PREM CHAND MARKANDA S.D. COLLEGE FOR WOMEN, JALANDHAR CITY

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

A unique prestigious Post Graduate Institution of Northern India

DEPARTMENT OF OFFICE MANAGEMENT AND SECRETARIAL PRACTICES

Program Outcomes- B.A: OFFICE MANAGEMENT AND SECRETARIAL PRACTICES

On completing B.A. in the Subject of Office Management and Secretarial Practices, the student will be able to:	
PO 1.	Students are equipped for diverse roles, including: Office Manager, Executive Assistant, Personal Assistant, Administrative Coordinator, Front Office Executive, Data Entry Operator, Stenographer or Typist.
PO 2.	Students develop proficiency in essential office practices, including filing systems, record management, and the use of office equipment.
PO 3.	Students learn to use modern office software, including word processors, spreadsheets, presentation tools, and database management systems, which are crucial for managing office operations.
PO 4.	Students gain expertise in planning, scheduling, and prioritizing tasks to ensure efficient workflow and time management in a professional setting.
PO 5.	Training in office and secretarial practices enables students to establish their own consultancy services or virtual assistant businesses.

COURSE OUTCOME

DEPARTMENT- Office Management & Secretarial Practices

Name of the Class-B A

Semester-I

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

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

SEMESTER II

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

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

SEMESTER III

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

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.

SEMESTER IV

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

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.

SEMESTER V

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

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.

SEMESTER VI

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

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.**