CURRICULUM

OF

DIPLOMA

IN

MODERN OFFICE PRACTICE

(ENGLISH/HINDI)
DURATION: THREE YEARS

Delhi State

GOVERNMENT OF NCT OF DELHI
BOARD OF TECHNICAL EDUCATION,
DEPARTMENT OF TRAINING & TECHNICAL
EDUCATION,
MUNI MAYA RAM MARG, PITAMPURA, DELHI

HORIZONTAL AND VERTICAL ORGANISATION OF THE CURRICULUM

<table>
<thead>
<tr>
<th>S.NO.</th>
<th>SUBJECT</th>
<th>DISTRIBUTION IN HOURS</th>
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<tbody>
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<td>1.</td>
<td>English and Communication Skills / fgUnh ,oa laizs”k.k dks’ky</td>
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<td>2.</td>
<td>E-Typing (English/Hindi)</td>
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<td>3.</td>
<td>Shorthand (English/Hindi)</td>
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| 4. | **S.P. Subjects**:  
1. Office Management- (SP-1)  
2. Company Secretary-ship (SP-II)  
3. Handling of Office Machines and Equipment – (SP-III)  
4. Office Secretary Ship- (SP-IV)  
5. E-Commerce – (SP-V)  
6. General Aptitude – (SP-VI) | 5 | 5 | 5 | 5 | 8 |
| 5. | **Computer Subjects**:  
1. Basics of Information Technology & Word Processing - I  
2. Computer Application - II  
3. Desk Top Publishing & Presentation Tools - III  
4. Web Site Designing - IV  
5. Data Base Management System -V  
6. Internet and Networking Concepts -VI | 5 | 5 | 5 | 5 | 10 | 5 |
<p>| 6. | Principles of Management | 5 | - | - | - | - |
| 7. | Human Resource Management | - | 5 | - | - | - |
| 8. | Personality &amp; Human Relations Development | - | - | 5 | - | - | - |</p>
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<td>Project Work/ Self Learning 8 Weeks</td>
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**CURRICULUM**

**OF**

**DIPLOMA**

**IN**
MODERN OFFICE PRACTICE

(ENGLISH/HINDI)

FIRST SEMESTER
# First Semester

<table>
<thead>
<tr>
<th>S.No</th>
<th>Subject</th>
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<td>Shorthand-I (English/Hindi)</td>
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<td>1.5</td>
<td>Principles of Management</td>
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<td>50</td>
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<td>1.6 Basics of Information Technology &amp; Word Processing</td>
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<td><strong>Total</strong></td>
<td>28</td>
<td>12</td>
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*Student Centered Activities will include: field visits, extension lectures, seminars, debates, hobby clubs, library studies, environmental awareness, social service camps and other co-curricular activities including games. Advance planning for each semester has got to be made.

### 1.1 ENGLISH AND COMMUNICATION SKILLS - I

**1. Grammar and Usage**

1.1 The Sentence
Kinds of Sentence
1.2 Parts of Speech
Nouns
Pronouns
Verbs
Adjectives
Adverbs
Interjection
Preposition
Conjunction
1.3 Articles
1.4 Punctuation
1.5 Letter writing

2. Communication : Basics of Communication
2.1 Meaning of Communication
2.2 Importance of Communication
2.3 Process of Communication
2.4 Essentials of Effective Communication
2.5 Barriers of Communication
2.6 Techniques of Overcoming barriers
2.7 Methods of Communication - Written, Verbal and Non-verbal

Note: One hour every week to be taken in Practice Session to develop effective communication skills.

Practice Session:
Books Recommended

2. Modern English, A Book of Grammar Usage and Composition by N. Krishnaswamy, Macmillan India Ltd.
1-1  fgUnh ,oa laizs”k.k dkS’ky & l

fo"k; dze % fgUnh O;kdj.k ,oa jpuk

mi;ksfxrk % O;kolkf;d dk;Z i)fr ds fy, laizs"k.k izR;sd Lrj ij egRoiw.kZ gksrk gS A fMlyksek izklr fo|kfFkZ;ksa dks vkS|ksfxd ,oa O;kolkf;d laxBu esa iz;ksx esa vkus okyh Hkk"kk rFkk izLrqfrdjk.dk Kku gksuk vfuok;Z gS A blfy, fo|kfFkZ;ksa dks fyf[kr ,oa ekSf[kd laisz"k.k esa fuiq.k gksuk pkfg, A ;g ikB~dze blh mn~ns'; dh iwfrZ gsrq cuk;k x;k gS A

1-   fo"k; & vkt ds ;qx esa fgUnh Hkk"kk dh vko';drk] egRo vkSj mi;ksfxrk A
2- O;kdj.k&

\(\frac{1}{4}1\frac{1}{2}\) ‘kCn fOpkj& ‘kCn vkSj ‘kCn Hk.Mkj
‘kCn vkSj ‘kCnkoyh dk oxhZdj.k] iz;ksx dh n`f"V ls oxhZdj.k] bfrgkl ;k Izkrsr dh n`f"V ls oxhZdj.k A

\(\frac{1}{4}2\frac{1}{2}\) laKK& laKk vkSj mlds Hksn] tkfrokpd ls O;fDrokpd laKk]
Hkkookpd laKk A

\(\frac{1}{4}3\frac{1}{2}\) opu& opu ds iz;ksx laca/kh fu;e A

\(\frac{1}{4}4\frac{1}{2}\) dkjd& dkjd ds Hksn A

\(\frac{1}{4}5\frac{1}{2}\) loZuke vkSj mlds Hksn A

\(\frac{1}{4}6\frac{1}{2}\) fo’ks”k.k& fo’ks”k.k ds Hksn A

\(\frac{1}{4}7\frac{1}{2}\) fdz;k& fdz;k ds Hksn A

\(\frac{1}{4}8\frac{1}{2}\) fdz;kvksa esa fokdj ;k :ikUrj& okP; (Voice), okP; ifjorZu (Change of Voice) A

\(\frac{1}{4}9\frac{1}{2}\) vO;; & fdz;k fo’ks”k.k vkSj mlds Hksn] lEcU/kcks/kd vO;; vkSj iz;ksx] leqPp; cks/kd vO;; vkSj mlds Hksn] foLe;kfncs/kd vO;; A

3- milxZ (Prifixes), izR;; (Suffixes) A

4- izHkkoh okD; lajpuk@okD; foxzg & jpuk ds vuq[kj okD; ds Hksn] vFkZ dh n`f"V ls okD; ds Hksn A
5- fojke fpUg & iz;ksx ,oa vH;kl dk;Z A

6- vifBr x|ka’k & ‘kh”kZd] ewyHkko ,oa iz’uksRrj A

uksV % llrkg esa ,d ?k.Vk vH;kl l= ds fy, j[kk tk, A

¼izLrkfor iqLrds½

1- Ekkud O;kogkfjd fganh O;kdj.k rFkk jpu& ‘;keth xksdqy oekZ ¼vk;Z cqd fMiks½

2- vk/kqfud fgUnh O;kdj.k vkSj jpu& MkW0 oklqnso uanu izlkn ¼Hkkjrh Hkou½
1.2 E-TYPEWRITING– I (ENGLISH/HINDI)

RATIONALE

COMPUTER is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of computer which is having similar key positions. The proficiency in e-typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall by developed in the students of this diploma programme.

DETAILED CONTENTS

1. E-Typewriting:
• Introduction and Importance of E-Typewriting

• Difference between manual typewriting and E-typewriting

• Job Opportunities

2. Qualities required to become an efficient and effective typist

3. Basics of good e-keyboarding skills

4. Importance of Proper Physical Environment for typing work, Proper lighting, Proper Furniture

5. Typing Ergonomics and Positioning

   • Position of Monitor, Keyboard, Mouse etc.

   • Body Positioning

6. Introduction to Keyboard:

   • In-script, Qwerty, etc.

   • Types of Keys: Alphanumeric Keys, Punctuation Keys and Special Keys
• Ergonomic Keyboard

7. Methods of Typewriting:

• Touch Typewriting

• Sight Typewriting

8. Approaches to Typewriting

• Vertical Approach

• Horizontal Approach

9. Finger Placement according to Touch Typewriting:

• Home Row

• Upper Row

• Bottom Row

• Number Row

10. Importance of Typing Rhythm

11. Use of Spacing in Punctuation signs
12. Knowledge of various errors which may be committed in keyboard operation

13. Importance of Accuracy over speed

14. Keyboarding drill exercises

Note: Practice of typing in a word processing package, typing software and on-line.

LIST OF PRACTICALS

1. Operation of the keyboard and location of various keys on the computer

2. Margin fixing

3. Paragraphing

4. Line space

5. Operation of home keys with repetitive exercises

6. Operation of top row keys with repetitive exercises
7. Operation of bottom row keys with repetitive exercises.

8. Operation of shift keys.

9. Speed practice starting from words, sentences to paragraphs.

10. Spacing after punctuation

BTE Examination Scheme:

(1) Practical - Accuracy Passage for typing (200 words)
(2) Theory Paper

Books Recommended (English)

1. Typewriting Made Easy For beginners by Dr. O.P. Kuthiala; Pitman Publications

2. Typewriting Speed and Accuracy by Dr. O.P. Kuthiala; Pitman Publications

3. Typewriting Speed and Accuracy by Dr. R.C. Bhatia, Sterling Publishers, Pvt. Ltd.

4. English Typewriting Instructor by Dr. G.D. Bisht, Published by Short hand House
izLrkfor iqLrdsa \( \frac{1}{4} \text{fgUnh} \frac{1}{2} \)

1- nsoukxjh VkbijkbfVax izf’k{kd & fgUnh f’k{k.k ;kstuk jktHkk’’k
foHkkx& ubZ fnYyh
2- fof’k’V Vad.k iz’uksRrjh & MkW0 xksiky nRr fc”V \( \frac{1}{4} \)’kkVZgSaM
gkml] tudiqjh] ubZ fnYyh\( \frac{1}{2} \)
3- fgUnh VkbijkbfVax izf’k{kd ,oa dk;kZy; lgkf;dk & MkW0 xksiky
nRr fc”V A

1.3 SHORTHAND- I (ENGLISH)

RATIONALE
The performance of the personnel working in modern offices depends, to a large extent, on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarters/parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses these skills can be provided to the students.

DETAILED CONTENTS

1. Introduction and Importance

2. Correct Sitting Posture

3. Qualities of a good Stenographer

4. Understanding Phonetic System

5. Consonants and Vowels – Meaning

6. Grammalogues

7. Phraseography

8. First six consonants

9. Second Group of Consonants
10. Next Eight consonants

11. First, Second & Third place vowels

12. Two forms of ‘R’

13. Diphthongs and Triphones

14. Consonant ‘H’

15. ‘S’ circle

16. ‘St’ and ‘Str’ loops, ‘Ses’ and ‘Sw’ circles, and vowel indication

17. Halving

Note :  (A) Practice of 1-60 Exercises from New Course Pitman Shorthand

(B) Practice of Short Forms and Phrases

BTE Examination Scheme :
(1) Theory Paper (50 Marks)
(2) Practical – Dictation 200 Words (Exercise1-60) (Marks 50)
Transcription By Hand

Books Recommended
1. Text Book: Pitman Shorthand – New Course
2. Pitman Shorthand – Graded Dictation Studies
3. Pitman Shorthand – Instructor Publisher AH Wheeler and Son
1-3  fgUnh vk'kqfyfi % fl)kar ,oa O;kogkfjd &l

1-  O;atu js[kk ds eyw fl)kar ,oa izdkj& ljq js[kk O;atu] odj js[kk O;atu vkSj la;qDr js[kk O;atu

2-  Loj ¼okoY½ Loj LFkku] Loj ladsrksa dk O;atu 'o' vkSj

3-  nks O;atuksa ds chp Loj] O;atuksa ds fy[kus dk LFkku] 'kCn fpUg dk iz;ksx A

4-  oSdfYid ladr] j&M+] <+ ] y rFkk g A

5-  o`Rr 'l&'k' rFkk 't+' o`Rr ¼lfzdY½ dk iz;ksx & ljq js[kkvksa ds lkFk] odj js[kkvksa ds vUnj] ÞlP o`Rr dk iz;ksx ßyP js[kk ds lkFk] ÞlP o`Rr ds fu;e dk viokn] ÞlP o`Rr vkSj vuqlokj ,oa cgqopu dk iz;ksx A

6-  loZuke rFkk foHkfDr;ka -------- 'kCn&fpUgksa dk esy A

7-  f}/ofud Loj] f=/ofud Loj] f}/ofud Loj vkSj cgqopu dk iz;ksx A

8-  laf[klr @v)Zo`Rr ÞoP dk iz;ksx A
Assignment – Practical File to be maintained on regular basis

BTE Examination Scheme:
(1) Theory Paper (50 Marks)
(2) Practical – Dictation 200 Words (Exercise 1-28) (50 Marks)
   Transcription By Hand

1.4 OFFICE MANAGEMENT - (SP-I)
(ENGLISH/HINDI)

RATIONALE

The main objective of the course in Modern Office Practice is to make the students understand the concepts and principles of office methods and procedures and develop skills in performing office operations. This paper aims at making the students well conversant with the services provided by a modern office and enable
them to perform the same using modern methods and equipments.

DETAILED CONTENTS

1. Office
   1.1 Meaning
   1.2 Importance
   1.3 Functions
   1.4 Relations with other departments
   1.5 Centralisation and Decentralisation of office services
   1.6 Types- Back and Front Office, Open and Private Office

2. Office Environment
   2.1 Significance of external surroundings and internal environment
   2.2 Working facilities - lighting, interior decorator, ventilation, safety and sanitary arrangements, noise and pollution control.

3. Handling Mail
3.1 Inward mail routine (Physical Mail and Electronic Mail)

3.2 Outward mail routine (Physical Mail and Electronic Mail)

3.3 Mail Room Equipment

3.4 Speed post, courier, airmail etc.

4. **Office Communication**

4.1 Meaning and importance

4.2 Process of communication

4.3 Concept of effective communication

4.4 Barriers of communications

4.5 Means of verbal and written communication

4.6 Internal and external communication

4.7 Recent trends in modern communications such as Fax, E-mail, Internet, Cellular Phones, Tele-conferencing, video Conferencing as means of communication desired etiquette while using all these
modern means of communication.

5. **Office Records**

5.1 Meaning and significance

5.2 Essentials of a good filing system

5.3 Classification of files

5.4 Modern filing methods and equipment, e-filing

5.5 Indexing – meaning, importance and methods

6. **Office Forms & Stationery**

6.1 Office Forms: Meaning, Significance, Types, Designing and Control

6.2 Stationery: Significance and Control

**Assignments (Office Management)**

1. Handling of mail - sorting recording of inward mail and its distribution. Preparation of envelopes use of stamps, franking machine, record in dispatch book and Dak Book/Dispatch Register.
2. Practice of filing and indexing – filing papers in the appropriate files, arranging files alphabetically, numerically, subject-wise and geographically, taking out a particular file from a filing cabinet.

3. Preparation of a hand book of all the equipment and material available in department helping the librarian in preparing cards for books. Displaying given information on strip index and card index.

4. Assembling papers, punching, use of tags and binding machine.

5. Designing of forms and collection of various office forms.

BOOKS RECOMMENDED

1. PK Gupta, Office Management

2. Ghosh and Aggarwal – Office Management

3. Gupta Bansal Jain Malik - Office Management

4. Dr. IM Sahai – Modern Office Management

5. Geoffrey white Head – Office Practice Made Simple

6. RK Sharma, Shashi Kr Gupta, Sushil and Nayyer – Office
1.5 PRINCIPLES OF MANAGEMENT

(ENGLISH/HINDI)

Objectives:

The course aims at providing fundamental knowledge and exposure to the concepts, theories and practices in the field of management.

DETAILED CONTENTS
1. **Introduction:**
   Concepts, Nature, Process and significance of management; Managerial levels, skills, functions and roles; Management Vs. Administration; Co-ordination as essence of management; An introduction to evolution of management thought.

2. **Planning :**
   Nature, scope and objectives of planning; Types of plans; Planning process; MBO; Concept, types, process and techniques of decision-making.

3. **Organising :**
   Concept, Nature, Process and significance; Principles of an Organization; Span of Control; Departmentalization; Types of an organization; Authority Responsibility; Delegation and Decentralization; Formal and Informal Organization.

4. **Staffing :**
   Concept, Nature and Importance of Staffing.

5. **Motivating and Leading:**
   Nature and Importance of motivation; Types of motivation; Leadership Types of leaders. Theories of motivation- Maslow, Herzerb, X, Y and Z theories, Leadership, Types of leaders

6. **Controlling :**
   Nature and Scope of control; Types of Control; Control process; Control techniques- traditional and modern; Effective Control System.
ASSIGNMENTS

1. Study the structure of organization.
2. Study the planning of a company policies and ways of its implementation.

BOOKS RECOMMENDED

1. Principles of Practice of Management – Prasad LM
2. Management – Concepts and Practice by Gupta CB- Sultan Chand & Sons, N.D.
3. Principles of Management by Koontz O’Donel
4. Management by Stoner Freeman and Gilbert Jr.- Prentices Hall of India, New Delhi

1.6 BASICS OF INFORMATION TECHNOLOGY AND WORD PROCESSING (ENGLISH/HINDI)

RATIONALE

This course has been introduced with a view to develop basic computer awareness amongst the students and provide better office services in the changing modern office scenario. The computer is one of the latest equipments which has brought a tremendous change in the office working environment. The students of this diploma will be exposed to various application and their aspects in modern offices and industries which will be of immense use in automating the function of an office.
and optimizing financial and human resources.

In the first semester, the students will be exposed to introduction to computer, familiarization with computer and application of word processing, project assignment will be identified and given to each student to have confidence during the semester.

**DETAILED CONTENTS**

(1) **COMPUTER.**

1.1 Introduction of Computer, Classification and Types of Computers
1.2 Study of Central Processing Unit, Input-Output devices and Memory
1.3 Multimedia – Text, Graphics, Animation, Audio, Images, Video
1.4 Computer Software – Hardware and Software, System software, Application Software, Compiler, High level languages
1.5 Application of computer in various fields

(2) **Operating System**

2.1 Disk Operating system – Simple DOS commands, file operations.
2.2 Windows – An overview of different versions of windows, basic windows elements, file management through windows, Using essential accessories:
   System tool- Disk cleanup, Disk defragmenter, Notepad, Paint and WordPad
2.3 Linux – An overview of Linux, Basic Linux elements, Features

(3) **Word Processing**
3.2 Introduction, Creating, opening and saving document and quitting documents,
   Text selection, cursor control, printing a document, using the interface (menu,
   Editing text delete, move file), finding and replacing text, spell check feature,
   auto correct feature, grammar facility, retrieving of used text, auto text,
   character format and page formatting
3.3 Concept of document Enhancement: Adding borders, and shading, adding
   headers and footers generation table with multiple columns, sorting blocks,
   adjusting margins and hyphenating documents, creating master document,
   creating data source, margins documents
   & Using Word Template.
3.5 Using Index of table, Mail merge feature for labels and envelops and create macro. Installing & Configuring IME Language Tools

LIST OF PRACTICALS
1. Give live demonstration of computer and its peripherals. Disconnect all the peripherals and leads and reconnect at proper place. Specify various precautions to be kept in mind while connecting the leads and peripherals.

2. To give exercises relating to opening retrieval, transferring of file.

3. Formatting of pen drives.

4. To give exercises of margin settings.

5. To enter the given text in the computer.

6. Insert picture and Image

7. Create table of Index.

8. To Create Hyperlink & Bookmark follow these steps.

9. Enter the given text with table (small) and data in the computer.

10. Enter the given text/ title. Given border, shading at specific place.

11. Enter the given text where headers and footers are added.

12. Generate table having 12 columns and 15 rows and feed the given data

13. Create mail merge step to step and entry 10 student data. S.No., First Name, Last Name, Address, Contact, No. City, State, Zip code, Country.

14. How to create and edit a Macro in Word.

15. Print option available from printing document.

16. Enter the given text having 8 paras. Delete Para no.3 print Para No.4. Correct the serial No. of paras. Apply spell check and align the paras.

17. Enter the given text having 7 paras and placing tables with data. The placing of table-1 in para -2 and placing table -11 after Para 6. Shift table -1 before table -2 and Para 6 to Para No. 2. After applying spell check and alignment and have printout.

18. Practice of document enhancement
Note: Teachers may give more exercises to students on computers pertaining to above mentioned Theory and Practicals.
CURRICULUM
IN
MODERN OFFICE PRACTICE

(SECOND SEMESTER)

For Delhi State

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Prepared by:
Curriculum Development Centre
TECHNICAL TEACHERS’ TRAINING INSTITUTE
(Established by Ministry of Human Resource Development, Govt. Of Delhi)

SECTOR 26, CHANDIGARH 160019 (INDIA)

SEPTEMBER, 19
Second Semester

<table>
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<th>S.No</th>
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<th>Study Scheme</th>
<th>Evaluation Scheme</th>
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* Student Centered Activities will include: field visits, extension lectures, seminars, debates, hobby clubs, library studies, environmental awareness, social service camps and other co-curricular activities including games. Advance planning for each semester has got to be made.

Note:-
Students from Hindi Stream shall study communication, typing, shorthand and business correspondence in Hindi for which the detailed contents are given in the report simultaneously.
2.1 English and Communication Skills - II

RATIONALE

Language is the most commonly used and most effective medium of self expression in all spheres of human life - personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.

DETAILED CONTENTS

1. Importance of vocabulary improvement and effectiveness of self expression.
   Formation of words i.e. formation of Nouns, Adjectives, verbs and adverb
   Prefixes and Suffixes
   Homonyms

2. Sentences Structure
   Change of transformation of sentences i.e. voice, affirmative to negative and vice versa
   Assertive to interrogative and vice versa Assertive to exclamatory and vice versa
   Conditional sentences - Interchange of degree of comparison
   Rearrangement of jumbled sentences

3. Punctuation
   Practice in the use of all the punctuation marks with special emphasis on word punctuation and the use of capital letters

4. Role of letter writing in effective communication:
   Different type of letters: practice in writing formal and informal letters Rules regarding drafting of personal and social letters Letters to Press, letter to introduction

5. Precise Writing: Definition and importance
   Practice in doing: Precise at least 10 passages

LIST OF PRACTICALS/ASSIGNMENTS

1. To punctuate, the habit of consulting dictionary regularly
2. Multiple choice exercises in autonyms synonyms and homonyms
3. Practice in converting sentences from one form to another
4. Practice in punctuation
5. Self introduction by students
BOOKS RECOMMENDED

1. English grammar and Composition, by Pal and Suri (Sultan Chand and Sons)


3. A University Grammar of English, by Radolph Chirk, Sidney Greenham (Langman)

4. English Grammar Composition and Correspondence, by Pink and Thomas (S. Chand and Company)

5. Objective General English, by RS Aggarwal and Monika Aggarwal (S.Chand and Company)

6. Essential of Business Communication, Pal and Korlahalli (Sultan Chand and Sons)

7. A Practical English Grammar by Thomson and Martinate (in three series)

2.1 fgnt ii*Fi-n

1. fOrc - eif[ld ,0" famar VHcr dl fUgyr cuiU dt dy i
   (1) VTRe-fcfr dT jj) ,0 idd'Il^ CdU e HW KTU dT egRd i
   (2) d fUeW % iKT, fO'Wi, fd; ,d fd; fO'Wi ced d i/ie i
   (3) miiX ,d i?;; KTUi
   (4) fdeT&Td D i

2. OId; Ijpu
   (1) dwT dr Lo:i ijpu e efjcde
   (2) o; efjcde
   (3) fdfde fefJr dcdi d dec) :e dd
   (4) nee; 0; dT ceded vj ceded dT eree; CUTUT i

3. fOjie fPug -
   (1) D fdee ,d dc; fdee fdgT dT v>dd i

4. ISTi^l
   (1) VFT, efjeTd, me;TfXd,egRC
   (2) V>dd dT;

iLrifOr i^rd

1. ixe fgdT c;idj.| Cd jdUT- it. ct/Tj, eiew dL=T jltMM idl'ie)
2. fgunt cddj"T fOed- rtmy dejt (ddr idi'ie)
3. ered c¡ogifjd fgdr- ';ietl cTdy oeT, gjl'idn (vd cd fMiT)

2.2 Typing -II/Electronic (English)

RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this diploma programme.
Detail contents

1. Upkeep and maintenance of typewriter
2. Typewriter eraser and their use (including correction fluids)
3. Sizes of paper, type of carbons and carbon manifolding
4. Change of ribbon
5. Stencil cutting and use of correction fluid
6. Advantages of electronic typewriter over manual typewriter

PRACTICALS

1. Speed development from exercises
2. attaining an accurate speed of 25 words per minute

Books Recommended
1. Typewriting Made Easy for Beginners (Book- I) OP Kuthiala; Pitman Publications
2. Typewriting speed and Accuracy (Book-II) OP Kuthiala, Pitman Publications

Theory:
1. A Handbook or type writing - Government of India Publication
2. English Typewriting Instructor by Dr. GD Bist ; published by Shorthand House

2.2 fgnh VdT-II

1. ifjpNn cum (ijixifQ'x), oyr, fx j i
2. im fVq^T (QV UTvi)
3. vibijibvij ij vjf);! d'T ITNUT i
4. iQ i<UT (cd jfMx djUT)
5. gL^y^T XT iT^Mfym VTbi djUT i
6. vTbfiLvT- d fy, dN mi^TXl ij!H'T i
7. VTbi f ijtaTT 20 f feuv i

2.3 Shorthand-II (English)

RATIONALE

The performance of the personnel working in modern offices depends, to a large extent, on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarters/
parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses these skills can be provided to the students.

DETAILD CONTENTS

1. Double consonants
2. ‘N’ and ‘F’ hooks
3. ‘shun’ hook
4. Compound consonants, tick and dot ‘H’
5. Halving and Doubling
6. Prefixes and suffixes
7. Diphones, medial ‘W’, ‘Sh’, ‘R’ and ‘S’
8. Figures, compound words, intersections

(From New Course Pitman Shorthand)

Attainment
At the end of II semester the student should be able to complete 140 exercises (from 61 to 140) from New Course Book.
Text Book

1. Pitman Shorthand New Course AG wheeler and sons
2. Pitman Shorthand Instructor

1. qRfPd gd 'R-y' dFTT 'y' | QR, HR VTfdd vfdfjDd idr I
2. fe gd 'u-d dFTT 'o', ';' gd dT e/; er qdx, 'u' VRvuLoij dr /ofU, QtixiQl P 'u' gd dT qdx 'uPR 'fdu' VR 'qd d fy,i
3. gd VR 0Rd dT ey dFTT 'yu' gd I
4. 'g' dT idx fVd dFTT MTV }RT 'g' dT idd I 'W-yg' dT idx I
5. OTR VR dP 0Ty R dT idx I
6. ^iR VR utP d 'y' dFTT ^iR d 'y' dT idx I
7. dfXd dtu : X; xo, []; D, L:, y:, yo, "", xq, xq, xq ^FTT O; I
8. L0R idd dFTT VIO';d L0R I
9. f}efd eT=T, f=eT=T dFTT CgOPu I
10. Mcfyx dT fPoe I
11. gTfOx dT fPoe I
12. ycn-[TM qTRfPd VFTT fe [M 'de' MTV dT qdx I
13. fir idr, dv; VFTT ycd dr f0do ipr I
14. fd, x, vu^Nn dr yiyyfq P fyilui/vi'jyfq I fgdr P fy^uiI

doy 1)ildd (s4fr ) iij I
2.4 Company Secretary-ship (SP-I)

RATIONALE

For a person working in the modern offices, to be successful and efficient, it is essential that he/she understands his/her job, its dimensions and techniques to handle the jobs. Through this subject students will be exposed to their roles and principles involved in modern business world. The inputs of managing the meetings and other information flow in the companies shall be provided in this subject.

DETAILED CONTENTS

1. Company Secretary
   1.1 Duties, qualifications and appointments
   1.2 Rights and liabilities of a company Secretary
   1.3 Scope of secretarial work
   1.4 Role of company secretary

2. Joint Stock Companies
   2.1 Meaning features and types of companies
   2.2 Differences between private and public limited companies, joint stock company and partnership

3. Formation of company
   3.1 Promotions
   3.2 Incorporation
   3.3 Commencement of business
   3.4 Subscription of capital

4. Documentation
   4.1 MOA
   4.2 AOA
   4.3 Prospectus
5 Capital of company

5.1 Shares-types
5.2 Debentures-types
5.3 Own/borrowed

6. Company meeting

6.1 Definition types of meetings
6.2 Requisites of valid meetings convening authority, notice of meetings
6.3 Quorum, agenda and meetings
6.4 Chairman- power and duties
6.5 Discussions, debate, amendments, motions, resolution previous questions closure voting, proxies, privileges in speeches, presentation of order of meetings
6.6 Minutes of meetings, duties related to meeting i.e. before, during and after the meeting

ASSIGNMENTS

Framing of resolutions, minutes, proxy, checklist

agenda BOOKDS RECOMMENDED

1. Text Book of Company Secretarial Practice by PK Ghosh, Sultan Chand Publications
2. Secretarial Practice in India by S.D. Singh Chavhan and N. K. Sharma- Sahitya Bhawan Publication
3. A New Approach to Secretarial Practice by Jain VK and Saiwal PM: S. Chand Publications
2.5 Human Resource Management

RATIONALE

One of the main activity of the personnel working in the offices is to manage human resources. Through this subject the basic elements of human resource management are taught to the students so that they are able to perform in the world of work effectively.

DETAILED CONTENTS

1. Introduction
   1.1 Meaning and objectives of human resources management
   1.2 Organization of personnel department

2. Personnel Functions
   2.1 Manpower planning
   2.2 Task analysis : job specifications and job requirements
   2.3 Recruitment, sources of recruitment
   2.4 Selection-process, tests and supervises methods of T and D
   2.5 Staff training and development : importance and assessment of training needs
   2.6 Performance appraisal

3. Human Resource Enrichment
   3.1 Motivation and productivity
   3.2 Employee motivation, moral and job enrichment

4. Human Resources Development
   4.1 Concept and Goals of philosophy
   4.2 Mechanism and tools
   4.3 Practices in India

ASSIGNMENTS

1. To analyses the job profile of couple of positions for which a candidate is applying for
2. To discuss a given case study
3. To study, develop and design the structure of personnel department of a company
4. To analyses cause-wise industrial disputes in India during the past five years

BOOKS RECOMMENDED

1. Human resource Management by CB Gupta, S. Chand Publications
3. Personnel Management by RS Davar; U B Publication
4. Human Resource Management by Pc Tripathi ; S. Chand Publications
2.6 Computer Application -II

RATIONALE

After having the awareness about computers and knowledge of word processing, the students will be given exposure to various tools, their utilities and in depth knowledge of spreadsheet. They will also be given hand on experience on computers in this course.

DETAILED CONTENTS

1. Tools and Utilities

1.1 Utilities for taking back-ups, disk diagnosis, disk formatting
1.2 Using tools for recovering of lost files
1.3 Files management utilities
1.4 Activities related to antivirus utilities for virus prevention, detection and removal

2. Spread Sheet (MICRO-SOFT EXCEL)

2.1 Worksheet Basics: Data entry into cells, (number, text and formula) moving data in a worksheet, moving around in a worksheet, selecting data range, using the interface (menu, toolbars) editing, working with workbooks, saving, quitting and cell referencing.
2.2 Formatting and calculation:
   Calculations and worksheets (Auto fil) working with formula, data display with data formatting (number, date, etc) working with ranges, printing worksheet.
2.3 Working with graphs and charts: Adding and formatting text and data with auto format, creating embedded user’s chart wizard, sizing and moving parts, updating charts, changing chart types, creating separate chart sheets, adding titles, legends and gridlines, printing charts
2.4 Database management: Finding records with data form, adding and deleting records, filtering records in worksheet
2.5 Functions and Macros: Worksheet with worksheet using function - wizard, creating macros, records and running macros, assigning macros to button and defining macros from scratch.
LIST OF PRACTICALS

1. Creating the following worksheet

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<th>Student</th>
<th>Marks 1</th>
<th>Marks 2</th>
<th>Marks 3</th>
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<td>5.</td>
<td>Ajay</td>
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<td>35</td>
<td>48</td>
</tr>
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</table>

Save the above sheet

a) Find the total of each student
b) Find the percentage of each student for the above said problem
c) Filter the records whose total is greater than 180
d) Sort the above records on the basis of total, marks1, marks2,
e) Take the printout of the above worksheet
f) Create a macro to find the percentage of marks for each student of the Exercise 1
g) Inserting/deleting rows and columns
h) Working with multiple worksheet

2. Product of wheat during 1994-98 (in tones)

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<td>1998</td>
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</table>

Draw the bar diagram/chart for the above said problem. Add title legend and data value to your chart. Save the chart in a file and take the print out of the chart and the worksheet

3. Printing reports using headers and footers

Notes: Teachers may give more exercises to students on all the chapters mentioned above.
CURRICULUM IN

MODERN OFFICE PRACTICE

(THIRD SEMESTER)

For Delhi State

BHAI PARMANAND INSTITUTE OF BUSINESS STUDIES
(GOVERNMENT OF DELHI)
OPP. MADHUBAN, SHAKARPUR (Ext. ),DELHI-110092
Phone: 011-22543891 Fax: 011-22016134: Extn. 209 E-mail: bpibs.delhi@nic.in

Prepared by:

Curriculum Development Centre
TECHNICAL TEACHERS’ TRAINING INSTITUTE
(Established by Ministry of Human Resource Development, Govt. Of Delhi)

SECTOR 26, CHANDIGARH 160019 (INDIA)

SEPTEMBER, 19
### Third Semester

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*Student Centred Activities will include: field visits, extension lectures, seminars, debates, hobby clubs, library studies, environmental awareness, social service camps and other co-curricular activities including games. Advance planning for each semester has got to be made.

Note: Students from Hindi stream shall study communication, typing, shorthand and business correspondence in Hindi for which the detailed contents are given in the report simultaneously.
3.1 English and Communication Skills-III

RATIONALE
Language is the most commonly used and most effective medium of self expression in all spheres of human life - personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.

DETAILED CONTENTS

Section-I
1. Text: Text Book: Prose for communication by CT Thomas
2. Seen passages for Precis/Comprehension
3. Essay type questions
4. Questions on vocabulary- spellings, antonyms, synonyms, pairs of words

Section-II
5. Translation from English to Hindi and Hindi to English
6. Practice in punctuation (Advanced exercises)
7. Paragraph writing in topics of general interest
8. Phrases and idioms
9. One word substitution

LIST OF PRACTICALS/ASSIGNMENTS
1. To read short stories other than the prescribed ones for developing comprehension skill
2. To translate sentences/passages from English to Hindi and vice-versa
3. Practice in composing paragraphs on general/current topics
4. to encourage the use of phrases and idioms in general expression
5. To read the text (prescribed) with the objective of improving conversational and writing skill

SUGGESTED READINGS
Callegiate English Grammar, Composition and Translation by CD Sishu, Prem Nath and Kapir Kapoor (Khosla Publishing House) in addition to other suggested books.

3.1 fMt HTT"TT ,0 liw—III

HTTX —

1. MTBP ^LTd - fg^nt UTVd : "VTd< dT ,d f^u" d[d - PfgU jd?T
2. lafi^T ,0 xim y[fu
3. M'UW

4. icn KTu, oTUt, iHMİFTd ,0 fO^jldiFid icn, icn-;xe

HTTX — n
i. vuon

(1) fgn l vxtt e vuoTn

(2) fOjTe fPg - KTU

(3) 1HM f d fOraff ij XITT-y^U
(4) egroj',o dldlfDr;i

(5) vUd 'TcnT d fy, ,d ikn

iLTTfOr

1. İSTMUT vTj Medou - dy?r pun PTfpT, ieu flg (idr Pdfu)
2. fgn dr4 Cf/T - gfjCTC' Cl (idP MdRTU)
3. eTUd c^ogiRd fgn ,o dd. - *;ietl pTdy oeT (VT4 cd fMMT)
4. ixe fgn c;idjl - (OT^Tt Mdliu)
5. fgn c;idju| fOe'T - rtMld PT/fjt (OfuTt Mdliu)

******************
3.2 Typing-III (English)

RATIONALE
Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The student of this programme must have the necessary skills to operate the key-board of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this diploma programme.

DETAILED CONTENTS
1. Development of speed to attain accurate speed of 30 wpm.
2. Display of different types of business letters (indented, semi-blocked and fully blocked letters).

Attainment

30 WPM speed test and one job- business letter

BOOKS RECOMMENDED
1. Typewriting Made Easy for Beginners (Book-I) by OP Kuthiala; Pitman Publications
2. Typewriting Speed and Accuracy (Book-II) by OP Kuthiala; Pitman Publications

Theory
1. A Hand Book or Type Writing- Government of India Publication
2. English Typewriting Instructor by Dr. GD Bist Published by Shorthand House

fgunh VdT - III

1. dibfiL-Vi d nfUd drf e=T (urf)
2. Ijdljl ,0 ciioilftd VTfn VTbi dUT
3. Vbi f iHa-TT 25 Ten f feuv

***************
3.3 Shorthand-III (English)

RATIONALE
The performance of the personnel working in modern offices depends, to a large extent, on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarters/parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through series of courses these skills can be provided to the students.

DETAILED CONTENTS

1. Advanced phraseography (from instructor)
   a) Section 1
   b) Section 2
   c) Section 3
   d) Section 4
   e) Section 5
   f) Section 6
   g) Section 7
2. Business Phrases (from instructor)
3. Revision of short forms and theory
4. Speed development
5. Note taking and transcription
   (From instructor of Pitman Shorthand)

Attainment

At the end of III semester the student should not only complete the phraseography but should also be able to take down dictation @ 60 W.P.M. and transcribe it on the typewriter

PRACTICAL
60 w.p.m. (Based on exercises from 1 to 140 from New Course Books)

BOOK RECOMMENDED
1. Text Book Pitman Shorthand- New Course
2. Pitman Shorthand- Grand Dictation studies
3. Pitman Shorthand- Instructor (Publisher: AH Wheeler & Sons)
3.3 fgnt vi'j/yfi : (l)ir ,0 omosifjd - III

1. ft, jfr ^FTT ie[k d ue i
2. fnu f egrUT d uie i
3. tTM ran nt cij fix e vU OT^ icn i
4. fdxrat dT fix i
5. ^LXd xfcT VXTX }RT icn fPgT dT iU: VXTX i
6. UTV fy^TUT XXT VUOTn VTfn i
7. ^LXd xfcT VXTX 66 l 83 Xd i

fax d fy, xfr 60 icn f feuv i
3.4 Handling of Office machines and Equipments (SP-II)

RATIONALE

The basis thrust of the course is to generate efficiency, effectiveness and excellence in the work and performance of the office vis-a-vis to achieve optimum productivity in the office operations. An emphasis is laid 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 them abreast with the latest and modern techniques and practices in offices within and outside the country.

DETAILED CONTENTS

1. Need and importance of office machines
   1.1 Meaning, advantages and their scope
   1.2 Selection of appropriate machines for an office
2. Traditional Machines
   2.1 Typewriter- standard and portable
   2.2 Duplicator and method of duplicating
   2.3 Adding and listing machines
   2.4 Dicta phone
   2.5 Photostat machine
   2.6 Thermal copier
   2.7 Dyline copier
3. Modern office machines
   3.1 Electronic typewriter
   3.2 Mailing equipments
   3.3 Addressing machine
   3.4 Embossing machine
   3.5 Franking Machine
   3.6 Binding machine
   3.7 Lamination machine
   3.8 Paper weeder
   3.9 Cheque writer
4. Modern Reprography Equipments
   4.1 Electrostat
   4.2 Computer
   4.3 Copy printer
   4.4 Scanner
5. Modern Communication System
   5.1 Telephone with memory, directory and conference equipments
   5.2 Telephone answering machine
   5.3 Cordless telephone and Hand free sets
   5.4 Telephone (Main line and extension, PBX, PABX Intercom)
   5.5 Telex/Teleprinter
   5.6 Fax
5.7 Public Address System  
5.8 Network  
5.9 Paging System  
5.10 E-mail  
5.11 Internet  
5.12 Mobile phone/ Cell phone/ Airtel  
5.13 Scheduling devices  

6. Modern material Storing Systems and Equipment  
6.1 Floppies Workable Computer  
6.2 Scanner  
6.3 Bar Code System  
6.4 Incoming/outgoing inventory register  

7. Modern Accounting Equipments  
7.1 Electronic Calculator  
7.2 Electronic billing machine  
7.3 Electronic cash register  
7.4 Electronic weighing machine  
7.5 Electronic ledger system  
7.6 Coin and Note storing and counting machine  

8. Modern Office Security System and Equipment  
8.1 CCTV  
8.2 Time/Attendance recorder  
8.3 Visitor counting machine  
8.4 Metal/Gas/Smoke Detector’  
8.5 Fire Extinguisher- ceases fire  
8.6 Security alarms/remote control locking system  

ASSIGNMENT  
1. The student may be asked to perform practicals in above eight areas and their proficiency may be evaluated by their teacher.  
2. The student will be required to participate in group discussions and practical operations of the equipments  
3. The student may be exposed to practical work during the course of practical training and industrial visit in order to know the detailed process of handling of office machine and equipments  
4. the students may be promoted to visit trade fair and exhibitions in order to gather more details in respect of latest technological changes and development in the field of office machines and equipments.  

BOOKS RECOMMENDED  
1. Office Management by Ghosh and Aggarwal  
2. Office Management by Gupta, Bansal, Jain, malik  
3. Modern Office Management by Dr. I.M. Sahai  
4. Office Automation by KK Bajaj  
5. Office Practice made Simple- Geoffrey Whitehead  
6. Latest Periodicals and Magazines on Office Automation
### 3.5 Personality and Human Relation Development

**RATIONALE**

Organizational growth and success are a result of utilization of individual talent and potential and mobilize group efforts. The study and practice of personality and human relations development approaches will develop leadership skills and personality of the students. Their commitment, motivation and enthusiasm for excelling in jobs will be aroused. Thus the students will develop sensitivity to their own strengths and weakness. They will also experience and gain insight into the process of self development, team building and utilising individual strengths through improved human relations.

The course will also benefit the students through identification of their own leadership behaviour and learn to modify when necessary for individual and organisational growth.

**DETAILED CONTENTS**

1. **Understanding Personality**
   - 1.1 Various stages of personality development
   - 1.2 Theories of personality, major determinants of personality
   - 1.3 Individual differences
   - 1.4 Improvement of personality
   - 1.5 Self development

2. **Group Behaviour**
   - 2.1 Form of group and group dynamics
   - 2.2 Inter and intra group conflicts and resolving conflicts
   - 2.3 Team building and its importance

3. **Transactional Analysis**
   - 3.1 Interpersonal behaviour
   - 3.2 Basic life positions and life scripts
   - 3.3 Analysis of ego states
   - 3.4 Benefits of transactional analysis

4. **Human Relation**
   - 4.1 Meaning and importance of Human relations
   - 4.2 Tools and techniques for improving Human relations
   - 4.3 Building effective relationship

5. **Organisation Culture and Climate**
Impact of organizational culture and climate in improving personal effectiveness

6. Stress management
   6.1 Meaning of stress
   6.2 Causes of stress
   6.3 How to remove stress

**LIST OF PRACTICALS**

1. Exercises relating to self awareness through questionnaire
2. Discuss appropriate case study for personality development
3. Design a scheme for improvement in your personality in an office after visiting some establishment
4. Role play exercise

**BOOK RECOMMENDED**

1. Management Development and Appraisal by Chakaraborty: McMillan
2. Organisational Development for Excellence by Ramaswamy
   VS: McMillan
3.6 Computer Application-III

RATIONALE

During third semester, the student will be exposed the application of computer in the areas of Desktop Publishing (DTP) and printing and presentation software. Project assignments will be identified from the contents and given to the students to generate the desired capabilities in the concerned areas.

DETAILED CONTENTS

1. Desktop Publishing
   1.1 Introduction to DTP system
   1.2 Capabilities of a DTP system
   1.3 Setting up newsletters
   1.4 Editing newsletters
   1.5 Batting tags and text attributes
   1.6 Preparation of catalogues, visiting cards, certificates etc
   1.7 Preparation of bills and vouchers
   1.8 Printing

2. Presentation Software (POWER POINT)
   2.1 Introduction to Power Point, main screen
   2.2 Introduction to POWERPOINT view, view button, slide view, outline view, slide sorter view, notes view, slide show, file slide set up and file properties.
   2.3 Creating first presentation, putting power point to work, file menu overview, hands on activity, built in wizards (auto content wizards)
   2.4 Working with text and lists, controlling text and list, formatting tool bar, format menu, hands on activity
   2.5 Working with colors and transitions, adding header and footer (slide, notes and handouts dialogue) drawing tools

2.6 Multimedia in Windows
   ■ Introduction
   ■ Objectives
   ■ Multimedia add-ons
   ■ Media types (Audio and Visual)
■ Multimedia tools
■ CD Player
■ Media Player
■ Sound recorder
■ Volume control

LIST OF PRACTICALS
1. To prepare a title page/coverage of a book on DTP
2. To prepare visiting card of Principal of your Polytechnic giving name, qualification, name of polytechnic, address, phone number, residential address etc.
3. To prepare invitation card for wedding/ reception/ institution annual day celebrations.
4. To prepare a sheet of bill book
5. To prepare merit certificate
6. To prepare a brochure for a state level seminar
7. To prepare a presentation about your institute comprising ten slides
8. To prepare presentation on any scientific topic of your choice
9. To make an interactive presentation on any topic
10. To make use of multimedia elements in the presentation

NOTE: Teachers may give more exercise to students on computers pertaining to above mentioned theory and practicals
3.7 Business Correspondence-I

RATIONALE

A diploma holder in modern office practice has to work as private secretary to the executive and office executive in the organization. To handle his job, knowledge of correspondence is must. In fact he has to acquire the skill of effective correspondence as he has to control the office and has to provide help to his chief executive.

DETAILED CONTENTS

1. Correspondence
   1.1 Meaning and impotence
   1.2 Process
   1.3 Uses

2. Essentials of a good business letter
   2.1 Parts of letter
   2.2 Formats/ styles of a business letter

3. Enquiry letters
   3.1 Meaning and importance of enquiries
   3.2 Quotations
   3.3 Catalogues
   3.4 Replies of enquiries
   3.5 Special terms

4. Order Letters
   4.1 Placing of an order
   4.2 Follow up letters
   4.3 Acceptance and refusal of an order
   4.4 Cancellation of an order

5. Sales Letters
   5.1 Introduction of a new product
   5.2 Promotion of a product
   5.3 Publicity of business
   5.4 Special offers/ discount etc.

6. Circulars
6.1 Change of address
6.2 Opening of new branches
6.3 Introduction of a partner
6.4 Retirement of a partner

7. Claims, Complaints and Adjustments
8. Remittance and collecting letters
9. Letters of introduction
10. Letters of credit and status enquires

NOTE: The student will be required to draft various letters such as enquiry letters, order letter, Sales letters circulars, complaints, adjustments and remittance letters, letters of introduction, letters of audit and status enquiries during the practical period
Students may be asked to correct the given letter with reference to layout, format, style and drafting and language and may be given other appropriate and related assignments

BOOKS RECOMMENDED

1. Essentials of Business Communication by Pal and Karlahalli: S. Chand and sons
2. Effective Business Communication by MV Rodsiques: Concept publishing company
4. English Grammar Composition and Correspondence by Pink and Thomas: Sultan Chand and Company
3.7 ciidllflfd M=|p|j - I

Viuu dh Vio'idri

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fdi; de

1. i= c;ogij

1.1 vT ,d egRd
1.2 ifdiT
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2. ,d VPN cmoiTfad i= d vfUdl rid

2.1 i= d HTTX
2.2 c||dflfd i= d iT:T d idfi

3. iNdIN i=

3.1 vT ,d egRd
3.2 fdfdnT
3.3 dpr i=
3.4 iNdIN dT midi (fd[ i=)
3.5 fddn id

4. VT^iT i=

4.1 vdi dT iii
4.2 i=
4.3 vdi dr idf VTi iidf
4.4 vdi fdiidtdiT
5. fOd;

5.1 u, mRim dT ifjp;
5.2 mRiknu dt idfr
5.3 c;on; dT iPTj
5.4 f0?T*T iLTTO/NV bWfn

6. ifj= (x*rt i=)

6.1 LFTTU dT
ifjoTu 6-2 ub
IT^Tk, [TkUT
6.3 l>lnij dT ifjp;
6.4 lPklj dT VOdT'T Wd

7. nd, Ridi;T' VTj lerdtu

8. Hrxdn ,0 'HTXdM dt o^yt d i=

9. hRP; i= ,0 IT'T i=

UTv: fOnfFT; dT pf, fd 0 idxTRed da-TTvr d nju ffpv i=T d
iTWt dT V>PT1 dj tl iNTTN i=, VlPd i=, fOd; i=, ifji=, fkdTPT,
iwtu d i= Vj /TU iW^T 1c/Tt i= bRf I

fOiffT; l fdln x, i= P :ij^ii iT:T HTT"TT vfl l lcf/Tr fdr d
ckj P iNT tT, FFTT bit idTj d vu; V>PT1 djU dT dgT tT, I

(iLrifOa i,Ldd)

1. iP—cPOgTj fUfdT— MT. vjTyiUTFT fTdjh, MT fOt; (ddt
idRTU, fnedr)
2. c^koifd fgnt— MT iePn iiirTfy (ddt idi'iu, fncdt)
3. c;i[ij fjd li"T'l ,0 i=TPTj— MT. jHldid dd, gfj idTd
P j}M (icdM pn ,M ll)
CURRICULUM IN MODERN OFFICE PRACTICE

(FOURTH SEMESTER)

For Delhi State
BHAI PARMANAND INSTITUTE OF BUSINESS STUDIES (GOVERNMENT OF DELHI)
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Prepared by:

Curriculum Development Centre

TECHNICAL TEACHERS’ TRAINING INSTITUTE
(Established by Ministry of Human Resource Development, Govt. of India)

SECTOR 26, CHANDIGARH - 160019 (INDIA)

September, 1999
### FOURTH SEMESTER

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<td>Typing-IV (English &amp; Hindi)</td>
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<td>Private Assistant Secretary Ship (SP-III)</td>
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<td>Business Environment</td>
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<td>Computer Applications-IV</td>
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<td>Business Correspondence -II</td>
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*Student Centred Activities will include: Field visits, Extension Lectures, Seminar, debates, hobby clubs, Library studies, Environmental awareness, social services camps and other co-curricular activities including games. Advance Planning for each Semester has got to be made.*

**Note:**

Students from Hindi Stream shall study Communication, Typing, Shorthand and Business Correspondence in Hindi for which the detailed contents are given in the report simultaneously.
4.1 English and Communication Skills-IV

RATIONALE

Language is the most commonly used and most effective medium of self expression in all spheres of human life-personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.

DETAILLED CONTENTS

Part-A
Shakespeare’s Macbeth: Explanation with reference to the context and text based questions

Part-B
1. Preposition
2. Conjunctions and their applications (Synthesis of sentences)
3. Narration (Direct and indirect speech)
4. Essay Writing
5. Translation from English to Hindi and vice versa
6. Writing articles for magazine and newspaper

LIST OF PRACTICALS/ASSIGNMENTS

1. To collect information about the life and works of William Shakespeare
2. Answering short questions form the text
3. Practice in combining/synthesising sentences
4. To develop essays relating to current topics and also social, political and economic problems
5. Translation exercises
6. Write-ups for newspaper/magazine on topics of general interest

BOOKS RECOMMENDED

1. The Sterling Book of Essays for Competitive Exams by B.N. Kakkar (A Sterling Paper Book)
2. 160 Essays by B.N. Ahuja (New Light Publication)
3. Essay for competitive Exams (competitive success review)
4. Simple Essays - Macmillan
4.1 fgnt HW,0 lim-PT*

H-TTX : ,d

- "gn; dT ji" - VTPT; prjlu

(1) c;][;i
(2) M'UW

HTTX : nT

(1) fuc/T y[u
(2) vXth l fgnh e vuon
(3) i=-fdTvT d fy, d[Tu
(4) le^p; cT/id TTD;
(5) TTD; ifjodu (nR;aT/vir;aT TTD;)
(6) 1c/T ipd TTD;

iLdfOd 0TD;

1. vuTTn : f1)ir dh :jTT - MTo ij'T dei? (TFTT Mdmu)
2. fOnTT HTT"TT e v^TTn dh lew - MTo dyuM fToijh (i-nr Mdl'H)
3. vXth-fgunh denT dT Bhd l idx - igyin Pn yfV; (i-nr Mdl'H)
4. ITT l fgnh fUc/T - frydjit (vd cd fMd)
5. fgdh fUc/T y[d - fTjit ,e.., (rdh idi'iu)
4.2 Typing-IV (English)  

RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this diploma programme.

DETAILED CONTENTS

1. Development of speed to attain accurate speed of 35 w.p.m.

2. Tabular statement- display

Attainment

Accurate speed of 35 w.p.m. and display of tabular statement

4.3 Shorthand -IV (English)  

RATIONALE

The performance of the personnel working in modern offices depends, to a large extent, on the proficiency with which they can take dictation. Many
of the confidential matters have to be written in shorthand before final communication is sent to different quarters/parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses these skills can be provided to the students.

**DETAILED CONTENTS**

1. Taking dictation from business letters.
2. Taking dictation from Magazine.
3. Development of speed up to 80 w.p.m. on all types of matter.
4. Improving the skills of transcription.

**Attainment**

At the end of fourth semester the student should be able to take down dictation on all types of matter at the rate of 80 wpm and transcribe on a typewriter

**BOOKS RECOMMENDED**

1. Text Book Pitman Shorthand - New Course
2. Pitman Shorthand - Graded Dictation studies
3. Pitman Shorthand - Instructor (Publisher: AH Wheeler and Sons)
5. in ,0 irnf/Tdijr iclt iicni dT v;T1 i

6. x=Τ, H=M; fOxx vfT l Ifr iicnt dT v;T1 i

7. fOxx; ?xn ,0 ixx; i’liiu fOxx d ’icnioyi dT v;T1 i

8. xg fOHTTX, fORT f0xx, fOl/T TFiT u;; fOXTX, f’l{TT TFiT leit ,0a de;i“i fOxx, igdifjri TFTT v; lin ,0 fOxuiξ v�T l ifTr ?xnT dT vH;T1 i

ijterr d fy, 80 ’i<n ( ftus i
4.4 Private Assistant/Secretary-ship (SP-III)

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 relations sources of information and alert and active with detailed knowledge to perform assignment as per direction of the office.

DETAILED CONTENTS

1. Secretarial Function
   
   Job profile of:
   
   1.1 Typist
   1.2 Steno
   1.3 PA
   1.4 PS

2. Public Relations
   
   2.1 Work involved at reception desk
   2.2 Receptionist/public relation officer’s job profile
   2.3 Fixing of appointments, maintenance of desk diaries/Register/Digital diary
   2.4 Telephone handling/etiquettes
   2.5 Telex/Fax and internet handling

3. Travel Arrangements
   
   3.1 Planning journey
   3.2 Itinerary
   3.3 Reservation travel, hotel and transport
   3.4 Documents - passport - visa, health check up, money, insurance

4. Using Various Sources of Information
Dictionaries, encyclopaedia, directories, railway time table, air time table/schedule, year book, tourist guide, ready reckoner, government reports/gazettes, office manuals, TIM (Travel Information Manual)

5. Handling cash transaction

5.1 Methods of making payment: Cash, draft, Money orders, IPO, telegraphic transfer, standing instruction

5.2 Banking transactions - different types of bank accounts, different types of cheques, encashment, endorsement, crossing, dishonour.

LIST OF PRACTICALS/ASSIGNMENTS

1. Telephone index diary

2. List of telephone numbers or on intercom to be displayed for the boss on his table, hotel service numbers

3. Display of information by diagrams, charts, graphs

4. Specimens of air ticket, Boarding card, rail ticket itinerary

5. Practice in preparing tour programmes, making railway and air reservations, booking hotel accommodation, preparation of TA bills

6. Practice in recording appointments in diaries, furnishing information required at the time of actual meeting, receiving and handling visitors

7. To prepare a report in respect of every office visit and exhibition etc of special guest lectures, summer and winter training

8. Ability to find telephone numbers making a telephone index diary, writing on a message book, telephone bills ‘Registers for maintaining record of telephone calls made, practical training on working on PBX, PABX, Intercom etc.

BOOKS RECOMMENDED

1. Secretarial Practice by John Harrison
2. Office Organisation and Management by Jain and Jain
3. Office Management by PK Chopra
4.5 Business Environment

RATIONALE

Awareness about business organisation, environment and trends in economics: is essential for the diploma holders in modern office practice. The basic elements of these aspects of modern offices are aimed to be taught to the students through this subject.

DETAILED CONTENTS

1. Elements of Business Environment

Meaning of business environment; factors influencing environment of business economic non-economic, environment of business; effects of economic environment of business; interaction of economic and non-economic environment; distinction between static and dynamic environment, social responsibilities of business

2. Nature and Functions of Economic System

Meaning of economic system; features of an economic system; different forms of economic system; functions of an economic system; capitalistic economic system-definition, characteristics, merits and demerits, socialistic economic system-definition, characteristics, merits, demerits; mixed economy-features, merits demerits; basic units of an economic system-chief characteristics, maximization of welfare; ecology and ecosystem (related environmental problem in India)

3. Forms of Business Organisation

Sole proprietorship, partnership, joint stock company, co-operatives, Rationale of public enterprises, problems of public enterprises; meaning of Market, classification of markets

4. Indian Economic System

Evolution of economic system in India; characteristic features of the Indian economic system, evolution of mixed economy in India-need for mixed economy-role of the public sector-role of the private sector, instruments of the mixed economy in India

5. Economic Trend and Structural Changes

Definition of economic growth; economic growth and economic development, determinants of economic growth, stages of economic growth and business environment; characteristics of an under-developed economy; India as a developing economy; strategy of balanced and unbalanced growth-growth strategy and under-developed countries, major issues in development policy, economic development and physical environment. The
Security contracts (regulation) Act, 1956, Registration with Stock Exchange, Recognition to OTCEL powers of central government


Major economic crises and reforms. Productivity trends in Indian agriculture, trends in the utilisation of industrial capacity, major problem confronting the Indian industries problems of small-scale industries and solutions; trends in industrial productivity during plan period, trends in balance of payments- problem of deficits and solutions-inequalities of income in India - administered structure of interest rates - sale of gold by India-impact of the gulf war-devaluation of Indian rupee, 1991 - recent IMF loan to India- latest union budget- report of the Chelliah Committee on Tax reforms-10th finance commission -new economic reforms

ASSIGNMENTS

Study the latest business situation based on government policies and other circumstances.

BOOKS RECOMMENDED

1. Business Policy and Environment by Gosh and Kapoor; Sultan Chand and Sons publishers
2. Economic Environment of Business by VK Garg, Sultan Chand And Sons Publishers
3. Economic Environment of Business by SC Kuchchal
4. Economic Environment of Business by Dr Rudra Dutta
5. Economic Environment of Business by Dr M. Adhikari
4.6 Computer Applications-IV

RATIONALE

In fourth semester, the students of this diploma will get knowledge of data processing techniques, information storage and retrieval. This will be based on Micro-soft ACCESS/FOX PRO.

DETAILED CONTENTS

1. Data Processing Techniques
   1.1 System life cycles
   1.2 Overview of data processing, operations like data entry, sorting, searching, merging, computation and validation
   1.3 Introduction to management information system

2. Information Storage and Retrieval (MICROSOFT ACCESS/FOX PRO)
   2.1 Introduction to data bases and tables, forms, queries, reports
   2.2 Creating tables, first data base, billing table, fees table, rating tables, charging table’s contents, toolbars, adding and editing records, changing column widths, hiding columns, and freezing columns.
   2.3 Creating queries, using the query window, using criteria and saving queries, criteria expression and operators, entry conventions, changing a query and totalling
   2.4 Using the form wizards, form design without form wizard, controlling the appearance the text, adding a picture object, working with sub-forms, putting a list box, selecting and resizing labels and data moving, adding and editing labels, using data validation, default values, using the rectangle and line tools
   2.5 Finding information in database and creating single column report, grouped data report, adding graphs to reports through working Microsoft graph, putting a graph on a form.
   2.6 Creating mailing labels, label creating, creating and running macros, macro command buttons, synchronizing.
LIST OF PRACTICALS

1. Create the following structure:

<table>
<thead>
<tr>
<th>Field name</th>
<th>type</th>
<th>width</th>
<th>Decimal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emp Code</td>
<td>Numeric</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Emp Name</td>
<td>character</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td>Address</td>
<td>Character</td>
<td>30</td>
<td>0</td>
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<tr>
<td>Basic pay</td>
<td>Numeric</td>
<td>8</td>
<td>2</td>
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<td>DA</td>
<td>Numeric</td>
<td>6</td>
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<td>Total</td>
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<td>Qualification</td>
<td>Character</td>
<td>30</td>
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<tr>
<td>Date of join</td>
<td>Date</td>
<td>8</td>
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<tr>
<td>Date of birth</td>
<td>Date</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

Save the above structure

2. Append 10 records in above data base
3. Modify the above structure and add one more field

| Dept name      | Character | 20 |

4. Display all the records whose basic pay is greater than 5000, using query wizard

5. Display all those records whose date-join is after “1/01/88” using query wizard

6. Modify the fifth record of the above database
7. Create a form (using the form design) to append the records into the data base
8. Create a report (using the report wizard) having following columns

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Name</th>
<th>Department</th>
<th>Qualification</th>
<th>Date-join</th>
<th>Total Salary</th>
</tr>
</thead>
</table>

9. Practicals on Graph using MS access
10. Practicals on creating mailing labels

Note: Teachers may give more exercise to the students on computer pertaining to above theory and practicals
RATIONALE

A Diploma holder in modern office practice has to work as private secretary to the executive and office executive in the organisation. To handle his job, knowledge of correspondence is must. In fact he has to acquire the skill of effective correspondence as he has to control the office and has to provide help to his chief executive.

DETAILED CONTENTS

1. Job Findings and Job Success
   1.1 Preparation for job findings
   1.2 Applying and preparing for interviews

2. Government Correspondence
   2.1 Introduction
   2.2 Noting in files
   2.3 Official letters
   2.4 Demi-official letters
   2.5 Office orders
   2.6 Memorandum
   2.7 Notification
   2.8 Endorsement
   2.9 Inter-departmental communication

3. Bank Correspondence
   3.1 Inquiring regarding opening of an account
   3.2 Asking the bank to stop payment
   3.3 Advice of consignment
   3.4 Overdraft facilities
   3.5 Loss of cheque book
   3.6 Transfer and standing instructions
   3.7 Dishonour of cheque reasons letters form customers
   3.8 Bank forms and bank terms
4. Drafting telegrams and telex messages

Note: The students will be required to draft various letters and office communications such as writing an application for situation, noting on files, demi-official letters, memorandum, notification, endorsement, correspondence with the bank, drafting telegrams and telex message during the practical period.

BOOKS RECOMMENDED

1. Essentials of Business Communication by Pal Korlhall, Sultan Chand and Sons

2. Effective Business Communication by MV Rodriques; Concept Publishing Company

3. Business Communication by Sinha; Galgotia, New Delhi

4. English Grammar Composition and Correspondence by Pink Thomas; Sultan Chand and Sons

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   1.2 vlCnu id dK diariddK d fd, deid

(2) 'llldh; idlPlj
   2.1 ifjp; (MLdICdl)
   2.2 di^d iK fV^i^T
   2.3 dlddd id (dKdKl id)
   2.4 V&5'llddl; id
   2.5 dlddd dldd
   2.6 Kid
   2.7
ddfCeIXk ddFT

(3) Cdl cd eqCtR
   3.1 ddl eildl diyU dl tMdIKl
   3.2 exiid dd/dr id
   3.3 fd dr HjW djU d KdUT
   3.4 eld did dd/Tr ipel
   3.5 d/rfCed dr iC/n
   3.6 Pd cd eIT tiU d dc/i d
   3.7 ddKT ,0 Lend fUdi
CURRICULUM IN
MODERN OFFICE PRACTICE
(FIFTH SEMESTER)

For Delhi State
BHAi PARMANAND INSTITUTE OF BUSINESS STUDIES
(GOVERNMENT OF DELHI)
OPP. MADHUBAN, SHAKARPUR (Ext.), DELHI-110092
Phone: 011-22543891 Fax: 011-22016134; Extn. 209 E-mail: bpibs.delhi@nic.in

Prepared by:
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TECHNICAL TEACHERS’ TRAINING INSTITUTE
(Established by Ministry of Human Resource Development, Govt. Of Delhi)
SECTOR 26, CHANDIGARH 160019 (INDIA)
SEPTEMBER, 19
FIFTH Semester

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*Student Centred Activities will include: field, visits, extension lectures, seminars, debates, hobby clubs, library studies, environmental awareness, social service camps and other co-curricular activities including games. Advance planning for each semester has got to be made.

Note: Students from Hindi stream shall study communication, typing, shorthand and business correspondence in Hindi for which the detailed contents are given in the report simultaneously.

5.1 English and Communication skills-v

RATIOANALE

Language is the most commonly used and most effective medium of self expression in all spheres of human life-personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.

DETAILED CONTENTS

PART-A

1. Text-Novel-animal Farm by George Orwell (Orient Longman)
2. Central Idea
3. Questions on text, title, character-hero-heroine and supporting actors.
4. Summarising
5. Exercises on punctuation

PART-B
1. Qualities of a good speaker and a listener the process of instruction.
2. Practice in oral presentation, preparing and delivering talks.
3. Translating in both the languages (paragraphs) Translation from English to 
   Hindi and vice versa
4. The art of preparing general reports (press, accident, progress, periodic)
5. Preparing for interview as an interviewer and as an interviewee.

LIST OF PRACTICALS/ASSINGMENTS

1. To inculcate the habit of reading good fiction like:
   Three musketeers
   Pride and
   prejudice Olvin
   Twist Tom Sawyer
   Sense of
   sensibility

2. To summarize passages from the novel

3. To have mock-interview sessions

4. Translation exercises

5. To practice report writing

BOOKS RECOMMENDED
1. Business Correspondence and Report Writing by RC Sharma and Krishna
   Mohan; (Tata Mcgraw Hill)
2. Business Communication by Asha Kaul; Prentice Hall of India
3. Objective General English by RS Aggarwal and Monika Aggarwal

HTTX:d

1. mi^il-

(1) ddl; do - "voU viU vtudl" - d[ld- vK;

2. ij vrenfjr yuW

(1) dFrrud
(2) pfj= fp= "i
(3) tfHd
(4) 1t?r

3. irj - y[u
4. fOjre-fPgr dr vom dr;

Hnx - nr

1. iQy lirur d fd, vPN oDT ,o Jkrr d xu
2. fid orri' dl tord - iLf ,o vfH^c;fDr
3. vuorn vXtl l fgd/fgd l vdtrl
4. iHM fjdV curuT/(q=-if=dT, n?ivui, f vTfn ij)
5. iT^iiddij - irarirdTj dU o dd dl Tord

(MLTilOd iLrd)

1. c;ioiif;d fgn - nC o XT (U'iuy fy-dro)
2. fgd dd do - fcid diy (idr idi'iu)
3. i=-c;ogij funflidi - Mi-. dyTuTFT droid (dt; ddJ"B)
4. c;ioiif;d dioo - Mi-. vij.dl. IDIUI (fdrid egy)
5.2 Typing-V (English)

RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this diploma programme.

DETAILED CONTENTS

1. Development of speed to attain accurate speed of 40 wpm.
2. Typing from a manuscript

Attainment

Speed test at the rate of 40 wpm and one job from any one of the above.

BOOKS RECOMMENDED

1. Typewriting Made Easy for Beginners (Book-I) by OP Kuthiala ;
   (Pitman Publications)
2. Typewriting Speed and Accuracy (Book-II) by OP Kuthiala ;
   (Pitman Publications)

Theory

1. A Hand Book or Type Writing - Government of India Publication
2. English Typewriting Instructor by Dr GD Bist Published by Shorthand House

5.2 fgnt VdT - ip

1. gLrcH (muMfyfi) i
2. Vbi xfr ija-TT 35 icn f feuv i

***************

The performance of the personnel working in modern offices depends, to a large extent,
5.3 Shorthand-V (English)

RATIONALE

on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarter/parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses these skills can be provided to the students.

DETAILED CONTENTS

1. Taking dictation from magazines
2. Development of speed up to 100 wpm on all types of matter
3. Improving the transcription skill

Attainment

At the end of fifth semester, the student should be able to take down dictation on all types of matter at the rate of 100 wpm and transcribe accurately on a typewriter

Text Book: Pitman’s Short New Course

BOOKS RECOMMENDED

1. Pitman’s Short Hand - Instructor
2. Question and Answers - Short Hand Theory by RC Bhatia
3. 700 Common Words - Pitman
4. Advanced Phaseography - Pitman
5. Advanced Phaseography by Shri Aiyer KS
6. Short cuts by Shri Brown
5.3 fgnh anfiR : 0 <;iogiljd - ip

1. fe ,0 f0?T*T fPgL ^fTT oIDii'TT d'T vii I

2. ciioilfId M = MN J^y^TU :
CBd dt dilogl l IfTr ipuT, di4ipl, di4^r .4 diU dt

0Tf''Td, 1HM, 0/TTfUd HlVT dt fj'TV vTfn d'T VI'I I 3- lintl HTT"FTT d'T

f VI'I I

4. e^i iHMK-q=r d idndli dd'T d'T f vii I

5. dllTdl fV^^T (UTV) ,4 dllTdl i=T d'T f VI'I I

ijhsTT d fy, xfr 100 i<n ifr feuV I
5.4 Paper Less Office (SP-IV)

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 relations sources of information and alert and active with detailed knowledge to perform assignment as per direction of the office.

DETAILED CONTENTS

1. MS 2000 --
   Word --
   Excel
   -- Power Point -- Office
   Administration
   a) E-mail
   b) Internet

2. DTP

3. Accounting packages

4. Home Page

5. Project Preparation

6. Self learning project

Software Syllabus to assist operation in Paperless Office (Office Automation)

Part 1 Word

Chapter 1. Word Basics
Starting Word: Setting up screen : Using the menus, Using Toolbars, Reading the status bar, Understanding and arranging Windows; viewing the Document : Normal view, Web layout view, Print layout view, print preview, Outline view, Split - Screen view, Document map, Zooming the view; Getting help.

Chapter 2. Creating Simple Word Documents
Creating a new Document; Working with text: Entering Text, Moving the Insertion Point, Selecting Text; Using Undo and Redo; Inserting a Data; Inserting Symbols and Special characters; Saving a word Document: Saving the document for first time, saving the Document in Different format; closing the Document; Opening a word Document: Opening word document using windows Technique; Finding word document; Opening a non-word document.
Chapter 3.
Formatting Documents
Character formatting: character formatting using font Dialog box, Character formatting using the formatting Toolbar, Character formatting using keyboard shortcuts; Paragraph formatting: Setting Alignment, Indents, Line spacing, Spacing before and after Paragraph, Tabs, Using the text flow options; Page setup: Setting Margins, paper size, paper orientation; Border and shading: Adding Borders and shading using tables and border Toolbars, adding Borders and shading using the border and shading Dialog box; removing borders and shading, Inserting Decorative Horizontal lines.

Chapter 4.
Previewing and Printing Document
Introducing Basic printing; Printing is an interactive sport: Print Dialog box option; Using Print Preview; Printing Labels, Including Graphics on envelopes, Labels and Large Mailing Lists.

Chapter 5.
Writer’s Tools
Typing symbols and special characters, Bulleted list command, Spelling checker, Autocorrect, Auto text, Grammar checker, table of contents, Creation of an Index, Find and Replace, Annotation, Cross-Referencing, Thesaurus, bookmarks.

Chapter 6.
Introduction to Mail Merge

Part - II
Working with EXCEL Excel Basics
Starting and closing Excel, Looking at Excel’s Workbooks, Worksheets and cells: Using worksheets within a workbook, Understanding cells in a worksheet; exploring the Excel Windows: Accessing Commands in Excel, Using the formula Bar to see what’s inside, Watching the status bar to keep informed, using Auto Calculate to get Quick Answer: Working with cells: Entering Data and formulas into a cell, Editing a cell, Enhancing a

Chapter 1.
Entering and Editing Data

Chapter 2.
Entering Information: How Excel Interprets your data, how your data is displayed; Mastering Data Entry Techniques: Using Data Fill, Working with custom fill, Techniques: Using Data fill, Working with custom fill,
Getting it Right with Auto complete, setting limits with Data Validation:
Editing Your Data: Correcting data, moving data, Deleting Data,
Inserting data, Using the Right Mouse Button, Finding and replacing Data, Using the Go to Special Dialog Box, Correcting Spelling Errors.

Chapter 3. Working with Cells, Ranges and Worksheets

Selecting Ranges: Selecting a single-sheet range, selecting a Multisheet Range, Selecting Non-contiguous range, Selecting with Edit Go To;
Copying and Moving Cells: Copying and moving with Edit- Copy/Paste, using the clipboard Toolbar, Copying Blocks of various Dimensions.
Using Edit-Paste Special, Exchanging data with other applications; clearing cell contents, Formats and comments; Expanding and contracting the work book, Taking advantage of range Names. Using the find and Replace command.

Chapter 4. Writing Formulas

Building a formula: Including various, Reliving Math 107: Operators and the order of precedence, using parenthesis to change the order of precedence, Recognizing Error Results, Making your formulas more readable:
Referencing cells in the same workbook: Entering Cell references, pointing to cell or range, Using the range finder, referring to a Range Name, Dealing with a circular Reference; Referencing cells in Natural Language Formulas; Copying Formulas and moving Precedent cell: copying Formulas and moving Precedent Cell: understanding How Relative references adjust, Applying absolute References That do not adjust, moving precedent cells.
Referencing Cells in other Workbooks: specifying other filename, creating links over the Internet, keeping links current; Recalculating Formulas Manually, Calculating with edit-Paste Special, Working Backward with the Goal seek command.

Part - III

Database Management with ACCESS

Chapter 1. Introduction to Access

Access system requirement, Upgrading from Earlier Access Versions, Access Concepts and Terms, Starting and quitting Access, the Access Workspace and Tools, views, Online Help for Access, Microsoft Sample Databases.

Chapter 2. Creating Simple Database & Table

The Access Table Wizard, creating Database without the wizard; _field Names, Data types and Properties, Adding or Deleting Fields in Tables, Renaming Fields and Their Captions, Moving Fields (Rearranging Tables), Deleting Fields in Tables, Resizing Fields, Changing the
Chapter 3. Appearance of Text in Tables, Freezing Columns, Primary key field(s), Indexing Fields, Viewing list of Database Properties.

Creating Simple Database & Table
The Access Table Wizard, creating Database without the wizard, field Names, Data types and Properties, Adding or Deleting Fields in Tables, Renaming Fields and Their Captions, Moving Fields (Rearranging Tables), Deleting fields in Tables, Resizing Fields, Changing the Appearance of Text in Tables, Freezing Columns Primary key field(s), Indexing Fields, Viewing list of Database properties.

Chapter 4. Forms
The Form Wizard, Saving Forms, Modifying forms, learning More about form Design.

Chapter 5. Entering And Editing Data
Typing, Adding records, Duplicating Previous entries without Retyping, switching out of Data entry mode, when Do Entries Get Saved, Undo, Correcting entries, Global Replacements, moving From Record to Record in a table.

Chapter 6. Finding, Sorting, and Displaying Data
Queries and Dynasts, Creating and Using Select Queries, Returning to the Query Design, Multiple Search criteria, Finding Incomplete matches, using Wildcards in queries, Requesting Ranges of Records, Hiding columns, Reformating Dynasts, query, Saving queries, Find & Replace.

Chapter 7. Expressions, Macros and other Automation
Expressions, using expressions in Reports, queries, forms; Expression Builders; option Groups check boxes, and option and toggle Buttons; List and Combo Boxes; command Buttons, Action Queries, Macro, troubleshooting Macros.

Chapter 8. Linking, Importing and Exporting Records
Using Records from Earlier Access versions, Importing versus linking, Linking other Databases as tables, Importing Data from Dbase and other DBMS programs, Importing Delimited and fixed length records, Import Error Tables, Importing Data from Spreadsheet File, Importing Data from word files, Exporting Access Data, Access & SQL.
Part-IV Outlook

Chapter 1. Managing Contacts with Outlooks
Creating a contact: Entering names, Job title and Companies, Entering Contract Addresses, Entering Contact Telephone Numbers, Understanding E-Mail Addresses, Understanding URLs, using categories, Adding details, Viewing Journal Entries, Viewing Certificate Information, viewing All fields, saving a Contact, Deleting a Contact; Using Predefined Views: sorting Contacts; Printing contact.

Chapter 2. Sending and Receiving E-mail with outlooks:
Quick Start: creating and sending an E-mail Message outlook configurations and E-mail, creating and Addressing E-mail, Entering E-mail address, Entering Message Text, Attaching Items and files to Messages, sending your message, setting message options, Mail Security Options, Sending Mail messages, receiving Mail, recovering Mail, Previewing mail messages, Replying to mail, changing options for Quoted text, changing the fonts for replies, forwarding Messages, Changing the font for forwarded messages.

Chapter 3. Scheduling your Time with Outlook:
View and Navigating the Calendar : Using the data Navigator, scheduling appointments: Entering an appointment in the appointment form, Setting a Reminder, Scheduling recurring Appointment, Scheduling events, Scheduling Time to complete a Task: configuring the Calendar: showing two time Zones, loading Holidays: Printing the Calendar: Headers and Footers, creating a style for printing your Calendar: Using the Calendar in a Workgroup: Planning a meeting with others, responding to a meeting request, checking your Co-workers Schedules, Canceling a Meeting.

Part-V

Internet & Web Publishing

Chapter 1. Introduction to Internet:
Cruising the Net at work, Cruising the net at Home, what kind of ISP Accounts are there? The anatomy of an Internet Address: Getting on the net with Mac, Windows.

Chapter 2. Starting Internet Explorer: Dialing into the Internet, starting from your start page, starting Internet explorer from Hyperlink, Opening an Existing Document, closing Internet Explorer, closing your Dial-up Networking Connection; Quick with Internet Explorer; Inside Internet Explorer; The components of Internet Explorer; At the Helm in Internet Explorer; Using the menus and shortcut Menus, using the toolbars, moving and resizing the toolbars, Using your keyboard, Accessing outlook Express Mail and News; Viewing Various File Types Viewing Standard web files, viewing Files with the help of other programs, dealing with unknown file types, setting file Associations.
Chapter 3. Web Pages and HTML
An Overview of HTML: Viewing HTML Pages, HTML Elements and Tags, the essentials of a web page, learning HTML.
Adding some structure to a Page: Using paragraphs or line breaks, dividing sections with a Horizontal Line, creating a Hierarchy with Headings.
Formatting Text and Pages: Formatting Text, formatting pages, Using Styles and style sheets.
Linking Pages to the World: Creating a text or image Hyperlink, Specifying other Link Targets, creating a clickable image Map, including picture in a page, creating lists, arranging Items within tables, Getting Feedback with forms, Designing a Form, Getting the data back to you, Splitting a page into frames.

Creating Web Pages:
Creating a new Web, opening an existing web; creating, opening, and saving Web pages, creating a new page, opening an existing page, Saving your work, Entering and Editing text: Basic editing procedures, Inserting Paragraphs and line Breaks, Inserting Special Characters, HTML or Browsers; Printing your page: Previewing the Printout; Spell checking: spell checking the active page, spell checking an entire Web, Finding or replacing Text: Finding or replacing Text in the Active page, Finding or Replacing Text in the Entire Web.

Part-VI
Power Point (for Presentation)

Chapter 1. The Quick and Easy Presentation:
Starting Power Point, Getting help, working with the office Assistant, Microsoft on the Web, Creating a Simple Presentation: working with wizards and templates Exploring the Power Point Menus, Understanding toolbars, Adding Text; Starting a New Slide: Changing Views, Starting a slide show, saving Presentations, Printing the Presentation.

Chapter 2. Entering Editing and Enhancing Text:
Text Rules: Too much is too much, the clearer the better, know where you’re going: Use Text to Highlight, not Narrate, color and contrast are important, think about your Audience, timing Is everything; Before you add text, Entering Text: Adding Text in Slide View, Adding New Text Boxes, Adding Text in outline view, working with text levels; Editing Text: simple text Editing, Selecting Text for Editing Using the Spelling checker to catch spelling Errors, Using Auto correct, Using the Style checker to catch style, inconsistencies and problems, editing in slide sorter view; formatting Text: Applying a New Design, Chancing format with a New Layout, displaying the Ruler, changing Indents, working with Tabs, Enhancing Text.
5.5 Entrepreneurship Development

RATIONALE

Many of the diploma holders in Modern Office Practice, specially after a few years of experience, may start their own ventures in different areas/services. An understanding of different aspects of entrepreneurship shall help the students to start their own service centers.

DETAIL CONTENTS

1 Introduction

1.1 Entrepreneur, entrepreneurship and its role in socio-economic development
1.2 Problem study of some successful entrepreneurs

2. Policy Framework

2.1 Definition of tiny, small and ancillary industries
2.2 Industrial policies regarding development of small and modern industries
2.3 Facilities and incentives for small and medium enterprises, infrastructure facilities and abilities
2.4 Licensing and registration procedures
2.5 Schemes for modernization, quality improvement and standardization

3. Entrepreneurial Support System

4. Product Identification

4.1 Correspondence in product selection
4.2 Exposure to demand based, resources based, service bases import substitute
4.3 Export promotion
4.4 Trading and consultancy ventures
4.5 Market survey techniques and product identification

5. Project formation

5.1 Planning for an enterprise
5.2 Structure of a project report
5.3 Techno economic feasibility report
5.4 Product design and development
5.5 Preparation of preliminary and detailed project reports
5.6 Exercises on project report preparation
5.7 Project report appraisal
ASSIGNMENTS
1. Market Survey and product identification
2. Preparation of detailed project report
3. Case study of a successful entrepreneur

Following are some of the suggested assignments which can be given to students as home assignments:

1. Collection of information from support systems
2. Market survey and product identification
3. Preparation of detailed project report
4. Prototype development and testing

BOOKS RECOMMENDED
1. Entrepreneurship and Small Business Management by Gupta CB and Kauka SS
2. Entrepreneurship Development in India by NP Shrinivasan
4. Business Policy and Strategy by Prasad LM
5.6 Computer Application-V

RATIONALE

In the fifth semester the advanced application with the help of computer in the area of mail message system, local area networks and data nets and internetworking will enrich the knowledge of the students in an effective manner.

DETAILED CONTENTS

1. Mail and Message System
   1.1 Electronic mail and message distribution
   1.2 Document and picture transmission
   1.3 Voice mail, networks
   1.4 Teleconferencing
   1.5 Trouble shooting in E-Mail

2. Local Area Networks and Data nets
   2.1 Types of LANs
   2.2 Network components
   2.3 Network Layout
   2.4 Network topology

3. Internet: Introduction, Objectives, What is Internet? How internet is connected? Concept, Brief explanation about its peripherals, working and utilities

4. Brief introduction to Computer

Virus LIST OF PRACTICALS

1. Create E-Mail accounts with different user mails
2. How to operate voice mail
3. Setting up a computer system for teleconferencing
4. Making cables for attaching the computers (LAN)
5. Setting up of a server
6. Setting up of a Clients

Note: Teachers may give more exercises to students on computers pertaining to above mentioned theory and practical.
CURRICULUM IN MODERN OFFICE PRACTICE

VI SEMESTER

For Delhi State

BHAJ PARMANAND INSTITUTE OF BUSINESS STUDIES
(GOVERNMENT OF DELHI)
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Prepared by:

Curriculum Development Centre
TECHNICAL TEACHERS’ TRAINING INSTITUTE
(Established by Ministry of Human Resource Development, Govt. Of Delhi)

SECTOR 26, CHANDIGARH 160019 (INDIA)

SEPTEMBER, 199
SIXTH SEMESTER

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* Student Centred Activities will include: Field visits , Extension Lectures , Seminars, debates, hobby clubs, Library studies, Environmental awareness ,social services camps and other cocurricular activities Including games. Advance Planning for each Semester has got to be made.

Note:
Students from Hindi Stream shall study communication, typing, Shorthand and business Correspondence in Hindi for which the detailed contents are given in the report simultaneously

6.2 **English and Communication Skill-VI**

**RATIONALE**

Language is the most commonly used and most effective medium of self expression in all spheres of human life-personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.
DETAILED CONTENTS

1. Vocabulary usage
   - Synonyms
   - Antonyms
   - Vocabulary test
   - Homonyms
   - One word substitution

2. Comprehension Ability
   - Comprehension-I
   - Comprehension-II
   - Theme Detection

3. Selecting Words/phrases
   - Sentence completion
   - Choosing the appropriate filler

4. Error Detection
   - Spotting errors
   - Sentence improvement
   - Choosing the correct/incorrect sentence

5. Rearrangement
   - Reconstruction of sentences
   - Rearrangement of jumbled parts
   - Word formation

6. General Usage
   - Spelling Test
   - Examination papers
   - Latest question bank

BOOKS RECOMMENDED

Objective General English by RS Aggarwal and Monika Aggarwal; S Chand and Sons
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6.3 Typing-VI (English)

(4) odd ijteFT
RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this Diploma programme.

DETAILED CONTENTS

1. Development of an accurate speed of 45 wpm
2. Stencil cutting
3. Carbon copy
4. Envelope address
5. Telegram typing

ASSIGNMENT

Speed test @45wpm-5minutes

duration BOOKS RECOMMENDED

1. Typewriting for Beginner by OP Kuthiala
2. Speed typewriting by OP Kuthiala
3. Type-Theory by Shri G.D Bisht
4. Type-Theory by R.C. Bhatia
6.3 Typing (English)

1. **dCu iij** dT i;Tx i

2. **L-Vfly** dTvut rFTT mid iferaï r^r? dUT i

3. f^QiQ ij ir vfdr dUT i

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6.4 Shorthand-VI (English)

RATIONALE

The performance of the personnel working in modern offices depends, to a large extent on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarters/parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses these skills can be provided to the students.

DETAILED CONTENTS

1. Taking dictations-business letters along with addresses as in real office situations
2. Drafting letters based on the hints provided (elaboration)
3. To prepare for a speed of dictation @ 100 w.p.m.

ATTAINMENT

At the end of sixth semester the student should be able to write down dictation of a business letters with addresses etc and transcribe on a typewriter. He should also be able to draft a letter based on the hints provided to him

BOOKS RECOMMENDED

1. Text Book Pitman Shorthand-New Course
2. Pitman Shorthand - Graded Dictation studies
3. Pitman Shorthand - Instructor(Publisher: AH Wheeler & Sons)

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6.5 Computer Application-VI

RATIONALE
In the sixth semester the advanced application with the help of computer in the area of internet will enrich the knowledge of the students in an effective manner

DETAILED CONTENTS

1. Internet Tools: E-mail, FTP
   1.1 Introduction
   1.2 Objectives
   1.3 Electronic mail: A message window
   1.4 E-mail addressing
   1.5 The components of e-mail
   1.6 Trouble shooting in email
   1.7 Interesting e-mail addresses
   1.8 Mail reflectors, mailing lists and list servers
   1.9 FTP via VSNL/MTNL etc

2. Visiting Web Sites
   2.1 Introduction
   2.2 Objectives
   2.3 Practice using Microsoft internet
   2.4 Down loading

3. E-commerce
   Perfection and overview
6.6 Management (Quantitative Aptitude)

Max Marks : 100

Time: 3 hours

RATIONALE
To assist the students in preparing thoroughly for competitive examinations/interview/personal screening for employment as well as to built confidence for self employment. The management qualities are inculcated based on aptitude and logical reasoning.

Guidelines for Examination Paper Setting: To test student for the subject ‘question paper should be frames based upon ‘Multi choice - Objective Type’ options out of the following syllabus. Proportionate coverage of equal weigh age, of all four segments, as well as subsections, need be strictly taken into consideration.

DETAILED CONTENTS

1. Logical Reasoning
   1.1 Non-Verbal(series and analogy)
   1.2 Logical Diagrams
   1.3 Odd Man Out
   1.4 Coding And Decoding
   1.5 Human Relationship Test

2. Logical Deduction
   2.1 Logic
   2.2 Statement and Argument
   2.3 Statement and Assumptions
   2.4 Statement and Confusion
   2.5 To drive Conclusion from Passages

3. Quantitative Aptitude-I
   3.1 Basic Problems on Numbers, Age
   3.2 Basic Percentage(S)
   3.3 Simple Profit and Loss
   3.4 Simple Ratio’s and Proportions, Time and Distance
   3.5 Area, Chain rule, Volume

4. Quantitative Aptitude-II
   4.1 Basic Simplifications
   4.2 Data And Graph Interpretations
   4.3 LCM and HCF, Square root and Cube Root
   4.4 Mean, Average
   4.5 Letter and Number Series
ASSIGNMENTS

1. Test of logical reasoning exercises in respect of Non-verbal, logical diagrams, letter and number series, odd man out, Data and Graph Interpretations, coding and decoding, and forming conclusions based upon human relationships.
3. Practical exercises in problems pertaining to numbers, ages, simplifications, percentages, profit and loss, ratio and proportion, time and distance, area, volume, chain rule, LCM, HCF, Square root, Mean and Average.

BOOKS RECOMMENDED

1. Quantitative aptitude by RS Aggarwal, Sultan Chand and Co. ltd.
2. Test of Reasoning: Macmillan
3. Bank Recruitment Tests- Competition Success Review
4. A modern approach to Verbal and Non-Verbal Reasoning: R S Aggarwal;S Chand and Company Ltd.
5. Reasoning 'N' Reasoning Dr. Ravi Chopra, Galgotia Publications
6. Quantitative Aptitude for Competitive Exams GUHA - TATA MCGRAWHILL.
7. Mental ability and Quantitative Aptitude -THOPRE - TATA MCGRAW HILL.
8. Common Entrance Test Hand book -King India Publications,
9. Manorma Year Book
10. Competition Success Year Book
11. Monthly Magazines of Competitive Examinations (including solved papers of Competitive Exams)
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CURRICULUM IN MODERN OFFICE PRACTICE

(SECOND SEMESTER)

For Delhi State

BHAI PARMANAND INSTITUTE OF BUSINESS STUDIES
(GOVERNMENT OF DELHI)
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Prepared by:

Curriculum Development Centre
TECHNICAL TEACHERS’ TRAINING INSTITUTE
(Established by Ministry of Human Resource Development, Govt. Of Delhi)

SECTOR 26, CHANDIGARH 160019 (INDIA)

SEPTEMBER, 19
Second Semester

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* Student Centered Activities will include: field visits, extension lectures, seminars, debates, hobby clubs, library studies, environmental awareness, social service camps and other co-curricular activities including games. Advance planning for each semester has got to be made.

Note:-
Students from Hindi Stream shall study communication, typing, shorthand and business correspondence in Hindi for which the detailed contents are given in the report simultaneously.
2.1 English and Communication Skills - II

RATIONALE

Language is the most commonly used and most effective medium of self expression in all spheres of human life - personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.

DETAILED CONTENTS

1. Importance of vocabulary improvement and effectiveness of self expression. Formation of words i.e. formation of Nouns, Adjectives, verbs and adverb Prefixes and Suffixes Homonyms

2. Sentences Structure Change of transformation of sentences i.e. voice, affirmative to negative and vice versa Assertive to interrogative and vice versa Assertive to exclamatory and vice versa Conditional sentences - Interchange of degree of comparison Rearrangement of jumbled sentences

3. Punctuation Practice in the use of all the punctuation marks with special emphasis on word punctuation and the use of capital letters

4. Role of letter writing in effective communication: Different type of letters: practice in writing formal and informal letters Rules regarding drafting of personal and social letters Letters to Press, letter to introduction

5. Precise Writing: Definition and importance Practice in doing: Precise at least 10 passages

LIST OF PRACTICALS/ASSIGNMENTS

1. To punctuate, the habit of consulting dictionary regularly
2. Multiple choice exercises in autonyms synonyms and homonyms
3. Practice in converting sentences from one form to another
4. Practice in punctuation
5. Self introduction by students
BOOKS RECOMMENDED

1. English grammar and Composition, by Pal and Suri (Sultan Chand and Sons)


3. A University Grammar of English, by Radolph Chirk, Sidney Greenham (Langman)

4. English Grammar Composition and Correspondence, by Pink and Thomas (S.Chand and Company)

5. Objective General English, by RS Aggarwal and Monika Aggarwal (S Chand and Company)

6. Essential of Business Communication, Pal and Korlahalli (Sultan Chand and Sons)

7. A Practical English Grammar by Thomson and Martinate (in three series)

2.1 fgnt

1. fOrc - eifjd, 0" fafar VHcf r dl fUg yr cuiU dt dy i
   (1) VTRe-fcfr dT jj), 0 idd"ll^ CdU e HW KTU dT egRd i
   (2) d fUeW % iKT, fO'Wi, fd; ,d fd; fO'Wi ced d i/e i
   (3) miiX ,d i?;; KTUi
   (4) fdeT&Td d i

2. OlD; Ijpu
   (1) dwT dr Lo:i ijpu e efjcede
   (2) o; efjcede
   (3) fdfde fefJr dcdi d dec) :e dd
   (4) nee; 0; dT ceded vj ceded dT eree; CUTUT i

3. fOjie fPug -
   (1) D fdee ,d dc; fdee fdgT dT v>dd i

4. ISTi^l
   (1) VFT, efjeTd, me; Tfxd/egRC
   (2) V>dd dT;

iLrifOr i^rd

1. ixe fgdT c;ijd.| Cd jdUT- it. ct/Tj, eiew dL=T jltMM idl'ie)
2. fgunt cddj"T fOed- rtmy dejt (ddr idi'ie)
3. ered çi#gifjd fgdr- ';ietl cTd y oeT, gjl'idn (vd cd fMlT)

2.2 Typing -II/Electronic (English)

RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this diploma programme.
Detail contents

1. Upkeep and maintenance of typewriter
2. Typewriter eraser and their use (including correction fluids)
3. Sizes of paper, type of carbons and carbon manifolding
4. Change of ribbon
5. Stencil cutting and use of correction fluid
6. Advantages of electronic typewriter over manual typewriter

PRACTICALS

1. Speed development from exercises
2. attaining an accurate speed of 25 words per minute

Books Recommended
1. Typewriting Made Easy for Beginners (Book- I) OP Kuthiala; Pitman Publications
2. Typewriting speed and Accuracy (Book-II) OP Kuthiala, Pitman Publications

Theory :
1. A Handbook or type writing - Government of India Publication
2. English Typewriting Instructor by Dr. GD Bist ; published by Shorthand House

2.2 fgnh VdT-II

1. ifjpNn cum (ijixifQ'x), oyr, fx j i
2. im fVq^T (QV UTvi)
3. vibijibvj ij vjf)! d'T ITNUT i
4. iQ i<UT (cd jfMx djUT)
5. gL^y^T XT iT'Mfyfi VTbi djUT i
6. vTbfiLvT- d fy, dN mi^TXl ij!H'T i
7. VTbi f ijtaTT 20 f feuv i

2.3 Shorthand-II (English)

RATIONALE

The performance of the personnel working in modern offices depends, to a large extent, on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarters.
parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses these skills can be provided to the students.

DETAILD CONTENTS

1. Double consonants
2. ‘N’ and ‘F’ hooks
3. ‘shun’ hook
4. Compound consonants, tick and dot ‘H
5. Halving and Doubling
6. Prefixes and suffixes
7. Diphones, medial ‘W’, ‘Sh’, ‘R’ and ‘S’
8. Figures, compound words, intersections

(From New Course Pitman Shorthand)

Attainment
At the end of II semester the student should be able to complete 140 exercises (from 61 to 140) from New Course Book.

Text Book

1. Pitman Shorthand New Course AG wheeler and sons
2. Pitman Shorthand Instructor

1. qRfPd gd 'R-y' dFTT 'y' | QR, HR VTfdd vfdfjDd idr I
2. fe gd 'u-d dFTT 'o', '; gd dT e/; er qdx, 'u' VRvuLoij dr /ofU, QtixiQl P 'u' gd dT qdx 'uPR 'fdu' VR 'qd d fy,i
3. gd VR 0Rd dT ey dFTT 'yu' gd I
4. 'g' dT idx fVd dFTT MTV }RT 'g' dT idd I 'W-yg' dT idx I
5. OTR VR dP 0Ty R dT idx I
6. ^iR VR utP d 'y' dFTT ^iR d 'y' dT idx I
7. dFXd dtu : Xx, xo,oblins, L, y, yo, xq, xq, xq ^FTT O; I
8. L0R idd dFTT VI0';d L0R I
9. f}efd eT=T, f=eT=T dFTT CgOPu I
10. Mcfyx dT fPoe I
11. gTfOx dT fPoe I
12. ycn-[TM qTRfPd VFTT fe [M 'de' MTV dT qdx I
13. fir idr, dv; VFTT ycd dr f0do ipr I
14. fd, x, vu^Nn dr yiyyffq P fyilui/vi'jifyfq l fgdr P fy^iuiL
doy I)ildd (s4fr ) iij I
2.4 Company Secretary-ship (SP-I)

RATIONALE

For a person working in the modern offices, to be successful and efficient, it is essential that he/she understands his/her job, its dimensions and techniques to handle the jobs. Through this subject students will be exposed to their roles and principles involved in modern business world. The inputs of managing the meetings and other information flow in the companies shall be provided in this subject.

DETAILED CONTENTS

1. Company Secretary
   1.1 Duties, qualifications and appointments
   1.2 Rights and liabilities of a company Secretary
   1.3 Scope of secretarial work
   1.4 Role of company secretary

2. Joint Stock Companies
   2.1 Meaning features and types of companies
   2.2 Differences between private and public limited companies, joint stock company and partnership

3. Formation of company
   3.1 Promotions
   3.2 Incorporation
   3.3 Commencement of business
   3.4 Subscription of capital

4. Documentation
   4.1 MOA
   4.2 AOA
   4.3 Prospectus
5 Capital of company

5.1 Shares-types
5.2 Debentures- types
5.3 Own/borrowed

6. Company meeting

6.1 Definition types of meetings
6.2 Requisites of valid meetings convening authority, notice of meetings
6.3 Quorum, agenda and meetings
6.4 Chairman- power and duties
6.5 Discussions, debate, amendments, motions, resolution previous questions closure voting, proxies, privileges in speeches, presentation of order of meetings
6.6 Minutes of meetings, duties related to meeting i.e. before, during and after the meeting

ASSIGNMENTS

Framing of resolutions, minutes, proxy, checklist

agenda BOOKDS RECOMMENDED

1. Text Book of Company Secretarial Practice by PK Ghosh, Sultan Chand Publications
2. Secretarial Practice in India by S.D. Singh Chavhan and N. K. Sharma- Sahitya Bhawan Publication
3. A New Approach to Secretarial Practice by Jain VK and Saiwal PM: S. Chand Publications
2.5 Human Resource Management

RATIONALE

One of the main activity of the personnel working in the offices is to manage human resources. Through this subject the basic elements of human resource management are taught to the students so that they are able to perform in the world of work effectively.

DETAILED CONTENTS

1. Introduction
   1.1 Meaning and objectives of human resources management
   1.2 Organization of personnel department

2. Personnel Functions
   2.1 Manpower planning
   2.2 Task analysis : job specifications and job requirements
   2.3 Recruitment, sources of recruitment
   2.4 Selection-process, tests and superviws methods of T and D
   2.5 Staff training and development : importance and assessment of training needs
   2.6 Performance appraisal

3. Human Resource Enrichment
   3.1 Motivation and productivity
   3.2 Employee motivation, moral and job enrichment

4. Human Resources Development
   4.1 Concept and Goals of philosophy
   4.2 Mechanism and tools
   4.3 Practices in India

ASSINGNMENTS

1. To analyses the job profile of couple of positions for which a candidate is applying for
2. To discuss a given case study
3. To study, develop and design the structure of personnel department of a company
4. To analyses cause-wise industrial disputes in India during the past five years

BOOKS RECOMMENDED

1. Human resource Management by CB Gupta, S. Chand Publications
3. Personnel Management by RS Davar; U B Publication
4. Human Resource Management by Pc Tripathi ; S. Chand Publications
2.6 Computer Application -II

RATIONALE

After having the awareness about computers and knowledge of word processing, the students will be given exposure to various tools, their utilities and in depth knowledge of spreadsheet. They will also be given hand on experience on computers in this course.

DETAILED CONTENTS

1. Tools and Utilities

1.1 Utilities for taking back-ups, disk diagnosis, disk formatting
1.2 Using tools for recovering of lost files
1.3 Files management utilities
1.4 Activities related to antivirus utilities for virus prevention, detection and removal

2. Spread Sheet (MICRO-SOFT EXCEL)

2.1 Worksheet Basics: Data entry into cells, (number, text and formula) moving data in a worksheet, moving around in a worksheet, selecting data range, using the interface (menu, toolbars) editing, working with workbooks, saving, quitting and cell referencing.
2.2 Formatting and calculation:
Calculations and worksheets (Auto fil) working with formula, data display with data formatting (number, date, etc) working with ranges, printing worksheet.
2.3 Working with graphs and charts: Adding and formatting text and data with auto format, creating embedded user’s chart wizard, sizing and moving parts, updating charts, changing chart types, creating separate chart sheets, adding titles, legends and gridlines, printing charts
2.4 Database management: Finding records with data form, adding and deleting records, filtering records in worksheet
2.5 Functions and Macros: Worksheet with worksheet using function - wizard, creating macros, records and running macros, assigning macros to button and defining macros from scratch.
LIST OF PRACTICALS

1. Creating the following worksheet

<table>
<thead>
<tr>
<th>No.</th>
<th>Student</th>
<th>Marks 1</th>
<th>Marks 2</th>
<th>Marks 3</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Amit</td>
<td>45</td>
<td>80</td>
<td>35</td>
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</tr>
<tr>
<td>2.</td>
<td>Lalit</td>
<td>75</td>
<td>76</td>
<td>82</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Anuj</td>
<td>34</td>
<td>45</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Nitin</td>
<td>62</td>
<td>58</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Ajay</td>
<td>65</td>
<td>35</td>
<td>48</td>
<td></td>
</tr>
</tbody>
</table>

Save the above sheet

a) Find the total of each student
b) Find the percentage of each student for the above said problem
c) Filter the records whose total is greater than 180
d) Sort the above records on the basis of total, marks1, marks2,
e) Take the printout of the above worksheet
f) Create a macro to find the percentage of marks for each student of the Exercise 1
g) Inserting/deleting rows and columns
h) Working with multiple worksheet

2. Product of wheat during 1994-98 (in tones)

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<td>1994</td>
<td>568.5</td>
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<tr>
<td>1995</td>
<td>635.8</td>
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<td>1997</td>
<td>457.8</td>
</tr>
<tr>
<td>1998</td>
<td>980.3</td>
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</tbody>
</table>

Draw the bar diagram/chart for the above said problem. Add title legend and data value to your chart. Save the chart in a file and take the print out of the chart and the worksheet

3. Printing reports using headers and footers

Notes: Teachers may give more exercises to students on all the chapters mentioned above.
6.4 Shorthand-VI (English)

CURRICULUM IN

MODERN OFFICE PRACTICE

(THIRD SEMESTER)

For Delhi State

BHAI PARMANAND INSTITUTE OF BUSINESS STUDIES
(GOVERNMENT OF DELHI)
OPP. MADHUBAN, SHAKARPUR (Ext. ), DELHI-110092
Phone: 011-22543891 Fax: 011-22016134: Extn. 209 E-mail: bpibs.delhi@nic.in

Prepared by:

Curriculum Development Centre
TECHNICAL TEACHERS’ TRAINING INSTITUTE
(Established by Ministry of Human Resource Development, Govt. Of Delhi)

SECTOR 26, CHANDIGARH 160019 (INDIA)

SEPTEMBER, 19
## Third Semester

<table>
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<th>S.No</th>
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<th>Evaluation Scheme</th>
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<td>75</td>
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</table>

<table>
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<td>Max. Marks</td>
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<td>Student Centred Activities</td>
<td>-</td>
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<td></td>
<td>18</td>
<td>22</td>
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</tr>
</tbody>
</table>

*Student Centred Activities will include: field visits, extension lectures, seminars, debates, hobby clubs, library studies, environmental awareness, social service camps and other co-curricular activities including games. Advance planning for each semester has got to be made.

Note: Students from Hindi stream shall study communication, typing, shorthand and business correspondence in Hindi for which the detailed contents are given in the report simultaneously.
3.1 English and Communication Skills-III

RATIONALE
Language is the most commonly used and most effective medium of self expression in all spheres of human life- personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.

DETAILED CONTENTS

Section-I
1. Text: Text Book: Prose for communication by CT Thomas
2. Seen passages for Precis/Comprehension
3. Essay type questions
4. Questions on vocabulary- spellings, antonyms, synonyms, pairs of words

Section-II
5. Translation from English to Hindi and Hindi to English
6. Practice in punctuation (Advanced exercises)
7. Paragraph writing in topics of general interest
8. Phrases and idioms
9. One word substitution

LIST OF PRACTICALS/ASSIGNMENTS

1. To read short stories other than the prescribed ones for developing comprehension skill
2. To translate sentences/passages from English to Hindi and vice-versa
3. Practice in composing paragraphs on general/current topics
4. to encourage the use of phrases and idioms in general expression
5. To read the text (prescribed) with the objective of improving conversational and writing skill

SUGGESTED READINGS
Callegiate English Grammar, Composition and Translation by CD Sishu, Prem Nath and Kapir Kapoor (Khosla Publishing House) in addition to other suggested books.

3.1 fMt HTT"TT ,0 liw—III

HTTX —

1. MTBP ^LTd - fg^nt UTVd : "VTd< dT ,d f^u" d[d - PfgU jd?T
2. lafi^T ,0 xim y[fu
3. M'UW

4. ien KTu, oTUt, iHMiFTd ,0 fO^jldiFid ien, ien-;xe

HTTX — n
i. vuon

(1) fgn l vxtt e vuoTn
(2) fOjTe fPg - KTU
(3) 1HM f d fOraff ij XITT-y^U
(4) egroj',o dldlfDr;i
(5) vUd 'TcnT d fy, ,d i^n

Ionic

1. ISTMUT vTj Medou - dy?r pun P TfypT, ieu flg (idr P dfu)
2. fgn dr4 Cf/T - gfjCTC' Cld (idP MdRTU)
3. eT Ud c^ogiRd fgn ,o dd. - *;ietl pTdy oeT (VT4 cd fMMT)
4. ixe fgn cijdj"l - (OT^Tt Md'iu)
5. fgn cijdju| fOe'T - rtMId PT/fjt (OfuTt Md'iu)

********************
3.2 Typing-III (English)

RATIONALE
Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The student of this programme must have the necessary skills to operate the key-board of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this diploma programme.

DETAILED CONTENTS
1. Development of speed to attain accurate speed of 30 wpm.
2. Display of different types of business letters (indented, semi-blocked and fully blocked letters).

Attainment
30 WPM speed test and one job- business

BOOKS RECOMMENDED
1. Typewriting Made Easy for Beginners (Book-I) by OP Kuthiala; Pitman Publications
2. Typewriting Speed and Accuracy (Book-II) by OP Kuthiala; Pitman Publications

Theory
1. A Hand Book or Type Writing- Government of India Publication
2. English Typewriting Instructor by Dr. GD Bist Published by Shorthand House

fgunh VdT - III
1. dibfiL-Vi d nfUd drf e=T (urf)
2. Ijdljl ,0 ciioilftd VTfn VTbi dUT
3. Vbi f iHa-TT 25 Ten f feuv

***************
3.3 Shorthand-III (English)

RATIONALE
The performance of the personnel working in modern offices depends, to a large extent, on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarters/parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through series of courses these skills can be provided to the students.

DETAILED CONTENTS

1. Advanced phraseography (from instructor)
   a) Section 1
   b) Section 2
   c) Section 3
   d) Section 4
   e) Section 5
   f) Section 6
   g) Section 7
2. Business Phrases (from instructor)
3. Revision of short forms and theory
4. Speed development
5. Note taking and transcription
   (From instructor of Pitman Shorthand)

Attainment
At the end of III semester the student should not only complete the phraseography but should also be able to take down dictation @ 60 W.P.M. and transcribe it on the typewriter

PRACTICAL
60 w.p.m. (Based on exercises from 1 to 140 from New Course Books)

BOOK RECOMMENDED
1. Text Book Pitman Shorthand- New Course
2. Pitman Shorthand- Grand Dictation studies
3. Pitman Shorthand- Instructor (Publisher: AH Wheeler & Sons)
3.3 fgnt vi'j/yfi : (l)ir ,0 omosifjd - III

1. ft, jfr ^FTT ie[k d ue i
2. fnu f egrUT d uie i
3. tTM ran nt cij fix e vU OT^ icn i
4. fdxrat dT fix i
5. ^LXd xfcT VXTX }RT icn fPgT dT iU: VXTX i
6. UTV fy^TUT XXT VUOTn VTfn i
7. ^LXd xfcT VXTX 66 l 83 Xd i

fax d fy, xfr 60 icn f feuv i
3.4 Handling of Office machines and Equipments (SP-II)

RATIONALE

The basis thrust of the course is to generate efficiency, effectiveness and excellence in the work and performance of the office vis-a-vis to achieve optimum productivity in the office operations. An emphasis is laid 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 them abreast with the latest and modern techniques and practices in offices within and out side the country.

DETAILED CONTENTS

1. Need and importance of office machines
   1.1 Meaning, advantages and their scope
   1.2 Selection of appropriate machines for an office
2. Traditional Machines
   2.1 Typewriter-standard and portable
   2.2 Duplicator and method of duplicating
   2.3 Adding and listing machines
   2.4 Dicta phone
   2.5 Photostat machine
   2.6 Thermal copier
   2.7 Dyline copier
3. Modern office machines
   3.1 Electronic typewriter
   3.2 Mailing equipments
   3.3 Addressing machine
   3.4 Embossing machine
   3.5 Franking Machine
   3.6 Binding machine
   3.7 Lamination machine
   3.8 Paper weeder
   3.9 Cheque writer
4. Modern Reprography Equipments
   4.1 Electrostat
   4.2 Computer
   4.3 Copy printer
   4.4 Scanner
5. Modern Communication System
   5.1 Telephone with memory, directory and conference equipments
   5.2 Telephone answering machine
   5.3 Cordless telephone and Hand free sets
   5.4 Telephone (Main line and extension, PBX, PABX Intercom)
   5.5 Telex/Teleprinter
   5.6 Fax
5.7 Public Address System
5.8 Network
5.9 Paging System
5.10 E-mail
5.11 Internet
5.12 Mobile phone/Cell phone/Airtel
5.13 Scheduling devices

6. Modern material Storing Systems and Equipment
   6.1 Floppies Workable Computer
   6.2 Scanner
   6.3 Bar Code System
   6.4 Incoming/outgoing inventory register

7. Modern Accounting Equipments
   7.1 Electronic Calculator
   7.2 Electronic billing machine
   7.3 Electronic cash register
   7.4 Electronic weighing machine
   7.5 Electronic ledger system
   7.6 Coin and Note storing and counting machine

8. Modern Office Security System and Equipment
   8.1 CCTV
   8.2 Time/Attendance recorder
   8.3 Visitor counting machine
   8.4 Metal/Gas/Smoke Detector
   8.5 Fire Extinguisher-ceases fire
   8.6 Security alarms/remote control locking system

ASSIGNMENT
   1. The student may be asked to perform practicals in above eight areas and
      their proficiency may be evaluated by their teacher.
   2. The student will be required to participate in group discussions and
      practical operations of the equipments
   3. The student may be exposed to practical work during the course of
      practical training and industrial visit in order to know the detailed process
      of handling of office machine and equipments
   4. The students may be promoted to visit trade fair and exhibitions in order
      to gather more details in respect of latest technological changes and
      development in the field of office machines and equipments.

BOOKS RECOMMENDED
   1. Office Management by Ghosh and Aggarwal
   2. Office Management by Gupta, Bansal, Jain, malik
   3. Modern Office Management by Dr. I.M. Sahai
   4. Office Automation by KK Bajaj
   5. Office Practice made Simple- Geoffrey Whitehead
   6. Latest Periodicals and Magazines on Office Automation
3.5 Personality and Human Relation Development

RATIONALE

Organizational growth and success are a result of utilization of individual talent and potential and mobilize group efforts. The study and practice of personality and human relations development approaches will develop leadership skills and personality of the students. Their commitment, motivation and enthusiasm for excelling in jobs will be aroused. Thus the students will develop sensitivity to their own strengths and weakness. They will also experience and gain insight into the process of self development, team building and utilising individual strengths through improved human relations.

The course will also benefit the students through identification of their own leadership behaviour and learn to modify when necessary for individual and organisational growth.

DETAILED CONTENTS

1. Understanding Personality
   1.1 Various stages of personality development
   1.2 Theories of personality, major determinants of personality
   1.3 Individual differences
   1.4 Improvement of personality
   1.5 Self development

2. Group Behaviour
   2.1 Form of group and group dynamics
   2.2 Inter and intra group conflicts and resolving conflicts
   2.3 Team building and its importance

3. Transactional Analysis
   3.1 Interpersonal behaviour
   3.2 Basic life positions and life scripts
   3.3 Analysis of ego states
   3.4 Benefits of transactional analysis

4. Human Relation
   4.1 Meaning and importance of Human relations
   4.2 Tools and techniques for improving Human relations
   4.3 Building effective relationship

5. Organisation Culture and Climate
Impact of organizational culture and climate in improving personal effectiveness

6. Stress management
   6.1 Meaning of stress
   6.2 Causes of stress
   6.3 How to remove stress

LIST OF PRACTICALS

1. Exercises relating to self awareness through questionnaire
2. Discuss appropriate case study for personality development
3. Design a scheme for improvement in your personality in an office after visiting some establishment
4. Role play exercise

BOOK RECOMMENDED
1. Management Development and Appraisal by Chakaraborty: McMillan
2. Organisational Development for Excellence by Ramaswamy VS: McMillan
3.6  Computer Application-III

RATIONALE

During third semester, the student will be exposed the application of computer in the areas of Desktop Publishing (DTP) and printing and presentation software. Project assignments will be identified from the contents and given to the students to generate the desired capabilities in the concerned areas.

DETAILED CONTENTS

1. Desktop Publishing
   1.1 Introduction to DTP system
   1.2 Capabilities of a DTP system
   1.3 Setting up newsletters
   1.4 Editing newsletters
   1.5 Batting tags and text attributes
   1.6 Preparation of catalogues, visiting cards, certificates etc
   1.7 Preparation of bills and vouchers
   1.8 Printing

2. Presentation Software (POWER POINT)
   2.1 Introduction to Power Point, main screen
   2.2 Introduction to POWERPOINT view, view button, slide view, outline view, slide sorter view, notes view, slide show, slide set up and file properties.
   2.3 Creating first presentation, putting power point to work, file menu overview, hands on activity, built in wizards (auto content wizards)
   2.4 Working with text and lists, controlling text and list, formatting tool bar, format menu, hands on activity
   2.5 Working with colors and transitions, adding header and footer (slide, notes and handouts dialogue) drawing tools

2.6 Multimedia in Windows
   ■ Introduction
   ■ Objectives
   ■ Multimedia add-ons
   ■ Media types (Audio and Visual)
Multimedia tools

■ CD Player
■ Media Player
■ Sound recorder
■ Volume control

LIST OF PRACTICALS

1. To prepare a title page/coverage of a book on DTP
2. To prepare visiting card of Principal of your Polytechnic giving name, qualification, name of polytechnic, address, phone number, residential address etc.
3. To prepare invitation card for wedding/ reception/ institution annual day celebrations.
4. To prepare a sheet of bill book
5. To prepare merit certificate
6. To prepare a brochure for a state level seminar
7. To prepare a presentation about your institute comprising ten slides
8. To prepare presentation on any scientific topic of your choice
9. To make an inter active presentation on any topic
10. To make use of multimedia elements in the presentation

NOTE: Teachers may give more exercise to students on computers pertaining to above mentioned theory and practicals
3.7 Business Correspondence-I

RATIONALE

A diploma holder in modern office practice has to work as private secretary to the executive and office executive in the organization. To handle his job, knowledge of correspondence is must. In fact he has to acquire the skill of effective correspondence as he has to control the office and has to provide help to his chief executive.

DETAILED CONTENTS

1. Correspondence
   1.1 Meaning and impotence
   1.2 Process
   1.3 Uses

2. Essentials of a good business letter
   2.1 Parts of letter
   2.2 Formats/ styles of a business letter

3. Enquiry letters
   3.1 Meaning and importance of enquiries
   3.2 Quotations
   3.3 Catalogues
   3.4 Replies of enquiries
   3.5 Special terms

4. Order Letters
   4.1 Placing of an order
   4.2 Follow up letters
   4.3 Acceptance and refusal of an order
   4.4 Cancellation of an order

5. Sales Letters
   5.1 Introduction of a new product
   5.2 Promotion of a product
   5.3 Publicity of business
   5.4 Special offers/ discount etc.

6. Circulars
6.1 Change of address  
6.2 Opening of new branches  
6.3 Introduction of a partner  
6.4 Retirement of a partner

7. Claims, Complaints and Adjustments  
8. Remittance and collecting letters  
9. Letters of introduction  
10. Letters of credit and status enquires

NOTE: The student will be required to draft various letters such as enquiry letters, order letter, Sales letters circulars, coplaints, adjustments and remittance letters, letters of introduction, letters of audit and status enquiries during the practical period.  
Students may be asked to correct the given letter with reference to layout, format, style and drafting and language and may be given other appropriate and related assignments.

BOOKS RECOMMENDED

1. Essentials of Business Communication by Pal and Karlahalli: S. Chand and sons  
2. Effective Business Communication by MV Rodsiques: Concept publishing company  
4. English Grammar Composition and Correspondence by Pink and Thomas: Sultan Chand and Company
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CURRICULUM IN MODERN OFFICE PRACTICE

(FOURTH SEMESTER)

For Delhi State
BHAI PARMANAND INSTITUTE OF BUSINESS STUDIES (GOVERNMENT OF DELHI)
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Prepared by:

Curriculum Development Centre

TECHNICAL TEACHERS’ TRAINING INSTITUTE
(Established by Ministry of Human Resource Development, Govt. of India)

SECTOR 26, CHANDIGARH - 160019 (INDIA)

September, 1999
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**Note:**

Students from Hindi Stream shall study communication, typing, Shorthand and business correspondence in Hindi for which the detailed contents are given in the report simultaneously.

**Student Centred Activities will include:** Field visits, Extension Lectures, Seminar, debates, hobby clubs, Library studies, Environmental awareness, social services camps and other co-curricular activities including games. Advance Planning for each Semester has got to be made.
4.1 English and Communication Skills-IV

RATIONALE

Language is the most commonly used and most effective medium of self expression in all spheres of human life-personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.

DETAILED CONTENTS

Part-A
Shakespeare’s Macbeth: Explanation with reference to the context and text based questions

Part-B

1. Preposition
2. Conjunctions and their applications (Synthesis of sentences)
3. Narration (Direct and indirect speech)
4. Essay Writing
5. Translation from English to Hindi and vice versa
6. Writing articles for magazine and newspaper

LIST OF PRACTICALS/ASSIGNMENTS

1. To collect information about the life and works of William Shakespeare
2. Answering short questions form the text
3. Practice in combining/synthesising sentences
4. To develop essays relating to current topics and also social, political and economic problems
5. Translation exercises
6. Write-ups for newspaper/magazine on topics of general interest

BOOKS RECOMMENDED

1. The Sterling Book of Essays for Competitive Exams by B.N. Kakkar (A Sterling Paper Book)
2. 160 Essays by B.N. Ahuja (New Light Publication)
3. Essay for competitive Exams (competitive success review)
4. Simple Essays - Macmillan
4.1 fgnt HW,0 lim-PT*

H-TTX : ,d

- "gn; dT ji" - VTPT; prjlu

(1) c;[,;i
(2) M'UW

HTTX : nT

(1) fuc/T y[u
(2) vXth l fgnh e vuon
(3) i=-fdTvT d fy, d[Tu
(4) le^[p; cT/id TTD;
(5) TTD; ifjodu (nR;A/vir;aT TTD;)
(6) 1c/T ipd TTD;

iLdlfOd 0TD;

1. vuTTn : f1)ir dh :jTT - MTo ijT dei? (TFTT Mdmu)
2. fOnTT HTT"TT e v^TTn dh lew - MTo dyuM fToijh (i-nr Mdl'H)
3. vXth-fgunh denT dT Bhd l idx - igyin Pn yfV; (i-nr Mdl'H)
4. ITT l fgnh fUc/T - frydjit (vd cd fMd)
5. fgdh fUc/T y[d - fTjit ,e,, (rdh idi'iu)
4.2 Typing-IV (English)

RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this diploma programme.

DETAILED CONTENTS

1. Development of speed to attain accurate speed of 35 w.p.m.

2. Tabular statement- display

Attainment

Accurate speed of 35 w.p.m. and display of tabular statement

4.2 fghn VdT - PTj

1. 1Tj.fr (LVVH'v) VTbi djUT I
2. fOHiHp fO*raT 1 ifTr vTbi xfr vwi I
3. VTbi xfr ifteTT 30 Ten f fhuv I

4.3 Shorthand -IV (English)

RATIONALE

The performance of the personnel working in modern offices depends, to a large extent, on the proficiency with which they can take dictation. Many
of the confidential matters have to be written in shorthand before final communication is sent to different quarters/parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses these skills can be provided to the students.

**DETAILED CONTENTS**

1. Taking dictation from business letters.
2. Taking dictation from Magazine.
3. Development of speed up to 80 w.p.m. on all types of matter.
4. Improving the skills of transcription.

**Attainment**

At the end of fourth semester the student should be able to take down dictation on all types of matter at the rate of 80 wpm and transcribe on a typewriter

**BOOKS RECOMMENDED**

1. Text Book Pitman Shorthand - New Course
2. Pitman Shorthand - Graded Dictation studies
3. Pitman Shorthand - Instructor (Publisher: AH Wheeler and Sons)

4.3  **fgnt vi’jjyfi : (l)ld ,0 omoglfd - PIj**

1. iLrd xfT v;Tl 84 l ^LTd xfT v;ii leifa Td i
2. jitUfTd, f, f'i^TT, OKifUd ,0 viFfd fOiT xfT v;ii i
3. ddU Idl fOiXT ij Xi"FT TFIT ddU Idl 'l^niO^I dT VXTI |
4. div iiicnT dT v;Tl i
5. \( \text{in }, 0, \text{irnf/Tdijr ielt iienci dT v}; \text{Ti} \text{ i} \\
6. \( x=T, H=M; fOxx vFT \text{l Ifr iiencT dT v}; \text{Ti} \text{ i} \\
7. \( fOxX; ?x n, 0, ix; i\text{liiu fOxx d 'ienioyi dT v}; \text{Ti} \text{ i} \\
8. \( xg fOHTTX, fORT f0xx, f0ff/T TFiT U;; fOXTX, f'lTT TFiT leit ,0a de;i'i \\
fOxx, igdifjri TFTT v; lin ,0 fOxuix vFT \text{l ifTr ?xnT dT vi}; \text{Ti} \text{ i} \\

ijterr d fy, 80 'i<n ( ftus i}
4.4 Private Assistant/Secretary-ship (SP-III)

RATIONALE

The main aim of diploma holders is to perform secretarial duties for and on behalf of the boss. Therefore, one must be well conversate with relations sources of information and alert and active with detailed knowledge to perform assignment as per direction of the office.

DETAILED CONTENTS

1. Secretarial Function

   Job profile of:

   1.1 Typist
   1.2 Steno
   1.3 PA
   1.4 PS

2. Public Relations

   2.1 Work involved at reception desk
   2.2 Receptionist/public relation officer’s job profile
   2.3 Fixing of appointments, maintenance of desk diaries/Register/Digital diary
   2.4 Telephone handling/etiquettes
   2.5 Telex/Fax and internet handling

3. Travel Arrangements

   3.1 Planning journey
   3.2 Itinerary
   3.3 Reservation travel, hotel and transport
   3.4 Documents -passport -visa, health check up, money, insurance

4. Using Various Sources of Information
Dictionaries, encyclopaedia, directories, railway time table, air time table/schedule, year book, tourist guide, ready reckoner, government reports/gazettes, office manuals, TIM (Travel Information Manual)

5. Handling cash transaction

5.1 Methods of making payment: Cash, draft, Money orders, IPO, telegraphic transfer, standing instruction

5.2 Banking transactions - different types of bank accounts, different types of cheques, encashment, endorsement, crossing, dishonour.

LIST OF PRACTICALS/ASSIGNMENTS

1. Telephone index diary

2. List of telephone numbers or on intercomto bedisplayed for the boss on his table, hotel service numbers

3. Display of information by diagrams, charts, graphs

4. Specimens of air ticket, Boarding card, rail ticket itinerary

5. Practice in preparing tour programmes, making railway and air reservations, booking hotel accommodation, preparation of TA bills

6. Practice in recording appointments in diaries, furnishing information required at the time of actual meeting, receiving and handling visitors

7. To prepare a report in respect of every office visit and exhibition etc of special guest lectures, summer and winter training

8. Ability to find telephone numbers making a telephone index diary, writing on a message book, telephone bills ‘Registers for maintaining record of telephone calls made, practical training on working on PBX, PABX, Intercom etc.

BOOKS RECOMMENDED

1. Secretarial Practice by John Harrison

2. Office Organisation and Management by Jain and Jain

3. Office Management by PK Chopra
4.5 Business Environment

RATIONALE

Awareness about business organisation, environment and trends in economics is essential for the diploma holders in modern office practice. The basic elements of these aspects of modern offices are aimed to be taught to the students through this subject.

DETAILED CONTENTS

1. Elements of Business Environment

Meaning of business environment; factors influencing environment of business economic non-economic, environment of business; effects of economic environment of business; interaction of economic and non-economic environment; distinction between static and dynamic environment, social responsibilities of business

2. Nature and Functions of Economic System

Meaning of economic system; features of an economic system; different forms of economic system; functions of an economic system; capitalistic economic system-definition, characteristics, merits and demerits, socialistic economic system-definition, characteristics, merits, demerits; mixed economy-features, merits demerits; basic units of an economic system-chief characteristics, maximization of welfare; ecology and eco system (related environmental problem in India)

3. Forms of Business Organisation

Sole proprietorship, partnership, joint stock company, co-operatives, Rationale of public enterprises, problems of public enterprises; meaning of Market, classification of markets

4. Indian Economic System

Evolution of economic system in India; characteristic features of the Indian economic system, evolution of mixed economy in India-need for mixed economy-role of the public sector-role of the private sector, instruments of the mixed economy in India

5. Economic Trend and Structural Changes

Definition of economic growth; economic growth and economic development, determinants of economic growth, stages of economic growth and business environment; characteristics of an under-developed economy; India as a developing economy; strategy of balanced and unbalanced growth-growth strategy and under-developed countries, major issues in development policy, economic development and physical environment. The
Security contracts (regulation) Act, 1956, Registration with Stock Exchange, Recognition to OTCEL powers of central government


Major economic crises and reforms. Productivity trends in Indian agriculture, trends in the utilisation of industrial capacity, major problem confronting the Indian industries problems of small-scale industries and solutions; trends in industrial productivity during plan period, trends in balance of payments- problem of deficits and solutions-inequalities of income in India - administered structure of interest rates - sale of gold by India-impact of the gulf war-devaluation of Indian rupee, 1991 - recent IMF loan to India- latest union budget- report of the Chelliah Committee on Tax reforms-10th finance commission -new economic reforms

ASSIGNMENTS

Study the latest business situation based on government policies and other circumstances.

BOOKS RECOMMENDED

1. Business Policy and Environment by Gosh and Kapoor; Sultan Chand and Sons publishers
2. Economic Environment of Business by VK Garg, Sultan Chand And Sons Publishers
3. Economic Environment of Business by SC Kuchchal
4. Economic Environment of Business by Dr Rudra Dutta
5. Economic Environment of Business by Dr M. Adhikari
4.6 Computer Applications-IV

RATIONALE

In fourth semester, the students of this diploma will get knowledge of data processing techniques, information storage and retrieval. This will be based on Microsoft ACCESS/FOX PRO.

DETAILED CONTENTS

1. Data Processing Techniques
   1.1 System life cycles
   1.2 Overview of data processing, operations like data entry, sorting, searching, merging, computation and validation
   1.3 Introduction to management information system

2. Information Storage and Retrieval (MICROSOFT ACCESS/FOX PRO)
   2.1 Introduction to data bases and tables, forms, queries, reports
   2.2 Creating tables, first data base, billing table, fees table, rating tables, charging table’s contents, toolbars, adding and editing records, changing column widths, hiding columns, and freezing columns.
   2.3 Creating queries, using the query window, using criteria and saving queries, criteria expression and operators, entry conventions, changing a query and totalling
   2.4 Using the form wizards, form design without form wizard, controlling the appearance the text, adding a picture object, working with sub-forms, putting a list box, selecting and resizing labels and data moving, adding and editing labels, using data validation, default values, using the rectangle and line tools
   2.5 Finding information in database and creating single column report, grouped data report, adding graphs to reports through working Microsoft graph, putting a graph on a form.
   2.6 Creating mailing labels, label creating, creating and running macros, macro command buttons, synchronizing.
LIST OF PRACTICALS

1. Create the following structure:

<table>
<thead>
<tr>
<th>Field name</th>
<th>type</th>
<th>width</th>
<th>Decimal</th>
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</thead>
<tbody>
<tr>
<td>Emp Code</td>
<td>Numeric</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Emp Name</td>
<td>character</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td>Address</td>
<td>Character</td>
<td>30</td>
<td>0</td>
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<tr>
<td>Basic pay</td>
<td>Numeric</td>
<td>8</td>
<td>2</td>
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<tr>
<td>DA</td>
<td>Numeric</td>
<td>6</td>
<td>2</td>
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<tr>
<td>HRA</td>
<td>Numeric</td>
<td>6</td>
<td>2</td>
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<tr>
<td>Total</td>
<td>Numeric</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Qualification</td>
<td>Character</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>Date of join</td>
<td>Date</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td>Date</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

Save the above structure

2. Append 10 records in above data base
3. Modify the above structure and add one more field

<table>
<thead>
<tr>
<th>Dept name</th>
<th>Character</th>
<th>20</th>
</tr>
</thead>
</table>

4. Display all the records whose basic pay is greater than 5000, using query wizard

5. Display all those records whose date-join is after “1/01/88” using query wizard

6. Modify the fifth record of the above database
7. Create a form (using the form design) to append the records into the data base
8. Create a report (using the report wizard) having following columns

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Name</th>
<th>Department</th>
<th>Qualification</th>
<th>Date-join</th>
<th>Total Salary</th>
</tr>
</thead>
</table>

9. Practicals on Graph using MS access
10. Practicals on creating mailing labels

Note: Teachers may give more exercise to the students on computer pertaining to above theory and practicals
4.7 Business Correspondence-II

RATIONALE

A Diploma holder in modern office practice has to work as private secretary to the executive and office executive in the organisation. To handle his job, knowledge of correspondence is must. In fact he has to acquire the skill of effective correspondence as he has to control the office and has to provide help to his chief executive.

DETAILED CONTENTS

1. Job Findings and Job Success
   1.1 Preparation for job findings
   1.2 Applying and preparing for interviews

2. Government Correspondence
   2.1 Introduction
   2.2 Noting in files
   2.3 Official letters
   2.4 Demi-official letters
   2.5 Office orders
   2.6 Memorandum
   2.7 Notification
   2.8 Endorsement
   2.9 Inter-departmental communication

3. Bank Correspondence
   3.1 Inquiring regarding opening of an account
   3.2 Asking the bank to stop payment
   3.3 Advice of consignment
   3.4 Overdraft facilities
   3.5 Loss of cheque book
   3.6 Transfer and standing instructions
   3.7 Dishonour of cheque reasons letters form customers
   3.8 Bank forms and bank terms
4. Drafting telegrams and telex messages

Note: The students will be required to draft various letters and office communications such as writing an application for situation, noting on files, demi-official letters, memorandum, notification, endorsement, correspondence with the bank, drafting telegrams and telex message during the practical period.

BOOKS RECOMMENDED

1. Essentials of Business Communication by Pal Korlhall, Sultan Chand and Sons
2. Effective Business Communication by MV Rodriquies; Concept Publishing Company
3. Business Communication by Sinha; Galgotia, New Delhi
4. English Grammar Composition and Correspondence by Pink Thomas; Sultan Chand and Sons

(1) UdKh dh [it Vl] iQyri
1.1 UldKl d fy, d;iKl
1.2 vlCnu id dK diariddK d fd, deid

(2) 'llldh; idlPlj
2.1 ifjp; (MLdICdl)
2.2 di^d iK fV^i^T
2.3 dlddd id (dKdIKl id)
2.4 V&5'lllddl; id
2.5 dlddd dldd
2.6 Kid
2.7
2.8
ddfCeIXk ddFT

(3) Cd id eqCtR
3.1 ddl eildl diyU dl tMdlIKl
3.2 exiid dd/lr id
3.3 fd dr HjW djU d KdUT
3.4 eld did dd/Tr ipel
3.5 d/rfCed dr ifC/n
3.6 Pd cd eIT tiU d de/i d
3.7 ddKT ,0 Lend fUdi
3.8  xlgd dl dK d Cd )KT Pd venr ti tiU CK dTKT tml
3.9  Cd 99= ,0 Cd id

(4)          (dj) ,0 VdDI d;ijdjUT

Urv : fdiiffidi d vda-TT dl tdl t fd C di;ld; dded d ddf/fd ffed ddR d idi dl vnd dandi d
nkid dK t td vCne id, vT 'llddl; id, Kid, vf^geel, yfBide, dd d ddf/fd id cmtR, dier ,0
dfKdd id ddiK dKei, dibd iK fV^iuTl djUT, diK ,0 VdDd ddlT ddTK dKdT I

(iLdlfCd iLdd)
1.  id-c^ctTK fUdRidi - MTo H-iiyuisi fdcKr, Mr-0 fcT; ddJB (cplr ydiin, fddol)
2.  ccddifdd ftud - Mi-o dedn m'ditfd (cliTr y*i'n. fdedr)
3.  ccimfjd din ,c y=i=K - Mi-o Kddid id1, tfKsdm iKM (dcdic Pn ,M dd)
CURRICULUM IN
MODERN OFFICE PRACTICE
(FIFTH SEMESTER)

For Delhi State

BHAI PARMANAND INSTITUTE OF BUSINESS STUDIES
(GOVERNMENT OF DELHI)
OPP. MADHUBAN, SHAKARPUR (Ext.), DELHI-110092
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Prepared by:

Curriculum Development Centre
TECHNICAL TEACHERS’ TRAINING INSTITUTE
(Established by Ministry of Human Resource Development, Govt. Of Delhi)

SECTOR 26, CHANDIGARH 160019 (INDIA)
SEPTEMBER, 19
## FIFTH Semester

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<th>Evaluation Scheme</th>
<th>Total Marks</th>
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<td>Typing-V (English &amp; Hindi)</td>
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<td>Shorthand-V</td>
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<td>Paperless Office SP-IV</td>
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<td>25</td>
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<td>Entrepreneurship Development</td>
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<td>5.6</td>
<td>Computer Applications-V</td>
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<td>Student Centred Activities</td>
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<td>Total</td>
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<td>27</td>
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</tbody>
</table>

*Student Centred Activities will include: field, visits, extension lectures, seminars, debates, hobby clubs, library studies, environmental awareness, social service camps and other co-curricular activities including games. Advance planning for each semester has got to be made.

Note: Students from Hindi stream shall study communication, typing, shorthand and business correspondence in Hindi for which the detailed contents are given in the report simultaneously.

### 5.1 English and Communication skills-v

**RATIOANALE**

Language is the most commonly used and most effective medium of self expression in all spheres of human life-personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.

**DETAILED CONTENTS**

**PART-A**

1. Text-Novel-animal Farm by George Orwell (Orient Longman)
2. Central Idea
3. Questions on text, title, character-hero-heroine and supporting actors.
4. Summarising
5. Exercises on punctuation

PART-B
1. Qualities of a good speaker and a listener the process of instruction.
2. Practice in oral presentation, preparing and delivering talks.
3. Translating in both the languages (paragraphs) Translation from English to Hindi and vice versa
4. The art of preparing general reports (press, accident, progress, periodic)
5. Preparing for interview as an interviewer and as an interviewee.

LIST OF PRACTICALS/ASSINGMENTS

1. To inculcate the habit of reading good fiction like:
   Three musketeers
   Pride and prejudice Olvin
   Twist Tom Sawyer
   Sense of sensibility

2. To summarize passages from the novel

3. To have mock-interview sessions

4. Translation exercises

5. To practice report writing

BOOKS RECOMMENDED
1. Business Correspondence and Report Writing by RC Sharma and Krishna Mohan; (Tata Mcgraw Hill)
2. Business Communication by Asha Kaul; Prentice Hall of India
3. Objective General English by RS Aggarwal and Monika Aggarwal

5.1 ﬁg n,0'' ldw-5

HTTX:zd

1. mi^il-

(1) ddl; do - "voU viU vtudl" - d[ld- vK;

(2) jvrenfjr yuW

(1) dFrrud
(2) \( pfj = fp = "i \)
(3) \( tfHd \)
(4) \( 1t?r \)

3. \( irj - y[u \)
4. \( fOjre-fPgr dr vom dr; \)

\textit{Hnx - nr}

1. \( iQy \) lirur d fd, \( vPN ODT ,o Jkrr d xu \)
2. \( fid orri' dl tord - iLf ,o vfH^c;fDr \)
3. \( vuorn vXtl l fgd/fgd l vdtrl \)
4. \( iHM fjdV curuT/(q=-if=dT, n?ivui, f vTfn ij) \)
5. \( iT^iiddij - irarirdTj dU o dd dl Tord \)

\textbf{(MLTilOd iLrd)}

1. \( c;ioiif;d fgn - nC o xt \) (U'iuy fy-dro)
2. \( fgd dd do - fcid diy (idr idi'iu) \)
3. \( i=-c;ogij funfldi - Mi-. dyTuTFT droid (dt; ddJ''B) \)
4. \( c;ioiif;d dioo - Mi-. vij.nl. IDIU1 (fdrid egy) \)
5.2 Typing-V (English)

RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the keyboard of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this diploma programme.

DETAILED CONTENTS

1. Development of speed to attain accurate speed of 40 wpm.
2. Typing from a manuscript

Attainment

Speed test at the rate of 40 wpm and one job from any one of the above.

BOOKS RECOMMENDED

1. Typewriting Made Easy for Beginners (Book-I) by OP Kuthiala ; (Pitman Publications)
2. Typewriting Speed and Accuracy (Book-II) by OP Kuthiala ; (Pitman Publications)

Theory

1. A Hand Book or Type Writing - Government of India Publication
2. English Typewriting Instructor by Dr GD Bist Published by Shorthand House

5.2 fgnt VdT - ip

1. gLrсH (muMfymi) i
2. Vbi xfr ija-TT 35 icn f feuv i

***************

The performance of the personnel working in modern offices depends, to a large extent,
5.3 Shorthand-V (English)

RATIONALE

on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarter/parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses these skills can be provided to the students.

DETAILED CONTENTS

1. Taking dictation from magazines
2. Development of speed up to 100 wpm on all types of matter
3. Improving the transcription skill

Attainment

At the end of fifth semester, the student should be able to take down dictation on all types of matter at the rate of 100 wpm and transcribe accurately on a typewriter

Text Book: Pitman’s Short New Course

BOOKS RECOMMENDED

1. Pitman’s Short Hand - Instructor
2. Question and Answers - Short Hand Theory by RC Bhatia
3. 700 Common Words - Pitman
4. Advanced Phaseography - Pitman
5. Advanced Phaseography by Shri Aiyer KS
6. Short cuts by Shri Brown
5.3 fgnh anfiR : 0 <;iogiljd - ip

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2. ciioifld M = MN J^y^TU :
CBd dt diloiigl 1 IfTr ipuT, di4ipl, di4^r ,4 diU dt

0Tf"Td, 1HM, 0/TTfUd HIvT dt fj iTV vTfn dT VITl I 3- lintl HTT"FTT dT f VITl I

4. e^i iHMK-q=r d idndli ddT dT f vii I

5. dllTdl fV^^T (UTV) ,4 dllTdll i=T dT f VITl I

ijhsTT d fy, xfr 100 i<n ifr feuv I
5.4 Paper Less Office (SP-IV)

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 relations sources of information and alert and active with detailed knowledge to perform assignment as per direction of the office.

DETAILED CONTENTS

1. MS 2000 --
   Word --
   Excel
   -- Power Point -- Office
   Administration
   a) E-mail
   b) Internet

2. DTP

3. Accounting packages

4. Home Page

5. Project Preparation

6. Self learning project

Software Syllabus to assist operation in Paperless Office (Office Automation)

Part 1 Word

Chapter 1. Word Basics
   Starting Word: Setting up screen : Using the menus, Using Toolbars, Reading the status bar, Understanding and arranging Windows; viewing the Document : Normal view, Web layout view, Print layout view, print preview, Outline view, Split - Screen view, Document map, Zooming the view; Getting help.

Chapter 2. Creating Simple Word Documents
   Creating a new Document; Working with text: Entering Text, Moving the Insertion Point, Selecting Text; Using Undo and Redo; Inserting a Data; Inserting Symbols and Special characters; Saving a word Document: Saving the document for first time, saving the Document in Different format; closing the Document; Opening a word Document: Opening word document using windows Technique; Finding word document; Opening a non-word document.
Chapter 3. **Formatting Documents**

Character formatting: character formatting using font Dialog box, Character formatting using the formatting Toolbar, Character formatting using keyboard shortcuts; Paragraph formatting: Setting Alignment, Indents, Line spacing, Spacing before and after Paragraph, Tabs, Using the text flow options; Page setup: Setting Margins, paper size, paper orientation; Border and shading: Adding Borders and shading using tables and border Toolbars, adding Borders and shading using the border and shading Dialog box; removing borders and shading, Inserting Decorative Horizontal lines.

Chapter 4. **Previewing and Printing Document**

Introducing Basic printing; Printing is an interactive sport: Print Dialog box option; Using Print Preview; Printing Labels, Including Graphics on envelopes, Labels and Large Mailing Lists.

Chapter 5. **Writer’s Tools**

Typing symbols and special characters, Bulleted list command, Spelling checker, Autocorrect, Auto text, Grammar checker, table of contents, Creation of an Index, Find and Replace, Annotation, Cross-Referencing, Thesaurus, bookmarks.

Chapter 6. **Introduction to Mail Merge**


**Part - II**

**Chapter 1.** Working with EXCEL Excel Basics

Starting and closing Excel, Looking at Excel’s Workbooks, Worksheets and cells: Using worksheets within a workbook, Understanding cells in a worksheet; exploring the Excel Windows: Accessing Commands in Excel, Using the formula Bar to see what’s inside, Watching the status bar to keep informed, using Auto Calculate to get Quick Answer: Working with cells: Entering Data and formulas into a cell, Editing a cell, Enhancing a

**Chapter 2.** Entering and Editing Data

Entering Information: How Excel Interprets your data, how your data is displayed; Mastering Data Entry Techniques: Using Data Fill, Working with custom fill, Techniques: Using Data fill, Working with custom fill,
Getting it Right with Auto complete, setting limits with Data Validation:
Editing Your Data: Correcting data, moving data, Deleting Data, Inserting data, Using the Right Mouse Button, Finding and replacing Data, Using the Go to Special Dialog Box, Correcting Spelling Errors.

Chapter 3. Working with Cells, Ranges and Worksheets

Selecting Ranges: Selecting a single-sheet range, selecting a Multisheet Range, Selecting Non-contiguous range, Selecting with Edit Go To;
Copying and Moving Cells: Copying and moving with Edit- Copy/Paste, using the clipboard Toolbar, Copying Blocks of various Dimensions.
Using Edit-Paste Special, Exchanging data with other applications; clearing cell contents, Formats and comments; Expanding and contracting the work book, Taking advantage of range Names. Using the find and Replace command.

Chapter 4. Writing Formulas

Building a formula: Including various, Reliving Math 107: Operators and the order of precedence, using parenthesis to change the order of precedence, Recognizing Error Results, Making your formulas more readable;
Referencing cells in the same workbook: Entering Cell references, pointing to cell or range, Using the range finder, referring to a Range Name, Dealing with a circular Reference; Referencing cells in Natural Language Formulas; Copying Formulas and moving Precedent cell: copying Formulas and moving Precedent Cell: understanding How Relative references adjust, Applying absolute References That do not adjust, moving precedent cells.
Referencing Cells in other Workbooks: specifying other filename, creating links over the Internet, keeping links current; Recalculating Formulas Manually, Calculating with edit-Paste Special, Working Backward with the Goal seek command.

Part - III

Database Management with ACCESS

Chapter 1. Introduction to Access
Access system requirement, Upgrading from Earlier Access Versions, Access Concepts and Terms, Starting and quitting Access, the Access Workspace and Tools, views, Online Help for Access, Microsoft Sample Databases.

Chapter 2. Creating Simple Database & Table
The Access Table Wizard, creating Database without the wizard: _field Names, Data types and Properties, Adding or Deleting Fields in Tables, Renaming Fields and Their Captions, Moving Fields (Rearranging Tables), Deleting Fields in Tables, Resizing Fields, Changing the
Chapter 3.
Appearance of Text in Tables, Freezing Columns, Primary key field(s), Indexing Fields, Viewing list of Database Properties.

Creating Simple Database & Table
The Access Table Wizard, creating Database without the wizard, field Names, Data types and Properties, Adding or Deleting Fields in Tables, Renaming Fields and Their Captions, Moving Fields (Rearranging Tables), Deleting fields in Tables, Resizing Fields, Changing the Appearance of Text in Tables, Freezing Columns Primary key field(s), Indexing Fields, Viewing list of Database properties.

Chapter 4.
Forms
The Form Wizard, Saving Forms, Modifying forms, learning More about form Design.

Chapter 5.
Entering And Editing Data
Typing, Adding records, Duplicating Previous entries without Retyping, switching out of Data entry mode, when Do Entries Get Saved, Undo, Correcting entries, Global Replacements, moving From Record to Record in a table.

Chapter 6.
Finding, Sorting, and Displaying Data
Queries and Dynasts, Creating and Using Select Queries, Returning to the Query Design, Multiple Search criteria, Finding Incomplete matches, using Wildcards in queries, Requesting Ranges of Records, Hiding columns, Reformatting Dynasts, query, Saving queries, Find & Replace.

Chapter 7.
Expressions, Macros and other Automation
Expressions, using expressions in Reports, queries, forms; Expression Builders; option Groups check boxes, and option and toggle Buttons; List and Combo Boxes; command Buttons, Action Queries, Macro, troubleshooting Macros.

Chapter 8.
Linking, Importing and Exporting Records
Using Records from Earlier Access versions, Importing versus linking, Linking other Databases as tables, Importing Data from Dbase and other DBMS programs, Importing Delimited and fixed length records, Import Error Tables, Importing Data from Spreadsheet File, Importing Data from word files, Exporting Access Data, Access & SQL.
Part-IV Outlook

Chapter 1. Managing Contacts with Outlooks
Creating a contact: Entering names, Job title and Companies, Entering Contract Addresses, Entering Contact Telephone Numbers, Understanding E-Mail Addresses, Understanding URLs, using categories, Adding details, Viewing Journal Entries, Viewing Certificate Information, viewing All fields, saving a Contact, Deleting a Contact; Using Predefined Views: sorting Contacts; Printing contact.

Chapter 2. Sending and Receiving E-mail with Outlooks:
Quick Start: creating and sending an E-mail Message outlook configurations and E-mail, creating and Addressing E-mail, Entering E-mail address, Entering Message Text, Attaching Items and files to Messages, sending your message, setting message options, Mail Security Options, Sending Mail messages, receiving Mail, recovering Mail, Previewing mail messages, Replying to mail, changing options for Quoted text, changing the fonts for replies, forwarding Messages, Changing the font for forwarded messages.

Chapter 3. Scheduling your Time with Outlook:
View and Navigating the Calendar : Using the data Navigator, scheduling appointments: Entering an appointment in the appointment form, Setting a Reminder, Scheduling recurring Appointment, Scheduling events, Scheduling Time to complete a Task: configuring the Calendar: showing two time Zones, loading Holidays: Printing the Calendar: Headers and Footers, creating a style for printing your Calendar: Using the Calendar in a Workgroup: Planning a meeting with others, responding to a meeting request, checking your Co-workers Schedules, Canceling a Meeting.

Part-V

Internet & Web Publishing

Chapter 1. Introduction to Internet:
Cruising the Net at work, Cruising the net at Home, what kind of ISP Accounts are there? The anatomy of an Internet Address: Getting on the net with Mac, Windows.

Chapter 2. Starting Internet Explorer: Dialing into the Internet, starting from your start page, starting Internet explorer from Hyperlink, Opening an Existing Document, closing Internet Explorer, closing your Dial-up Networking Connection; Quick with Internet Explorer; Inside Internet Explorer; The components of Internet Explorer; At the Helm in Internet Explorer; Using the menus and shortcut Menus, using the toolbars, moving and resizing the toolbars, Using your keyboard, Accessing outlook Express Mail and News; Viewing Various File Types Viewing Standard web files, viewing Files with the help of other programs, dealing with unknown file types, setting file Associations.
Chapter 3. Web Pages and HTML
An Overview of HTML: Viewing HTML Pages, HTML Elements and Tags, the essentials of a web page, learning HTML.
Adding some structure to a Page: Using paragraphs or line breaks, dividing sections with a Horizontal Line, creating a Hierarchy with Headings.
Formatting Text and Pages: Formatting Text, formatting pages, Using Styles and style sheets.
Linking Pages to the World: Creating a text or image Hyperlink, Specifying other Link Targets, creating a clickable image Map, including picture in a page, creating lists, arranging Items within tables, Getting Feedback with forms, Designing a Form, Getting the data back to you, Splitting a page into frames.

Chapter 4. Creating Web Pages:
Creating a new Web, opening an existing web; creating, opening, and saving Web pages, creating a new page, opening an existing page, Saving your work, Entering and Editing text: Basic editing procedures, Inserting Paragraphs and line Breaks, Inserting Special Characters, HTML or Browsers; Printing your page: Previewing the Printout; Spell checking: spell checking the active page, spell checking an entire Web, Finding or replacing Text: Finding or replacing Text in the Active page, Finding or Replacing Text in the Entire Web.

Part-VI
Power Point (for Presentation)

Chapter 1. The Quick and Easy Presentation:
Starting Power Point, Getting help, working with the office Assistant, Microsoft on the Web, Creating a Simple Presentation: working with wizards and templates Exploring the Power Point Menus, Understanding toolbars, Adding Text; Starting a New Slide: Changing Views, Starting a slide show, saving Presentations, Printing the Presentation.

Chapter 2. Entering Editing and Enhancing Text:
Text Rules: Too much is too much, the clearer the better, know where you’re going: Use Text to Highlight, not Narrate, color and contrast are important, think about you Audience, timing Is everything; Before you add text, Entering Text: Adding Text in Slide View, Adding New Text Boxes, Adding Text in outline view, working with text levels; Editing Text: simple text Editing, Selecting Text for Editing Using the Spelling checker to catch spelling Errors, Using Auto correct, Using the Style checker to catch style, inconsistencies and problems, editing in slide sorter view; formatting Text: Applying a New Design, Chancing format with a New Layout, displaying the Ruler, changing Indents, working with Tabs, Enhancing Text.
5.5 Entrepreneurship Development

RATIONALE

Many of the diploma holders in Modern Office Practice, specially after a few years of experience, may start their own ventures in different areas/services. An understanding of different aspects of entrepreneurship shall help the students to start their own service centers.

DETAIL CONTENTS

1 Introduction

1.1 Entrepreneur, entrepreneurship and its role in socio-economic development
1.2 Problem study of some successful entrepreneurs

2. Policy Framework

2.1 Definition of tiny, small and ancillary industries
2.2 Industrial policies regarding development of small and modern industries
2.3 Facilities and incentives for small and medium enterprises, infrastructure facilities and abilities
2.4 Licensing and registration procedures
2.5 Schemes for modernization, quality improvement and standardization

3. Entrepreneurial Support System

4. Product Identification

4.1 Correspondence in product selection
4.2 Exposure to demand based, resources based, service bases import substitute
4.3 Export promotion
4.4 Trading and consultancy ventures
4.5 Market survey techniques and product identification

5. Project formation

5.1 Planning for an enterprise
5.2 Structure of a project report
5.3 Techno economic feasibility report
5.4 Product design and development
5.5 Preparation of preliminary and detailed project reports
5.6 Exercises on project report preparation
5.7 Project report appraisal
ASSIGNMENTS
1. Market Survey and product identification
2. Preparation of detailed project report
3. Case study of a successful entrepreneur

Following are some of the suggested assignments which can be given to students as home assignments:

1. Collection of information from support systems
2. Market survey and product identification
3. Preparation of detailed project report
4. Prototype development and testing

BOOKS RECOMMENDED
1. Entrepreneurship and Small Business Management by Gupta CB and Kauka SS
2. Entrepreneurship Development in India by NP Shrinivasan
4. Business Policy and Strategy by Prasad LM
5.6 Computer Application-V

RATIONALE

In the fifth semester the advanced application with the help of computer in the area of mail message system, local area networks and data nets and internetworking will enrich the knowledge of the students in an effective manner

DETAILED CONTENTS

1. Mail and Message System
   1.1 Electronic mail and message distribution
   1.2 Document and picture transmission
   1.3 Voice mail, networks
   1.4 Teleconferencing
   1.5 Trouble shooting in E-Mail

2. Local Area Networks and Data nets
   2.1 Types of LANs
   2.2 Network components
   2.3 Network Layout
   2.4 Network topology

3. Internet: Introduction, Objectives, What is Internet? How internet is connected? Concept, Brief explanation about its peripherals, working and utilities

4. Brief introduction to Computer

Virus LIST OF PRACTICALS

1. Create E-Mail accounts with different user mails
2. How to operate voice mail
3. Setting up a computer system for teleconferencing
4. Making cables for attaching the computers (LAN)
5. Setting up of a server
6. Setting up of a Clients

Note: Teachers may give more exercises to students on computers pertaining to above mentioned theory and practical
CURRICULUM IN MODERN OFFICE PRACTICE

VI SEMESTER

For Delhi State

BHAIPARMA NAND INSTITUTE OF BUSINESS STUDIES (GOVERNMENT OF DELHI)
OPP. MADHUBAN, SHAKARPUR (Ext.), DELHI-110092
Phone: 011-22543891 Fax: 011-22016134: Extn. 209 E-mail: bpibs.delhi@nic.in

Prepared by:

Curriculum Development Centre
TECHNICAL TEACHERS’ TRAINING INSTITUTE
(Established by Ministry of Human Resource Development, Govt. Of Delhi)

SECTOR 26, CHANDIGARH 160019 (INDIA)

SEPTEMBER, 199
**SIXTH SEMESTER**

### Evaluation Scheme

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*Student Centred Activities will include: Field visits, Extension Lectures, Seminars, debates, hobby clubs, Library studies, Environmental awareness, social services camps and other cocurricular activities including games. Advance Planning for each Semester has got to be made.*

**Note:**

Students from Hindi Stream shall study communication, typing, Shorthand and business Correspondence in Hindi for which the detailed contents are given in the report simultaneously.

6.2 **English and Communication Skill-VI**

### RATIONALE

Language is the most commonly used and most effective medium of self expression in all spheres of human life—personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.
DETAILED CONTENTS

1. Vocabulary usage
   - Synonyms
   - Antonyms
   - Vocabulary test
   - Homonyms
   - One word substitution

2. Comprehension Ability
   - Comprehension-I
   - Comprehension-II
   - Theme Detection

3. Selecting Words/phrases
   - Sentence completion
   - Choosing the appropriate filler

4. Error Detection
   - Spotting errors
   - Sentence improvement
   - Choosing the correct/incorrect sentence

5. Rearrangement
   - Reconstruction of sentences
   - Rearrangement of jumbled parts
   - Word formation

6. General Usage
   - Spelling Test
   - Examination papers
   - Latest question bank

BOOKS RECOMMENDED

Objective General English by RS Aggarwal and Monika Aggarwal; S Chand and Sons
6.2 fgmHT<TT,0 liw-NS

1. iiei*; HTTO - dtay

iO fOT;T d iiei*; vifr

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(2) fOijldiaTd id
(3) id KTU ida-M
(4) vUdT&if id

2.

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(2) xi ddu (300 id)
(3) xi d eyiTO dr igPTu

3.

(1) OiDX id djUT
(2) fjDr LFTTU dr f

4.

(1) vf <<UT
(2) OTD; d/d
(3) D/VT) oTDdr dT P;U

5.

(1) dWT dT ifeid
(2) OTD; d fefJr vxT dT dfdd vid tu
(3) id fUei.
6.3 Typing-VI (English)

(4) odd ijteFT
RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the keyboard of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this Diploma programme.

DETAILED CONTENTS

1. Development of an accurate speed of 45 wpm
2. Stencil cutting
3. Carbon copy
4. Envelope address
5. Telegram typing

ASSIGNMENT

Speed test @45wpm-5minutes

duration

BOOKS RECOMMENDED

1. Typewriting for Beginner by OP Kuthiala
2. Speed typewriting by OP Kuthiala
3. Type-Theory by Shri G.D Bisht
4. Type-Theory by R.C. Bhatia
6.3 Typing MT (English)

1. *dCu ii*j dt i;Tx i

2. *L-Vfly* dTvufT rFTT mid ifera r^r? dUT i

3. f^QiQ i j ir vfdT drUT i

4. rTj (VyiXTe) dT i;iT ji VTFi djUT i

ijtSTT ;tUT :

(1) 40 Ten ifr feuv xfr vm

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6.4 Shorthand-VI (English)

RATIONALE

The performance of the personnel working in modern offices depends, to a large extent on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarters/parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses these skills can be provided to the students.

DETAILED CONTENTS

1. Taking dictations-business letters along with addresses as in real office situations
2. Drafting letters based on the hints provided (elaboration)
3. To prepare for a speed of dictation @ 100 w.p.m.

ATTAINMENT

At the end of sixth semester the student should be able to write down dictation of a business letters with addresses etc and transcribe on a typewriter. He should also be able to draft a letter based on the hints provided to him

BOOKS RECOMMENDED

1. Text Book Pitman Shorthand-New Course
2. Pitman Shorthand - Graded Dictation studies
3. Pitman Shorthand - Instructor(Publisher: AH Wheeler & Sons)

6.4  fgnt Vl’Jelfi : (l)'d ,0 oWOglRd - Ng

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UTv :

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2. ?Tcn ( feuv gTX
6.5 Computer Application-VI

RATIONALE

In the sixth semester the advanced application with the help of computer in the area of internet will enrich the knowledge of the students in an effective manner

DETAILED CONTENTS

1. Internet Tools: E-mail, FTP
   1.1 Introduction
   1.2 Objectives
   1.3 Electronic mail: A message window
   1.4 E-mail addressing
   1.5 The components of e-mail
   1.6 Trouble shooting in email
   1.7 Interesting e-mail addresses
   1.8 Mail reflectors, mailing lists and list servers
   1.9 FTP via VSNL/MTNL etc

2. Visiting Web Sites
   2.1 Introduction
   2.2 Objectives
   2.3 Practice using Microsoft internet
   2.4 Downloading

3. E-commerce
   Perfection and overview
6.6 Management (Quantitative Aptitude)

Max Marks : 100

Time: 3 hours

RATIONALE

To assist the students in preparing thoroughly for competitive examinations/interview/personal screening for employment as well as to built confidence for self employment. The management qualities are inculcated based on aptitude and logical reasoning.

Guidelines for Examination Paper Setting: To test student for the subject ‘question paper should be frames based upon ‘Multi choice - Objective Type’ options out of the following syllabus. Proportionate coverage of equal weigh age, of all four segments, as well as subsections, need be strictly taken into consideration.

DETAILED CONTENTS

1. Logical Reasoning
   1.1 Non-Verbal(series and analogy)
   1.2 Logical Diagrams
   1.3 Odd Man Out
   1.4 Coding And Decoding
   1.5 Human Relationship Test

2. Logical Deduction
   2.1 Logic
   2.2 Statement and Argument
   2.3 Statement and Assumptions
   2.4 Statement and Confusion
   2.5 To drive Conclusion from Passages

3. Quantitative Aptitude-I
   3.1 Basic Problems on Numbers, Age
   3.2 Basic Percentage(S)
   3.3 Simple Profit and Loss
   3.4 Simple Ratio’s and Proportions, Time and Distance
   3.5 Area, Chain rule, Volume

4. Quantitative Aptitude-II
   4.1 Basic Simplifications
   4.2 Data And Graph Interpretations
   4.3 LCM and HCF, Square root and Cube Root
   4.4 Mean, Average
   4.5 Letter and Number Series
ASSIGNMENTS

1. Test of logical reasoning exercises in respect of Non-verbal, logical diagrams, letter and number series, odd man out, Data and Graph Interpretations, coding and decoding, and forming conclusions based upon human relationships.


3. Practical exercises in problems pertaining to numbers, ages, simplifications, percentages, profit and loss, ratio and proportion, time and distance, area, volume, chain rule, LCM, HCF, Square root, Mean and Average.

BOOKS RECOMMENDED

1. Quantitative aptitude by RS Aggarwal, Sultan Chand and Co. ltd.
2. Test of Reasoning: Macmillan
3. Bank Recruitment Tests- Competition Success Review
5. Reasoning 'N' Reasoning Dr. Ravi Chopra, Galgotia Publications
6. Quantitative Aptitude for Competitive Exams GUHA - TATA MCGRAWHILL.
7. Mental ability and Quantitative Aptitude -THOPRE - TATA MCGRAWHILL.
8. Common Entrance Test Hand book -King India Publications,
9. Manorma Year Book
10. Competition Success Year Book
11. Monthly Magazines of Competitive Examinations (including solved papers of Competitive Exams)
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<td>1.</td>
<td>English and Communication Skills</td>
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<td>Business Correspondence</td>
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<td>3.</td>
<td>Office Methods and Practices</td>
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<td>Computer Application</td>
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<td>5.</td>
<td>Typing (English &amp; Hindi)</td>
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<td>Principles of Management</td>
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<td>7.</td>
<td>Shorthand (English &amp; Hindi)</td>
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<td>8.</td>
<td>Private Assistant Secretary-Ship (SP-III)</td>
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<td>9.</td>
<td>Paper Less Office (SP-IV)</td>
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<td>10.</td>
<td>Personality and Human Relation Development</td>
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<td>11.</td>
<td>Management (Quantitative Aptitude)</td>
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<td>12.</td>
<td>Handling of Office Machines and Equipment (SP-II)</td>
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<td>13.</td>
<td>Company Secretary-Ship (SP-I)</td>
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<td>16.</td>
<td>Business Environment</td>
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<td>17.</td>
<td>Industrial Training/ 8 Weeks Project Work/ Self Learning 8 Weeks</td>
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