COMPETENCY BASED CURRICULUM

DIPLOMA
IN
OFFICE MANAGEMENT AND
COMPUTER APPLICATION

(Duration 3 Years)
NSQF Level – 5

Under
Haryana State Board of Technical Education

Developed By

Curriculum Development Center
National Institute of Technical Teachers Training & Research

(Ministry of Education, Government of India)
Sector - 26, Chandigarh, UT, India.

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PREFACE

Learning and learning experience are the foundation of any education system. Appropriateness of education and its useful implications stand on the platform of knowledge and skill. But the knowledge and skill cannot be quantified qualitatively without ensuring learning experience. Curriculum is the pathway to select and organise learning experience. It helps the teachers to provide tangible resources, goals and objectives to learners. Curriculum acts as a catalyst to stimulate creativity, innovation, ethics, values, responsibility and many human factors. Curriculum embodies rigour and high standards and creates coherence to empower learner to meet the industrial and societal needs. Curriculum is a central guide for a teacher to plan a standard based sequence for the instructional delivery.

The industrial revolution 4.0 has forced the technical education system to reinvent the curriculum to meet the human resource requirement of the industry. The data driven systems relying on the subjects like machine-learning, Artificial Intelligence, Data Science etc are literally forcing the technical education system to offer different subjects differently to address the emerging challenges. The non-linear way of learning now facilitates students to choose path of knowledge to skill or vice-versa. The bi-directional process requires innovative curriculum design and revision. Diploma programme is now more challenging than ever. The level of skill and knowledge demanded by industry from diploma holders are highly interdisciplinary at the same time address special need. Hence, there is a need to align the curriculum to National Skill Qualification Framework (NSQF).

National Education Policy, NEP-2020 has now opened up diversities for the education system to explore and exploit to make the education relevant. The policy emphasises to inculcate value, ethics, respect to culture and society etc along with industry ready knowledge and skill among the students. The interdisciplinary nature of curriculum, academic bank of credits and integration of technology in teaching-learning envisaged in NEP-2020 make it more challenging for curriculum development. NITTTR, Chandigarh has developed the art of curriculum development over 54 years of its existence. The expertise and experience available in the institute follow time-tested and acclaimed scientific methods to design/revise curriculum. The experienced faculty members entrusted with the curriculum development or revision activities are well-versed with NSQF, NEP and Outcome based education. I am happy to note that **Haryana State Board of Technical Education, Panchkula, Haryana** reposed their confidence on this expertise to develop **AICTE/NSQF/NEP 2020** aligned curriculum for the state. This documented curriculum is an outcome of meticulous planning and discussions among renowned experts of the subject through series of workshops. The effective implementation of this curriculum supported with quality instructional resources will go a long way in infusing the learning experience among learners to make them industry ready.

Director
National Institute of Technical Teachers Training & Research, Chandigarh

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Professor & Head
Curriculum Development Center
National Institute of Technical Teachers Training & Research, Chandigarh

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1. SALIENT FEATURES

1.	Name	:	**Diploma in Office Management and Computer Application**
2.	Duration	:	**03 Years**
3.	Hours per week	:	**35**
4.	Entry Qualification	:	**10th Pass**
5.	Student Intake	:	**As per sanctioned strength**
6.	Pattern	:	**Semester**
7.	Scheme	**:**	**Multipoint Entry and Exit**
8.	NSQF Level	:	**5**
9.	Theory Practical Ratio	:	**30 : 70**
10.	Project Work	:	**Minor and Major Project**
11.	In-house/Industrial Internship	:	**Mandatory after First and Second Year**
12.	Professional Training	**:**	**Six Month internship**

2. NSQF GUIDELINES

National Skill Qualification Framework has defined total Ten Levels. Each level of the NSQF is associated with a set of descriptors made up of five outcome statements, which describe in general terms, the minimum knowledge, skills and attributes that a learner needs to acquire in order to be certified for that level.

Fig.1: NSQF Domains

NSQF LEVEL - 3 COMPLIANCE

The NSQF level - 3 descriptor is as follows:
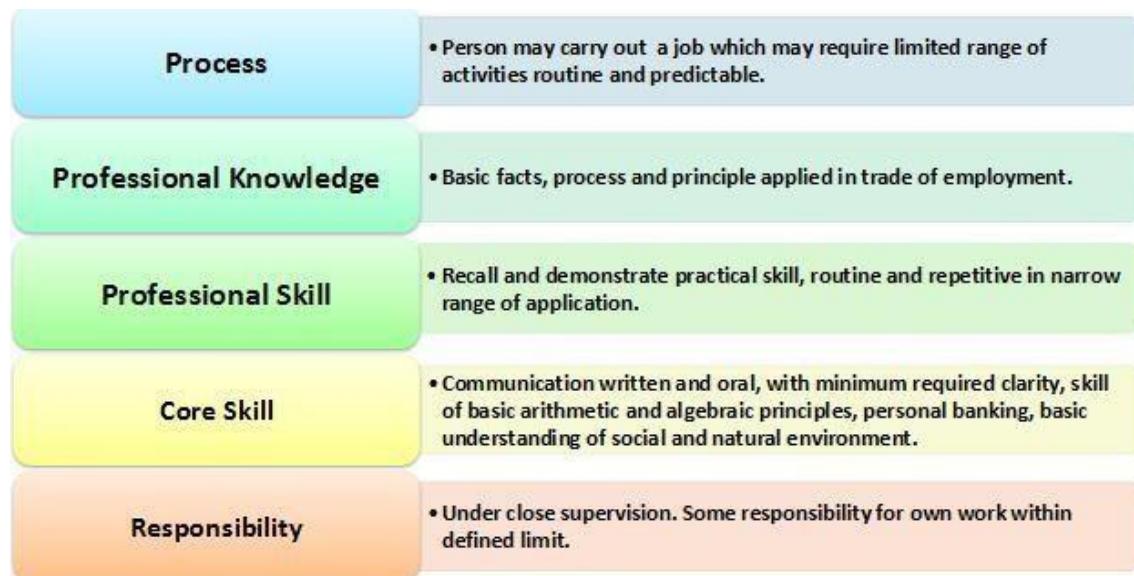
Fig 2: NSQF Level – 3 Descriptor

Work requiring knowledge, skills and aptitudes at level 3 will be routine and predictable. Job holders will be responsible for carrying out a limited range of jobs under close supervision. Their work may require the completion of a number of related tasks. People carrying out these job roles may be described as "Semi skilled workers". Individuals in jobs which require level 3 qualifications will normally be expected to be able to communicate clearly in speech and writing and may be required to use arithmetic and algebraic processes. They will be expected to have previous knowledge and skills in the occupation and should know the basic facts, processes and principles applied in the trade for which they are qualified and be able to apply the basic skills of the trade to a limited range of straightforward jobs in the occupation.

They will be expected to understand what constitutes quality in their job role and more widely in the sector or sub-sector and to distinguish between good and bad quality in the context of the jobs they are given. Job holders at this level will be expected to carry out the jobs they are given safely and securely. They will work hygienically and in ways which show an understanding of environmental issues. This means that they will be expected to take responsibility for their own health and safety and that of fellow workers and, where appropriate, customers and/or clients. In working with others, they will be expected to conduct themselves in ways which show a basic understanding of the social environment. They should be able to make a good contribution to team work.

NSQF LEVEL - 4 COMPLIANCE

The NSQF level-4 descriptor is given below:

Process	• Work in familiar, predictable, routine, situation of clear choice
Professional Knowledge	• Factual knowledge of field of knowledge or study.
Professional Skill	• Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts.
Core Skill	• Communication written and oral, with required clarity, skill of basic arithmetic and algebraic principles, personal banking, basic understanding of social and natural environment.
Responsibility	• Responsibility for own work and learning.

Fig 3: NSQF Level – 4 Descriptor

Work requiring knowledge, skills and aptitudes at level 4 will be carried out in familiar, predictable and routine situations. Job holders will be responsible for carrying out a range of jobs, some of which will require them to make choices about the approaches they adopt. They will be expected to learn and improve their practice on the job. People carrying out these jobs may be described as "skilled workers". Individuals in jobs which require level 4 qualifications should be able to communicate clearly in speech and writing and may be required to use arithmetic and algebraic processes. They will be expected to have previous knowledge and skills in the occupation in which they are employed, to appreciate the nature of the occupation and to understand and apply the rules which govern good practice. They will be able to make choices about the best way to carry out routine jobs where the choices are clear.

They will be expected to understand what constitutes quality in the occupation and will distinguish between good and bad quality in the context of their job roles. Job holders at this level will be expected to carry out their work safely and securely and take full account of the health and safety on colleagues and customers. They will work hygienically and in ways which show an understanding of environmental issues. In working with others, they will be expected to conduct themselves in ways which show a basic understanding of the social and political environment. They should be able to guide or lead teams on work within their capability.

NSQF LEVEL - 5 COMPLIANCE
The NSQF level-5 description is given below:

Process	• Job that requires well developed skill, with clear choice of procedures in familiar context.
Professional Knowledge	• Knowledge of facts, principles, processes and general concepts, in a field of work or study.
Professional Skill	• A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information.
Core Skill	• Desired mathematical skill; understanding of social, political; and some skill of collecting and organising information, communication.
Responsibility	• Responsibility for own work and learning and some responsibility for others' works and learning

Fig 4: NSQF Level – 5 Descriptor

Work requiring knowledge, skills and aptitudes at level 5 will also be carried out in familiar situations, but also ones where problems may arise. Job holders will be able to make choices about the best procedures to adopt to address problems where the choices are clear. Individuals in jobs which require level 5 qualifications will normally be responsible for the completion of their own work and expected to learn and improve their performance on the job. They will require well developed practical and cognitive skills to complete their work. They may also have some responsibility for others' work and learning. People carrying out these jobs may be described as "fully skilled workers" or "supervisors".

Individuals employed to carry out these jobs will be expected to be able to communicate clearly in speech and writing and may be required to apply mathematical processes. They should also be able to collect and organise information to communicate about the work. They will solve problems by selecting and applying methods, tools, materials and information. They will be expected to have previous knowledge and skills in the occupation, and to know and apply facts, principles, processes and general concepts in the occupation. They will be expected to understand what constitutes quality in the occupation and will distinguish between good and bad quality in the context of their work. They will be expected to operate hygienically and in ways which show an understanding of environmental issues. They will take account of health and safety issues as they affect the work they carry out or supervise.

In working with others, they will be expected to conduct themselves in ways which show an understanding of the social and political environment.

3. NATIONAL EDUCATION POLICY (NEP) - 2020

NEP 2020 aims at a comprehensive holistic education to develop all capacities of human beings - intellectual, aesthetic, social, physical, emotional, and moral - in an integrated manner. A holistic arts education will help develop well-rounded individuals that possess: critical 21st century capacities in fields across the arts, humanities, languages, sciences, social sciences, and professional, technical, and vocational fields; an ethic of social engagement; soft skills, such as communication, discussion and debate; and rigorous specialization in a chosen field or fields. Such a holistic education shall be, in the long term, the approach of all undergraduate programmes, including those in professional, technical, and vocational disciplines.
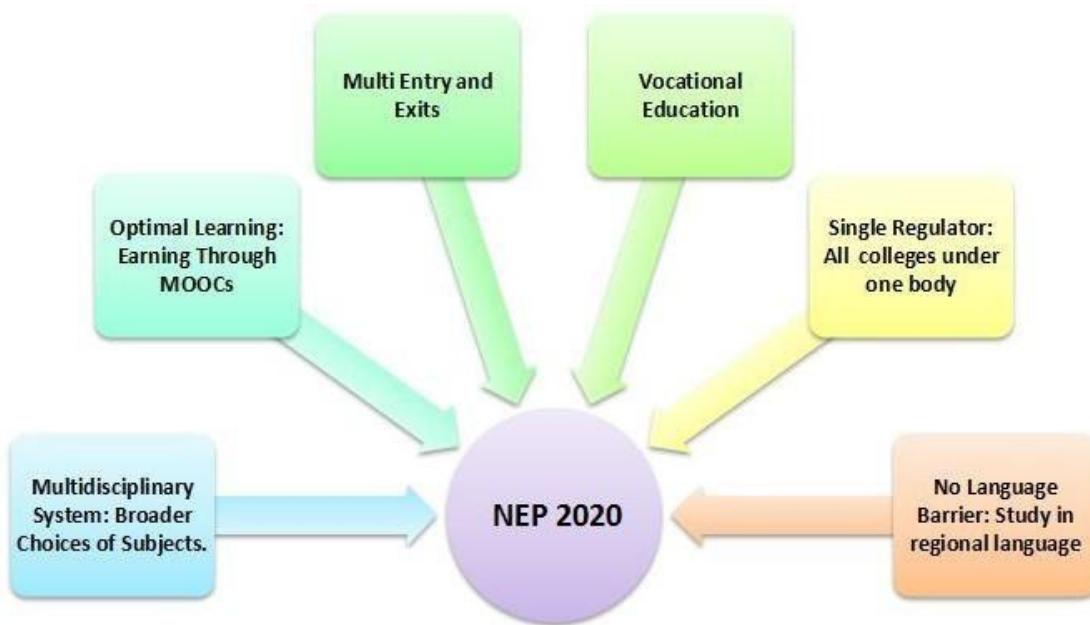
Fig 5: NEP 2020

Flexibility in curriculum and novel and engaging course options will be on offer to students, in addition to rigorous specialisation in a subject or subjects. Pedagogy for courses will strive for significantly less rote learning and an increased emphasis on communication, discussion, debate, research, and opportunities for cross-disciplinary and interdisciplinary thinking. The flexible and innovative curriculum shall emphasize on offering credit-based courses and projects in the areas of community engagement and service, environmental education and value-based education. as part of a holistic education, students will be provided with opportunities for internships with local industry, businesses, artists, crafts persons, villages and local communities, etc., as well as

research internships with faculty and researchers at their own or other HEIs or research institutions, so that students may actively engage with the practical side of their learning and, as a by-product, further improve their employability.

Effective learning requires relevant curriculum, engaging pedagogy, continuous formative assessment and adequate student support. The curriculum must be updated regularly aligning with the latest knowledge requirements and shall meet specified learning outcomes. High-quality pedagogy is then necessary to successfully impart the curricular material to students; pedagogical practices determine the learning experiences that are provided to students - thus directly influencing learning outcomes. The assessment methods have to be scientific and test the application of knowledge. Higher Education Institutes should move to a criterion-based grading system that assesses student achievement based on the learning goals for each programme, making the system fairer and outcomes more comparable. HEIs should also move away from high-stakes examinations towards more continuous and comprehensive evaluation.

4. PROGRAM OUTCOMES

The program outcomes are derived from five domains of NSQF Level namely Process, Professional Knowledge, Professional Skill, Core Skill, Responsibility. After completing this programme, the student will be able to:

PO1: Acquire knowledge of concepts and principles of management, office methods and practices to manage the office effectively and efficiently.

PO2: Development of competencies in information processing and multiple skills in handling office matters.

PO3: Development of knowledge and skills in handling modern automated equipment and gadgets and information which are used in modern offices.

PO4: Demonstrate skill in oral and written communication and organizing information along with knowledge of social, political and natural environment for handling business and office related correspondence.

PO5: Take the responsibility for ongoing professional development to enhance work performance in office.

PO6: Engage in multidisciplinary fields for independent and life-long learning activities.

5. DERIVING CURRICULUM AREAS FROM PROGRAMME OUTCOMES

The following curriculum areas have been derived from Programme outcomes:

Sr. No.	Programme Outcomes	Curriculum Subjects / Areas
1.	PO1: Acquire knowledge of concepts and principles of management, office methods and practices to manage the office effectively and efficiently.	• Principles of Management • Office Management • Office Methods and Practices • Typing Practice-II • Computer for Office Management • Entrepreneurship Development & Management • Auditing
2.	PO2: Development of competencies in information processing and multiple skills in handling office matters.	• Typing Practice-I-II • Fundamentals of IT • Office Methods and Practices Stenography-I • Computer for Office Management Office Correspondence • Book keeping &Accountancy • Advance Computer Based Accountancy • Project Oriented Practical Field Training
3.	PO3: Development of knowledge and skills in handling modern automated equipment and gadgets and information which are used in modern offices.	• Principles of Management • English & Communication Skills-I-II • Typing Practice-I-II • Stenography-I - IV • Office Correspondence • Office Machinery and Equipment • Computer Based Accountancy • Minor Project

4.	PO4: Demonstrate skill in oral and written communication and organizing information along with knowledge of social, political and natural environment for handling business and office related correspondence.	• English & Communication Skills-I-II • Fundamentals of IT • Environmental Studies and Disaster Management • Business Law • Secretarial Practices • Advance Computer Based Accountancy
5.	PO5: Take the responsibility for ongoing professional development to enhance work performance in office.	• Office Management • Office Methods and Practices • Typing Practice-II • Computer for Office Management Office Correspondence • E Commerce • Programme Elective-I-II • Minor Project • Project Oriented Practical Field Training
6.	PO6: Engage in multidisciplinary fields for independent and life-long learning activities.	• Multidisciplinary Elective • Open Elective

FIRST YEAR
NSQF LEVEL - 3

6. DIPLOMA PROGRAMME STUDY AND EVALUATION SCHEME
FIRST YEAR

FIRST SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week		Credits (C) L+P = C	MARKS IN EVALUATION SCHEME						Total Marks of Internal & External
					INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT			
		L	P		Th	Pr	Tot	Th	Pr	Tot	
1.1	* English & Communication Skills-I	2	2	2+1=3	40	40	80	60	60	120	**200**
1.2	** Principles of Management	4	2	4+1=5	40	40	80	60	60	120	**200**
1.3	Typing Practice-I	-	8	0+4=4	-	40	40	-	60	60	**100**
1.4	Office Management	4	-	4+0=4	40	-	40	60	-	60	**100**
1.5	* Fundamentals of IT	2	4	2+2=4	40	40	80	60	60	120	**200**
1.6	* Environmental Studies and Disaster Management	2	-	2+0=2	40	-	40	60	-	60	**100**
	#Student Centred Activities (SCA)	-	5	**-**	-	-	-	-	-	-	**-**
	Total	**14**	**21**	**22**	**200**	**160**	**360**	**300**	**240**	**540**	**900**

*   Common with other diploma programmes

**   Common with BM and FAA diploma programmes

\# Student Centred Activities will comprise of co-curricular activities like extension lectures on Constitution of India, etc, Games, Yoga, Human Values & Ethics, Knowledge of Indian System, Hobby Clubs e.g. Photography etc., Seminars, Declamation Contests, Educational Field Visits, NCC, NSS, Cultural Activities and Self-study etc.

SECOND SEMESTER:

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week		Credits (C) L+P = C	MARKS IN EVALUATION SCHEME						Total Marks of Internal & External
					INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT			
		L	P		Th	Pr	Tot	Th	Pr	Tot	
2.1	Office Methods and Practices	4	2	4+1=5	40	40	80	60	60	120	**200**
2.2	Stenography-I	2	6	2+3=5	40	40	80	60	60	120	**200**
2.3	Typing Practice-II	-	6	0+3=3	-	40	40	-	60	60	**100**
2.4	**Computers for Office Management	-	6	0+3=3	-	40	40	-	60	60	**100**
2.5	Office Correspondence	3	2	3+1=4	40	40	80	60	60	120	**200**
	#Student Centred Activities (SCA)	-	4	-	-	-	-	-	-	-	-
	Total	**9**	**26**	**20**	**120**	**200**	**320**	**180**	**300**	**480**	**800**

**   Common with BM and FAA diploma programmes

\#   Student Centred Activities will comprise of co-curricular activities like extension lectures on Constitution of India, etc, Games, Yoga, Human Values & Ethics, Knowledge of Indian System, Hobby Clubs e.g. Photography etc., Seminars, Declamation Contests, Educational Field Visits, NCC, NSS, Cultural Activities and Self-study etc.

Industrial/In-house Training: After 2nd semester, students shall undergo Summer Training **of 4 Weeks.**

7. DIPLOMA PROGRAMME HORIZONTAL AND VERTICAL ORGANIZATION OF SUBJECTS

Sr. No.	Subjects	Hours Per Week	
		First Semester	**Second Semester**
1.	English and Communication Skills - I	4	-
2.	Principles of Management	6	-
3.	Typing Practice-I	8	-
4.	Office Management	4	-
5.	Fundamentals of IT	6	-
6.	Environmental Studies & Disaster Management	2	
7.	Student Centered Activities	5	
8.	Office Methods and Practices	-	6
9.	Stenography-I	-	8
10.	Typing Practice-II	-	6
11.	Computer for Office Management	-	6
12.	Office Correspondence		5
13.	Student Centered Activities	-	4
	Total	**35**	**35**

8. COMPETENCY PROFILE AND EMPLOYMENT OPPORTUNITIES

Computer in Office Management refers to the manipulation of documents and data in files on a computer. Specifically, one may create a new file or edit an existing file and save it; open or load a pre-existing file into memory; or close a file without saving it. Additionally, one may group related files in directories.

The NSQF Level – 3 pass out students are expected to recall and demonstrate practical routine and repetitive skills, in narrow range of Office Executive. "Semi Skilled office executive or computer operator" are required to carry out a limited range of predictable tasks under close supervision. They are normally expected to communicate clearly in speech. The course content should be taught and implemented with the aim to develop different types of skills so that students are able to acquire following competency

Office Executive' is one of the job profiles to which one can get recruited after diploma in Office Management and Computer Applications. Such opportunities arise in most of the public and private sector enterprises. Office Supervisor, Office Assistant, Office Manager, etc are other common job profiles one can find in Commercial establishments, Hospitals, or Printing Presses. They can also work in the role of Telecom Operator, Fax Operator, Computer Operator, etc in the following Organisations:
Banks
Insurance Companies
Hotels
Educational Institutions
News Agencies
Travel Agents
Data Entry Enterprises
Embassies & High Commissions

Banks usually recruits diploma holders in Office Management and Computer Applications to the role of Agency Executive, Receptionist, etc. They can work as Personal Assistant in BPO / Call Centers and as Word Process Operators in Business Enterprises. http://entrance-exam.net/diploma-in-office-management-and-computer-applications-course/
The course is job-oriented and has vast potentialities for employment as:
1.   Assistant Accountant
2.   Receptionist
3.   Steno- Typist

4.   Assistant in Business
5.   Houses/Organisation
6.   Banking Services
7.   Maintenance of Accounts with the help of computer
8.   Instructor in ITI

9. PROGRAMME OUTCOMES

The programme outcomes are derived from five domains of NSQF Level – 3 namely Process, Professional Knowledge, Professional Skill, Core Skill, Responsibility. After completing this programme, the student will be able to:

PO1: Familiarize themselves with concepts and principles of office methods and procedures.

PO2: Acquire skills in performing office operations and well conversant with services provided by a modern office.

PO3: Demonstrate the ability of writing Short Forms, Punctuation Signs, and Phraseography and understanding of consonants and vowels used in Pitman Shorthand.

PO4: Communicate accurately and appropriately and demonstrate professional behavior and basic understanding of social and natural environment.

PO5: Demonstrate responsibility to perform office management and secretarial task under close supervision with some responsibility within defined limit.

10. ASSESSMENT OF PROGRAMME AND COURSE OUTCOMES

Programme Outcomes to be Assessed	Assessment Criteria for the Course Outcomes
PO1: Familiarize themselves with concepts and principles of office methods and procedures.	• Identify the concepts related to office & its functions. • Identify skills and competencies of an office manager. • Comprehend the utilization & importance of Office Accommodation and layout. • Illustrate the concept of office methods and Best Practices. • Comprehend the utilization and importance of forms, indexing. • Detail the office organization and its structure. • Utilize the correct practices of the strategies of Effective Business writing. • Select appropriate formats used in Government correspondence.
PO2 Acquire skills in performing office operations and well conversant with services provided by a modern office.	• Integrate management principles into management practice. • Assess Managerial practice and choices relating to management principles. • Specify how the managerial task of planning, organizing and controlling can be executed in a variety of circumstances. • Determine the most effective action to take in specific situation. • Learn typewriting skills. • Comprehend the finger position in the Keyboard. • Familiarize the rows of Keyboard of computer system. • Acquire speed of 15 wpm typing.

	• Identify the concepts related to office & its functions.
	• Identify skills and competencies of an office manager.
	• Illustrate the significance of external surrounding and internal environment on office work.
	• Illustrate the concept of office methods and Best Practices.
	• Comprehend the utilization and importance of forms, indexing.
	• Detail the office organization and its structure.
	• Comprehend the finger position in the Keyboard.
	• Familiarize the rows of Keyboard of computer system.
	• Achieve accuracy in typing.
	• Acquire speed of 35-40 wpm in typing.
PO3 Demonstrate the ability of writing Short Forms, Punctuation Signs, and Phraseography and understanding of consonants and vowels used in Pitman Shorthand	• Identify the importance of typewriting.
	• Learn typewriting skills.
	• Comprehend the finger position in the Keyboard.
	• Familiarize the rows of Keyboard of computer system.
	• Identify the meaning and importance of shorthand.
	• Comprehend the concepts of types of consonants, vowels sign and places of vowels
	• Practice circle, loops, hooks and phraseography.
	• Take dictation of any subject using shorthand symbols at very fast.
	• Transcribe any meeting and dictated letters.
	• Achieve accuracy in typing.

	• Acquire speed of 35-40 wpm in typing.
PO4: Communicate accurately and appropriately and demonstrate professional behavior and basic understanding of social and natural environment.	• Identify the nuances of Communication, both Oral and Written.
	• Acquire knowledge of the meaning of communication, communication process and speaking skills.
	• Acquire enhanced vocabulary and in-depth understanding of Grammatical Structures and their usage in the communication.
	• Communicate effectively with an increased confidence to read, write and speak in English language fluently.
	• Explain the basic components of Computers, Internet and issues of abuses/ attacks on information and computers
	• Handle the computer/laptop/mobiles/Internet Utilities and Install/Configure OS
	• Comprehend the importance of sustainable ecosystem.
	• Clarify interdisciplinary nature of environmental issues.
	• Describe corrective measures for the abatement of pollution.
	• Identify the role of non-conventional energy resources in environmental protection.
	• Recognize various types of disasters.
	• Demonstrate knowledge of basic computer skills and WINDOWS as OS.
	• Identify Computer hardware components, network components and peripherals.
	• Apply Word Processing software to prepare document.

	• Apply Spreadsheet software to create workbooks and automate calculation. • Apply Presentation software to create interactive presentation. • Acquire overview of Prerequisites to Business Communication. • Demonstrate the communication skills required in the workplace. via electronic mail, Internet, and other technologies. • Compose accurate Banking correspondence. • Select appropriate formats used in Government correspondence.
PO5: Demonstrate responsibility to perform office management and secretarial task under close supervision with some responsibility within defined limit.	• Specify how the managerial task of planning, organizing and controlling can be executed in a variety of circumstances. • Determine the most effective action to take in specific situation. • Identifying the process of recruitment, selection and training. • Comprehend the utilization & importance of Office Accommodation and layout. • Illustrate the significance of external surrounding and internal environment on office work. • Comprehend the concepts of types of consonants, vowels sign and places of vowels • Practice circle, loops, hooks and phraseography. • Take dictation of any subject using shorthand symbols at very fast. • Transcribe any meeting and dictated letters. • Comprehend the finger position in the Keyboard.

	- Familiarize the rows of Keyboard of computer system. - Achieve accuracy in typing. - Acquire speed of 35-40 wpm in typing. - Demonstrate the communication skills required in the workplace. via electronic mail, Internet, and other technologies. - Utilize the correct practices of the strategies of Effective Business writing. - Compose accurate Banking correspondence. - Select appropriate formats used in Government correspondence.

11. SUBJECTS & DETAILED CONTENTS

FIRST SEMESTER

1.1 ENGLISH & COMMUNICATION SKILLS – I

L   P
2   2

RATIONALE

Language as the most commonly used medium of self-expression remains indispensable in all spheres of human life –personal, social and professional. This course is intended to break fresh ground in teaching of Communicative English as per the requirements of National Skill Quality Framework. This course is designed to help students to acquire the concept of communication and develop an ability or skills to use them effectively to communicate with the individuals and community.

COURSE OUTCOMES

After undergoing this subject, the students will be able to:

CO1: Identify the nuances of Communication, both Oral and Written.

CO2: Acquire knowledge of the meaning of communication, communication process and speaking skills.

CO3: Acquire enhanced vocabulary and in-depth understanding of Grammatical Structures and their usage in the communication.

CO4: Communicate effectively with an increased confidence to read, write and speak in English language fluently.

DETAILED CONTENTS

UNIT I
Reading

1.1   Techniques of reading: Skimming and Scanning

1.2   Extensive and Intensive Reading: Textual Study

1.3   Homecoming – R.N. Tagore

1.4   Life Sketch of Sir Mokshagundam Visvesvarayya

1.5   Life Sketch of Dr. Abdul Kalam

1.6   Narayan Murthy's speech at LBSNA, Dehradun

UNIT II
Fundamentals of Communication

2.1   Concept and Process of Communication,

2.2   Types of Communication (Verbal Communication)

2.3   Barriers to Communication

2.4   Speaking Skill: Significance and essentials of Spoken Communication

2.5   Listening Skill: Significance and essentials of Listening

UNIT III
Grammar and Usage

3.1   Nouns

3.2   Pronouns

3.3   Articles

3.4   Verbs(Main and Auxiliary)

3.5   Tenses

UNIT IV
Writing Skills

4.1   Significance, essentials and effectiveness of Written Communication

4.2   Notice Writing

4.3   Official Letters and E-mails.

4.4   Frequently-used Abbreviations used in Letter-Writing

4.5   Paragraph Writing

4.6   Netiquettes

PRACTICAL EXERCISES

1.   Reading

Reading Practice of lessons in the Lab Activity classes.

i.   Comprehension exercises of unseen passages along with the lessons prescribed.

ii.   Vocabulary enrichment and grammar exercises based on the selected readings.

iii.   Reading aloud Newspaper headlines and important articles.

2.   Fundamentals of Communication

i.   Introducing oneself, others and leave- taking(talking about yourself)

ii.   Just a minute (JAM) sessions: Speaking extempore for one minute on given topics

iii.   Situational Conversation: Offering-Responding to offers; Congratulating; Apologizing and Forgiving; Complaining; Talking about likes and dislikes, Self-introduction Mock Interviews

3. Grammar and Usage

   i. Written and Oral Drills will be undertaken in the class to facilitate holistic linguistic competency among learners.

   ii. Exercises on the prescribed grammar topics.

4. Writing Skills

   i. Students should be given Written Practice in groups so as to inculcate team-spirit and collaborative learning .

   ii. Group exercises on writing paragraphs on given topics.

   iii. Opening an e-mail account, receiving and sending emails

RECOMMENDED BOOKS

1) Alvinder Dhillon and Parmod Kumar Singla, "Text Book of English and Communication Skills Vol – 2", M/S Abhishek Publications, Chandigarh.

2) V Sasikumar & PV Dhamija, "Spoken English", Tata MC Graw Hills, New Delhi, Second Edition.

3) JK Gangal, "A Practical Course in Spoken English", PHI Learning Pvt. Ltd., New Delhi.

4) NK Aggarwal and FT Wood, "English Grammar, Composition and Usage", Macmillan Publishers India Ltd., New Delhi.

5) RC Sharma and Krishna Mohan, "Business Correspondence & Report writing", Tata MC Graw Hills, New Delhi, Fourth Edition.

6) Kavita Tyagi & Padma Misra, "Professional Communication", PHI Learning Pvt. Ltd., New Delhi.

7) Nira Konar, "Communication Skills for professionals", PHI Learning Pvt. Ltd., New Delhi.

8) Krishna Mohan & Meera Banerji, "Developing Communication Skills", Macmillan Publishers India Ltd., New Delhi, Second Edition

9) M. Ashraf Rizwi, "Effective Technical Communication", Tata MC Graw Hills, New Delhi.

10) Andrea J Rutherfoord, "Basic Communication Skills for Technology", Pearson Education, New Delhi.

INSTRUCTIONAL STRATEGY

This is practice based subject and topics taught in the class should be practiced as exercises in the Lab regularly for development of communication skills in the students. The students should be involved in activities to enhance their personality skills. This subject contains four units of equal weightage.

1.2 PRINCIPLES OF MANAGEMENT

L P
4 2

RATIONALE

The study and understanding of principles of management concepts and different functions of management is very essential for the students of this diploma. The subject includes elementary knowledge of concepts of management viz. planning, organizing, staffing, directing and controlling. The basic knowledge of various functions of management will enable the students to take effective steps for performing various office duties.

COURSE OUTCOMES

At the end of this subject, the students will be able to:
CO1: Integrate management principles into management practice.
CO2: Assess Managerial practice and choices relating to management principles.
CO3: Specify how the managerial task of planning, organizing and controlling can be executed in a variety of circumstances.
CO4: Determine the most effective action to take in specific situation.
CO5: Identifying the process of recruitment, selection and training.

DETAILED CONTENTS

UNIT I
Introduction & Planning
1.1   Meaning, Features and Objective of management
1.2   Management Principles
1.3   Functions of Management
1.4   Levels of Management
1.5   Meaning, features and importance of Planning
1.6   Planning process
1.7   Types of Planning
1.8   Effective Planning

UNIT II
Organizing
2.1   Meaning, features and importance
2.2   Formal and informal organization

2.3   Organizational structures

2.4   Centralization and Decentralization

2.5   Delegation of Authority

UNIT III
Staffing

3.1   Meaning, Need & Objectives.

3.2   Characteristics of Staffing

3.3   Steps involved in Staffing Process

3.4   Recruitment and Selection Process

3.5   Essentials of Effective Training

3.6   Introduction to 'on the job' and 'off the job' training

UNIT IV
Directing

4.1   Leadership - Concept, Importance, Types of Leaders

4.2   Qualities of good leader

4.3   Motivation - Meaning, Types and Importance

UNIT V
Controlling

5.1   Meaning &Importance

5.2   Objective of controlling

5.3   Traditional and modern methods

5.4   Steps involved in controlling process

PRACTICAL EXERCISES

1.   Designing a plan for setting-up of a business

2.   Preparation of Organization Charts for Commercial and industrial organizations

3.   Visit to industrial Organization and preparation of report

4.   Role of playing exercises on Motivation of the employees

5.   Case studies on management (10 Case Studies)

6.   Discuss the leadership styles and determine an appropriate style for a given situation

RECOMMENDED BOOKS

1) T.N. Chhabra, Dhanpat Rai & Sons, "Principles & Practice of Management"
2) L.M. Prasad, Sultan Chand and Sons, "Principles & Practice of Management"
3) P.C. Tripathi & P.N. Reddy, "Principles of Management", Mc Graw Hill Education.
4) Poonam Gandhi, "Business studies-II", V.K. Publication.
5) Subhash Dey, "Business studies- II", Geeta Publishing House.
6) R.K. Singla, "Business studies-II", V.K. Publication.
7) C.B Gupta, "Management – Theory and Practice", Kalyani Publisher, New Delhi.
8) J.C Katyal, C.B Gupta, "Business Organization Principles and Practices", Sultan Chand & Sons, New Delhi

INSTRUCTIONAL STRATEGY

This is a skill bases subject and topics taught in the class should be practiced by studying Case Studies for development of required skills in students. This subject contains five units of 20% equal weight age with more than 60% hands on practice for skill development. Teacher may invite experts from various organizations to deliver extension lectures. Case studies should be discussed with the students in the class pertaining to all topics of the cases. Educational trips in industries and govt. offices should be organized. Teacher should prepare assignment of case study for the students and students may also be encouraged to prepare and present the case studies.

1.3 TYPING PRACTICE - I

L   P
-   8

RATIONALE

Computer 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 computer. The objective of this paper is to enable the student to acquire a speed of 15 w.p.m. by having a computer.

COURSE OUTCOMES

At the end of this subject, the students will be able to:
CO1:   Identify the importance of typewriting.
CO2:   Learn typewriting skills.
CO3:   Comprehend the finger position in the Keyboard.
CO4:   Familiarize the rows of Keyboard of computer system.
CO5:   Acquire speed of 35-40 wpm typing.

PRACTICAL EXERCISES

UNIT I
1.1   Practicing sitting posture on the computer
1.2   Knowledge of essential part of computer
1.3   Touch Vs sight typing and rhythm in typing
1.4   Finger position
1.5   Familiarization of Alphanumeric keys, Punctuation keys and Special Keys

UNIT II
2.1   Practice of home key on the computer with repetitive practice / exercise.
2.2   Practice of upper row on the computer with repetitive practice / exercise.
2.3   Practice of bottom row on the computer with repetitive practice / exercise.
2.4   Practicing words and simple sentences.

UNIT III
3.1   Fixing and releasing margin stops.
3.2   Practicing top row (figures and symbols) and other printing keys
3.3   Practicing shift keys and other non - printing keys
3.4   Practicing special symbols and punctuation marks

UNIT IV

4.1   Rhythm in typing, Spacing in Punctuation signs, Rules of Syllabification, Words   which are not broken at line ends

4.2   Common errors committed during Key board operation, Importance of producing an error free document, Penalty for Errors.

4.3   Ensuring proper margins and line spacing

4.4   Straight forward copying from exercises

UNIT V

5.1   Practicing exercises (easy and difficult), each exercise should be typed five times

5.2   Practicing for building speed and control speed test for 15 minutes, speed drills and accuracy drills

5.3   Typing Practice Minimum speed should be 15 wpm

INSTRUCTIONAL STRATEGY

This is hands-on practice based workshop for development of required skills in the students. There are set of Practice Sessions of 20% equal weightage.

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

i.   Accuracy is the most important objectives and speed is regarded as the basic principle

ii.   Concentration i.e. the ability to keep the mind on an objective, is also essential

iii.   Rhythm i.e. hitting each stroke with equal force and evenness is an essential factor

iv.   Correct posture cannot be neglected.

v.   Demonstration method is the best method of teaching a skill with the following steps:

a)   Special care should be taken for proper fingering

b)   It should be ensured that students inculcate the habit of learning typing as per correct method

c)   Minimum speed should be 15 wpm

1.4 OFFICE MANAGEMENT

L   P
4   -

RATIONALE

One of the main objective of the diploma programme in Office Management and Computer Applications is to make the students understand the basics concepts and importance of office management. This subject on office management aims at making the students well conversant with the services provided by an office and helps them to perform efficiently and effectively.

COURSE OUTCOMES

Upon completion of this subject, students will be able to:

CO1:   Identify the concepts related to office & its functions.

CO2:   Identify skills and competencies of an office manager.

CO3:   Comprehend the utilization & importance of Office Accommodation and layout.

CO4:   Illustrate the significance of external surrounding and internal environment on office work.

CO5:   Detail office organization structure & its process.

DETAILED CONTENTS

UNIT I
Introduction to Office
1.1   Meaning and Importance of office
1.2   Functions of office
1.3   Centralization and decentralization - merits and demerits
1.4   Relation with other departments

UNIT II
Office Management
2.1   Meaning of office Management
2.2   Importance of office Management
2.3   Qualities of an office manger

UNIT III

Office Accommodation and Layout

3.1   Office building

3.2   Sections and sub-sections of office

3.3   Office location

3.4   Office furniture and fixtures

3.5   Office accommodation

3.6   Office layout- objectives, principles and private verses open office

UNIT IV

Office Environment

4.1   Significance of external surrounding and internal environment

4.2   Working facilities – lighting arrangements; seating arrangement; Air-conditioning; ventilation; interior decoration; recreational facilities;

4.3   Safety and sanitary arrangement; pollution, noise and security control etc.

UNIT V

Organizing an Office

5.1   The structure of the organization

5.2   Process of organization

5.3   Principles relating to the process of organizing in an office

PRACTICAL EXERCISES

1.   The students should perform functions on form designing.

2.   The students may be practiced to arrange filing in office.

3.   The students may be practiced to handle office correspondence.

RECOMMENDED BOOKS

1)   Shashi Gupta and Sushil Nayya, "Office Management", Kalyani Publications, New Delhi

2)   P.K. Gupta, "Office Management", Kalyani Publications, New Delhi

3)   Ghosh and Aggarwal, "Office Management"

4)   Gupta, Bansal, Jain, Malik, "Office Management"

5)   R.K. Sharma, Shashi Kr. Gupta, Sushil and Nayyer, "Office Management and Practices", Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh.

INSTRUCTIONAL STRATEGY

This is theoretical subject and contains five units of equal weight age.

The teacher of this subject should supplement the classroom teaching. 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.

The students may be exposed to office work during the course and industrial visit of organization's in order to know the detailed process of office management. The students may be encouraged to to gather more information on latest technological changes and developments in the field of office management.

1.5 FUNDAMENTALS OF IT

L P
2 4

RATIONALE

Information technology has great influence on all aspects of life. Almost all work places and living environment are being computerized. 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 concepts of information technology and its scope, operating a computer: use of various office management tools, using internet and mobile applications etc. This course is intended to make new students comfortable with computing environment - Learning basic computer skills, learning basic application software tools, Understanding Computer Hardware, Cyber security awareness.

COURSE OUTCOMES

At the end of the subject student will be able to

CO1: Explain the basic components of Computers, Internet and issues of abuses/ attacks on information and computers

CO2: Handle the computer/laptop/mobiles/Internet Utilities and Install/Configure OS

CO3: Assemble a PC and connect it to external devices

CO4: Manage and Use Office practiced Automation Tools

CO5: Develop worksheets and Prepare presentations

DETAILED CONTENTS

UNIT I
Basics of Computer

Brief history of development of computers, Definition of Computer, Block diagram of a Computer, Hardware, Software, Booting: Cold and Hot Booting, Interaction between the CPU and Memory with Input/Output devices, Function of CPU and major functional parts of CPU.

Memory, Bit, Nibble, Byte, KB, MB, GB, TB, PB, Functions of memory, Use of storage devices in a Computer, List types of memory used in a Computer, Importance of cache memory, CPU speed and CPU word length

UNIT II
Basic Internet Skills

Understanding browser, Introduction to WWW, efficient use of search engines, awareness about Digital India portals (state and national portals) and college portals. Advantages of Email, Various email service providers, Creation of email id, sending and receiving emails, attaching documents with email and drive.

Effective use of Gmail, G-Drive, Google Calendar, Google Sites, Google Sheets, Online mode of communication using Google Meet & WebEx.

Unit III
Basic Logic building

Introduction to Programming, Steps involved in problem solving, Definition of Algorithm, Definition of Flowchart, Steps involved in algorithm development, differentiate algorithm and flowchart, symbols used in flowcharts, algorithms for simple problems, flowcharts for simple problems, Practice logic building using flowchart/algorithms

Unit IV
Office Tools

Office Tools like LibreOffice/OpenOffice/MSOffice.

OpenOffice Writer – Typesetting Text and Basic Formatting, Inserting Images, Hyperlinks, Bookmarks, Tables and Table Properties in Writer

Introducing LibreOffice/OpenOffice *Calc*, Working with Cells, Sheets, data, tables, using formulae and functions, using charts and graphics.

OpenOffice Impress – Creating and Viewing Presentations, Inserting Pictures and Tables, Slide Master and Slide Design, Custom Animation.

Unit V
Use of Social Media

Introduction to Digital Marketing – Why Digital Marketing, Characteristics of Digital Marketing, Tools for Digital Marketing, , Effective use of Social Media like LinkedIn, Google+, Facebook, Twitter, etc.: Features of Social media, Advantages and Disadvantages of Social Media.

PRACTICAL EXERCISES

1.   Browser features, browsing, using various search engines, writing search queries
2.   Visit various e-governance/Digital India portals, understand their features, services offered
3.   Read Wikipedia pages on computer hardware components, look at those components in lab, identify them, recognize various ports/interfaces and related cables, etc.
4.   Using Administrative Tools/Control Panel Settings of Operating Systems

5. Connect various peripherals (printer, scanner, etc.) to computer, explore various features of peripheral and their device driver software.

6. Explore features of Open Office tools and MS-Office, create documents, create presentation, create spread sheet, using these features, do it multiple times

7. Working with Conversion Software like pdfToWord, WordToPPT, etc.

8. Working with Mobile Applications – Searching for Authentic Mobile app, Installation and Settings, Govt. of India Mobile Applications

9. Creating email id, sending and receiving mails with attachments.

10. Using Google drive, Google calendar

11. Create Flow chart and Algorithm for the following

   i. Addition of n numbers and display result

  ii. To convert temperature from Celsius to Fahrenheit

 iii. To find Area and Perimeter of Square

 iv. Swap Two Numbers

  v. find the smallest of two numbers

 vi. Find whether given number is Even or Odd

 vii. To print first n even Numbers

viii. find sum of series 1+2+3+…..+N

 ix. print multiplication Table of a number

  x. generate first n Fibonacci terms 0,1,1,2,3,5…n (n>2)

 xi. sum and average of given series of numbers

 xii. Factorial of number n (n!=1x2x3x…n)

xiii. Armstrong Number

xiv. Find whether given number is Prime or not

RECOMMENDED BOOKS

1. R.S. Salaria, "Computer Fundamentals", Khanna Publishing House.

2. Ramesh Bangia, "PC Software Made Easy – The PC Course Kit", Khanna Publishing House.

3. Online Resources, Linux man pages, Wikipedia

4. Mokhtar Ebrahim and Andrew Mallett, "Mastering Linux Shell Scripting: A practical guide to Linux command-line, Bash scripting, and Shell programming".

5. Vikas Gupta, "Comdex Hardware and Networking Course Kit" Dream Tech press, New Delhi, 2008.

6. Sumitabha Das, "UNIX concepts and applications" Tata McGraw Hill, New Delhi, 2008, Fourth Edition.

SUGGESTED WEBSITES

1.   https://nptel.ac.in/courses/106/106/106106222/ - NPTEL Course on Modern Application Development
2.   https://onlinecourses.swayam2.ac.in/aic19_de01/preview -
3.   https://spoken-tutorial.org/ - Tutorials on Introduction to Computers, HTML, LibreOffice Tools, etc.
4.   NOTEPAD++
5.   https://tms-outsource.com/blog/posts/web-development-ide/

INSTRUCTIONAL STRATEGY

This is a skill based subject and topics taught in the class should be practiced in the Lab regularly for development of required skills in the students. This subject contains five units of equal weight age.

1.6 ENVIRONMENTAL STUDIES AND DISASTER MANAGEMENT

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2   -

RATIONALE

A diploma holder must have knowledge of different types of pollution caused due to industrial and construction activities so that he/she may help in balancing the ecosystem and controlling pollution by various control measures. The course is intended to provide a general concept in the dimensions of environmental pollution and disasters caused by nature beyond the human control as well as the disasters and environmental hazards induced by human activities with emphasis on disaster preparedness, response and recovery.

COURSE OUTCOMES

After undergoing the subject, the student will be able to:

CO1:   Comprehend the importance of sustainable ecosystem.

CO2:   Clarify interdisciplinary nature of environmental issues.

CO3:   Describe corrective measures for the abatement of pollution.

CO4:   Identify the role of non-conventional energy resources in environmental protection.

CO5:   Recognize various types of disasters.

DETAILED CONTENTS

UNIT I

Introduction

1.1   Basics of ecology, eco system- concept, and sustainable development, Sources, advantages, disadvantages of renewable and nonrenewable energy.

1.2   Rain water harvesting

1.3   Deforestation – its effects & control measures

UNIT II

Air and Noise Pollution

2.1   Air Pollution: Source of air pollution. Effect of air pollution on human health, economy, Air pollution control methods.

2.2   Noise Pollution: Source of noise pollution, Unit of noise, Effect of noise pollution, Acceptable noise level, Different method of minimizing noise pollution.

UNIT III

Water and Soil Pollution

3.1   Water Pollution: Impurities in water, Cause of water pollution, Source of water pollution. Effect of water pollution on human health, Concept of DO, BOD, COD. Prevention of water pollution- Water treatment processes, Sewage treatment. Water quality standard.

3.2   Soil Pollution :Sources of soil pollution, Effects and Control of soil pollution, Types of Solid waste- House hold, Industrial, Agricultural, Biomedical, Disposal of solid waste, Solid waste management E-waste, E – waste management

UNIT IV

Impact of Energy Usage on Environment

Global Warming, Green House Effect, Depletion of Ozone Layer, Acid Rain. Eco-friendly Material, Recycling of Material, Concept of Green Buildings, Concept of Carbon Credit & Carbon footprint.

UNIT V

Disaster Management

A. Different Types of Disaster:

Natural Disaster: such as Flood, Cyclone, Earthquakes and Landslides etc.

Man-made Disaster: such as Fire, Industrial Pollution, Nuclear Disaster, Biological Disasters, Accidents (Air, Sea Rail & Road), Structural failures(Building and Bridge), War & Terrorism etc.

B. Disaster Preparedness:

Disaster Preparedness Plan

Prediction, Early Warnings and Safety Measures of Disaster

Psychological response and Management (Trauma, Stress, Rumour and Panic)

RECOMMENDED BOOKS

1.   S.C. Sharma & M.P. Poonia, "Environmental Studies", Khanna Publishing House, New Delhi.

2.   BR Sharma, "Environmental and Pollution Awareness", Satya Prakashan, New Delhi.

3.   Dr. RK Khitoliya, "Environmental Pollution", S Chand Publishing, New Delhi.

4.   Erach Bharucha, "Environmental Studies", University Press (India) Private Ltd., Hyderabad.

5.   Suresh K Dhamija, "Environmental Engineering and Management", S K Kataria and Sons, New Delhi.

6.   E-books/e-tools/relevant software to be used as recommended by AICTE/BTE/NITTTR, Chandigarh.

7.   Dr. Mrinalini Pandey, "Disaster Management", Wiley India Pvt. Ltd.

8.   Tushar Bhattacharya, "Disaster Science and Management", McGraw Hill Education (India) Pvt. Ltd.

INSTRUCTIONAL STRATEGY

In addition to theoretical instructions, different activities pertaining to Environmental Studies and Disaster Management like expert lectures, seminars, visits etc. may also be organized This subject contains five units of equal weightage.

SECOND SEMESTER

2.1 OFFICE METHODS AND PRACTICES

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4   2

RATIONALE

The main objective of Office Management and Computer Applications diploma programme is to make the students understand the concepts and principles of Office Management 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 helps them to perform efficiently and effectively.

COURSE OUTCOMES

At the end of this subject, the students will be able to:
CO1:   Illustrate the concept of office methods and Best Practices.
CO2:   Comprehend the utilization and importance of forms, indexing.
CO3:   Handle the office correspondence effectively.
CO4:   Maintain office records and arrange files.
CO5:   Detail the office organization and its structure.

DETAILED CONTENTS

UNIT I
Office Filing
1.1   Meaning, essentials and importance
1.2   Classification of files
1.3   Traditional and modern filing methods and equipment

UNIT II
Office Records
2.1   Meaning and significance
2.2   Types of records and importance
2.3   Need of effective record
2.4   Computer based indexing and recording

UNIT III
Office Forms
3.1   Meaning
3.2   Significance
3.3   Types of forms
3.4   Form designing

UNIT IV
Handling Office Correspondence
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.

UNIT V
Office Indexing
5.1   Meaning, importance
5.2   Types of Indexing
5.3   Methods of Indexing

PRACTICAL EXERCISES

1.   The students should perform functions on form designing.
2.   The students may be practiced to arrange filing in office.
3.   The students may be practiced to handle office correspondence.

RECOMMENDED BOOKS

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

INSTRUCTIONAL STRATEGY

This is case study based subject and topics taught in the class should be supported by various case studies regularly for development of required skills in the students. This subject contains five units of 20% equal weightage.

Group discussions/seminar to be arranged on relevant topics. A viva may be conducted on these topics. 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

i. The students will be required to participate in group discussions and practical operations of the office Management.

ii. The students may be encouraged to visit trade fairs and exhibitions in order to gather more information on latest technological changes and developments in the field of office Management.

iii. The students should be given knowledge and skills and practice of office management.

iv. The teachers should give demonstration and repetitive practical exercises of handling all the office mails to the students. Teachers should closely watch and assist the students during their practical.

2.2 STENOGRAPHY - I

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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.

COURSE OUTCOMES

At the end of this subject, the students will be able to:
CO1:   Identify the meaning and importance of shorthand.
CO2:   Comprehend the concepts of   types of consonants, vowels sign and places of vowels
CO3:   Practice circle, loops, hooks and phraseography.
CO4:   Take dictation of any subject using shorthand symbols at very fast.
CO5:   Transcribe any meeting and dictated letters.

DETAILED CONTENTS

UNIT I
Definition and Importance of Shorthand, Job Opportunities, Emphasis on phonetic system in Pitman Shorthand, Correct Sitting Position, Holding of Pencil/Pen and Note Book and their quality, Qualities of a good Stenographer.

UNIT II
Consonants – Meaning, Types (Straight, Curved, Horizontal and Up strokes), Size of Stroke, Thickness and Thinness of Strokes, Joining of Strokes.

UNIT III
Vowels: places (First, Second and Third Place), Intervening Vowels and their positions Grammalogues and Punctuation Sign.

UNIT IV
Short forms, Phraseography, Qualities of a good Phraseogram, Tick 'The',Alternate forms of 'R' and 'H' (Upward and Downward), Diphthongs and Triphones, Abbreviated W.

UNIT V

Stroke 'S' and 'Z'

Circle – S and Z, SES and SW,

Loops – ST & STR.

PRACTICAL EXERCISES

1. Practicing 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 **(5 exercises)**
3. Repeated practice of using vowels and exercises from the text book **(5 exercises)**
4. Practice of using grammalogues, Punctuation marks, phrases dipthongs, triphones **(5 exercises)**
5. Practice of using small circles and stroke S and Z **(3 exercises)**
6. Class Work : Dictation and reading
    Home Work: Reading and Copying work (Daily throughout the semester)

INSTUCTIONAL STRATEGY

This is hands-on practice based subject and topics taught in the class should be practiced regularly for development of required skills in the students. This subject contains five units of equal weightage.

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

  i.   Assessment of student group profile i.e. determining the aptitude level of each student. The intake not to exceed 15-20 students
 ii.   Presentation of subject with due emphasis on practical
iii.   Use of only shorthand notebook and pencil
 iv.   Ensure right direction for writing strokes and signs and their proper length
  v.   Emphasis on legibility of outlines and repeated practice
 vi.   Monitoring of vowel placement and positioning at the initial stage
vii.   Repeated practice of prescribed word exercises, grammalogues, phrases etc
viii.   Strict adherence to speed exercises at different speed levels from s Complex.
 ix.   Practice variety of speed drills.

    x.   Periodical test during the course for re-teaching

All student should be divided in two groups. Each group should comprise of a maximum of 15 – 20 students. Assignments up to exercise 38 will be based on Pitman Shorthand Instructor and Key by Sir Isaac Pitman. Dictation from seen exercises up to exercise no. 38 and its transcription in shorthand notebook itself by pen.

2.3 TYPING PRACTICE -II

L   P

-   6

RATIONALE

The students of this diploma programme must have the necessary skills to operate the keyboard of computer efficiently and effectively. Through a series of modules, mastery of the necessary typing skills to be developed in the students so that they can type speedily and accurately to secure a job as an administrative professional. The objective of this paper is to enable the student to acquire a speed of 35-40 w.p.m. by having a computer.

COURSE OUTCOMES

At the end of this subject, the students will be able to:

CO1: Identify the importance of typewriting.

CO2: Comprehend the finger position in the Keyboard.

CO3: Familiarize the rows of Keyboard of computer system.

CO4: Achieve accuracy in typing.

CO5: Acquire speed of 35-40 wpm in typing.

PRACTICAL EXERCISES

UNIT I

1.1   Speed practice from various drills given in the book starting from sentence to paragraphs.

1.2   Typing letters and other communications in all styles (indented, block and semi- block)

1.3   Use of different fonts, using table in a letter, headers and footers, use of sub – paras, numbering etc.

1.4   Punctuation marks, spacing after punctuation, syllabification

UNIT II

2.1   Manuscript: some proof correction signs

2.2   Practicing of different types of letter (official letter, business letter)

2.3   Practicing invoices and bills

2.4   Practicing forms, notices, and reports

UNIT III

3.1   Practicing envelope addressing

3.2   Practicing centralizing headings

3.3   Practicing horizontal and vertical centering

3.4   Mail – Merge

3.5   Practicing different types of headings including spaced headings

UNIT IV

4.1   Practicing simple tabular statement.

4.2   Typing on printed forms, creating and filling forms, minutes, notices, legal documents and literary matter

4.3   Practicing typing of draft copy of advertisement for press

UNIT V

5.1   Practice of small business letters

5.2   Application letters

5.3   Practice of small paragraph of about 200-250 words

5.4   Practicing exercises for speed building, Calculating speed and errors

INSTRUCTIONAL STRATEGY

This is hands-on practice based programme for development of required skills in the students. There are five practice units of 20% equal weightage.

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

  i.   Accuracy is the most important objectives and speed is regarded as the basic principle.

 ii.   Concentration i.e. the ability to keep the mind on an objective, is also essential.

iii.   Rhythm i.e. hitting each stroke with equal force and evenness is an essential factor.

 iv.   Correct posture cannot be neglected.

  v.   Suitable equipment and congenial atmosphere are essentials for efficient work.

 vi.   Demonstration method is the best method of teaching a skill with the following steps:

vii.   Minimum speed should be 35-40 wpm.

2.4 COMPUTERS FOR OFFICE MANAGEMENT

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RATIONALE

In order to prepare diploma holders to work in today technological environments, it is essential that they are familiar with latest technology and should be comfortable with working on various applications of computers. This program provides students with detail introduction to computer basics, understanding of Computer Hardware and Software, detail understanding of different Operating Systems, different tools of Microsoft Office. This exposure will enable the students to enter their professions with confidence.

COURSE OUTCOMES

After undergoing the subject, the students will be able to:

CO1:   Demonstrate knowledge of basic computer skills and WINDOWS as OS.

CO2:   Identify Computer hardware components, network components and peripherals.

CO3:   Apply Word Processing software to prepare document.

CO4:   Apply Spreadsheet software to create workbooks and automate calculation.

CO5:   Apply Presentation software to create interactive presentation.

PRACTICAL EXERCISES

UNIT I
Fundamentals of Computers

1.1   Given a PC, name its various components and peripherals. List their functions.

1.2   Block diagram of a computer, Components of computer system, CPU, Memory, Input devices; keyboard, Scanner, mouse etc; Output devices; VDU, LCD, Printers etc.

1.3   Familiarization of Primary and Secondary Memory: RAM, ROM, magnetic disks – optical disk (CD, DVD & Blue Ray Disk.), USB/Flash Drive.

1.4   Discussion of System software, Application software, Virtualization software and Utility software

1.5   Installation of I/O devices, printers, Keyboards

1.6   Installation of software, Antivirus.

UNIT II
Windows as an Operating System

2.1   Start, Shut down and restore

2.2   Creating and operating the icons

2.3   Opening, closing and sizing the windows and working with windows interfacing elements (option buttons, checkbox, scroll etc.)

2.4   Using elementary job commands like – creating, saving, modifying,   renaming, finding and deleting a file and folders

2.5   Changing settings like, date, time, colour (back ground and fore ground etc.)

2.6   Using short cuts

2.7   Using on line Help

UNIT III
Word Processing (MS Office/Open Office)

3.1   File Management: Opening, creating and saving a document, locating files, copying contents in some different file(s), protecting files, giving password protection for a file
Page set up: Setting margins, tab setting, ruler, indenting, Editing a document: Entering text, cut, copy, paste using tool- bars,

3.2   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 date, time.

3.3   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,   Print preview, zoom, page set up, printing options, Using find, replace options.

3.4   Using Tools like: Spell checker, help, mail merge, printing envelops and lables, Using shapes and drawing toolbar, Working with more than one window.

UNIT IV
Spread Sheet Processing (MS Office/Open Office)

4.1   Starting excel, open worksheet, enter, edit, data, formulae to calculate values, format data, save worksheet, switching between different spread sheets

4.2   Menu commands: Create, format charts, organise, manage data, solving problem by analyzing data.

4.3   Work books: Managing workbooks (create, open, close, save), working in work books, selecting the cells, choosing commands, data entry techniques, formula creation and links, controlling calculations. Editing a worksheet, copying, moving cells, pasting, inserting, deletion cells, rows, columns, find and replace text, numbers of cells, formatting worksheet, conditional formatting.

UNIT V

MS- PowerPoint

5.1   Introduction to PowerPoint

   i.   How to start PowerPoint

  ii.   Working environment: concept of toolbars, slide layout & templates.

 iii.   Opening a new/existing presentation

 iv.   Different views for viewing slides in a presentation: normal, slide sorter.

   v.   Addition, deletion and saving of slides

5.2   Insertion of multimedia elements

   i.   Adding text boxes

  ii.   Adding/importing pictures

 iii.   Adding movies and sound

 iv.   Adding tables and charts etc.

   v.   Working with Clip Art

5.3   Formatting slides

   i.   Changing slide layout

  ii.   Changing slide colour scheme

 iii.   Changing background

5.4   Viewing the slide show

   i.   Viewing the presentation using slide navigator

  ii.   Slide transition

 iii.   Animation effects, timing, order etc.

RECOMMENDED BOOKS

1.   V Rajaraman, "Fundamentals of Computer", Prentice Hall of India Pvt. Ltd., New Delhi.

2.   B Ram, "Computers Fundamentals Architecture and Organisation", New Age International   Publishers, New Delhi, Revised Edition.

3.   SK Basandara, "Computers Today", Galgotia publication Pvt Ltd. Daryaganj, New Delhi.

4.   Sanjay Saxena, "A First Course in Computer", Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi.

5.   PK Sinha, "Computer Fundamentals", BPB Publication, New Delhi.

INSTRUCTIONAL STRATEGY

Since this subject is practice 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, connections 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.

2.5 OFFICE CORRESPONDENCE

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RATIONALE

Correspondence within the organisation lends a meaning of definiteness to corporate policies and practice, promotes understanding between the members and departments the organisation. 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.

COURSE OUTCOMES

After undergoing this subject, the learners will be able to:
CO1: Acquire overview of Prerequisites to Business Communication.
CO2: Demonstrate the communication skills required in the workplace. via electronic mail, Internet, and other technologies.
CO3: Utilize the correct practices of the strategies of Effective Business writing.
CO4: Compose accurate Banking correspondence.
CO5: Select appropriate formats used in Government correspondence.

DETAILED CONTENTS

UNIT I
Introduction to Office Correspondence
1.1   Meaning and importance
1.2   Process and Uses
1.3   Communication: Various means of communication- Their use, merits and limitations. Selection of means of communication
1.4   Communication Through Internet

UNIT II
Office Records
2.1   Filing and Indexing.
2.2   Retention and weeding out of papers.
2.3   Planning and Scheduling Office Work: Office routine, flow of work and office manual.
2.4   Stationery and forms

UNIT III

Business Correspondence

3.1   Essential Parts of Business Letter

3.2   Formats/styles of a business letter

3.3   Enquiry Letter, Quotation, Order

3.4   Complaint letter, Adjustment Letter etc and their formats.

3.5   Essential of a good business letter

UNIT IV

Banking Correspondence

4.1   Account opening letters

4.2   Credit Letters

4.3   Guarantee Documents

4.4   Standing Instructions for Payment

4.5   Request for Bank over Draft etc.

UNIT V

Government Correspondence

5.1   General Govt. Letters

5.2   Demi Official Letters

5.3   Office Memorandum, Circulars, Notifications, Office Orders, Press Release

RECOMMENDED BOOKS

1.   Pradhan Bhende and Thakur, "Business Communication", Himalaya Publishers.

2.   Mazumdar, "Commercial Correspondence".

3.   Reddy Appannaiah and Raja Rao, "Essentials of Business Communication", Himalaya Publishers.

4.   P. Rathnaswamy, "Communication Management Theory and Practice", Deep and Deep Publications.

5.   Parag Diwan, "Communication Management", Deep and Deep Publications.

6.   P.N. Reddy, H.R. Appannaiah, B.S. RajaRao, "Essentials of Business Communication", Himalaya Publishing House.

7.   U.S Rai and SM Rai, "Business Communication", Himalaya Publishing House.

8.   Rajendra Pal and J.S. Korlahali, "Essentials of Business Communication", Sultant Chand and Sons.

9.   R.C. Sharma and Krishan Mohan, "Business Correspondence and Report Writing", Tata McGraw Hill, Reprint 1997.

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:

i.   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.

ii. 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.

SECOND YEAR
NSQF LEVEL - 4

12. STUDY AND EVALUATION SCHEME

THIRD SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week		Credits L+P= C	MARKS IN EVALUATION SCHEME						Total Marks of Internal & External
					INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT			
		L	P		Th	Pr	Total	Th	Pr	Total	
3.1	Industrial/In-House Training - I	-	2	0+1 =1	-	40	40	-	60	60	100
3.2	Stenography-II	2	6	2+3=5	40	40	80	60	60	120	200
3.3	Book keeping &Accountancy	3	4	3+2=5	40	40	80	60	60	120	200
3.4	Office Machinery and Equipment	-	4	0+2=2	-	40	40	-	60	60	100
3.5	**Business Law	4	-	4+0=4	40	-	40	60	-	60	100
3.6	Open Elective (MOOCs+/Offline)	2	-	2+0=2	40	-	40	60	-	60	100
3.7	**E Commerce	3	2	3+1=4	40	40	80	60	60	120	200
	# Student Centered Activities (SCA)	-	3	-	-	-	-	-	-	-	-
	Total	14	21	22	200	200	400	300	300	600	1000

+ Assessment of Open Elective through MOOCs shall be based on assignments out of 100 marks.

** Common with Diploma in Business Management programme and Finance Account and Auditing

Student Centered Activities will comprise of co-curricular activities like extension lectures on Constitution of India, Electoral Literacy, Motor Vehicles (Driving) Regulations 2017 etc., games, hobby clubs e.g. photography etc., seminars, declamation contests, educational field visits, N.C.C., NSS, Cultural Activities and self-study etc.

FOURTH SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week		Credits (C) L + P = C	MARKS IN EVALUATION SCHEME						Total Marks of Internal & External
					INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT			
		L	P		Th	Pr	Total	Th	Pr	Total	
4.1	*English and Communication Skills - II	2	2	**2+1=3**	40	40	80	60	60	120	200
4.2	Stenography-III	2	6	**2+3=5**	40	40	80	60	60	120	200
4.3	*Entrepreneurship Development and Management	3	-	**3+0=3**	40	-	40	60	-	60	100
4.4	Secretarial Practices	4	-	**4+0=4**	40	-	40	60	-	60	100
4.5	Computer Based Accountancy	-	6	**0+3=3**	-	40	40	-	60	60	100
4.6	Programme Elective-I	3	-	**3+0=3**	40	-	40	60	-	60	100
4.7	Minor Project	-	6	**0+3=3**	-	40	40	-	60	60	100
	# Student Centered Activities (SCA)	-	1	**-**	-	-	-	-	-	-	-
	Total	**14**	**21**	**24**	**200**	**160**	**360**	**300**	**240**	**540**	**900**

* Common with other diploma programmes

** Common with Diploma in Finance Account and Auditing

Programme Elective-I   4.6.1 ** Fundamental of Human Resource Management 4.6.2 ** Marketing Fundamentals

Student Centered Activities will comprise of co-curricular activities like extension lectures on Constitution of India, Electoral Literacy, Motor Vehicles (Driving) Regulations 2017 etc., games, hobby clubs e.g. photography etc., seminars, declamation contests, educational field visits, N.C.C., NSS, Cultural Activities and self-study etc.

Industrial Training: After 4th Semester, students shall undergo Industrial Training of 4 Weeks.

13. HORIZONTAL AND VERTICAL SUBJECTS ORGANISATION

Sr. No.	Subjects/Areas	Hours Per Week	
		Third Semester	**Fourth Semester**
1.	Industrial/In-House Training - I	2	-
2.	Stenography-II	8	-
3.	Book keeping &Accountancy	7	-
4.	Office Machinery and Equipment	4	-
5.	Business Law	4	-
6.	Open Elective (MOOCs/Offline)	2	-
7.	E Commerce	5	-
8.	English and Communication Skills - II	-	4
9.	Stenography-III	-	8
10.	Entrepreneurship Development & Management	-	3
11.	Secretarial Practices	-	4
12.	Computer Based Accountancy	-	6
13.	Programme Elective-I	-	3
14.	Minor Project	-	6
15.	Student Centered Activities	3	1
	Total	**35**	**35**

14. COMPETENCY PROFILE & EMPLOYMENT OPPORTUNITIES

Computer in Office Management refers to the manipulation of documents and data in files on a computer. Specifically, one may create a new file or edit an existing file and save it; open or load a pre-existing file into memory; or close a file without saving it. Additionally, one may group related files in directories.

Skilled workers will be responsible for carrying out a range of jobs, some of which will require them to make choices about the approaches they adopt. They will be expected to learn and improve their practice on the job. They should know what constitutes quality in the occupation and should distinguish between good and bad quality in the context of their job roles. Skilled worker at this level will be expected to carry out their work safely and securely and take full account of the health and safety on colleagues and customers. They should work hygienicallyand in ways which show an understanding of environmental issues. In working with others, they will be expected to conduct themselves in ways which show a basic understanding of the social and political environment.

NSQF Level – 4 pass out students are expected to recall and demonstrate practical routine and repetitive skills, in range of **Office Executive**. The primary role would be to manage office management and computer applications, you could work as an office administrator or manager. This role involves overseeing the day-to-day operations of an office, managing staff, and handling administrative tasks such as scheduling appointments, managing budgets, and overseeing office maintenance.

Executive Assistant: Executive assistants provide high-level administrative support to senior executives. In this role, you may be responsible for managing calendars, arranging travel, and preparing reports and presentations

Administrative Assistant: Administrative assistants provide administrative support to a variety of departments and individuals within an organization. This could include tasks such as answering phones, scheduling appointments, and maintaining records

Data Entry Clerk: As a data entry clerk, you would be responsible for inputting data into a computer system. This could involve entering customer information, financial data, or other types of data.

Customer Service Representative: With your computer application knowledge, you could work as a customer service representative in a call center or other customer-facing role. This would involve using computer systems to answer customer inquiries and resolve issues.

They can also work in the role of Telecom Operator, Fax Operator, Computer Operator, etc in the following organisations:

Banks
Insurance Companies
Hotels
Educational Institutions
News Agencies
Travel Agents
Data Entry Enterprises
Embassies & High Commissions
Banks usually recruits diploma holders in Office Management and Computer Applications to the role of Agency Executive, Receptionist, etc. They can work as Personal Assistant in BPO / Call Centers and as Word Process Operators in Business

15. PROGRAMME OUTCOMES

The program outcomes are derived from five domains of NSQF Level – 4 namely Process, Professional Knowledge, Professional Skill, Core Skill, Responsibility. After completing this level, the student will be able to:

PO1:   Perform out task in familiar, predictable, routine situation of office management.

PO2:   Acquire factual knowledge in the field of performing office operations for employment.

PO3:   Demonstrate quality skills in broader range to perform outine and repetitive task in the offices using appropriate rules and tools.

PO4:   Communicate in writing and speaking with required clarity and demonstrate Professional behavior.

PO5:   Adopt self-study learning and acquire knowledge pertaining to aiming towards holistic development of learners through MOOCs.

16. ASSESSMENT OF PROGRAM AND COURSE OUTCOMES

Programme Outcomes to be assessed	Assessment criteria for the Course Outcomes
PO1: Perform out task in familiar, predictable, routine situation of office management.	• Learn about present and future requirement of industries. • Work in team for solving industrial problems. • Develop required competencies for effective communication and presentation. • Comprehend the concepts of Double Consonants, Hooks, Phrases and Compound Consonants. • Take dictation of any subject using shorthand symbols at very fast. • Transcribe any meeting and dictated letters. • Discuss the centralized and decentralized systems of purchasing stationery and office supplies. • Illustrate the Checking equipment for serviceability in accordance with equipment. • Able to understand the rules of writing the halving and doubling principles in stenography. • Understand and practice writing of prefixes and suffixes signs. • Acquire the proficiency in shorthand skills, dictation and transcription of office notes • Strengthen the deep knowledge of rules of Pitman Shorthand. • Identify the various resources / sources and / or schemes for starting a new venture. • Acquire knowledge and understanding of Cash book and bank reconciliation • Demonstrate an understanding of accounting reports and records. • Detail the meaning of training & Development, Needs of training, Types of training.

	• Comprehend the marketing concept, marketing mix, and marketing environment.
PO2: Acquire factual knowledge in the field of performing office operations for employment.	• Understand the working environment of industries. • Comprehend the concepts of Double Consonants, Hooks, Phrases and Compound Consonants. • Practice of Initial and Final Hooks, circle, loops. • Demonstrate understanding of the importance of skills for journalists and to encourage its use on other subjects. Use current best practice • Take dictation of any subject using shorthand symbols at very fast. • Transcribe any meeting and dictated letters. • Comprehend significance of debit and credit balance in accounts. • Explain the importance and objectives of office mechanisation • Discuss the centralized and decentralized systems of purchasing stationery and office supplies. • Identify Business equipment or resources required and access to complete task under direct instructions. • Illustrate the Checking equipment for serviceability in accordance with equipment. • Use Modern Information Storing Systems and Equipment and Modern Accounting Equipment • Communicate effectively with an increased confidence; read, write and speak in English language fluently. • Understand and practice writing of prefixes and suffixes signs.

	• Acquire the proficiency in shorthand skills, dictation and transcription of office notes
	• Acquire knowledge and understanding of Cash book and bank reconciliation
	• Demonstrate an understanding of accounting reports and records.
	• Comprehend the meaning, function and evolution of HRM in management studies.
	• Comprehend the marketing concept, marketing mix, and marketing environment.
PO3: Demonstrate quality skills in broader range to perform outine and repetitive task in the offices using appropriate rules and tools.	• Comprehend the concepts of Double Consonants, Hooks, Phrases and Compound Consonants.
	• Practice of Initial and Final Hooks, circle, loops.
	• Take dictation of any subject using shorthand symbols at very fast.
	• Transcribe any meeting and dictated letters.
	• Post entries into ledger account and make a cash book.
	• Illustrate system of account making trial balance and subsidiary books.
	• Present bank reconciliation statements.
	• Apply knowledge about trading, Profit & loss and Balance Sheet
	• Explain the importance and objectives of office mechanisation
	• Discuss the centralized and decentralized systems of purchasing stationery and office supplies.
	• Identify Business equipment or resources required and access to complete task under direct instructions.
	• Illustrate the Checking equipment for serviceability in accordance with equipment.
	• Use Modern Information Storing Systems and Equipment and Modern Accounting

	Equipment
	• Providing knowledge about partnership firm and how it is different from proprietorship and company.
	• Detailed knowledge about content of sale and classification of goods.
	• Procedure to remove consumer's exploitation and grievance redressal procedure.
	• Acquire the proficiency in shorthand skills, dictation and transcription of office notes
	• Strengthen the deep knowledge of rules of Pitman Shorthand.
	• Transcribe any meeting and dictated letters.
	• Acquire knowledge and understanding of Cash book and bank reconciliation
	• Demonstrate an understanding of accounting reports and records.
	• Knowledge about posting of various type of bills like as TDS etc
	• Identify the basics of Tally and its use.
	• Analyse Job, Job design, methods of job analysis and job design.
	• Understand the various concepts of recruitment & selection and methods.
	• Detail the meaning of training & Development, Needs of training, Types of training.
	• Comprehend the marketing concept, marketing mix, and marketing environment.
	• Analyze market opportunities and develop effective marketing strategies.
	• Evaluate the effectiveness of marketing programs and marketing mix.
	• Apply marketing research techniques to gather and analyze data to make informed marketing decisions.

	• Develop critical thinking and problem-solving skills to manage marketing challenges in a dynamic business environment.
PO4: Communicate in writing and speaking with required clarity and demonstrate Professional behavior.	• Learn about present and future requirement of industries. • Work in team for solving industrial problems. • Develop required competencies and skills for relevant industries. • Develop required competencies for effective communication and presentation. • Communicate effectively with an increased confidence; read, write and speak in English language fluently. • Comprehend special features of format and style of formal communication through various modes. • Write a Report, Resume, make a Presentation, Participate in GDs and Face Interviews • Illustrate use of communication to build a positive self-image through self-expression and develop more productive interpersonal relationships. •

PO5: Adopt self-study learning and acquire knowledge pertaining to aiming towards holistic development of learners through MOOCs.	• Work in team for solving industrial problems. • Develop required competencies and skills for relevant industries. • Develop required competencies for effective communication and presentation. • Explain the importance and objectives of office mechanisation • Use Modern Information Storing Systems and Equipment and Modern Accounting Equipment • Comprehend special features of format and style of formal communication through various modes. • Illustrate use of communication to build a positive self-image through self-expression and develop more productive interpersonal relationships. • Transcribe any meeting and dictated letters. • Comprehend the importance of entrepreneurship and its role in nation's development. • Classify the various types of business and business organizations. • Identify the various resources / sources and / or schemes for starting a new venture. • Apply accounting procedures using specialised computer accounting software. • Comprehend the meaning, function and evolution of HRM in management studies. • Analyse Job, Job design, methods of job analysis and job design. • Understand the various concepts of recruitment & selection and methods. • Detail the meaning of training & Development, Needs of training, Types of training.

	• Comprehend the marketing concept, marketing mix, and marketing environment.
	• Analyze market opportunities and develop effective marketing strategies.
	• Evaluate the effectiveness of marketing programs and marketing mix.
	• Apply marketing research techniques to gather and analyze data to make informed marketing decisions.
	• Develop critical thinking and problem-solving skills to manage marketing challenges in a dynamic business environment.

17. SUBJECTS & CONTENTS

(SECOND YEAR)

THIRD SEMESTER

3.1 INDUSTRIAL/IN-HOUSE TRAINING- I

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	-	**2**

RATIONALE

Industrial training / In – house training will help the students to understand the working environment of relevant industries. The student will learn to work in team to solve the industrial problems. It will also give exposure about the present and future requirements of the relevant industries. This training is very important for development of required competencies and skills for employment and start – ups.

COURSE OUTCOMES

After undergoing the subject, the students will be able to:

CO1: Understand the working environment of industries.

CO2: Take necessary safety precautions and measures.

CO3: Learn about present and future requirement of industries.

CO4: Work in team for solving industrial problems.

CO5: Develop required competencies and skills for relevant industries.

CO6: Develop writing, speaking and presentations skills..

PRACTICAL EXERCISES

1. Report writing based on industrial training.
2. Preparation of Power Point Slides based on industrial training and presentation by the candidate.
3. Internal Evaluation based on quality of Report, PPT preparation, PPT presentation and answer to queries.
4. External Evaluation based on quality of Report, PPT preparation, PPT presentation and answer to queries.

GUIDELINES

Students will be evaluated based on Industrial training / In – house training report and their presentation using Power Point about the knowledge and skills gained during the training. The Head of the Department will depute faculty coordinators by assigning a group of students to each. The coordinators will mentor and guide the students in preparing the PPTs for final presentation. The following performance parameters are to be considered for assessment of the students out of 100 marks:

	Parameter	Weightage
i	Industrial / In-house assessment of the candidate by the trainer	40%
ii	Report Writing	20%
iii	Power Point Presentation	20%
iv	Viva-voce	20%

3.2 STENOGRAPHY –II

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2 6

RATIONALE

One of the main job of a secretary to take dictation and the objective this subject is to make stenography more facile and further increase the speed through the introduction of alternatives forms and different principles of stenography.

COURSE OUTCOMES

At the end of this subject, the students will be able to:
CO1:   Comprehend the concepts of Double Consonants, Hooks, Phrases and Compound Consonants.
CO2:   Practice of Initial and Final Hooks, circle, loops.
CO3:   Demonstrate understanding of the importance of skills for journalists and to encourage its use on other subjects. Use current best practice
CO4:   Take dictation of any subject using shorthand symbols at very fast.
CO5:   Transcribe any meeting and dictated letters.

DETAILED CONTENTS

UNIT I
Use of Initial Hooks R and L to straights strokes and Curve, SHR and SHL, Small hook to NG, Vowels and Double Consonants, Extended use of L Hook, Circle or Loop preceding initial hooks.

UNIT II
Intervening Vowels, Final Hooks to N & F Hook, LN and SH N, Use of Hooks in the middle of word, Syllable NER, Use of final hooks in phraseography, Circle and loops to final hooks. Curve followed by NS, Circle S added to FV Hooks, Medial NS or NG.

UNIT III
SHUN Hook - SHUN Hook following circle S and NS, Use of SHUN hook middle of the word
The Aspirate - Upward and Downward H, H following S, Tick H and Dot H.

UNIT IV

Upward & Downward R – Vowel Preceding or following R, Medial R, R finally Hooked, Upward & Downward L and SH – Upward L, L Preceding or following Curve and circle, L after N and NG, L and Vowel indication, Medial L, Upward and Downward Sh.

UNIT V

Compound Consonants –Initial W and WH, Strokes L and R Thickened, Addition of P or B to M, Aspirated W and Vowel Preceding W, Strokes L after KW, Use of LR and RR Signs, Hooked form of MP

PRACTICAL EXERCISES

1. Practice of Hook, Circle and Loop with particular attention to their formation, length, angle, size, direction etc. (5 exercises)
2. Repeated practice of using vowels and exercises from the text book (5 exercises)
3. Practice of using grammalogues, Punctuation marks, phrases diphthongs, triphones (5 exercises)
4. Dictation from Seen Passages up to Revisionary Exercise 'C' and Ex.No.-110 and then transcription on Typewriter or Computer, if typewriters are not available.
5. Class Work : Dictation and reading
   Home Work: Reading and Copying work (Daily throughout the semester)

INSTRUCTIONAL STRATEGY

The teacher should make sure that while forming the upward and downward forms of strokes, the position of the hand of the student moves in the right direction. While giving dictation in the class, the teacher should keep moving and should ensure the right movement of outlines. Student must take dictation first in shorthand and later transcribe the same in long hand on typewriter/computer. Each exercise should be read by each students fluently before giving dictation of the same exercise

RECOMMENDED BOOKS

PITMAN SHORTHAND INSTRUCTOR AND KEY by Sir Isaac Pitman

3.3 BOOK-KEEPING & ACCOUNTANCY

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RATIONALE

A diploma holder needs to have basic knowledge of bookkeeping and maintaining books of accounts. This subject will give learners an understanding of the accounting procedures in an organization. It will help to students to understand and apply the concepts of accounting to solve business problems. The students of this diploma will get thorough knowledge of accounting practices, which are used by every type of organization. This subject will help the students in understanding not only the accounting concepts and procedures, but also will help in assisting the finance department of an organization.

COURSE OUTCOMES

After undergoing the subject, the students will be able to:

CO1: Comprehend significance of debit and credit balance in accounts.

CO2: Post entries into ledger account and make a cash book.

CO3: Illustrate system of account making trial balance and subsidiary books.

CO4: Present bank reconciliation statements.

CO5: Apply knowledge about trading, Profit & loss and Balance Sheet

DETAILED CONTENTS

UNIT I
Introduction

1.1   Meaning, Definition and need of book keeping

1.2   Meaning , Definition , functions and characteristics of Accounting

1.3   Objectives of book keeping

1.4   Difference between book keeping and accounting

1.5   Generally Accepted Accounting Principles(GAAP)

1.6   Accounting concepts, conventions & terms

1.7   Classification of accounts

1.8   Double entry system of book keeping

UNIT II
Primary Books-Journal &Ledger

2.1   Meaning and definition of Journal

2.2   Rules of Journalising

2.3   Journalising the transactions

2.4   Making ledgers and posting in ledger

2.5   Difference between journal and ledger

UNIT III
Subsidiary & Cash books

3.1   Meaning and need of subsidiary books

3.2   Types of subsidiary books &formats

3.3   Difference between different subsidiary books and accounts

3.4   Meaning and Types of Cash Books

3.5   Difference between cash book and cash account

3.6   Petty Cash Book with Imprest System (simple and tabular forms)

UNIT IV
Trial Balance

5.1   Definition, Objective and Function

5.2   Methods of preparing Trial balance

5.3   Errors disclosed by Trial balance and errors not disclosed by Trial balance

5.4   Rectification of errors

UNIT V
Bank Reconciliation Statement

6.1   Meaning & Need

6.2   Reason for disagreement between cash book and passbook balances

6.3   Steps and rules for preparation of statement

PRACTICAL EXERCISES

1.   Practical relating to posting transaction in journal and ledger.
2.   Preparing different ledgers & subsidiary books
3.   Practical of Trial balance and rectification of errors.
4.   Practical related to cash book &petty cash book
5.   Practical of Bank Reconciliation statement.

Note: At least 4 practical for each category

RECOMMENDED BOOKS

1.   Pandey, I.M., "Financial Management", Vikas Publishing, New Delhi.
2.   Khan, M.Y., "Financial Management", Tata Mc Grand Hill Publishing Co. Ltd., New Delhi.
3.   Sharma, R.K. and Shashi K. Gupta, "Management Accounting", Kalyani Publisher, Ludhiana.
4.   Gupta, R.L., "Booking Keeping & Accounting", Sultan Chand, New Delhi.
5.   Grewal T.S., "Introduction to Accounting", Sultan Chand & Sons, New Delhi

INSTRUCTIONAL STRATEGY

The lectures on various topics should be followed by solution of practical problems relating to concerned aspects of book-keeping and accountancy. The teacher should identify proper tutorial assignments and students may be given small quiz at the end to each topic. Visits to companies and organizations should be arranged for imparting practical knowledge of various accounts maintained by such concerns. This subject contains five units of equal weightage.

3.4 OFFICE MACHINERY AND EQUIPMENT

L   P
-   4

RATIONALE

The student will get knowledge of various office machines and equipment which are used in every types of offices. This will help the students to generate efficiency, effectiveness and excellence in the work and to achieve optimum productivity in various office operations. Main focus in this course to inculcate practice amongst the students to use time and labour saving devices as well as different systems and procedures and to keep the students updated with the latest/modern techniques and practices in offices.

COURSE OUTCOMES

After undergoing the subject, student will be able to:

CO1:   Explain the importance and objectives of office mechanisation

CO2:   Discuss the centralized and decentralized systems of purchasing stationery and office supplies.

CO3:   Identify Business equipment or resources required and access to complete task under direct instructions.

CO4:   Illustrate the Checking equipment for serviceability in accordance with equipment Instructions.

CO5:   Use Modern Information Storing Systems and Equipment and Modern Accounting Equipment

PRACTICAL EXERCISES

UNIT I
Need and Importance of Office Machines

1.1   Meaning, advantages and their scope

1.2   Selection of appropriate machines for an office

1.3   Upkeep and maintenance of office machine and Equipment.

UNIT II
Modern Office Machines

2.1. Photostat with advanced features

2.2. Copy printer

2.3. Computer

2.4. Laptop

2.5. Projector

2.6. Copy printer with interface

2.7. Envelope Sealing Machine

2.8. Binding machine

2.9. Lamination machine

2.10. Cheque writing machine

2.11. Stencil cutting machine for printing large quantities

UNIT III
Modern Communication Systems

3.1. Telephone with memory, caller ID, directory and conference equipment

3.2. Telephone answering machine

3.3. Cordless telephone and hand free sets

3.4. Telephone (main line and extension, PBX, EPABX, Intercom)

3.5. Dictation Machine

3.6. Fax

3.7. Public address system

3.8. E-mail

3.9. Internet

3.10. Mobile phone

UNIT IV
Modern Information Systems and Modern Accounting Equipment

4.1. Pen Drive and Compact disk (CD) workable on computer

4.2. Scanner

4.3. Bar code system

4.4. Incoming/outgoing inventory register

4.5. Electronic calculator

4.6. Electronic billing machine

4.7. Electronic cash register

4.8. Electronic Payment or E-payment

4.9.   Electronic ledger system

4.10.   Pay Roll Machine

4.11.   Swipe Machine

4.12.   Coin and currency note sorting and counting machine

UNIT V

Modern Office Security Systems and Equipment

5.1.   CCTV

5.2.   Time Recording Machine

5.3.   Bio Metric Machine

5.4.   Visitor counting machine

5.5.   Metal/gas/smoke detector

5.6.   Fire extinguishers – different types

5.7.   Security alarms/remote control locking system.

INSTRUCTIONAL STRATEGY

 The student may be asked to perform practical in all the above areas and their proficiency may be evaluated by their teacher and external examiner. The students may be encouraged to visit trade fairs and exhibitions in order to gather more information on latest technological changes and developments in the field of office machines and equipment. The students should be given knowledge and skills for operation, repair and regular/periodical maintenance of machines and equipment. This subject contains five units of equal weightage.

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

RECOMMENDED BOOKS

1.   A.K. Ghosh, "Office Management".

2.   R.S.N. Pillai, "Office Management"

3.   Dr.I.M. Sahai, "Modern Office Management".

4.   K.K. Bajaj, "Office Automation".

5.   R.K. Chopra, "Office Management".

3.5 BUSINESS LAW

L   P
4   -

RATIONALE

This subject will facilitate the students to learn about various Acts and legal provisions which will help them to understand the legal environment prevailing in India. It includes different acts and laws viz. Law of Contract Act, Sale of Goods Act, Negotiable Instrument Act, Consumer Protection Act, and Right to Information Act etc.

COURSE OUTCOMES

After undergoing the subject, student will be able to:

CO1:   Providing knowledge make a legal contract for smooth and safe functioning of business organization exposure about illegal and legal contract.

CO2:   Providing knowledge about partnership firm and how it is different from proprietorship and company.

CO3:   Detailed knowledge about content of sale and classification of goods.

CO4:   Procedure to remove consumer's exploitation and grievance redressal procedure.

DETAILED CONTENTS

UNIT I
Law of Contract Act 1872 (with Latest Amendments)
1.1   Nature of contract
1.2   Offer and Acceptance
1.3   Classification of contract
1.4   Capacity of Parties
1.5.   Free Consent
1.6   Consideration and legality of objects (features only)

UNIT II
The Indian Partnership Act 1930 (with Latest Amendments)
2.1   The nature of partnership
2.2   Relation of partners to one another
2.3   Relation of partners to Third Parties
2.4   Incoming and outgoing partners
2.5   Dissolution of a firm

UNIT III
Sale of Goods Act (with Latest Amendments)
3.1   Formation of contract of sale

3.2   Goods and their classification

3.3   Conditions and warranties

3.4   Transfer of property in goods

UNIT IV
Consumer Protection Act 1986 (with Latest Amendments)
4.1   Definition and features

4.2   Rights of consumers

4.3   Causes of consumer exploitation

4.4   Grievance redressed machinery

UNIT V
Negotiable Instrument Act 1881 (with Latest Amendments)

5.1.   Definition of Key Terms

5.2.   Cheques

5.3.   Bill of Exchange

5.4.   Negotiable Notes

RECOMMENDED BOOKS

1.   Chawala Garg, "Commercial Laws", Kalyani Publishers, Ludhiana.

2.   N.D. Kapoor, "Business Laws", Sultan Chand Publishers, New Delhi.

3.   M.C. Kunchhal, "Mercantile Law", Vikas Publishing House, New Delhi.

INSTRUCTIONAL STRATEGY

Teachers must explain how to read and refer Bare Act. In addition, he should explain laws and various provisions in the Acts with the help of taking practical example. Students should be given a case study task by the teacher, and they may be encouraged to prepare and deliver their own case studies. This subject contains five units of equal weightage.

3.6 OPEN ELECTIVE

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RATIONALE

Open electives are very important and play major role in implementation of National Education Policy. These subjects provide greater autonomy to the students in the curriculum, giving them the opportunity to customize it to reflect their passions and interests. The system of open electives also encourages cross learning, as students pick and choose subjects from the different streams.

COURSE OUTCOMES

At the end of the open elective, the students will be able to:

CO1:   State the basic concepts and principles about the subject of interest.
CO2:   Perform in a better way in the professional world.
CO3:   Select and learn the subject related to own interest.
CO4:   Explore latest developments in the field of interest.
CO5:   Develop the habit of self-learning through online courses.

LIST OF OPEN ELECTIVES
(The list is indicative and not exhaustive)

1.   Computer Application in Business
2.   Introduction to NGO Management
3.   Basics of Event Management
4.   Event Planning
5.   Administrative Law
6.   Introduction to Advertising
7.   Moodle Learning Management System
8.   Linux Operating System
9.   E-Commerce Technologies
10.   NCC
11.   Marketing and Sales
12.   Graphics and Animations
13.   Digital Marketing
14.   Human Resource Management
15.   Supply Chain Management
16.   TQM

GUIDELINES

Open Elective shall be offered preferably in online mode. Online mode open elective shall preferably be through Massive Open Online Courses (MOOCs) from Swayam, NPTEL, Upgrad, Udemy, Khan Academy or any other online portal to promote self-learning. A flexible basket of large number of open electives is suggested which can be modified depending upon the availability of courses at suggested portals and requirements. For online open electives, department coordinators shall be assigned to monitor and guide the group of students for selection of minimum 20 hours duration online course of their choice. For offline open electives, a suitable relevant subject shall be offered by the respective department to the students with minimum 40% of the total class strength as per present and future requirements.

Assessment of MOOCs open elective shall be based on continuous evaluation by the respective coordinator. The coordinator shall consider the submitted assignments by the students from time to time during the conduct of MOOCs. The MOOCs assessment shall be conducted by the coordinator along with one external expert by considering submitted assignments out of 100 marks.

In case, no suitable open elective is available online, only then the course may be conducted in offline mode. The assessment of offline open elective shall be internal and external. The offline open elective internal assessment of 40 marks shall be based on internal sessional tests; assignments etc. and external assessment of 60 marks shall be based on external examination at institute level.

NOTE
The students enrolled under NCC will compulsorily undertake NCC as an open elective subject.

SUGGESTED WEBSITES

1. https://swayam.gov.in/
2. https://www.udemy.com/
3. https://www.upgrad.com/
4. https://www.khanacademy.org/

3.7 E-COMMERCE

L   P
3   2

RATIONALE

This course provides an introduction to information systems for business and management. The objective of this course is to provide fundamental knowledge to the students about E-Commerce so that they can better perform in any area of operation and can excel in the field of commerce with IT specialization.

COURSE OUTCOMES

After undergoing this course, the student will be able to:

CO1: Detail the concepts and technologies used in the field of management information systems.

CO2: Describe the processes of developing and implementing information systems in Commerce.

CO3: Familiarize with the ethical, social, and security issues of information systems.

CO4: Develop the knowledge about latest development in digital marketing the importance of e-Commerce in global market.

DETAILED CONTENTS

UNIT I
Electronic Commerce
1.1   History and Framework
1.2   Basics and Tools of E-Commerce
1.3   Comparison of Web-based with Traditional Business
1.4   Growth of E-Commerce – Present, Future and Potential
1.5   Socio Economic Impacts of E-Commerce.

UNIT II
E-Business
2.1   Meaning, Importance
2.2   Models Based on the Relationships of Transacting Parties-B2B, B2C, C2C and C2B
2.3   Present Status of E-Commerce in India
2.4   Regulatory Aspects of E Commerce

2.5   The Impact of E-Commerce on Various Business Sectors such as Entertainment, Education, Health Services.

UNIT III
Internet Resources for Commerce

3.1   Introduction, Technologies for web Servers

3.2   Internet Tools Relevant to Commerce

3.3   Internet Applications for Commerce

3.4   Advertising on Internet: Issues and Technologies

3.5   Introduction, Advertising on the Web

3.6   Marketing creating web site

UNIT IV
Electronic Payment System

4.1   Types of Payment System

4.2   E-Cash and Currency Servers

4.3   E Cheques, Credit Cards, Smart Cards

4.4   Electronic Wallets and Debit Cards

4.5   Internet Monetary Payment & Security Requirements

UNIT V
Electronic Data Interchange

5.1   Digital Signatures

5.2   Cryptography

5.3   Interoperability and Inter-compatibility

PRACTICAL EXERCISES

1.   How to promote e -Commerce

2.   Techniques in the promotion of e-Commerce

3.   How to use and manage e-payments

4.   How to control manage with digital technologies

5.   How to manage and use E Cheques, Credit Cards, Smart Cards

6.   How to use Technologies for web Servers

7.   How to apply Internet Tools Relevant to Commerce

RECOMMENDED BOOKS

1.   Shapiro. E, "Macroeconomic analysis", Galotia publications, New Delhi.
2.   Eugene Diulio, "Macro economics", Tata McGraw Hills, Publishing Col. Ltd, New Delhi.
3.   Dornbusch R, Fisher, S and Startz, R, "Macro Economics", Tata McGraw Hills Publishing Co. Ltd., New Delhi.
4.   Ackley,G, " Macroeconomics: Theory and Policy", Macmillan, NewYork.

INSTRUCTIONAL STRATEGY

This is a skill-based course, so students should practice the material by learning Case Studies in order to acquire the necessary skills. The teacher may ask professionals from different groups to present extension lessons. Case studies pertaining to all case subjects should be addressed in class with the students. It is important to plan educational tours of rural markets and Co-operative offices. Students should be given a case study task by the teacher, and they may be encouraged to prepare and deliver their own case studies. The assessment of the student's performance will be based on their participation in class discussions, practical assignments, case studies, and group projects. This subject contains five units of equal weightage.

FOURTH SEMESTER

4.1 ENGLISH AND COMMUNICATION SKILL - II

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2   2

RATIONALE

Communication II moves a step further from Communication Skills I and is aimed at enhancing the linguistic competency of the students. Language as the most commonly used medium of self-expression remains indispensable in all spheres of human life – personal, social and professional. This course is intended to make fresh ground in teaching of Communicative English as per the requirements of National Skill Quality Framework.

COURSE OUTCOMES

After undergoing this course, the learners will be able to:

CO1: Communicate effectively with an increased confidence; read, write and speak in English language fluently.

CO2: Comprehend special features of format and style of formal communication through various modes.

CO3: Write a Report, Resume, make a Presentation, Participate in GDs and Face Interviews

CO4: Illustrate use of communication to build a positive self-image through self-expression and develop more productive interpersonal relationships.

DETAILED CONTENTS

UNIT I
Reading
1.1   Portrait of a Lady - Khushwant Singh
1.2   The Doctor's Word by R K Narayan
1.3   Speech by Dr Kiran Bedi at IIM Indore2007 Leadership Concepts
1.4   The Bet - by Anton Chekov

UNIT II
Effective Communication Skills
2.1   Modern means of Communication (Video Conferencing, e- mail, Teleconferencing)

2.2 Effective Communication Skills: 7 C's of Communication

2.3 Non-verbal Communication – Significance, Types and Techniques for Effective Communication

2.4 Barriers and Effectiveness in Listening Skills

2.5 Barriers and Effectiveness in Speaking Skills

Unit III
Professional Writing

3.1 Correspondence: Enquiry letters, placing orders, complaint letters

3.2 Report Writing

3.3 Memos

3.4 Circulars

3.5 Press Release

3.6 Inspection Notes and tips for Note-taking

3.7 Corrigendum writing

3.8 Cover Letter

UNIT IV
Grammar and Vocabulary

4.1 Prepositions

4.2 Conjunctions

4.3 Punctuation

4.4 Idioms and Phrases: A bird of ill omen, A bird's eye view, A burning question, A child's play, A cat and dog life, A feather in one's cap, A fish out of water, A shark, A snail's pace, A snake in the grass, A wild goose chase, As busy as a bee, As faithful as dog, Apple of One's eye, Behind one's back, Breath one's last, Below the belt, Beat about the bush, Birds of a feather flock together, Black Sheep, Blue blood, By hook or crook, Chicken hearted, Cut a sorry figure ,Hand in glove, In black and white, In the twinkling, In full swing ,Is blind as a bat, No rose without a thorn, Once in a blue moon, Out of the frying pan in to the fire, know no bounds ,To back out, To bell the cat, To blow one's trumpet, To call a spade a spade, To cut one's coat according to one's cloth, To eat humble pie, To give ear to, To have a thing on one's finger tips, To have one's foot in the grave, To hold one's tongue, To kill two birds with one stone, To make an ass of oneself, To put two and two together, To the back bone, Turn coat, ups and downs.

4.5 Pairs of words commonly misused and confused: Accept-except, Access-excess, Affect-effect, Artificial- artful, Aspire-expire, Bail-bale, Bare-bear, Berth-birth, Beside-besides, Break-brake, Canvas-canvass, Course- coarse, Casual-causal, Council-counsel,

Continual-continuous, Coma-comma, Cue- queue, Corpse- corps-core, Dairy-diary, Desert-dessert, Dual-duel, Dew- due, Die-dye, Draft- draught-drought, Device-devise, Doze-dose, Eligible-illegible, Emigrant- immigrant, Envelop-envelope, Farther-further, Gate-gait, Goal-goal, Human-humane, Honorable-honorary, Hail-hale, Hair-heir-hare, Industrial-industrious, Impossible- impassable, Idle-idol-ideal, Lose-loose, Later-latter, Lesson-lessen, Main-Mane, Mental-mantle, Metal-mettle, Meter-metre, Oar-ore, Pray-prey, Plain-plan, Principal - principle, Personal- personnel, Roll- role, Route-rout- roote, Stationary-stationery, Union- unity, Urban- urbane, Vocation- vacation, Vain- vein-vane, Vary- very.

4.6 Translation of Administrative and Technical Terms in Hindi or Mother tongue: Academy, Abandon, Acting in official capacity, Administrator, Admission, Aforesaid, Affidavit, Agenda, Alma Master, Ambiguous, Appointing Authority, Apprentice, Additional, Advertisement, Assistant, Assumption of charge, Assurance, Attested copy, Bonafide, Bond, Cashier, Chief Minister, Chief Justice Clerical error, Commanding ,Officer, Consent, Contractor, corruption, Craftsman, Compensation, Code, Compensatory allowance, Compile, Confidential letter, Daily Wager, Data, Dearness allowance, Death - Cum Retirement, Dispatch, Dispatch Register, Disciplinary, Disciplinary Action, Disparity Department, Dictionary, Director, Director of Technical Education, Earned Leave, Efficiency Bar, Estate, Exemption, Executive Engineer, Extraordinary, Employment Exchange, Flying Squad, General Body, Head Clerk, Head Office, High Commission, Inconvenience, Income Tax, Indian Assembly Service, Justify, Legislative Assembly, Negligence, Officiating ,Office Record, Office Discipline, On Probation, Part Time, Performance, Polytechnic, Proof Reader Precautionary, Provisional, Qualified, Regret, Responsibility, Self-Sufficient, Senior, Simultaneous ,Staff, Stenography ,Superior, Slate, Takeover, Target Data Technical Approval, Tenure, Temporary, Timely Compliance, Under Investigation, Under Consideration, Verification, Viva-voce, Write off, Working Committee, Warning, Yours Faithfully , Zero Hour.

UNIT V
Employability Skills

5.1 Presentation Skills: How to prepare and deliver a good presentation

5.2 Telephone Etiquettes

5.3 Importance of developing employable and soft skills

5.4 Resume Writing: Definition, Kinds of Resume, Difference between Bio-data and Curriculum Vitae and Preparing a Resume for Job/ Internship

5.5 Group discussions: Concept and fundamentals of GD, and learning Group Dynamics.

5.6 Case Studies and Role Plays

PRACTICAL EXERCISES

1. Reading Practice of the above lessons in the Lab Activity classes.
2. Comprehension exercises of unseen passages along with the given lessons.
3. Vocabulary enrichment and grammar exercises based on the above selective readings.
4. Situational Conversation: Requesting and responding to requests; Expressing sympathy and condolence.
5. Warning; Asking and giving information.
6. Getting and giving permission.
7. Asking for and giving opinions.
8. A small formal and informal speech.
9. Seminar.
10. Debate.
11. Interview Skills: Preparing for the Interview and guidelines for success in the Interview and significance of acceptable body-language during the Interview.
12. Written Drills will be undertaken in the class to facilitate a holistic linguistic competency among learners.
13. Participation in a GD, Functional and Non-functional roles in GD, Case Studies and Role Plays
14. Presentations, using audio-visual aids (including power-point).
15. Telephonic interviews, face to face interviews.
16. Presentations as Mode of Communication: Persuasive Presentations using multi-media aids.
17. Practice of idioms and phrases on: Above board , Apple of One's eye , At sea, At random, At large, A burning question, A child's play, A wolf in sheep's clothing, A deal, Breath one's last, Bid fair to, Beat about the bush, Blue Blood, Big Gun, Bring to Book, Cut a sorry figure, Call names, Carry weight, Dark Horse, Eat Humble pie, Feel small, French leave, Grease the palm, Go against the grains, Get One's nerves, Hard and Fast, Hue and Cry, Head and ears, In full swing, Jack of all trades, know no bounds, kiss the dust, Keep an eye on, Lion's share, learn by rote, Null and void, on the cards, Pull a long face, Run amuck, Right and Left, Rain on Shine, Small talk, Take to one's heels, Tooth and nail, to take by storm, , Wet blanket, Yearn for.

RECOMMENDED BOOKS

1. Alvinder Dhillon and Parmod Kumar Singla, "Text Book of English and Communication Skills Vol – 1, 2", M/s Abhishek Publications, Chandigarh.
2. J Sethi, Kamlesh Sadanand & DV Jindal, "Course in English Pronunciation", PHI Learning Pvt. Ltd., New Delhi.
3. Wren and Martin, "High School English Grammar and Composition" .
4. NK Aggarwal and FT Wood, "English Grammar, Composition and Usage", Macmillan Publishers India Ltd., New Delhi.
5. RC Sharma, and Krishna Mohan, "Business Correspondence & Report Writing", (4th Edition), by Tata MC Graw Hills, New Delhi.
6. Varinder Kumar, Bodh Raj & NP Manocha, "Business Communication Skills", Kalyani Publisher, New Delhi.
7. Kavita Tyagi & Padma Misra, "Professional Communication", PHI Learning Pvt. Ltd., New Delhi.
8. Nira Konar, "Communication Skills for Professionals", PHI Learning Pvt. Ltd., New Delhi.
9. Krishna Mohan & Meera Banerji, "Developing Communication Skills", (2nd Edition), Macmillan Publishers India Ltd., New Delhi.
10. M. Ashraf Rizwi, "Effective Technical Communication", Tata MC Graw Hills, New Delhi.
11. Andrea J Rutherford, "Basic Communication Skills for Technology", Pearson Education, New Delhi.

INSTRUCTIONAL STRATEGY

This is practice based subject and topics taught in the class should be practiced in the Lab regularly for development of required communication skills in the students. Emphasis should be given on practicing of communication skills. This subject contains five unit of equal weight age.

4.2 STENOGRAPHY –III

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RATIONALE

One of the main job of a secretary to take dictation and the objective this subject is to make stenography more facile and further increase the speed through the introduction of alternatives forms and different principles of stenography. Five minutes and ten minutes speed tests attainment to develop ability to take notes in neat accurate style.

COURSE OUTCOMES

At the end of this subject, the students will be able to:

CO1: Able to understand the rules of writing the halving and doubling principles in stenography.

CO2: Understand and practice writing of prefixes and suffixes signs.

CO3: Demonstrate understanding of the importance of skills for journalists and to encourage its use on other subjects. Use current best practice

CO4: Acquire the proficiency in shorthand skills, dictation and transcription of office notes

CO5: Strengthen the deep knowledge of rules of Pitman Shorthand.

CO6: Transcribe any meeting and dictated letters.

DETAILED CONTENTS
UNIT I

General Rule of Halving Principle, halving for either T or D, halving for T only or for D only, Vocalizing Half Length forms, Circle S following Half-length forms, Half-length H, When Halving Principle not employed, Position of Half- length forms, Halving Principle for strokes M, N, L, R, Use of RT and LT, Joining of strokes of unequal length, Use of the Halving Principle in Phraseography.

UNIT II

General Rule of Doubling Principle, Doubling of Straight strokes, Strokes MP and NG, Alternative for MPR, MBR, for NG – KR, NG – GR, Strokes L, Circle S and Double Length strokes. Use of Doubling Principle in Phraseography, When Doubling principle not employed. Position of Double – length strokes.

UNIT III

Diphonic or Two Vowel Signs –Meaning and Use of Diphones. Value of Vowel Places of Diphones.

Medial Semicircle – Introduction to Medial Semicircle, Use of Left and Right Semicircles.

UNIT IV

Prefixes – Initial Com or Con, Medial Com, Accom, intro, Megna, Trans, Self- and Self- Con or Self – Com. Prefixes in before str, skr and H (UP), Use of Negative words and Logogram in Prefixes.

UNIT V

Suffixes and Terminations – Use of Ing, Suffixes Ality, Logical- ly, Ment, Mental – ly, Ly, - ship, Fulness and lessness or lousness, ward, - wart, - wort, - yard

PRACTICAL EXERCISES

1. A seen Passage for dictation from 'Pitman' Shorthand book upto Ex. No 187 @ 70 word per minute, to be transcribed @ 12 word per minute (as mentioned above)
2. Dictation from Shorthand Exercises from Magazines, Newspapers etc. only for practice.
3. Practicing transcription on Manual typewriter as well as on computer.
4. Dictation from seen and unseen passages and letters and reading back
5. Practising reading printed shorthand matter (Attainment to develop ability to take notes in a neat and accurate style at a minimum speed of 80 w.p.m)
6. Students should acquire a speed of 80 w.p.m in shorthand and 40 w.p.m. in typing

INSTRUCTIONAL STRATEGY

The teacher should make sure that while forming the upward and downward forms of strokes, the position of the hand of the student moves in the right direction. While giving dictation in the class, the teacher should keep moving and should ensure the right movement of outlines. Each exercise should be read by each student fluently before taking dictation of the same exercise. Student must take dictation first in shorthand and later transcribe the same in long hand on typewriter/computer. Each exercise should be read by each students fluently before giving dictation of the same exercise. This subject contains five units of equal weightage.

RECOMMENDED BOOKS

PITMAN SHORTHAND INSTRUCTOR AND KEY by Sir Isaac Pitman

4.3 ENTREPRENEURSHIP DEVELOPMENT AND MANAGEMENT

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RATIONALE

In the present day scenario, it has become imperative to impart entrepreneurship and management concepts to students so that a significant percentage of them can be directed towards setting up and managing their own small enterprises. This subject focuses on imparting the necessary competencies and skills of enterprise set up and its management.

COURSE OUTCOMES

After undergoing this course, the learners will be able to:
CO1: Comprehend the importance of entrepreneurship and its role in nation's development.
CO2: Classify the various types of business and business organizations.
CO3: Identify the various resources / sources and / or schemes for starting a new venture.
CO4: Explain the principles of management including its functions in an organisation.
CO5: Conduct market survey and prepare project report.

DETAILED CONTENTS

UNIT I

Entrepreneurship: Concept and definitions, classification and types of entrepreneurs, entrepreneurial competencies, Traits / Qualities of entrepreneurs, manager v/s entrepreneur, role of Entrepreneur, barriers in entrepreneurship, Sole proprietorship and partnership forms of business organisations, small business vs startup, critical components for establishing a start-up, Leadership: Definition and Need, Manager Vs leader, Types of leadership

UNIT II

Definition of MSME (micro, small and medium enterprises), significant provisions of MSME Act, importance of feasibility studies, technical, marketing and finance related problems faced by new enterprises, major labor issues in MSMEs and its related laws, Obtaining financial assistance through various government schemes like Prime Minister Employment Generation Program (PMEGP) Pradhan Mantri Mudra Yogna (PMMY) , Make in India, Start up India, Stand up India , National Urban Livelihood Mission (NULM); Schemes of assistance by

entrepreneurial support agencies at National, State, District level: NSIC, NRDC, DC:MSME, SIDBI, NABARD, Commercial Banks, SFC's TCO, KVIB, DIC, Technology Business Incubator (TBI) and Science and Technology Entrepreneur Parks (STEP).

UNIT III

NATURE AND FUNCTIONS OF MANAGEMENT: Definition, Nature of Management, Management as a Process, Management as Science and Art, Management Functions, Management and Administration, Managerial Skills, Levels of Management; Leadership.

PLANNING AND DECISION MAKING: Planning and Forecasting - Meaning and definition, Features, Steps in Planning Process, Approaches, Principles, Importance, Advantages and Disadvantages of Planning, Types of Plans, Types of Planning, Management by Objective. Decision Making-Meaning, Characteristics.

UNIT IV

ORGANISING AND ORGANISATION STRUCTURE: Organising Process - Meaning and Definition, Characteristics Process, Need and Importance, Principles, Span of Management, Organisational Chart - Types, Contents, Uses, Limitations, Factors Affecting Organisational Chart.

STAFFING: Meaning, Nature, Importance, Staffing process. Manpower Planning, Recruitment, Selection, Orientation and Placement, Training, Remuneration.

CONTROLLING AND CO-ORDINATION Controlling - Meaning, Features, Importance, Control Process, Characteristics of an effective control system, Types of Control. Co-ordination - characteristics, essentials.

UNIT V

Market Survey and Opportunity Identification, Scanning of business environment, Assessment of demand and supply in potential areas of growth, Project report Preparation, Detailed project report including technical, economic and market feasibility, Common errors in project report preparations, Exercises on preparation of project report.

RECOMMENDED BOOKS

1.   BS Rathore and Dr JS Saini, "A Handbook of Entrepreneurship", Aapga Publications, Panchkula (Haryana).
2.   Entrepreneurship Development, Tata McGraw Hill Publishing Company Ltd., New Delhi.

3.   CB Gupta and P Srinivasan, "Entrepreneurship Development in India", Sultan Chand and Sons, New Delhi.

4.   Poornima M Charantimath, "Entrepreneurship Development - Small Business Enterprises", Pearson Education, New Delhi.

5.   David H Holt, "Entrepreneurship: New Venture Creation", Prentice Hall of India Pvt. Ltd., New Delhi.

6.   PM Bhandari, "Handbook of Small Scale Industry".

7.   L M Prasad, "Principles and Practice of Management", Sultan Chand & Sons, New Delhi.

SUGGESTED WEBSITES

1.   https://ipindia.gov.in/

INSTRUCTIONAL STRATEGY

Some of the topics may be taught using question/answer, assignment or seminar method. The teacher will discuss stories and case studies with students, which in turn will develop appropriate managerial and entrepreneurial qualities in the students. In addition, expert lecturers may also be arranged from outside experts and students may be taken to nearby industrial organisations on visit. Approach extracted reading and handouts may be provided.   In   addition,   different activities like conduct of entrepreneurship awareness camp extension lecturers by outside experts, interactions sessions with entrepreneurs and industrial visits may also be organised. This subject contains five units of equal weightage.

4.4 SECRETARIAL PRACTICES

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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 duties and responsibility of various types of secretaries especially the personal secretary for conducting the meetings. He should be able to write proceedings of meetings. He should know about the sanctity of maintaining confidential records and attending the visitors at the front office.

COURSE OUTCOMES

After undergoing the subject, the students will be able to:

CO1: Comprehend the routine duties of secretary.

CO2: Apply the procedure of conducting various types of meetings.

CO3: Know the various terms relating to meetings like notice, agenda etc.

CO4: Write proceedings of the meeting in the minutes book.

DETAILED CONTENTS

UNIT I
Introduction

1.1   Definition and role of Secretary

1.2   Qualifications and qualities

1.3   Types of secretaries as Private Secretary, Secretary of association or club, Secretary of co-operative society, Secretary of Govt department, Parliamentary secretary

UNIT II
Meetings

2.1 Meaning and types of meetings as Statutory meeting, Annual Gen Meeting, Extra-Ordinary General meeting

2.2 Organising meetings as Notice, Agenda, Proxy, Quorum, and Minutes

2.3 Secretarial Duties regarding Meetings as before the meeting, on the day of meeting, after the meeting duties.

UNIT III
Front office Management and Travel Arrangements

3.1 Attributes of front office Personnel

3.2 Business travel as Modes of transport and travel agencies, Air, Train ticket reservations and booking accommodation, Online Railway/Airline booking, Preparing Travel Itinerary, Documents required for International Travel.

UNIT IV
Leave Rules and Fringe Benefits

4.1 Leaves and leave rules as Casual Leave, Earned Leave, Maternity Leave, Paternity Leave, Medical Leave.

4.2 Meaning and types of Fringe Benefits as Subsidised canteen facility, Accommodation Facility, Travel and Transport Facility, Medical health care benefits with reference to ESIs.

UNIT V
Innovative Postal and Banking Practices

5.1 Postal transactions as registered post, Speed post, Courier services, Instant money order, e- Post, Pin and Post Box Number.

5.2 Postal Franking Machine

5.3 Postal Financial Services (Saving Schemes)

5.4 e-Banking as Introduction, meaning and features, Credit and Debit Cards, ATM: Operation and Advantages, Core Banking and its advantages, Net banking and Mobile banking.

RECOMMENDED BOOKS

1.   Jain, Dr. D.P., "Secretarial Practice", Vayu Education of India.
2.   Dr. Rajni, & Divya Sharma, "Office Management and Secretarial Practice", Galgotia Publication company.
3.   Chawla, R.C., & K.C. Garg, "Secretarial Practice", Kalyani Publishers.
4.   "The Bank Credit Card Business", Indian Institute of Banks, McMillan, Second Edition.
5.   Swamy, Mutthu, & Brinda and Sanjeev, "Swamy's Post Office Guide", Swamy Publishers (P) Ltd..

INSTRUCTIONAL STRATEGY

Some of the topics may be taught using question/answer, assignment or seminar method. The teacher will discuss stories and case studies with students, which in turn will develop appropriate managerial and entrepreneurial qualities in the students. In addition, expert lecturers may also be arranged from outside experts and students may be taken to nearby industrial organisations on visit. This subject contains five units of equal weightage.

4.5 COMPUTER BASED ACCOUNTANCY

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RATIONALE

There is a lot of demand for computer-based accountancy at all levels of employment. The contents of this subject are designed to make the students aware and competent to use computer software for simple accountancy problems. In the modern era of modernised business, the requirement of computerised accounts is increasing day by day. The contents of this subject are designed to make the students aware and competent to use computer software for simple accountancy problems for getting better employment.

COURSE OUTCOMES

After undergoing this subject, the students will be able to:

CO1: Apply accounting procedures using specialised computer accounting software.

CO2: Acquire knowledge and understanding of Cash book and bank reconciliation

CO3: Demonstrate an understanding of accounting reports and records.

CO4: Knowledge about posting of various type of bills like as TDS etc

CO5: Identify the basics of Tally and its use.

PRACTICAL EXERCISES

UNIT I
Introduction to Computerized Accounting

- Meaning, Features, Advantages and Limitations.
- Manual Accounting vs Computerized Accounting systems.

UNIT II
Introduction to Accounting Packages

- Introduction of Tally (Latest Versions)
- Installation of Software and complete Set up
- Features of Tally (9.0, ERP)
- Accounting Master: Create your first company,

- Creating, editing, and deleting 'The Company'
- Open/alter/delete/use of tally vault features

UNIT III
Invoicing on Computer

- Preparing Vouchers
- Receipt Voucher
- Contra Voucher
- Payment Voucher
- Journal Voucher
- Purchase Voucher as voucher mode
- Purchase Voucher as invoice mode
- Sales Voucher with Invoice generation
- Posting and Ledger Accounts on computer
- GST Purchase Entry
- Sales Return & Credit Note Entry
- Purchase return & Debit Note Entry
- Bank Receipts, Payment & Contra Entry
- Opening Balance Entry

UNIT IV
Preparation of Various Ledger and Trial Balance on Computer

- Preparation of Purchase Ledger, Sales ledger,
- Preparation of Cash Book i.e. Single Column, Double Column, Triple Column
- Petty Cash Book
- Discount & round off Ledger Creation
- Edit & Delete a Ledger
- Preparation of Trial Balance on Computer

UNIT V
Preparation of Bank Reconciliation statements on Computer

- Bank Reconciliation in Tally
- View & Print out of Various Reports

- Searching of Specific Transaction
- Checking Negative Cash Flow and How to Resolve
- Backup & Restore of Tally Data
- Splitting of Tally Data

RECOMMENDED BOOKS

1. Computer Based Accountancy by Chawla, Juneja and Garg : Kalyani Publishers, New Delhi.
2. Dr. Rajni, & Divya Sharma, "Office Management and Secretarial Practice", Galgotia Publication company.

INSTRUCTIONAL STRATEGY

The emphasis should be given on maximum practice to do accountancy exercises/problems, using latest softwares such as Tally, Ex and Easy etc. This subject contains five units of equal weightage.

4.6 PROGRAMME ELECTIVE-I

4.6.1 FUNDAMENTAL OF HUMAN RESOURCE MANAGEMENT

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RATIONALE

Human Resource Management (HRM) typically covers a range of topics related to managing people within an organization. This will prepare students to understand the importance of managing human capital, and to equip them with the knowledge and skills needed to effectively manage people in the workplace.

COURSE OUTCOMES

After undergoing the subject, student will be able to**:**
CO 1:   Comprehend the meaning, function and evolution of HRM in management studies.
CO 2:   Analyse Job, Job design, methods of job analysis and job design?
CO 3:   Understand the various concepts of recruitment & selection and methods.
CO 4:   Detail the meaning of training & Development, Needs of training, Types of training.

DETAILED CONTENTS

UNIT I
Nature and Scope of Human Resource Management

1.1   Meaning of Human Resource Management
1.2   Nature of Human Resource Management
1.3   Scope of Human Resource Management
1.4   Objectives of Human Resource Management
1.5   Importance of Human Resource Management
1.6   Functions of Human Resource Management
1.7   Role of HR Managers
1.8   Qualities and qualification of HR Manager

UNIT II
Human Resource Planning

2.1   Concept of Human Resource Planning
2.2   Objectives of Human Resource Planning
2.3   Need and Importance of Human Resource Planning
2.4   Process of Human Resource Planning
2.5   Levels of Human Resource Planning

UNIT III
Job Analysis and Job Design

3.1   Concept of Job Analysis
3.2   Objectives of Job Analysis
3.3   Significance of Job Analysis
3.4   Job Description and Job Specification
3.5   Concept of Job Design
3.6   Approaches to Job Design
3.7   Methods of Job Design

UNIT IV
Recruitment and Selection

4.1   Meaning of Recruitment
4.2   Process of Recruitment
4.3   Sources of Recruitment
4.4   Techniques of Recruitment
4.5   Meaning of Selection
4.6   Steps in Selection Process

UNIT V
Training and Executive Development

5.1   Concept of Training
5.2   Need for Training
5.3   Importance of Training
5.4   Types of Training

5.5   Concept of Executive Development
5.6   Objectives of Executive Development
5.7   Importance of Executive Development
5.8   Process of Executive Development

RECOMMENDED BOOKS

1.   Neeru Vashisth & Vibhuti Vashisth, "Fundamentals of Human Resource Management".
2.   K. Aswathappa, "Human Resource Management Texts & Cases".
3.   David Lepak, "Human Resource Management".
4.   Pravin Durai, "Human Resource Management".
5.   C B Gupta, "Human Resource Management", Sultan Chand & Sons.
6.   Shashi K Gupta, "Human Resource Management", Kalyani Publishers, New Delhi.
7.   VSP Rao, "Human Resource Management", Excel Books.

INSTRUCTIONAL STRATEGY

Teacher should focus on helping students to develop the knowledge, skills, and competencies needed to effectively manage people in the workplace. This can involve a combination of classroom lectures, case studies, group discussions, and hands-on activities. To be effective, the teaching strategy should also emphasize the importance of staying up-to-date with the latest HR trends and best practices, and provide opportunities for students to gain practical experience through internships, capstone projects, or other real-world experiences. Overall, an effective teaching strategy for HRM should help students develop the skills and knowledge they need to succeed as HR professionals in a dynamic and ever-changing business environment. This subject contains five units of equal weightage.

4.6.2 MARKETING FUNDAMENTALS

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RATIONALE

Marketing management is a critical subject in the field of business and management. The course aims to provide students with a comprehensive understanding of the marketing concept, its evolution, and its role in contemporary business. It also equips students with skills and knowledge required to manage marketing activities effectively, including identifying and assessing customer needs, developing marketing strategies, managing the marketing mix, and evaluating marketing performance.

COURSE OUTCOMES

After undergoing the subject, student will be able to**:**

CO1: Comprehend the marketing concept, marketing mix, and marketing environment.
CO2: Analyze market opportunities and develop effective marketing strategies.
CO3: Evaluate the effectiveness of marketing programs and marketing mix.
CO4: Apply marketing research techniques to gather and analyze data to make informed marketing decisions.
CO5: Develop critical thinking and problem-solving skills to manage marketing challenges in a dynamic business environment.

DETAILED CONTENTS

UNIT I
Introduction to Marketing Management

1.1   Introduction to Marketing Concepts, Meaning & Definitions
1.2   Marketing Mix and its elements
1.3   Marketing Environment and its impact
1.4   Marketing Segmentation

UNIT II
Product Mix

2.1   Concept of Product

2.2   Product Mix

2.3   Product Development

2.4   Product Life Cycle

2.5   Concept of Branding

UNIT III
Pricing

3.1 Meaning& Concept

3.2 Importance & Objectives of Pricing

3.3 Factors affecting price determination

3.4 Pricing Methods

UNIT IV
Distribution

4.1 Meaning & Definition of channel,

4.2 Importance, levels of channels,

4.3 Factors influencing the choice of channel,

UNIT V
Promotion

5.1 Meaning& Concept

5.2 Importance & Objectives of Promotion

5.3 Promotion Mix and Advertising Sales Promotion and Public Relations

5.4 Personal Selling and Direct Marketing

RECOMMENDED BOOKS

1. Philip Kotler and Kevin Lane Keller, "Marketing Management".
2. T. N. Chhabra, "Brand Management: Strategy, Measurement and Yield Analysis".
3. Kevin Lane Keller, Abraham Koshy, and Mithileshwar, "Marketing Management: A South Asian Perspective".
4. Michael R, "Consumer Behaviour: Buying, Having, and Being".
5. Naresh K. Malhotra, "Marketing Research: An Applied Orientation".

INSTRUCTIONAL STRATEGY

Teaching marketing management by using lecture method as well as assignments and industry integrated project is beneficial for learner to get skills and exposures of real world. To teach marketing management effectively, it is important to start with the fundamentals, use real-world examples, encourage critical thinking, emphasize the importance of data, incorporate technology, foster collaboration, and stay up-to-date with the latest marketing trends and best practices. By providing a strong foundation, challenging students to think critically, and encouraging collaboration and innovation, you can help your students develop the skills and knowledge they need to succeed in today's dynamic marketing landscape. This subject contains five units of equal weight age.

4.7 MINOR PROJECT

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RATIONALE

Minor project work will help in developing the relevant skills among the students as per National Skill Qualification Framework. It aims at exposing the students to the present and future needs of various relevant industries. It is expected from the students to get familiar with industrial environment. For this purpose, students are required to be involved in Minor Project Work related in different establishments.

COURSE OUTCOMES

After undergoing this course, the students will be able to:

CO1:   Define the problem statement of the minor project according to the need of industry.
CO2:   Work as a team member for successful completion of minor project.
CO3:   Write the minor project report effectively.
CO4:   Present the minor project report using PPT.

GUIDELINES

Depending upon the interests of the students and location of the organization the student may be asked to visit. Depending upon the interest of the students, they can develop minor projects as per present and future demand of the relevant industry. The supervisors may guide the students to identify their minor project work and chalk out their plan of action well in advance. As a minor project activity each student is supposed to study the operations at site and prepare a detailed project report of the observations/processes/activities. The supervisor may create a group of 4 to 5 students as per their interest to work as a team for successful completion of the minor project.

The supervisor shall evaluate the students along with one external expert by considering thefollowing parameters:

	Parameter	**Weightage**
i	Defining problem statement, focus and approach	20%
ii	Innovation / creativity	20%
iii	Report Writing	20%
iv	Power Point Presentation	20%
v	Viva - voce	20%

18. STUDY AND EVALUATION SCHEME

FIFTH SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week		Credits (C) L+P = C	MARKS IN EVALUATION SCHEME						Total Marks of Internal & External
					INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT			
		L	P		Th	Pr	Tot	Th	Pr	Tot	
5.1	Industrial Training - II	-	2	0+1=1	-	40	40	-	60	60	100
5.2	Stenography-IV	-	6	0+3=3	-	40	40	-	60	60	100
5.3	**Auditing	4	-	4+0=4	40	-	40	60	-	60	100
5.4	Organisational Behaviour and Personality Development	4	-	4+0=4	40	-	40	60	-	60	100
5.5	Multi-disciplinary Elective	2	-	2+0=2	40	-	40	60	-	60	100
5.6	Programme Elective-II	-	6	0+3=3	-	40	40	-	60	60	100
5.7	Advance Computer Based Accountancy	-	6	0+3=3	-	40	40	-	60	60	100
	#Student Centred Activities (SCA)	-	5	-							
	Total	10	25	20	120	160	280	180	240	420	700

** Common with Diploma in Finance Account and Auditing

Programme Elective-II: 5.6.1 Hindi Typing 5.6.2 Multi-media in Office.

Assessment of Multi-disciplinary Elective through MOOCs shall be based on assignments out of 100 marks.

Student Centered Activities will comprise of co-curricular activities like extension lectures on Constitution of India, Electoral Literacy, Motor Vehicles (Driving) Regulations 2017 etc., games, hobby clubs e.g. photography etc., seminars, declamation contests, educational field visits, N.C.C., NSS, Cultural Activities and self-study etc.

SIXTH SEMESTER

Sr. No.	SUBJECTS	STUDY SCHEME Periods/Week		Credits (C) (L+P=C)	MARKS IN EVALUATION SCHEME						Total Marks of Internal & External
					INTERNAL ASSESSMENT			EXTERNAL ASSESSMENT			
		L	P		Th	Pr	Tot	Th	Pr	Tot	
6.1	Project Oriented Professional Training	-	35	0+16=16	-	200	200		300	300	500
	Total	-	**35**	**16**	**-**	**200**	**200**	**-**	**300**	**300**	**500**

19. HORIZONTAL AND VERTICAL SUBJECTS ORGANISATION

Sr. No.	Subjects/Areas	Hours Per Week	
		Fifth Semester	Sixth Semester
1.	Industrial Training - II	2	-
2.	Stenography-IV	6	-
3.	Auditing	4	-
4.	Organizational Behaviour and Personality Development	4	-
5.	Multidisciplinary Elective	2	-
6.	Programme Elective-II	6	-
7.	Advance Computer Based Accountancy	6	-
8.	Project Oriented Professional Training	-	35
9.	Student Centered Activities	5	-
	Total	**35**	**35**

20. COMPETENCY PROFILE & EMPLOYMENT OPPORTUNITIES

Government and private sectors related to **OFFICE MANAGEMENT AND COMPUTER APPLICATION require supervisors** having well developed skills with clear choice of procedures. They are expected to have complete knowledge and practical skills related to their field. They shall be able to communicate clearly with others. Diploma holders after passing level 5 shall have understanding of desired mathematical skills and understanding of social and naturalenvironment. They are expected to collect, organize and communicate information effectively. They are expected to have good exposure of humanities, life skills, entrepreneur development and management to establish small start-ups.

Work requiring knowledge, skills and aptitudes at level 5 will also be carried out in familiar situations, but also ones where problems may arise. Job holders will be able to make choices about the best procedures to adopt to address problems where the choices are clear. Individuals in jobs which require level 5 qualifications will normally be responsible for the completion of their own work and expected to learn and improve their performance on the job. They will require well developed practical and cognitive skills to complete their work. They may also have some responsibility for others' work and learning. They should develop secretarial skills by using modern office equipment and necessary expertise in handling clients and appreciation of value of better inter-personal relations for growth and development of the organization

Whereas a Confirmation in Office Administration and Computer Applications gives a wide expertise set, people may select to specialize in particular regions to upgrade their skill and career prospects. Some of these positions are likely to be occupied by a diploma holder at the entry level and some after gaining work experience for a certain period of time:

• Office Secretary /Personal Secretary

• Office Executive/Supervisor

• Documentation Executive / Supervisor/Office/Organizer/Liaison assistants in the following areas of employment –

• Public and Private Sector Enterprises, Boards and Corporations

• Service sector establishments like Judicial Complexes, banks and other financial institutions, hotels,

hospitals, Beauty and health services, insurance companies, transport systems, travel agents, Air lines, retail Sector, educational institutions etc.

• Real Estate, Construction Office

• Commercial establishments

• Government departments

• Vocational teachers in ITIs, Polytechnics, Schools and Colleges.

• Call Centres, BPOs, KPOs, Medical Transcription and Data Entry establishments

21. PROGRAMME OUTCOMES

The program outcomes are derived from five domains of NSQF Level – 5 namely Process, Professional Knowledge, Professional Skill, Core Skill, Responsibility. After completing this level, the student will be able to:

PO1: Perform task that require well developed skills of Office management with clear choice of procedures.

PO2: Acquire knowledge of facts, principles and processes related to Office Management.

PO3: Demonstrate cognitive and practical skills of computer application to solve problems

PO4: Develop skills to collect, organize and communicate information.

PO5: Accomplish Office work and supervise other's work.

PO6: Select online multidisciplinary electives of own interest to promote self-learning.

22. ASSESSMENT OF PROGRAM AND COURSE OUTCOMES

Programme Outcomes to be assessed	Assessment criteria for the Course Outcomes
PO1: Perform task that require well developed skills of Office management with clear choice of procedures.	• Recognize more short forms for rapid writing. • Define a class of short forms as Contractions and special Contractions. • Acquire the proficiency in shorthand skills, dictation and transcription of office notes • Strengthen the deep knowledge of rules of Pitman Shorthand. • Acknowledge the fundamental concepts of multimedia and its applications in office environments. • Develop proficiency in multimedia software tools for creating and editing text, graphics and audio. • Foster creativity and innovation in utilizing multimedia for office tasks and projects. • Develop knowledge and understanding of Advance Inventory.
PO2: Acquire knowledge of facts, principles and processes related to Office Management.	• Apply the skills of transcription with help of advanced phraseography, specialcontractions and Intersections. • Acquire the proficiency in shorthand skills, dictation and transcription of office notes • Acquire knowledge on the concept internal check and Internal Control • Elaborate the concept of Vouching and its roles in Verification of assets and liabilities. • Imbibe the knowledge about the types and preparation of audit report • Elaborate the various types of personality traits and its determinants. • Imbibe the knowledge of the need of interpersonal traits in personality development. • Acknowledge the fundamental concepts of multimedia and its applications in office

	environments.
	• Develop proficiency in multimedia software tools for creating and editing text, graphics and audio.
	• Imbibe the knowledge various accounting reports
PO4: Develop skills to collect, organize and communicate information	• Apply the skills of transcription with help of advanced phraseography, specialcontractions and Intersections.
	• Acquire the proficiency in shorthand skills, dictation and transcription of office notes
	• Strengthen the deep knowledge of rules of Pitman Shorthand.
	• Imbibe the knowledge about the types and preparation of audit report
	• Imbibe the knowledge of the need of interpersonal traits in personality development.
	• Develop proficiency in multimedia software tools for creating and editing text, graphics and audio.
	• Learn effective strategies for integrating multimedia elements into office presentations, and communication materials.
	• Foster creativity and innovation in utilizing multimedia for office tasks and projects.
	• Understand the working environment of industries
	• Learn about present and future requirement of industries.
	• Define the problem statement of the Industrial training according to theneed of industry.
	• Develop the problem-solving skills in finding solutions to a set of problems in practice
	• Work as a team member for successful completion of Industrial training.
	• Develop the communication skills of writing the Internship / report effectively.
	• Demonstrate the capability of applying knowledge they have learnt earlier and apply them in the context of the projects they work on.

PO5: Accomplish Office work and supervise other's work.	• Work in team for solving industrial problems • Develop competencies and skills required by relevant industries. • Define the problem statement of the Industrial training according to the need of industry. • Apply the skills of transcription with help of advanced phraseography, specialcontractions and Intersections. • Acquire the proficiency in shorthand skills, dictation and transcription of office notes • Illustrate concept of Auditing and Auditors functions. • Imbibe the knowledge about the types and preparation of audit report • Comprehend the need of motivation and good leadership in the growth of an organization. • Imbibe the knowledge of the need of interpersonal traits in personality development. • Foster creativity and innovation in utilizing multimedia for office tasks and projects.
PO6: Select online multidisciplinary electives of own interest to promote self-learning.	• Apply critical thinking in problem solving. • Demonstrate self and time management. • Display analytical and research abilities. • Integrate multiple knowledge domains. • Enhance the scope and depth of learning.

23. SUBJECTS & DETAILED CONTENTS

FIFTH SEMESTER

5.1 INDUSTRIAL TRAINING-II

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RATIONALE

Industrial training will help the students to understand the working environment of relevant industries. The student will learn to work in team to solve the industrial problems. It will also give exposure about the present and future requirements of the relevant industries. This training is very important for development of required competencies and skills for employment and start– ups.

COURSE OUTCOMES

After undergoing the training, the students will be able to:

CO1: Familiarize with the working environment of industries

CO2: Apply necessary safety precautions and measures.

CO3: Comprehend about present and future requirement of industries.

CO4: Work in team for solving industrial problems

CO5: Develop competencies and skills required by relevant industries.

CO6: Develop writing, speaking and presentations skills.

PRACTICAL EXERCISES

1. Report writing based on industrial training.
2. Preparation of Power Point Slides based on industrial training and presentation by the candidate.
3. Internal Evaluation based on quality of Report, PPT preparation, PPT presentation and answer to queries.
4. External Evaluation based on quality of Report, PPT preparation, PPT presentation and answer to queries.

GUIDELINES

Students will be evaluated based on Industrial training report and their presentation using Power Point about the knowledge and skills gained during the training. The Head

of the Department will depute faculty coordinators by assigning a group of students to each. The coordinators will mentor and guide the students in preparing the PPTs for final presentation. The following performance parameters are to be considered for assessment of the students out of 100 marks:

	Parameter	Weightage
i	Industrial assessment of the candidate by the trainer	40%
ii	Report Writing	20%
iii	Power Point Presentation	20%
iv	Viva-voce	20%

5.2 STENOGRAPHY -IV

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RATIONALE

This subject is helpful for the students to take dictation and to make stenography more facile and further increase the speed through the introduction of alternatives forms and different principles of stenography. The stenographer is expected to take five minutes and ten minutes speed tests   and to develop ability to take notes in neat accurate style. Student should develop good typing speed with accuracy.

COURSE OUTCOMES

At the end of this subject, the students will be able to:

CO1: Recognize more short forms for rapid writing.

CO2: Define a class of short forms as Contractions and special Contractions.

CO3: Apply the skills of transcription with help of advanced phraseography, specialcontractions and Intersections.

CO4: Acquire the proficiency in shorthand skills, dictation and transcription of office notes

CO 5: Strengthen the deep knowledge of rules of Pitman Shorthand.

PRACTICE EXERCISES

UNIT I
Contractions
Rule of Omission of Consonants, Omission of K or G, Medial T, Other General Contractions, Practice of Omission of N, Omission of R, Omission of –ect, Omission of kt before –ive, Omission of K before –shun.

UNIT II
Special Contractions
Formation of Contractions, By employing strokes, By medial omission, byusing logogram, by intersection, Adjectives and Adverbs, Contractions and –ing, Arrangement of Lists, Sections of Special Contractions.

UNIT III
Advanced Phraseography

Principles of Phrasing, Circles, Loops and hooks, Halving, Doubling,Omissions, logograms, Sections of Advanced Phraseography

UNIT IV
Intersections

The Use of Intersections, Examples which follow illustrate the manner in whichsimilar phrases may be delete with.

UNIT V

Essential Vowels: Vowels which are essential for dictation, Vocalized Outlines
Business and Legal Phrases: Different phrases are used in Business, Uses of Phrases in Legal Work,

1. A seen Passage for dictation from 'Pitman Shorthand book upto Ex. No 213 @80 word per minute,to be transcribed @ 15 word per minute (as mentioned above)

2. Dictation from Shorthand Exercises from Magazines, Newspapers etc. only for practice.

3. Practicing transcription on computer. Dictation from seen and unseen passages and letters and reading back

4. Practising reading printed shorthand matter (Attainment to develop ability to take notes in a neat and accurate style at a minimum speed of 80 w.p.m)

Students should acquire a speed of 100 w.p.m in shorthand and 40 w.p.m. in typing

RECOMMENDED BOOKS

1. PITMAN SHORTHAND INSTRUCTOR AND KEY by Sir Isaac Pitman

INSTRUCTIONAL STRATEGY

The teacher should make sure that while forming the upward and downward forms of strokes, the position of the hand of the student moves in the right direction. While giving dictation in the class, the teacher should keep moving and should ensure the right movement of outlines. Each exercise should be read by each student fluently before taking dictation of the same exercise. Student must take dictation first in shorthand and later transcribe the same in long hand on typewriter/computer. This subject contains five units of equal weightage with practice exercise related to all units.

5.3 AUDITING

L   P
4   -

RATIONALE

This subject will make the students learn about the importance of auditing for all types of business concerns. This whole process will impart the knowledge to the student regarding the preparation of audit program, relevance of internal check and internal control along with vouching and verification of assets and liabilities. Students should be able to write audit reports.

COURSE OUTCOMES
At the end of this subject, the students will be able to:

CO1: Illustrate concept of Auditing and Auditors functions.

CO2: Detail the Process and Audit programme

CO3: Acquire knowledge on the concept internal check and Internal Control

CO4: Elaborate the concept of Vouching and its roles in Verification of assets and liabilities.

CO5: Imbibe the knowledge about the types and preparation of audit report

DETAILED CONTENTS

UNIT I
Auditing

1.1 Introduction, Meaning and Definition

   1.2 Scope and Objectives of Auditing

   1.3 Types of audits

   1.4 Audit and Investigation

   1.5 Functions of an Auditor

   1.6 Auditors responsibilities and duties

   1.7 Qualities of an Auditor

   1.8 Advantage and Limitations of auditing

UNIT II
Audit Process and Audit programme

2.1   Meaning and Definition

2.2   Audit Programme

2.3   Audit Notebook

2.4   Audit files

2.5   Audit Evidence

2.6   Procedure of Audit work

UNIT III
Internal Check & Control

3.1   Internal Check – Meaning, Definition

3.2   Objectives and Essentials

3.3   Advantages & disadvantages of internal check

3.4   Internal control- Meaning, Definition,

3.5   Objectives of Internal Control

3.6   Difference between Internal check and internal control

UNIT IV
Vouching and Verification of assets and liabilities

4.1   Definition and Features of Vouching

4.2   Meaning & Definition of Verification

4.3   Objectives and importance of Verification

4.4   Procedure of verification of assets

4.5   Procedure of Verification of liabilities

UNIT V
Audit Reports

5.1 Meaning and Definition

5.2 Features of audit report

5.3 Purpose of audit report

5.4 Types of audit report

5.5 Format of audit report

RECOMMENDED BOOKS

1. Auditing, by Ashok Sharma, VK Global Publications.
2. Principles of Auditing by Tandon, B.N., S. Chand & Co., New Delhi.
3. Principles of Auditing by Pagare, Dinkar:. S. Chand & Co., New Delhi.
4. Principles & Practice of Auditing by Pagare, Dinker:, Sultan Chand, New Delhi.
5. Auditing Principles & Problems Sharma, T.R. Sahitya Bhawan, Agra Jain, Khandelwal & Pareek: Auditing, Ramesh Book Depot, Jaipur.

SUGGESTED WEBSITES

1. http://swayam.gov.in
2. http://nptel.ac.in

INSTRUCTIONAL STRATEGY

The topics taught in the class should be practiced by studying Auditing for development of the required skills in the students. The assessment of the student's performance will be based on their participation in class discussions, practical assignments, case studies, and group projects. This subject contains five units each having equal weightage in terms of contact hours and marks distribution.

5.4 ORGANISATIONAL BEHAVIOR AND PERSONALITY DEVELOPMENT

L P
4 -

RATIONALE

The objective of this course is to acquaint the students about the understanding of human behavior in any business organization and to study various aspects of behavior such as attitude, perception, motivation and leadership. Moreover, this course will impart knowledge about the development of human personality and working in an organization by understanding interpersonal skills and personality traits.

COURSE OUTCOMES

At the end of this subject, the students will be able to:

CO1: Acquire the knowledge of human behavior especially in a Business Organisation.
CO2: Illustrate the effect of attitude and perception of human on the business organization.
CO3: Comprehend the need of motivation and good leadership in the growth of an organization.
CO4:-Elaborate the various types of personality traits and its determinants.
CO5: Imbibe the knowledge of the need of interpersonal traits in personality development.

DETAILED CONTENTS

UNIT I
Overview of Organizational Behaviour (OB)

1.1 Definition and meaning of OB
1.2 Importance of OB
1.3 Factor affecting OB
1.4 Elements of OB
1.5 Challenges and opportunity for OB

UNIT II
Attitude and Perception

2.1 Concept and definition of Attitude

2.2 Factors in Attitude formation

2.3 Concept and definition of Perception

2.4 Factors influencing Perception

UNIT III
Motivation and Leadership

3.1 Meaning and definition of Motivation

3.2 Types of Motivation

3.3 Theories of motivation: Herzberg's two factor theory, Maslow's need Hierarchy theory, Theory 'X' and 'Y'

3.4 Meaning and definition of Leadership

3.5 Qualities and traits of Good Leader

3.6 Styles of Leadership

UNIT IV
Personality Development

4.1 Meaning and definition of Personality

4.2 Importance of Personality

4.3 Determinants of Personality

4.4 Personality traits

4.5 Impact of Individual Personality on OB

UNIT V
Interpersonal Skills

5.1 Interpersonal Skills: Concept and components

5.2 Teamwork: Meaning, Advantages of Using Teams

5.3 Factors Contributing to the Success of a Team

5.4 Peer Pressure

5.5 Aspects of Social and Cultural Etiquette in Promoting Teamwork

5.6 Mannerism and Grooming

RECOMMENDED BOOKS

1. Dr Rajesh Jhamb, "Organisational Behavior and Management", A New Era International.
2. C.B. Gupta, "A Text Book on Organisational Behaviour", S. Chand.
3. L.M Prashad, "Organisational Behaviour", Sultan Chand & Sons.
4. J.S Chandan, "Organisational Behaviour", Vikas Publication.
5. K. Devis, "Orgaisational Behaviour", Tata McGraw Hills.
6. F. Luthans, "Organisational Behaviour", Tata McGraw Hills

SUGGESTED WEBSITES

1. http://swayam.gov.in
2. http://nptel.ac.in

INSTRUCTIONAL STRATEGY

Teacher may invite psychological experts to deliver extension lectures on aspects of human behavior. Teacher should prepare assignment of case study for the students and students may also be encouraged to prepare and present the case studies. This subject contains five units each having equal weightage in terms of contact hours and marks distribution.

5.5 MULTI-DISCIPLINARY ELECTIVE

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2 0

RATIONALE

Multidisciplinary electives are very important and play major role in implementation of National Education Policy. Multidisciplinary is a subject which is useful for two or more disciplines in which students are asked to understand the concept of multidisciplinary or interdisciplinary. It will help the students to gain an arsenal of skills that are easily transferable across work environments.

COURSE OUTCOMES

At the end of the multidisciplinary elective, the students will be able to:

CO1: Apply critical thinking in problem solving.
CO2: Demonstrate self and time management.
CO3: Display analytical and research abilities.
CO4: Integrate multiple knowledge domains.
CO5: Enhance the scope and depth of learning.

LIST OF MULTIDISCIPLINARY ELECTIVES
(The list is indicative and not exhaustive)

1. Introduction to Internet of Things

2. Introduction to Robotics

3. Introduction to Embedded System Design

4. Fundamentals of Artificial Intelligence

5. Introduction to Machine Learning

6. The Joy of Computing Using Python

7. Introduction to Industry 4.0

8. Industrial Internet of Things

9. Object Oriented System Development using UML, Java and Patterns

10. Digital Marketing

GUIDELINES

Multidisciplinary Elective shall be offered preferably in online mode. Online mode multidisciplinary elective shall preferably be through Massive Open Online Courses (MOOCs) from Swayam, NPTEL, Upgrad, Udemy, KhanAcademy or any other online portal to promote self-learning. A flexible basket of large number of multidisciplinary electives is suggested which can be modified depending upon the availability of courses at suggested portals and requirements. For online multidisciplinary electives, department coordinators shall be assigned to monitor and guide the group of students for selection of minimum 20 hours duration online course of their choice. For offline multidisciplinary electives, a suitable relevant subject shall be offered by the respective department to the students with minimum 40% of the total class strength as per present and future requirements.
Assessment of MOOCs multidisciplinary elective shall be based on continuous evaluation by the respective coordinator. The coordinator shall consider the submitted assignments by the students from time to time during the conduct of MOOCs. The MOOCs assessment shall be conducted by the coordinator along with one external expert by considering submitted assignments out of 100 marks.

In case, no suitable multidisciplinary elective is available online, only then the course may be conducted in offline mode. The assessment of offline multidisciplinary elective shall be internal and external. The offline multidisciplinary elective internal assessment of 40 marks shall be based on internal sessional tests, assignments etc. and external assessment of 60 marks shall be based on external examination at institute level.

SUGGESTED WEBSITES
1. https://swayam.gov.in/
2. https://www.udemy.com/
3. https://www.upgrad.com/
4. https://www.khanacademy.org/

5.6 PROGRAMME ELECTIVE - II
5.6.1 हिंदी टंकण (टाइपिंग)

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औचित्य (RATIONALE)

कंप्यूटर के बारे में सैद्धांतिक और व्यावहारिक ज्ञान और नियंत्रण छात्रों को मैन्युअल टाइपराइटर के बजाय आधिकारिक कामकाजी पैटर्न में तेजी से, कुशलतापूर्वक और साफसुथरी टाइपिंग-, फाइलों को संग्रहीत करने, कार्य डिजाइनिंग आदि करने में मदद करेगा। कार्यालय पत्राचार, पत्रों के प्रारूपण का पर्याप्त ज्ञान रखने वाले छात्र वास्तविक कामकाजी माहौल में उपयोगी साबित होंगे।

अधिगम प्रतिफल (LEARNING OUTCOMES)

विषय का अध्ययन करने के बाद छात्र इसमें सक्षम होंगे:

- कंप्यूटर **के बाहरी भागों** व **कुंजीपटल की जानकारी हो जायेगी।**
- **टंकण कल की प्रणालियों** व **विराम चिन्हों की जानकारी**
- विभिन्न प्रकार के पत्रों व पैराग्राफ को हिंदी में टाइप करना सीख जायेंगे।
- कंप्यूटर में हिंदी टाइपिंग में काम करके कार्यालय के कार्यों में सक्षम हो जायेंगे।
- हिंदी को काम में अपनाकर रोजगार के योग्य बनेगें।

विस्तार सामग्री (DETAILED CONTENTS)
पाठ - I

1.1	**कंप्यूटर के टाइपिंग सीखने के लाभ एवं उपयोगिता**
1.2	**कंप्यूटर के सम्मुख बैठने की स्थिति**
1.3	**कंप्यूटर के बाहरी भागों का प्रारम्भिक ज्ञान**
1.4	**कंप्यूटर के रख – रखाव/साफ़ सफाई की जानकारी**

पाठ – II

कुंजीपटल सञ्चालन की जानकारी

2.1	**आधार पंक्ति**
2.2	**प्रथम पंक्ति**
2.3	**द्वितीय पंक्ति**
2.4	**नंबर पंक्ति] बैक स्पेस, कैप्स, एरो, एंटर, इंड**
2.5	शिफ्ट की **Key** का प्रयोग, **Tab Key** का प्रयोग

पाठ –III

टंकण कल की प्रणालियों की जानकारी

3.1   स्पर्श प्रणाली के लाभ एवं विशेषताएं

3.2   कुंजीपटल देख कर टाइप करना

3.3   डाक्यूमेंट को सेव करना, फांट बदलना, साइज बदलना

3.4   विराम चिन्हों का उचित करना : पूर्ण विराम ,अर्ध विराम ,अल्पविराम, प्रश्नवाचक चिन्ह, अवतरण चिन्ह, योजक चिन्ह, विस्मयबोधक चिन्ह, कोष्ठक आदि

3.5   फ़ोल्डर बनाना, Table बनाना, File save करना

पाठ -IV

हाशिया निर्धारण

4.1   ऊपरी हाशिया

4.2   नीचे वाला हाशिया

4.3   बायां हाशिया

4.4   दायां हाशिया

4.5   शीर्षक टंकित करना

4.6   दायां एक समान हाशिया निर्धारण

4.7   अशुद्धियों को   ठीक करना

पाठ –V

पत्रों को टंकित करने का अभ्यास करना

5.1   व्यक्तिगत पत्र

5.2   व्यापारिक पत्र

5.3   शासकीय पत्र जैसे परिपत्र,अनुस्मारक, पृष्ठांकन

5.4   अर्धशासकीय पत्र, कार्यालय आदेश, निविदा सूचना आदि

परीक्षा -   15 शब्द प्रति मिनट की गति से 150 शब्द की एक पैराग्राफ एवं एक व्यक्तिगत पत्र 10 शब्द प्रति मिनट की गति से बोर्ड द्वारा निर्धारित अंक और समय अनुसार

अनुशंसित पुस्तकें :

कम्प्यूटर टाइपिंग हिंदी, असेंट ग्रुप पब्लिकेशन, हिसार

5.6.2 MULTI-MEDIA IN OFFICE

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RATIONALE

Multimedia in Office explores the integration of various digital media elements such as text, graphics, audio, video, and animations within office environments. Students will learn how to create, edit, and effectively utilize multimedia content for communication, presentations, documentation, and other office-related tasks. The course emphasizes practical skills in multimedia software applications and techniques to enhance productivity and communication in professional settings.

COURSE OUTCOMES

After undergoing the subject, the students will be able to:

CO1: Acknowledge the fundamental concepts of multimedia and its applications in office environments.
CO2: Develop proficiency in multimedia software tools for creating and editing text, graphics and audio.
CO3: Develop proficiency in multimedia software tools for producing effective video and animations.
CO4: Learn effective strategies for integrating multimedia elements into office presentations, and communication materials.
CO5: Foster creativity and innovation in utilizing multimedia for office tasks and projects.

PRACTICE EXERCISES

Unit I
Introduction to Multimedia

1.1 Definition and characteristics of multimedia

1.2 Types and components of multimedia

1.3 Applications of multimedia in office environments

1.4 Multimedia Platforms

Unit II
Text and Audio Editing

2.1 Creating and formatting text using office software

2.2 Incorporating images and illustrations into office documents

2.3 Recording and editing audio for office presentations

2.4 Integrating audio elements into multimedia project

2.5 Techniques for enhancing audio quality and clarity

Unit III
Video Production and Animation

3.1 Basics of video production and editing

3.2 Editing video clips for office presentations

3.3 Adding transitions, effects, and annotations to videos

3.4 Creating simple animations for office use

3.5 Incorporating animations into presentations and documents

Unit IV
Multimedia Presentation Skills and Projects

4.1 Effective communication techniques using multimedia

4.2 Designing engaging and interactive presentations

4.3 Delivering polished multimedia presentations in office settings

4.4 Collaborative multimedia projects in office environments

4.5 Practical applications of multimedia for documentation, training, and communication

Unit V
Multimedia Ethics and Future Trends

5.1 Ethical considerations in creating and using multimedia content

5.2 Understanding copyright laws and fair use in multimedia production

5.3 Proper attribution and sourcing of multimedia assets

5.4 Emerging technologies and trends in multimedia

5.5 Opportunities for innovation and growth in multimedia applications

RECOMMENDED BOOKS

1. Parikh, "Principles of Multimedia", Tata McGraw Hill Education Pvt Ltd., New Delhi.
2. Banerji, "Multimedia Technologies", Tata McGraw Hill Education Pvt Ltd., New Delhi.
3. Casanova, Villam, and Molina, "Multimedia an Introduction", Prentice Hall of India, New Delhi.

SUGGESTED WEBSITES

1. http://swayam.gov.in
2. http://nptel.ac.in

INSTRUCTIONAL STRATEGY

Theoretical instructions and demonstration should be dovetailed with the practical work in the multimedia lab for developing appropriate competencies in the use multimedia in office. Since this is a practice based subject, it is suggested that teacher should first explain the theoretical background contents to the group/class. The same has to be followed by the demonstration and practice of exercises by the students in the laboratory.

5.7 ADVANCE COMPUTER BASED ACCOUNTANCY

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-   6

RATIONALE

This subject is designed to make the students aware and competent about advance computer based accountancy. The role of Computer Based Accountancy is increasing day by day in all Business concern. The contents of this subject make the students aware and competent to use Computer accounting software for various accountancy problems for getting better employment.

COURSE OUTCOMES

Upon completion of this subject, students will be able to:

CO1:   Comprehend the knowledge about the Advance Accounting.

CO2:   Develop knowledge and understanding of Advance Inventory.

CO3:   Elaborate the various taxes and filling returns

CO4:   Develop understanding about the Payroll and its preparation

CO5:   Imbibe the knowledge various accounting reports

PRACTICE EXERCISES

UNIT I
Advance Accounting
1.1   Bill-wise details
1.2   Cost centers and Cost Categories
1.3   Interest calculations
1.4   Budget and controls

UNIT-II
Advance Inventory
2.1   Order Processing, Recorder Levels, Batch-wise details, Bill of Materials
2.2   Batch-Wise Details
2.3   Different Actual and Billed Quantities
2.4   Price Lists , Zero-Valued Entries, Additional cost details

UNIT III
Taxes

3.1   TDS, TDS Reports, TDS Online Payment
3.2   TDS Returns filing, TDS Certificate issuing, 26AS Reconciliation
3.3   TCS, TCS Reports, E-Way Bill & Cancellation procedure
3.4   GST-Basic Concepts, GST Returns & Forms (in brief)

UNIT-IV
Payroll

4.1   Company Setup Employee Setup, Monthly attendance Entry
4.2   Minimum Wage Rate Setup
4.3   Pay Register
4.4   ESI, EPF

UNIT V
Generating Reports

5.1   Trail balance, Day Book. List of Accounts
5.2   Financial Statements, Trading Account, Profit & Loss Account, Balance Sheet
5.3   Accounts Books and Reports, Inventory Books and Reports, Exception Reports, Statutory Reports & Payroll Reports
5.4   Stock Summary, Outstanding Statement

RECOMMENDED BOOKS
1.   Computer Based Accountancy by Chawla, Juneja and Garg, Kalyani Publishers, New Delhi.
2.   Computerized Accounting with Peachtree Accounting 6.0 Version by Hermanson.
3.   Payroll Accounting 2013 (with Computerized Payroll Accounting Software CD-ROM) by Bernard J. Bieg.
4.   Computerized Accounting by Arens and Ward.
5.   Computerized Accounting Using Microsoft Business Solutions Great Plains 8.0 (2 books +2 CDs) by Alvin A. Ward Dewey Arens.

SUGGESTED WEBSITES

1. http://swayam.gov.in
2. http://nptel.ac.in

INSTRUCTIONAL STRATEGY

The emphasis should be given on maximum practice to do accountancy exercises/problems, using latest software such as Tally, and busy etc. This subject contains five units each having equal weightage in terms of contact hours and marks distribution.

SIXTH SEMESTER

6.1 PROJECT ORIENTED PROFESSIONAL TRAINING

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RATIONALE

Project Oriented Professional Training is aimed at the application of knowledge and competencies gained in the previous semesters in an integrated manner towards addressing an issue in the industry/field, as per the interest and choice of both the industry and student. It also provide opportunities to the students to work relatively independently over extended and comprehensive periods of time. It is expected from the students to get acquainted with desired attributes for industrial/field environment. For this purpose, students are required to work in different establishments of world of work, and develop competencies.

COURSE OUTCOMES
After undergoing this course, the students will be able to:

CO1: Define the problem statement of the Industrial training as per industry need.
CO2: Develop the problem-solving skills in finding solutions to the problems in the
        world of work.
CO3: Acquire interpersonal skills and work as a team member.
CO4: Demonstrate the competence to apply knowledge and skills learnt earlier in the
        context of the project.
CO5: Apply the communication skills in writing and presenting the technical report.

GUIDELINES

The purpose of this project oriented professional training is to expose the students to the world of work and provide professional experience in real life situation. It is suggested that during the training, the student should remain attached with the various sections of industry/field for 3-4 weeks. The student will have to maintain a daily/weekly/monthly diary/work book and submit detailed reports of their activities periodically to their supervisor/teacher. These reports will be certified by the concerned/ authorized officer of the organization where the student is undergoing professional training and doing his/her project.

Each student is required to undergo one Professional Oriented Project according to his/her area of interest and the project report is to be submitted at the end of project. The concerned teacher will guide and supervise the students on work stations (as far as possible) at regular intervals. A systematic plan of action is required to be prepared, well in advance, by the polytechnic in consultation with the organizations where professional training and project is going to be executed. The teacher should clearly specify the expected learning outcomes and schedule on periodic basis, preferably weekly or fortnightly basis, for the whole of the professional project/training period of students. Performa may be developed by the polytechnic Training and Placement Officer in consultation with the teachers and personnel from industry to monitor the progress of the students. The performa should be filled by the students on daily, weekly and monthly basis, and should be duly countersigned by the personnel from industry and concerned teacher/supervisor attached to the particular student. Each teacher is supposed to guide and supervise about 5 – 8 students, depending upon the strength of the students and teachers in the department.

A criteria for assessing student performance by the internal examiner (personnel from industry and supervisor) and external examiner (teachers and experts) are given in table below:

S. No.	Performance criteria for Internal Assessment	Weightage of marks (in %age)
1.	Punctuality and regularity	10%
2.	Initiatives taken by the student in learning at training workplace	10%
3.	Defining problem statement, approach and schedule (Planning)	20%
4.	Level /proficiency of new practical skills acquired	20%
5.	Preliminary Action Plan and Report	40%
TOTAL		**100**

S. No.	Performance criteria for External Assessment	Weightage of marks (in %age)
1.	Project Report	60%
2.	Presentation & Viva voce	40%
Total marks		**100**

Important Notes:

1. This criteria must be followed by the faculty and they may see the daily, weekly and monthly progress/reports, while awarding awards as per the above criteria.

2. Students may visit websites as their learning tool during industrial training, Search videos, animations, text material on internet for preparation of training report during the training period.

3. The external examiner, preferably, may be the person from different industry/organization/institution, who is well versed with the discipline/branch of project-oriented -professional training of the students, so that she/he can properly evaluate the students on the above criteria.

24. ASSESMENT TOOLS AND CRITERION

The assessment is carried out by conducting:
1.   Formative assessments
2.   Summative assessments

1.   FORMATIVE ASSESSEMENT

The **formative assessment** will be evaluated on the basis of the internal assessments for theory subjects and practical by the concerned teachers for evaluating the knowledge and skill acquired by students and the behavioral transformation of the students. This **internal assessment** is primarily carried out by collecting evidence of competence gained by the students by evaluating them at work based on assessment criteria, asking questions and initiating formative discussions to assess understanding and by evaluating records and reports, and sessional marks are awarded to them.

2.   SUMMATIVE ASSESSMENT

The **summative assessment** will include end semester examination for theory part for each candidate and practical examination with viva voice. Each Performance Criteria will be assigned marks proportional to its importance and proportion of marks for Theory and Skills Practical for each subject should be laid down.

The following assessment tools are used for effective student evaluation:

1.   Theory Examinations
2.   Practical Work
3.   Internships
4.   Professional Industrial Training
5.   Project Work (Minor & Major)
6.   Massive Open Online Courses (MOOCs)
7.   Viva Voce
8.   Case Studies

1. **Theory**

Evaluation in theory aims at assessing students' understanding of concepts, principles and procedures related to a course/subject, and their ability to apply learnt principles and solve problems.

The **formative evaluation** for theory subjects may be caused through

i.   Sessional /class-tests,
ii.   Quizzes,
iii.   Assignments,
iv.   Seminars/ Presentations
v.   Attendance
vi.   Case Studies

For **Summative evaluation** of theory, the question paper may comprise of three sections.

i.   It should contain objective type question and multiple choice questions. The objective type items should be used to evaluate students' performance in knowledge, comprehension and at the most application domains only.
ii.   It should contain short answer questions.
iii.   Descriptive type questions, with some internal choice of the questions set may be given in this section

2. **Practical Assessment**

Evaluation of students performance in practical work (Laboratory experiments, Workshop practical /field exercises) aims at assessing students ability to apply or practice the concepts, principles and procedures, manipulative skills, ability to observe and record, ability to interpret and draw conclusions and work related attitudes. This will comprise of a creation of mock environment, wherever applicable in the skill lab which is equipped with all required equipment for development of desired skills. Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. will be ascertained by observation and will be marked in observation checklist along with the assessment of Job carried out in labs and maintenance of Lab Record files.

Formative and summative evaluation may comprise of weightages to performance on task, quality of product, general behavior and it should be followed by viva-voce of the relevant subject. The end product will be measured against the specified dimensions and standards to gauge the level of his skill achievements

3. Internship

The two mandatory internships after I Year and II Year of the programme are to be assessed in 3rd and 5th semester subsequently. The internships should be preferably done in the field/ in the industry, can be in house depending upon the stream and availability of resources in and around the institute.

Every faculty should be assigned the students and made responsible for the evaluation and assessment of the internship. Formative assessment should be taken from the industry/institute/ department on the basis of performance, behavior and learning capabilities. Summative evaluation may comprise of weightages on the basis of report submission/ presentation followed by viva-voce of the relevant subject.

4. Professional Industrial Training

Evaluation of professional industrial training report and viva-voce/ presentation aims at assessing students' understanding of industrial processes, practices in the industry/field and their ability to engage in activities related to problem-solving in industrial setting as well as understanding of application of learnt knowledge and skills in real life situation. Formative and summative evaluation may comprise of weightages to performance on task, quality of product, general behavior and it should be followed by viva-voce of the relevant subject.

The formative assessment should include the evaluation from the employer where the student is doing his training or Project work in the ratio of 40:60. The final assessment will be the combination of the employer assessment and evaluation by the faculty of the institute which shall include report submission/ presentation/ seminar followed by viva-voce of the relevant subject.

5. Project Work Assessment

The purpose of evaluation of project work is to assess student's ability to apply, in an integrated manner, knowledge and skills in solving real life problems, manipulative skills, ability to observe, record, creativity and communication skills. The project work assigned should be of

relevance to the core skill, state of the art topics and the project areas that are pertaining to enhance job skill and enhance occupational opportunities. For both, minor and major project, Formative and summative evaluation may comprise of weightages to performance on task, quality of product, nature and relevance of project and general behavior.

The formative assessment should include the continuous assessment based on the work allocated and mid semester viva voice or presentation. The final assessment will be the combination of the project undertaken, report submission and should be followed by viva-voce of the relevant subject.

In case of the assessment of this component, the team of examiners should be constituted on 50 – 50 % basis. i.e. half of the examiners in the team should be invited from outside the institute conducting examination.

6.   MOOC COURSES (Open Elective and Multi-Disciplinary Elective)

Massive Open Online Courses (MOOCs) platforms promise open, online courses to massive numbers of students as they are free to join, they provide a wide range of courses, they allow for space and time flexibility and their participants can benefit from various online communication tools and access to quality content.

The coordinating Department/Centre/Office shall monitor every student to adopt the courses online of their choice and preference on Swayam portal. The duration of courses will vary depending on the level and credit points. Courses offered in the duration of 4-10 weeks for 2 to 3 credits at diploma level are to be opted. Students, after they have registered, can get a certificate after attending the classes and submitting the assignments/quizzes and qualifying nationwide exam conducted written exam at the institute close to the one where the student is enrolled.

 On successful completion of each course, the institution offering the MOOCs course would issue the certificate, along with the number of credits and grades, through which the student can get credits transferred into his marks certificate issued by his parent institution. Guidelines for credit sharing will be issued by concerned Regulators such as UGC, AICTE, etc. for consideration by various Institutes. There may be standard norms for the host Institution to conduct the course that may include continuous evaluation through assignments, online quizzes, case studies, online writing exercises, term examinations, student feedback, online forum management, etc.

The coordinating Department/Centre/Office of the respective department shall monitor every student and submit to the Office of Examinations, a score sheet (marks card) during the last 10 days prior to the close of the even semester.

7. Viva Voce

This tool will be used to assess the conceptual understanding and the behavioral aspects as regards the job role and the specific task at hand. It will also include questions on safety, quality, environment and equipment's etc. Ask questions on non-prescribed tasks to ensure that the learners have complete knowledge on the assessment

Computation of SGPA and CGPA

The UGC recommends the following procedure to compute the Semester Grade Point Average (SGPA) and Cumulative Grade Point Average (CGPA):

i. The SGPA is the ratio of sum of the product of the number of credits with the marks scored by a student in all the courses taken by a student and the sum of the number of credits of all the courses undergone by a student, i.e

$$\text{SGPA } (S_i) = \sum(C_i \times G_i) / \sum C_i$$

where C_i is the number of credits of the ith course and G_i is the marks scored by the student in the ith course.

ii. The CGPA is also calculated in the same manner taking into account all the courses undergone by a student over all the semesters of a programme, i.e.

$$\text{CGPA} = \sum(C_i \times S_i) / \sum C_i$$

where S_i is the SGPA of the ith semester and C_i is the total number of credits in that semester.

iii. The SGPA and CGPA shall be rounded off to 2 decimal points and reported in the transcripts.

25. TEACHING LEARNING TOOLS FOR EFFECTIVE IMPLEMENTATION

For effective implementation of curriculum, the faculty and staff of institutions have to play a vital role in planning instructional experiences for the courses in four different environments viz. class-room, laboratory, library and field and execute them in right perspective. It is emphasized that only a proper mix of different teaching methods in all these places of instruction can bring the changes in students behavior as stipulated in the curriculum document. It is important to understand curriculum document holistically and further be aware of intricacies of Teaching-Learning Tools for achieving curriculum objectives. Given below are certain recommendations which may help in carrying out teaching-learning effectively:

PROGRAMME LEVEL RECOMMENDATIONS

1. Curriculum implementation takes place at programme, course and class-room level respectively and synchronization among them is required for its success. The first step towards achieving synchronization is to read curriculum document holistically and understand its rationale and philosophy.

2. An academic plan needs to be prepared at institute level. The Head of the institute have a great role to play in its dissemination and percolation up to grass-root level.

3. Head of Department are required to prepare academic plan at department level referring to institutional academic plan.

COURSE LEVEL RECOMMENDATIONS

Teachers are educational managers at class room level and their success in achieving course level objectives lies in using course plan and their judicious execution which is very important for the success of programme by achieving its objectives. Teachers are required to plan various instructional experiences viz. theory lecture, expert lectures, lab/workshop practicals, guided library exercises, field visits, study tours, camps etc. In addition, they have to carry out progressive assessment of theory, assignments, library, practicals and field experiences. Teachers are also required to do all these activities within a stipulated period which is made available to them in the academic plan at Board level. With the amount of time to their credit, it is essential for them to use it judiciously by planning all above activities properly and ensure execution of

the plan effectively. Following is the gist of suggestions for subject teachers for effective utilization of Teaching Learning Tools to achieve the course objectives:

1. Teachers need to ensure attainment of course outcomes so as to help the students achieve program outcomes and also meet the desired learning outcomes in five domains of NSQF i.e. Process, Professional knowledge, Professional skills, Core skills and Responsibility.

2. Teachers are required to prepare a course plan, taking into account number of weeks available and courses to be taught.

3. Teachers are required to prepare lesson plan for every theory class. This plan may comprise of contents to be covered, learning material for execution of a lesson plan.

4. Teachers are required to plan for expert lectures from field/industry. For this, necessary steps need to be taken such as planning in advance, identifying field experts, making correspondence to invite them, taking necessary budgetary approval etc.

5. Teachers are required to plan for guided library exercises by identification of course specific experience requirement, setting time, assessment, etc. The assignments and seminars can be thought of as terminal outcome of library experiences.

6. Concept based industrial/field visits may be planned and executed for such contents of course which are abstract in nature and no other requisite resources are readily available in institute to impart them effectively.

7. Lot of focus needs to be laid on skill development. There is need for planning practical experiences in right perspective. These slots in a course are the avenues to use problem based learning and experiential learning effectively. The development and use of lab manuals will enable the institutes to provide lab experiences effectively.

8. Emphasis should to lay on developing soft skills like communication skills, personality Development, self-learning, inter personal skills, problem solving, and creativity etc.

9. Where ever possible, it is essential to use activity based learning rather than relying on delivery based conventional teaching all the time. While teaching, the teacher should make

extensive use of audio visual aids such as video films, power point presentations and IT tools.

10. Teachers may take initiative in establishing liaison with industries and field organizations for imparting field experiences to their students.

11. Students be made aware about issues related to ecology and environment, safety, concern f for wastage of energy and other resources etc.

12. To enhance digital learning, open electives and multi-disciplinary electives have been provided in the curriculum to be taken up in the form of MOOCs. For Open electives, some courses may be identified out of the prescribed list given in the curriculum keeping in mind the interest of students. Similarly, for multi-disciplinary electives, courses to be o offered may be identified by considering their relevance and utility. Every year SWAYAM is notifying the list of courses which are going to be offered in forthcoming even and odd semester. The institute needs to select the courses that are offered on SWAYAM platform or any other online platform.

13. For effective implementation of Massive Open Online Courses (MOOCs), a faculty member in the department may be identified and given the responsibility to coordinate various activities related to MOOCs. The concerned faculty member will facilitate in registration of students for MOOCs. The faculty member will also be responsible for compiling the result of students on the completion of MOOCs and pass on the information to the concerned authority.

14. Flexibility has been provided in the curriculum for the students to choose a course related to the discipline as per their interest. For effective implementation of discipline-specific electives, the institute should identify some courses from the list of courses prescribed in the curriculum. The courses should be selected and offered keeping in mind the interest of students, infrastructure and expertise available in and around the institute related to the courses. Option for discipline-specific elective may be taken from students through a form and a course, with more than 10 students opting for it, may be run.

15. Where ever possible, it is essential to use activity based learning rather than relying on delivery based conventional teaching all the time. While teaching, the teacher should make extensive use of audio visual aids such as video films, power point presentations and IT tools.

16. Teachers may take initiative in establishing liaison with industries and field organizations for imparting field experiences to their students.

17. Students be made aware about issues related to ecology and environment, safety, concern for wastage of energy and other resources etc.

18. To enhance digital learning, open electives and multi-disciplinary electives have been provided in the curriculum to be taken up in the form of MOOCs. For Open electives, some courses may be identified out of the prescribed list given in the curriculum keeping in mind the interest of students. Similarly, for multi-disciplinary electives, courses to be offered may be identified by considering their relevance and utility. Every year SWAYAM is notifying the list of courses which are going to be offered in forthcoming even and odd semester. The institute needs to select the courses that are offered on SWAYAM platform or any other online platform.

26. LIST OF EXPERTS

1. Controller of Examination, Haryana State Board of Technical Education, Panchkula.

2. Controller of Finance, Haryana State Board of Technical Education, Panchkula.

3. Joint Secretary, Haryana State Board of Technical Education, Panchkula.

4. Deputy Secretary Training & Placement Haryana State Board of Technical Education, Panchkula,

5. Deputy Secretary (Examination), Haryana State Board of Technical Education, Panchkula,

6. Deputy Secretary (Acd.), Haryana State Board of Technical Education, Panchkula.

7. Assistant Secretary, Academic, Haryana State Board of Technical Education, Panchkula.

8. Dr. Labh Singh Nain, Senior Lecturer, Office Management and Computer Application Department, Government Polytechnic for Women, Ambala.

9. Smt. Santosh Rani, Lecturer, Office Management and Computer Application Department, Government Polytechnic for Women, Ambala.

10. Sh. Mahipal Choudhary, Lecturer, Office Management and Computer Application Department, Government Polytechnic, Sonepat.

11. Sh. Pawan Kumar, Lecturer, Office Management and Computer Application Department, Vaish Technical Institute, Rohtak.

12. Sh. Sushil Kumar, Lecturer, Office Management and Computer Application Department, Vaish Technical Institute, Rohtak.

13. Dr. Rajesh Jhamb, Head of Department, Commerce Department, Government Polytechnic College for Women, Sector 10-D, Chandigarh.

14. Mrs Sonika Saini, Lecturer, Modern Office Practice Department, Government Polytechnic College for Women, Chandigarh.

15. Dr. Suman Dhawan, Deputy Director, (Academic), Directorate of Training and Technical Education, Delhi.

16. Dr. Manish Kumar Jindal, CEO, Quality Control of India, NABET, Delhi.

17. Sh. Sher Singh Malik, Lecturer, Office Management and Computer Application Department, Khanpur Kalan, Haryana.

18. Sh. Jitender Singh Tomar, Senior Lecturer, Office Management and Computer Application Department, Govt. Polytechnic, Education Society, Uttawar Palwal.

19. Mrs. Sunita Chugh, Lecturer, Office Management and Computer Application

Department, Meera Bai Institute of Technology, New Delhi.

20. Smt. Pushpa Rani, Senior Lecturer, Applied Science Department, Government Polytechnic, Sonipat, Haryana.

21. Smt. Krishna Bhoria, Lecturer, Applied Science Department, Government Polytechnic, Ambala, Haryana.

22. Smt. Preetpal Kaur, Guest Faculty, Applied Science Department, Government Polytechnic, Ambala, Haryana.

23. Ms. Monika, Lecturer, Applied Science Department, Seth Jai Parkash Polytechnic, Damla, Haryana.

24. Dr. Neena Sharma, English Department, MCM College, Chandigarh.

25. Dr.. KG Srinivasa, Professor, Information Management & Emerging Engineering, NITTTR, Chandigarh.

26. Dr. Vidhi Grover, Lecturer, Applied Science Department, Seth Jai Parkash Polytechnic, Damla.

27. Mr. Tavinder Singh, Lecturer, Applied Science Department, Government Polytechnic, Sirsa.

28. Ms. Sunita Rani, Lecturer, Applied Science Department, Government Polytechnic, Ambala.

29. Mrs. Veena Luthra, Lecturer, OMCA, Government Polytechnic, Sirsa.

30. Dr. Rajesh Mehra, Professor and Head, Curriculum Development Centre, NITTTR, Chandigarh.

31. Dr. AB Gupta, Professor and Head, Education and Educational Management Department, NITTTR, Chandigarh.

32. Er. PK Singla, Associate Professor Curriculum Development Centre, NITTTR, Chandigarh.

33. Dr. SK Gupta, Associate Professor, Curriculum Development Centre, NITTTR, Chandigarh.

34. Dr. Meenakshi Sood, Associate Professor, Curriculum Development Centre, NITTTR, Chandigarh.

Coordinator

27. APPENDIX

Sr. No.	LIST OF EQUIPMENT
1.	Printer/Scanner/ Photocopier with advanced features
2.	Internet Facility with Router and Wi-Fi system
3.	Computer System (updated configuration) Core i3/i5/i7, 8 GB/16GB of RAM 512GB or larger Hard Disk, SSD drive, USB Port, TFT Screen
4.	White Board
5.	Display board
6.	Projector / Electronic board
7.	Modern filing system
8.	Furniture for labs
9.	Lecture stand
10.	Fire / security alarms
11.	CCTV
12.	Envelope Sealing Machine
13.	Binding machine
14.	Lamination machine
15.	Cheque writing machine
16.	Bio Metric Machine
17.	Public address system
18.	Visitor counting machine
19.	Metal/gas/smoke detector
20.	Relevant and latest Accounting software

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