



PREM CHAND MARKANDA COLLEGE FOR WOMEN, JALANDHAR CITY

Re-accredited 'A+' grade (2nd Cycle) by NAAC Bangalore

A unique prestigious Post Graduate Institution of Northern India

COURSE PLAN

Department –Office Management and Secretarial Practices

Session – 2024-25 Odd Semester

Semester – B.A. Semester- I

Faculty Name – Mrs. Seema Tiwari

Course/Paper name-ComputerApplication –I (THEORY/PRACTICAL)

Duration	Topics to be covered	Teaching Tools
July		
	Database Management System (DBMS): Meaning and need of a database. Advantages, Limitations of databases. World of Computers: Characteristics of Computers, Evolution and Generation of Computers, Hardware and Software Components, Operating System: types, functions and characteristics. Examples: Windows etc., Networking basics and Internet Concepts.	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving.
August		
	Advanced Concepts of Networks and Internet: Keywords URL, IP address, Hyperlinks, Web pages, Home page, websites, WWW, Dial-up, Broadband, Dedicated, ISP Browser, DSL, DNS, Gateways, Chat rooms, Downloading and Uploading, Wi-Fi. Working with Microsoft Internet Explorer: Opening a web page, opening multiple browser windows, opening multiple tabs in a single browser window and their management, working offline, deleting temporary files, exploring Internet Options. Net Etiquettes, Searching the Web: Meaning of Search Engines, Keywords.	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving.
September		
	Database Management System (DBMS): Applications	Technology-based learning, lecture-based teaching,

	of Database, Meaning and need of DBMS, Database Components: Tables, Rows, Columns, Attributes, Queries, Record, Primary Key, Foreign Key, Relationship between tables. Word Processing: Meaning of Word Processor, Need and Uses of Word Processing, Advantages and Limitations of Word Processing, Software used for Word Processing, Why MS-Word and which version?	group teaching, and learning through problem-solving. Expeditionary Learning
October	Word Processing: Starting Word: MS- Word interface, opening a blank document, hiding and showing toolbars, templates. Working in Word: selecting text, editing text, finding and replacing text, formatting text, checking and correcting spellings, Justification and Alignment, Bullets and Numbering, Tabs, Paragraph formatting, Indent, Page Formatting.	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving.
November	Header and Footer & Word Count. Working with a Document: Page Setup of a document, viewing a document, switching between documents, saving a document, print preview, printing a document. Finishing Touch to a document: Inserting date and time, Special effects such as Bold, Scripts, etc., Inserting and deleting a comment, Inserting Clip Arts.	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving.
December	University Examination	

Outcomes Of The Course

CO.1	The student will be able to understand the basic concepts of computers including generations, number system and operating system.
CO.2	The student will be able to understand the significance and terminology of computer networking and Internet.
CO.3	The students can apply their comprehensive knowledge to real life situations.
CO.4	The student will be able to fully understand the importance of database management system.
CO.5	The students will be able to identify the situations requiring MS-Word and apply the comprehensive knowledge to deliver the task

COURSE PLAN

Department –Office Management and Secretarial Practices

Session – 2024-25 Odd Semester

Semester – B.A. Semester- III

Faculty Name – Mrs. Seema Tiwari

Course/Paper name- Office Management & Methods (THEORY/PRACTICAL)

	Topics to be covered	Teaching Tools
July	Office and Office Management – meaning of office, the function of the office, primary and administrative functions,	lecture-based teaching, group teaching, and learning through problem-solving.
August		
	The importance of office. Relation of office with other departments of business Organization. Concept of paperless office, virtual office, back and front office, open and private office. Definition and elements of office management, duties of an Office Manager	lecture-based teaching, group teaching, and learning through problem-solving.
September	Filing and Indexing – Meaning and importance of filing, essential of good filing system. Centralized and decentralized filing system. Meaning, need and types of indexing used in the business organization. Measurement of Office Work – Importance, purpose, difficulty in measuring office work. Different ways of measurement, setting of work standards, benefits of work standards. Techniques of setting standards. Office Manuals – Meaning, need, types of office manuals and steps in preparing of office manuals.	lecture-based teaching, group teaching, and learning through problem-solving.
October	Office forms– Meaning and types of forms used in business organization, advantages, forms controls, objectives, form designing, principles of forms designing and specimens of forms used in office. Office Record Management – Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization	lecture-based teaching, group teaching, and learning through problem-solving.
November	Office Machines and equipment – Importance, objectives of office machines. Office Safety and Security – Meaning, importance of office Safety, safety hazards and steps to improve office safety. Security hazards and steps to improve office security	lecture-based teaching, group teaching, and learning through problem-solving.
December	University Examination	

Outcomes Of The Course

CO.1	The course enables students to acquire knowledge about office, its functions and importance as control and coordinating centre of an organization.
CO.2	The course will provide the knowledge about types of office in modern business world and the management of office work and its relation with other departments of an organization.
CO.3	The course provides knowledge about filing of records, its importance and systems of filing including indexing used in present times.
CO.4	It intends to equip the learner with knowledge of work measurement and control of office work and setting up of work standards.
CO.5	The course intends the learner to be well conversant with office methods and office machines and equipment's used in modern office so that learner can apply the knowledge while working in the present business world.

COURSE PLAN

Department –Office Management and Secretarial Practices

Session – 2024-25 Odd Semester

Semester – B.A. Semester- V

Faculty Name – Mrs. Seema Tiwari

Course/Paper name Secretarial Practices & Basic Phonography (THEORY/PRACTICAL)

	Topics to be covered	Teaching Tools
July		
	Meaning of stationary, needs importance, types of papers and envelops, Purchase of stationary, Issue of stationary, Storage system.	Lecture-based teaching-learning, Inquiry-based learning,
August	Introduction: - origin of shorthand with particular emphasis of Pitman Shorthand, definition and importance of stenography, qualities of a successful stenographer, writing techniques and materials. Consonants: -Definition, number, forms, classes, sizes, thinness, thickness, directions and joining of strokes	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Game based Learning
September	Handling of Mail: - Meaning of mail, Importance, Organization of mail – Centralized mail their advantages and disadvantages, Decentralized mail their advantages and disadvantages, Nature of mail, Email and physical mail, Types of mail – Inward mail, outward mail and inter departmental mail, Handling of inward and outward mail. Secretary: - Meaning of secretary, Types/ kinds of secretary, Importance of secretary, Qualification, qualities and duties of secretary. Vowels: - Definition, number, sound, signs, places, position of outlines,	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Game based Learning
October	Meeting: - Meaning, purpose, Types of meeting, Notice, Agenda, Quorum, Minutes, Role of secretary. Vowels & Diphthongs: - intervening vowels, Introduction of upwards, downwards and horizontal strokes in stenography.	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Game based Learning
November	Diphthongs: - Definition, names, signs, placed, joined diphthongs and triphones. Remaining part of Agenda, Quorum, Minutes, Roll of secretary.	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Game based Learning

December	University Examination	
Outcomes Of The Course		
CO.1	The course will familiarize the learner with the activities of modern office including the role of private secretary in a business organization.	
CO.2	The course will equip the learner with the knowledge of types of secretaries, their duties, their qualities and their changing profile in the modern world.	
CO.3	The course will help the learner to know about different types of meetings, with necessary arrangements and duties of the secretary before, during and after the meeting and handling inward and outward mail service.	
CO.4	The course will help the students to learn professionally required language (Phonography) meant for private secretaries working in organizations.	
CO.5	The course will help the learner to apply this knowledge while doing jobs in the business world as an effective and efficient private secretary.	



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COURSE PLAN

Department –Office Management and Secretarial Practices

Session – 2024-25 Even Semester

Semester – B.A. Semester- II

Faculty Name – Mrs. Seema Tiwari

Course/Paper name-Computer Application –II (THEORY/PRACTICAL)

	Topics to be covered	Teaching Tools
January	Advanced Word Processing: Tables: Creating a new table, entering text in a table, adding and inserting rows/columns to a table, deleting rows/column from a table, resizing rows and columns, merging cells, adding borders and shading, deleting a table.	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving. Expeditionary Learning
February	Mail Merge: creating a document with mail-merge, creating database for addresses, generating multiple letters for mail merge. Spreadsheet: What is a Spreadsheet? Need and uses of Spreadsheets, advantages and limitations of using Spreadsheets, software used for working with Spreadsheets. Why MS- Excel and which version?	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving.
March	Spreadsheet: Keywords: cell, row, column, label, value, cell address, workbook, worksheet, cell range. Starting Excel: Excel interface, creating a workbook, saving a workbook, editing a workbook, inserting/deleting worksheets, entering data in a cell, selecting cells, moving data from selected cells, rearranging worksheets, imports to spreadsheets, resizing rows/columns. Working with Excel: Creating simple charts: Pie, Line, Bar-chart, using chart wizard. Power Point Presentation: Meaning of PowerPoint presentation, extension of PowerPoint document, Need and use of presentation in office administration, Software available in the market for presentations, Widely used software: PowerPoint by Microsoft and its advantages, PowerPoint interface: title bar, menu bar, toolbars, status bar, task pane., Components of a presentation: slides, outlines, speaker notes, handouts,	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving.

	Creating a simple presentation in PowerPoint, Add-ons to a presentation: images, videos, audio files	
April	Working with Slides in PowerPoint: Power Point formatting basics: Slide layouts, changing the background of the slides, applying design templates, changing the color schemes, font and formatting. Viewing a presentation: Normal view, Slide Sorter view, Notes page view, Slide Show view, Adding transition between slides, and adding animation in a slide, automatic slideshow. Working with Slides: Changing layout, duplicating a slide, hiding a slide, moving a slide, deleting a slide, inserting pictures into a slide, inserting word art into a slide, inserting auto shapes. Note: The relevant short cut keys for MS Excel and MS Power Point to be discussed.	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving.
May	University examinations	
Outcomes Of The Course		
CO.1	The student will be able to use advanced concepts in MS-Word including Hyperlinking.	
CO.2	The student will be able to use advanced concepts in MS-Word including Header and Footer, Templates, Mail Merge, etc.	
CO.3	The students will be able to consolidate the data in a meaningful format using spreadsheets.	
CO.4	The student is introduced to MS-PowerPoint interface.	
CO.5	The students will be able to work with MS-PowerPoint software and create slide presentations	

COURSE PLAN

Department –Office Management and Secretarial Practices

Session – 2024-25 Even Semester

Semester – B.A. Semester- IV

Faculty Name – Mrs. Seema Tiwari

Course/Paper name- Communication &Business Correspondence (THEORY/PRACTICAL)

	Topics to be covered	Teaching Tools	
January			
	Communication – Meaning, objectives of effective communication. Process of Communication, Types of Communication (verbal & Non Verbal), Importance of Communication, Different forms of Communication. Business Correspondence – Meaning, importance, qualities of good business correspondence. Structure and layout of business letters and types of business letters.	Lecture-based teaching, Group teaching, and learning through problem-solving, Peer Teaching	
February	Communication -Barriers to Communication Causes, Linguistic Barriers, Psychological Barriers, Interpersonal Barriers, Cultural Barriers, Physical Barriers, Organizational Barriers. Business Correspondence Letter Writing, presentation, Inviting quotations, Sending quotations, Placing orders, Inviting tenders, Sales letters, claim & adjustment letters and social correspondence,	Lecture-based teaching, Group teaching, and learning through problem-solving, Peer Teaching	
March	Letters of enquiries and replies. Letters of status and credit enquiries. Circular letters. Banking correspondence. Insurance letters. Employment related letters. Correspondence with public bodies/authorities.	Lecture-based teaching, Group teaching, and learning through problem-solving, Peer Teaching	
April	Report Writing Business reports, Types, Characteristics, Importance, Elements of structure, Process of writing, Order of writing, the final draft, check lists for reports. Oral presentation importance, characteristics, Presentation Plan, Power Point Presentation, Visual aids.	Lecture-based teaching, Group teaching, and learning through problem-solving, Peer Teaching,Technology based teaching.	
May	University examinations		
Outcomes Of The Course			
CO.1	The course will help the students to use effective language for converging a commercial message to achieve a predetermined purpose. The course will provide the basis which will develop and sharpen the oral and written skills of the learner. It will enable the learner to use correct language expressions for effective business communication. The course will provide the learner the latest trends and styles		

	prevalent in business correspondence. It will enhance the learner skills in writing various types of business letters effectively.
CO.2	The course will provide the basis which will develop and sharpen the oral and written skills of the learner.
CO.3	It will enable the learner to use correct language expressions for effective business communication.
CO.4	The course will provide the learner the latest trends and styles prevalent in business correspondence.
CO.5	It will enhance the learner skills in writing various types of business letters effectively.

COURSE PLAN

Department –Office Management and Secretarial Practices

Session – 2024-25 Even Semester

Semester – B.A. Semester- VI

Faculty Name – Mrs. Seema Tiwari

Course/Paper name-Office Practice And Stenography (THEORY/PRACTICAL)

	Topics to be covered	Teaching Tools
January		
	Assisting Visitors: - Office etiquettes, effective use of language, Preparation of appointment, schedules and maintaining visitor's diary, instructing Co-workers. Grammalogues and Phonography: - Definition of grammalogues and logogram, list of grammalogues, punctuation signs.	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Technique based Learning.
February	Office Environment: - Introduction, office lighting – Characteristic of light, day light v/s artificial light, guidelines for good lighting system, advantages, cleanliness, air conditioning and temperature, noise control, ventilation. Grammalogues and Phonography definition of phrases, how a phrase is written, qualities of good phraseogram, list of simple phrases.	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Technique based Learning, Blackboard Learning.
March	Office Automation: - Meaning of mechanization, need, advantages and disadvantages of mechanization. Types of mechanization, communication equipment, copying machine, accounting, tabulating and computing machines and miscellaneous machines. Circle and loops: - Size and direction, application in phraseography, attachment with straight and curved strokes, exception to the use of circle, loops, size and direction.	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Technique based Learning
April	Office Work- Supervision and Supervisor: - Meaning, definition, advantages of good supervision, techniques, distinction between direction and supervision, meaning of supervisor, responsibilities of supervisor, functions, qualities of good supervisor. Initial of final hooks: - Size and direction, attachment with straight and curve strokes and their uses with the circle and loops.	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Technique based Learning
May	University examinations	
Outcomes Of The Course		
CO.1	Students will learn about the importance of Machines and Communication Equipment and how to Assist Visitors.	
CO.2	They will learn the importance of Office Environment and supervision of office work.	
CO.3	Understand the basic concepts of stenography with grammalogues and logograms.	

CO.4	Learn to write the basic rules of circles and loops in stenography.
CO.5	Learn the art of writing of initial and Final hooks.