(Only English Medium)

Duration: 3 hrs.**Marks: 100****Credits: 6**

Marks: 100(Theory- 25 Marks, Internal Assessment = 25 Marks)
Practical -50 Marks

Course Objective

After learning the basic principles of Stenography by the students, it is essential that the students build up speed writing by practicing exercises and learning stenography transcriptions from Pitman Shorthand Instructor. The students will also get the proficiency in practical word processing and spreadsheet.

Course Learning Outcomes

After completing the course, the student shall be able to:

- CO1: understand the basic English Transcription Concepts – as most of the shorthand outlines are same but their meanings in English are different.
- CO2: get the proficiency of Typing on Computer through Touch methods
- CO3: get the proficiency in Advanced Stenography skill and transcriptions
- CO4: prepare letters etc. with proper formatting and styles
- CO5: prepare pay-roll and result analysis etc.

Course Contents

Unit I: Basic English Transcription Concepts

Homonyms(words which have the same spelling and pronunciation, but have different meanings);
 homophones(words which have the same pronunciation , but different spelling and meanings);
 homographs (words that are spelt the same, but have different pronunciations and meanings)

Unit II: E-Typewriting- Practical

Practice on key board skills for the speed of e-typewriting

E-typewriting: Introduction, functions, importance, advantages and disadvantages.Practice of on and off of computer system.

Keyboard practice: Setting of fingers on home keys, guide keys, dead keys, and their functions

Touch and sight typewriting- Meaning, advantages and disadvantages. Typewriting speed and accuracy- (use of spacing and punctuation marks, errors and penalty. Calculation of running and accurate speed (gross and net speed)

Unit III: Advanced Stenography – Theory and Practical

Special contractions (Section 1 to 5 with exercises) , Advanced Phraseography(Section 1 to 7) with exercises , Intersections, List of Grammalogues (alphabetically and phonetically).

Daily practice of Seen Passages from above exercises at the speed of 60 w.p.m and transcribe on the computer.

Unit IV: Word Processing -Practical

Word processing (MS-Office): working with documents, use of different views, navigation through document, text manipulation, formatting of documents.Hyperlink,Mail Merge Document preparation : Styles of business letters, preparation of letters in word processor, generate notices, agenda and minutes of meeting, office orders, circulars, memorandums, resumes. Merging of letter through mail merge and Printing

Unit V: Spreadsheet -Practical

Spreadsheet (MS Excel): Need of Spreadsheet, creating, opening and saving workbook, working with worksheet, editing worksheet, using links, applying different views, formulas and functions.

Guidelines for the conduct of Practical Examination

Time: 3 Hours

Maximum Marks: 50

Question No.	Description	No. of words	Marks	Time Allowed
1.	Seen Dication from Unit 3 of the syllabus at the speed of 80/60 words per minutes	180	10	5 minutes for dictation 5 minutes for reading and 30 minutes for transcription on Computer
2	Shorthand outlines from Unit 3	20	10	20 Minutes (the examinees will have to write the Shorthand outlines of the words on the printed sheet which would be the Question Paper as well as the Answer Sheet)

3	Speed Test @ 30 w.p.m. (10 minutes) from Unit 2	More than 1500 /2000 strokes	10	10 Minutes
4.	Project work – practical assessment from Unit 4 and 5 – two questions one from word processing and one of spreadsheet making the hyperlink		10 x 2	40 minutes

Note:

- 10 minutes time will be allowed to students for setting and adjustment of computers before the practical starts.
- 10 minutes time will be allowed to students for setting and adjustment of computers for e-typewriting speed test.
- The students have to produce the hard copies of the above questions for evaluation.
- Time should also be allowed for print-outs.

Practical:

There shall be Two Lectures per class and 4 Practical periods per batch to be taught in computer Lab.

Practical examination will be conducted by the Internal Examiner

References

- *700 Hundred Common Words – Reading and Dictation Exercises*
- Bhatia, D.P & Sangal, S.S., *Principles of Typewriting*, Pitman S.S.Publications
- *Computer E-Typewriting Master*
- Kailash, C.Chandra, N.and Pitman I., *Shorthand Magazines*, S.S.Publications 2012
- Kuthiala, *Shorthand Made Easy*, Pitman S.S.Publications
- Madan, S., *Computer Applications*, Mayur Paperbacks, New Delhi 2013.
- Pitman. I., *Pitman Shorthand Instructor and Key (old Course)*, Pearson Education Ltd. 2003.
- Sinha, P.K. and Sinha, P., *Computer Fundamentals*, BPB Publications. 2010
- Thoope Edgar, *2000 Common Words – Reading and Dictation Exercises*
- Tiwari H.N.and Thukral, S.*Information Technology*, International Book House Pvt. Ltd., Delhi 2014.

Latest addition of text books as well as softwares will be used.

Teaching Learning Process

This course is well structured and sequenced attainment of stenography and Typing speed. With the help of the given chapters and exercises the students would be able to not only strengthen their knowledge of rules of Pitman Shorthand but also adopt special methods for the formation of brief and legible outlines and transcribe them with higher speed, accuracy and with precise strokes. It would involve lectures supported by practicals.

Assessment Methods

The assessment method of the course is properly aligned and teaching learning processes and anticipated learning outcomes. It includes practical as internal assessment of Stenography as well as Typewriting.

Keywords

Contractions, dictation, grammalogues, homographs, Homonyms, Stenography, transcription, Phraseography.

B.A Programme-Commerce
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Discipline Specific Elective Paper 5(b): SEMESTER -V
Advanced Stenography
(Only English Medium)

Duration: 3 hrs.

Marks: 100

Credits: 6

Course Objective

Having learnt the fundamentals of Stenography from the Course in Pitman Shorthand Instructor Book. It is important for the students to practice the advanced course in Stenography to develop a high speed.

Course Learning Outcomes

After completing the course, the student shall be able to:

CO1: understand the basic concepts of contractions to be used for speed purpose.

CO2: understand and practice in Shorthand - the figures and their transcriptions.

CO3: understand and practice in Shorthand-the Special contractions and their transcriptions.

CO4: understand and practice in Shorthand-the Intersections & Business Phrases and their transcriptions.

CO5: understand and practice in Shorthand-the Revisions of grammalogues, contractions, Advanced Phrases and their transcriptions.

Course Contents

Unit I

Dictation of revisionary exercises and contractions by reading, writing and copying shorthand outlines and reading accurately by the students.

- Chapter XXVIII – Exercise 100, Revisionary Exercise (c)
- Chapter XXIX – Contractions (Exercises 111 to 119)

Unit II

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

- Chapter XXX – Figures etc. (Exercise 120)
- Chapter XXXI – Note Taking Transcription, etc.
- Chapter XXXII – Essential Vowels (Exercise 121 to 123)

Unit III

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

- Chapter XXXIII – Special contractions (Exercise 124 to 144)
- Chapter XXXIV – Advanced Phraseography (Exercise 145 to 183)

Unit IV

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

- Chapter XXXV – Intersections (Exercise 186 and 187)
- Chapter XXXVI – Business Phrases (Exercise 188 to 191)
- Chapter XLIII – Special list of words (Exercise 216 to 231)

Unit V

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

- Chapter XLIV – Shorthand in Practice
- Revision of Grammalogues
- Special List of Contractions
- Business and Medical Transcriptions

References

- Pitman, Isaac: *Pitman Shorthand Instructor and Key* (old course), Sir Isaac Pitman Ltd., Pearson Education Ltd. and Dorling Kindersley Publishing.
- *Shorthand Magazines* by Kailash Chandra, Naresh Gupta and Pitman S.S. Publications.

Teaching Learning Process

This course is well structured and sequenced attainment of stenography speed. With the help of the given chapters and exercises the students would be able to not only strengthen their knowledge of rules of Pitman Shorthand but also adopt special methods for the formation of brief and legible outlines and transcribe them with higher speed, accuracy and with precise strokes. It would involve lectures supported by tutorials/practice sessions.

Assessment Methods

The assessment method of the course is properly aligned and teaching learning processes and anticipated learning outcomes. It includes written tests, dictation and observation of practical practice sessions of Stenography.

Keywords

Contractions, dictation, grammalogues, Stenography, transcription, Phraseography

B.A Programme-Commerce
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Discipline Specific Elective Paper 6(a): SEMESTER -VI
Advanced Stenography and Computer Applications (Practical)

(English Medium Only)**Duration: 5 hrs.****Marks: 100 (Practical)****Credits: 6****Course Objective**

To build higher speed in Stenography, typewriting and learn the advance skills on computers.

Course Learning Outcomes

After completing the course, the student shall be able to:

CO1: learn the advanced phrases skills from the book.

CO2: get dictation of unseen passages and also be eligible to compete in the job market for secretarial jobs of personal secretary, office executives and office managers.

CO3: do transcriptions of dictated passages in MS-Word with a higher speed.

CO4: prepare pay-roll and employee data base etc.

CO5: make the presentation

Course Contents**Unit I: Advanced Stenography - Seen**

Daily practice of Seen Dictation exercises from Pitman Shorthand Instructor Book (Exercise 145-191) at the speed of 100 words per minutes. Practice in different settings (e.g. Class Rooms, Interviews for Social/Business Research Surveys).

Daily practice of Seen Passages from above exercises at the speed of 100 w.p.m (in graded manner) and transcribe on the computer

Suggested readings may also be used for practices.

Unit II: Advanced Stenography – Unseen

Practice of Unseen Passages at the speed of 80 words per minute (in graded manner) from monthly Shorthand Magazines with their transcription on computer.

Unit III: Word Processing (MS Word)

Word Processing (MS Word) – Inserting Table of Contents, Index and Managing Bibliography/References. Using Voice activated Word Processing in PC and Mobile Applications. Making the Hyperlinks

Practice of typewriting speed passages.

Unit IV: Spreadsheet (MS-Excel)

Spreadsheets (MS-Excel)- Preparation of Pay Rolls by applying mathematical and statistical functions. Preparation of mark sheets, Attendance Sheet, Employee Data Base by applying formulae and IF Function.

(Arithmetic and Logical functions)

Unit V: Power Point Presentation (PPT)

Preparing Presentations, Slides, Handouts, Speaker's Notes - Outlines -Media Clips - Charts – Graphs, Adding the Transitions to the Slide Show - Special effects in detail, - Setting Slide timings, Power point - Preparation and Presentation of slides in PowerPoint.

Guidelines for the conduct of Practical Examination

Time: 5 Hours

Marks: 100

Question No.	Description	No. of words	Marks	Time Allowed
1.	Seen Dictation from Unit 1 of the syllabus at the speed of 100 words per minutes	500	20	5 minutes for dictation 5 minutes for reading and 50 minutes for transcription on Computer
2.	Outlines of words consisting of phrases given in the syllabus	40 outlines	20	15 Minutes (the examinees will have to write the Shorthand outlines of the words on the printed sheet which would be the Question Paper as well as the Answer Sheet)
3.	Unseen Dictation at the speed of 80 words per minute	400	10	5 minutes for dictation 5 minutes for reading and 40 minutes for transcription on Computer
4.	One question from Unit 4/5 - Ms-Excel/power point and one from 3	1500/ 2000 strokes	25x2	80 Minutes (70+10 minutes)

Speed Test @ 30/40
w.p.m. (10 minutes)

Note:

- 10 minutes time be allowed to students for setting and adjustment of computers before the practical starts.
- 10 minutes time will be allowed to students for setting and adjustment of computers for e-typewriting speed test.
- The students have to produce the hard copies of the above questions for evaluation.
- Time should also be allowed for print-outs.

Practical:

There shall be Two Lectures per class and 4 Practical periods per batch to be taught in computer Lab.

Being practical no internal Assessment required

References

- *700 Hundred Common Words – Reading and Dictation Exercises*
- Bhatia, D.P & Sangal, S.S., *Principles of Typewriting*, Pitman S.S.Publications
- *Computer E-Typewriting Master*
- Kailash, C.Chandra, N.and Pitman I., *Shorthand Magazines*, S.S.Publications 2012
- Kuthiala, *Shorthand Made Easy*, Pitman S.S.Publications
- Madan, S., *Computer Applications*, Mayur Paperbacks, New Delhi 2013.
- Pitman. I., *Pitman Shorthand Instructor and Key (old Course)*, Pearson Education Ltd. 2003.
- Sinha, P.K. and Sinha, P., *Computer Fundamentals*, BPB Publications. 2010
- Thoope Edgar, *2000 Common Words – Reading and Dictation Exercises*
- Tiwari H.N.and Thukral, *S.Information Technology*, International Book House Pvt. Ltd., Delhi 2014

Latest addition of text books as well as softwares will be used.

Teaching Learning Process

This course is well structured and sequenced attainment of stenography speed. With the help of the given chapters and exercises the students would be able to not only strengthen their knowledge of rules of Pitman Shorthand but also adopt special methods for the formation of brief and legible

outlines and transcribe them with higher speed, accuracy and with precise strokes. It would involve lectures supported by tutorials/practice sessions.

Assessment Methods

The assessment method of the course is properly aligned and teaching learning processes and anticipated learning outcomes. It includes written tests, dictation and observation of practical practice sessions of Stenography

Keywords

Animations,contractions, dictation, grammalogues, Stenography, transcription,transition, Phraseo graphy,

Computer Applications and Stenography (Practical)

Duration: 5 hrs.

Marks: 100

Credits: 6

Course Objective

To assess the level of mastery/competency acquired through a practical approach and hands on training in office management and secretarial practice course in the B.A. Program. While preparing Research Report on Office Management and Secretarial Practice the students will be able to acquire secretarial skills, knowledge, procedure and practices required for performing official jobs as Manager, Administrative Officer and familiarize with the working in modern IT environment. This course focuses on the production of reports by usage of IT Tools along with translation of Stenography Transcription Script.

Course Learning Outcomes

After completing the course, the student shall be able to:

CO1: transcribe the dictations by using advanced phrases and outlines.

CO2: understand and develop the practical/research skills with hands on training in secretarial practice design with the understanding of organisational structure, processes and practices.

CO3: use practical approach in understanding of office systems and procedures with industry interface.

CO4: get proficiency in Office Management and Secretarial Practice skills using IT in their jobs.

CO5: discharge secretarial jobs with industry interface and improve their writing, reading and translation of shorthand scripts through Office Management and Secretarial Practices.

Course Contents

Unit-I: Shorthand Dictation and Transcription

Shorthand dictation of seen and unseen passages. Practice of outlines from Advanced phraseography, Intersections, Business Phrases, Political Phrases and Banking Phrases from Pitman's Shorthand Instructor (New Era Edition) by Isaac Pitman, London (old course).

Practice of transcription of dictations on seen and unseen passages from shorthand magazines or parliamentary/budget/banking/office administration reports/Business Research Survey.

Unit II: Research and Office Reports

Introduction, Meaning and Course Objectives of secretarial practice in project reports, importance of reports, essential features, content and format of the good report, samples of office report,

industry visit report, references and bibliography, writing of reports on office practices, preparation of stenography transcripts and its translation in office documentation, design of office reports.

Unit III: Structure of Reports

How to prepare the Reports: Executive summary (Abstract), Introduction- Background, Purpose, Nature and Scope, Objective of the study, Methodology, Discussions, Summary, Findings and Limitations.

Unit IV: Computer Applications for Writing Report

- (i) Preparation of Reports using keyboard skills in computer software – word processing, spreadsheet and power point– Practice of transcription/dictation exercises, content report exercises, tables, charts, use of arithmetic functions.
- (ii) Preparation and presentation of report in PowerPoint

Unit V: Visit to Industries and Writing of Report

- (i) Observe the office practices used by various industries for writing of business surveys/articles/research papers on the topics related to office management practices and secretarial practices.
- (ii) Daily practice on report writing, transcriptions and keyboard typewriting speed passages,

References

- Bhatia, R.C. *Business Communications* - Galgotia Publishers, New Delhi.
- Bhatia, R.C. *Office Management* - Galgotia Publishers, New Delhi.
- Bretag Crossman Bordia, *Communication Skills*, Tata Mcgraw Hill Education Private Limited, New Delhi.
- Computer e-Typewriting Tutor Master and Pitman Typing Speed Passage Part- 1 & II.
- MadaanSushila, *Computer Applications*, Mayur Paperbacks, New Delhi.
- Pitman, Isaac: *Pitman Shorthand Instructor and Key* (old course), Sir Isaac Pitman Ltd., Pearson Education Ltd. and Dorling Kindersley Publishing.
- Pitman, Isaac: *Pitman Shorthand Instructor and Key* (old course), Sir Isaac Pitman Ltd., Pearson Education Ltd. and Dorling Kindersley Publishing.
- Shorthand Magazines by Kailash Chandra, Naresh Chandra and Pitman S.S. Publications.
- Zane K.Quible, *Administrative Office Management*(Eight Edition) An Introduction, PHI Learning Private Limited, New Delhi.

Latest Editions of the Books will be used.

Additional Resources

Online projects reports through e-resources available in Colleges/Universities.

Teaching Learning Process

The course is well structured and outcome based on acquiring of competencies and mastery of office practices during two years of course study. With the help of industry interface students will be able to understand various activities of office management and secretarial practices used in today's modern office environment. This process will involve hands on practice and writing skills on daily basis for dictations, shorthand transcription, lectures, online material from Companies' web portal, practice on writing of research project office reports to acquire competency.

Assessment Methods

The students will be assessed through a Practical Exam based on well structured guided project research report.

Guidelines for Office Management and Secretarial Practice (Practical)

Duration: 5 Hours

Marks: 100

Under the guidance of the Instructor (OMSP), each student of this Course shall undertake a visit to an organisation assigned to him/her and submit an office/project Report (English language and/or stenography transcript) highlighting his/her own experience and observation in the structure on areas prescribed. The duration of the visit should not be less than 15 days. The report in the neatly typed shaped (along with a stenography transcript) with a performance certificate from the office concerned specifying that he/she had visited the organisation during the period for the purpose, should be submitted by the student within one month from the date he/she was deputed for the purpose.

The assessment shall be done on the basis of information gathered by the student and produced in the Report alongwith translation in stenography transcript. The student achievement shall be assessed by using the following methods of assessment by both the internal and external examiner:

Sl.No.	Methods of Assessment	Weight age of marks	Evaluation
1	Practical Test from Unit-1, II, III& IV from the area chosen by the student based on the project report prepared by the student.	35	Internal and external examiner
2	Direct observation of Typing speed test	25	Internal and External Examiner
3	Secretarial Practice Project Report	15	Internal and External Examiner
4	Power Point presentation	15	Internal and External Examiner
5	Viva	10	Internal and External Examiner
Total		100	

Instructions:

Project Report on Office Management and Secretarial practices complete in all respect with the cover page and bibliography should carry 10 to 15 pages. The students will visit approved Business/Industrial Units/Govt./Service/Bank/Insurance Companies/educational Institutions/Courts/Tribunals/PSUs/SMSIs under the supervision of the teacher concerned and prepare the report. Two copies of the report will be prepared and submitted well in advance (one copy each will be served to the internal as well as external examiner) and they will fix the date for the Practical exam (along with other regular practical exams) as per above mentioned guidelines.

Note:

- 10 minutes time will be allowed to students for setting and adjustment of computers before the practical starts.
- 10 minutes time will be allowed to students for setting and adjustment of computers for e-typewriting speed test.
- The students have to produce the hard copies of the above questions for evaluation.
- Time should also be allowed for print-outs.

Structure:

The structure of the Office Management and Secretarial Practice/Project Report and prescribed areas are outlined below:

1. Topic
2. Introduction
3. Nature and Scope of the study
4. Background of the organisation visited by the student
5. Course Objectives of the study
6. Methodology
7. Summary and Results

Prescribed Area:

1. Organisation Structure and organisational chart
2. Details of the Office establishment
3. Procedure dealing with Receipt and Disposal of letters
4. Stenography dictations and transcriptions
5. Transcription of dictations on agendas and the minutes of the meeting
6. Stenography transcripts of contraction, special contractions and advance phraseography,
7. Functions of Secretary in an office, duties and responsibilities
8. System of filing and record management
9. Internal and External communication system
10. Office environment and working practices
11. Purchase and issue of materials from store/stock register
12. Office automation
13. Procedures for records management
14. Work Experience for taking dictation, transcriptions
15. Multipage Reports, letters, forms, statistical charts, tables
16. Any other special feature.

Unit No.	Course Learning Outcome	Teaching and Learning Activity	Assessment Tasks
1	Acquire the proficiency in shorthand skills, dictation and transcription of office notes	Lectures and hands on practices of daily dictations and shorthand transcription	Practical Exam (Unit-1,II,III & IV) secretarial practices and dictation exercises and Typing speed test (as per the

			guidelines of the Practical exam)
2	Development of writing research/official reports with the understanding of organisational structure, processes and practices adopted.	Lectures and online learning material from organisation's Web Portal	Final assessment through office/project report with shorthand transcript and oral test/viva (as per the guidelines of the Practical exam)
3	Hands on training in preparation of official documents in communication and IT environment.	Practical through usage of word processing, spreadsheets, power points.	Final assessment through power point presentation (as per the guidelines of the Practical exam).

Note: Being Practical Paper, there will be no Internal Assessment in this paper.

Key Words

Office Management and Secretarial Practices, Systems, Structure, Project Report, Stenography Transcripts

**B.A. Programme-Commerce
SKILL BASED COURSE (SEC) PAPER 3(a): SEMESTER III
Computer Applications in Business**