



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 & SECRETARIAL PRACTICES

TEACHING PLAN (Session 2025-26)

Program: Bachelor of Arts

Program Outcome: PO No.	Upon Completion of the BA Programme, the graduates will be able to:
PO.1	Training in office and secretarial practices enables students to establish their own consultancy services or virtual assistant businesses.
PO.2	Students develop proficiency in essential office practices, including filing systems, record management, and the use of office equipment.
PO.3	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.4	Students gain expertise in planning, scheduling, and prioritizing tasks to ensure efficient workflow and time management in a professional setting.
PO.5	Students learn to use modern office software, including word processors, spreadsheets, presentation tools, and database management systems, which are crucial for managing office operations.

Teaching Plan**Session 2025-26****Even Semester****CLASS: BA Sem II****SUBJECT: Office Management & Secretarial Practical****Faculty Name: Mrs. Seema Tiwari**

TOPIC	DURATION	TEACHING TOOLS
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?	January	• Technology-based learning • lecture-based teaching • group teaching • learning through problem-solving
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.	February	• Technology-based learning • lecture-based teaching • group teaching • learning through problem-solving • Expeditionary Learning
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,	March	• Technology-based learning • lecture-based teaching • group teaching • learning through problem-solving

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.		
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, Creating a simple presentation in PowerPoint, Add-ons to a presentation: images, videos, audio files	April	• Technology-based learning • lecture-based teaching • group teaching • learning through problem-solving

Course outcome

CO.1	The students will be able to consolidate the data in a meaningful format using spreadsheets.
CO.2	The students will be able to work with MS-PowerPoint software and create slide presentations
CO.3	The student will be able to use advanced concepts in MS-Word including Header and Footer, Templates, Mail Merge, etc.
CO.4	The student is introduced to MS-PowerPoint interface.
CO.5	The student will be able to use advanced concepts in MS-Word including Hyperlinking.

Teaching Plan
Session 2025-26
Even Semester
CLASS: BA Sem IV
SUBJECT: Office Management & Secretarial Practical
Faculty Name: Mrs. Seema Tiwari

TOPIC	DURATION	TEACHING TOOLS
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,	January	• Lecture-based teaching • Group teaching • learning through problem-solving • Peer Teaching
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.	February	• Lecture-based teaching • Group teaching • learning through problem-solving • Peer Teaching
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.	March	• Lecture-based teaching • Group teaching • learning through problem-solving • Peer Teaching • Technology based teaching

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.	April	• Lecture-based teaching • Group teaching • learning through problem-solving • Peer Teaching
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Course outcome

CO.1	The course will provide the learner the latest trends and styles prevalent in business correspondence.
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	It will enhance the learner skills in writing various types of business letters effectively.
CO.5	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.

Teaching Plan
Session 2025-26
Even Semester
CLASS: BA Sem VI
SUBJECT: Office Management & Secretarial Practical
Faculty Name: Mrs. Seema Tiwari

TOPIC	DURATION	TEACHING TOOLS
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.	January	• Lecture-based teaching-learning • Inquiry-based learning • Learning through problem solving • Technique based Learning • Blackboard Learning
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.	February	• Lecture-based teaching-learning • Inquiry-based learning • Learning through problem solving • Technique based Learning
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	March	• Lecture-based teaching-learning • Inquiry-based learning • Learning through problem solving • Technique based Learning

circle and loops.		
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.	April	• Lecture-based teaching-learning • Inquiry-based learning • Learning through problem solving • Technique based Learning

Course outcome

CO.1	Learn the art of writing of initial and Final hooks.
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	Students will learn about the importance of Machines and Communication Equipment and how to Assist Visitors.