



PREM CHAND MARKANDA SD 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: TEACHING PLAN
(Session 2025-26)**

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

Sr. no.	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..

Teaching Plan
Session 2025-26
Odd Semester
CLASS: B.A. Sem I
SUBJECT: Computer Application –I (THEORY/PRACTICAL)
Faculty Name: Mrs. Seema Tiwari

Topics to be covered	Duration	Teaching Tools
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. Database Management System (DBMS): Meaning and need of a database. Advantages, Limitations of databases.	July-August	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving.

Database Management System (DBMS): Applications 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?	September	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving.
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	October	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving. Expeditionary Learning

management, working offline, deleting temporary files, exploring Internet Options. Net Etiquettes, Searching the Web: Meaning of Search Engines, Keywords		
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.
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	November	Technology-based learning, lecture-based teaching, group teaching, and learning through problem-solving.

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.		
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

Teaching Plan
Session 2025-26
Odd Semester
CLASS: B.A. Sem III
SUBJECT: Office Management & Methods (THEORY/PRACTICAL)
Faculty Name: Mrs. Seema Tiwari

Topics to be covered	Duration	Teaching Tools
Office and Office Management – meaning of office, the function of the office, primary and administrative functions,	July	lecture-based teaching, group teaching, and learning through problem-solving.
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	August	lecture-based teaching, group teaching, and learning through problem-solving.
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.	September	lecture-based teaching, group teaching, and learning through problem-solving.

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.		
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	October	lecture-based teaching, group teaching, and learning through problem-solving.
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	November	lecture-based teaching, group teaching, and learning through problem-solving.

University Examination		
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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.

Teaching Plan

Session 2025-26

Odd Semester

CLASS: B.A. Sem V

SUBJECT: Secretarial Practices & Basic Phonography (THEORY/PRACTICAL)

Faculty Name: Mrs. Seema Tiwari

TOPIC	DURATION	TEACHING TOOLS

Meaning of Stationary, needs,importance, Types of papers and Envelops, Purchase of stationary, issue of stationary,Storage system. 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	July-August	Lecture-based teaching-learning, Inquiry-based learning, Game based Learning, Hands on Practice Of shorthand Notebooks.
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.	September	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Game based Learning, Hands on Practice Of shorthand Notebooks.

Vowels: - Definition, number, sound, signs, places, position of outlines,		
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.	October	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Game based Learning, Hands on Practice Of shorthand Notebooks.
Diphthongs: - Definition, names, signs, placed, joined diphthongs and triphones. Remaining part of Agenda, Quorum, Minutes, Roll of secretary. University Examination	November	Lecture-based teaching-learning, Inquiry-based learning, Learning through problem solving, Game based Learning, Hands on Practice Of shorthand Notebooks.

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.
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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.