

ENGLISH AND COMMUNICATION SKILLS-II

L T P
3 - 2

RATIONALE

Language is the most commonly used medium of self-expression in all spheres of human life – personal, social and professional. A student must have a fair knowledge of English language and skills to communicate effectively to handle the future jobs in industry. The objective of this course is to enable the diploma holders to acquire proficiency, both in spoken (oral) and written language. At the end of the course, the student will be able to develop comprehension skills, improve vocabulary, use proper grammar, acquire writing skills, correspond with others and enhance skills in spoken English. It is expected that each polytechnic will establish a **communication skill laboratory** for conducting practicals mentioned in the curriculum.

DETAILED CONTENTS

1. Facets of Literature (14 hrs)
 - 1.1 Short stories
 - 1.1.1 The Portrait of a Lady - Khushwant Singh
 - 1.1.2 The Doll's House – Katherine Mansfield
 - 1.1.3 The Refugees – Pearl S. Buck
 - 1.2 Prose
 - 1.2.1 Walking Tours – R.L. Stevenson
 - 1.2.2 A Dialogue on Civilization – C.E.M. Joad
 - 1.2.3 The Sign of Red Cross – Horace Shipp
 - 1.3 Poems
 - 1.3.1 All The World's A Stage – W. Shakespeare
 - 1.3.2 Say Not, The Struggle Nought Availeth – A.H. Clough
 - 1.3.3 Pipa's Song – Robert Browning
2. The Art of Précis Writing (04 hrs)
3. Grammar and Usage (08 hrs)
 - 3.1 Narration
 - 3.2 Voice
 - 3.3 Idioms and Phrases

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| 4. | Correspondence | (04 hrs) |
| | 4.1 Business Letters | |
| | 4.2 Personal letters | |
| 5. | Drafting | (06 hrs) |
| | 5.1 Report Writing | |
| | 5.2 Inspection Notes | |
| | 5.3 Memos, Circulars and Notes | |
| | 5.4 Telegrams | |
| | 5.5 Press Release | |
| | 5.6 Agenda and Minutes of Meetings | |
| | 5.7 Applying for a Job | |
| 6. | Glossary of Technical & Scientific Terms | (04 hrs) |
| 7. | Communication | (08 hrs) |
| | 7.1 Media and Modes of Communication | |
| | 7.2 Channels of Communication | |
| | 7.3 Barriers to Communication | |
| | 7.4 Listening Skills | |
| | 7.5 Body language | |
| | 7.6 Humour in Communication | |

LIST OF PRACTICALS

1. Practice on browsing information from Internet
2. Group Discussions
3. Mock Interviews
4. Telephone Etiquette – demonstration and practice
5. Situational Conversation with feedback through video recording
6. Presentation on a given theme (using PowerPoint)
7. Exercises leading to personality development like mannerism, etiquettes, body language etc.
8. Reading unseen passages
9. Writing (developing) a paragraph
10. Exercises on writing notices and telephonic messages

Note:

1. The Text Book on “English and Communication Skills, Book-II By Kuldip Jaidka et. al. developed by NITTTR, Chandigarh is recommended to be used for teaching & setting-up the question papers.
2. A communication laboratory may be set up consisting of appropriate audio-video system with facility of playing CDs/DVDS and a video camera for recording the performance of each student with play back facility. A set of CDs from any

language training organization e.g. British Council etc. may be procured for use of students.

3. Elements of body language will be incorporated in all practicals
4. The practical exercises involving writing may also be included in Theory Examination.

RECOMMENDED BOOKS

1. English and Communication Skills, Book-II By Kuldip Jaidka, Alwainder Dhillon and Parmod Kumar Singla, Prescribed by NITTTR, Chandigarh & Published By Abhishek Publication, 57-59, Sector-17, Chandigarh
2. Essentials of Business Communication by Pal and Rorualling; Sultan Chand and Sons
3. The Essence of Effective Communication, Ludlow and Panthon; Prentice Hall of India
4. New Design English Grammar, Reading and Writing Skills by AL Kohli (Course A and course B), Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh,
5. New Design English Reading and Advanced Writing Skills for Class XI and XII by MK Kohli and AL Kohli; Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh,
6. A Practical English Grammar by Thomson and Marlinet
7. Spoken English by V Sasikumar and PV Dhamija; Tata McGraw Hill
8. English Conversation Practice by Grount Taylor; Tata McGraw Hill
9. Developing Communication Skills by Krishna Mohan and Meera Banerji; MacMillan India Ltd., Delhi
10. Business Correspondence and Report Writing by RC Sharma and Krishna Mohan; Tata McGraw Hill Publishing Company Ltd. New Delhi
11. Communication Skills by Ms R Datta Roy and KK Dhir; Vishal Publication, Jalandhar

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	14	30
2	4	10
3	8	15
4	4	10
5	6	15
6	4	5
7	8	15
Total	48	100

IT TOOLS AND APPLICATIONS

L T P
2 - 4

RATIONALE

The aim of this subject is to focus on detailed knowledge about computer organisation. It also familiarizes the student with various operating system i.e. DOS, Windows and Linux. In addition to this, the student will be made familiar with MS PowerPoint.

DETAILED CONTENTS

Note: Relevant theory instructions should be imparted along with the practicals in each topic.

1. Computer Appreciation (8 hrs)

Characteristics of Computers, Input, Output, storage units, CPU, computer system, Binary number system, Binary to decimal conversion, Decimal to Binary Conversion, Binary Coded Decimal (BCD) Code, ASCII Code.
2. Computer Organisation (18 hrs)
 - 2.1 Central Processing Unit
Control Unit, arithmetic Unit, Instruction Set, Register, Processor Speed
 - 2.2 Memory
Main memory, Storage Evaluation, Criteria, Memory Organisation, capacity, RAM, Read only Memories, Secondary Storage Devices:- Magnetic Disks, Floppy and Hard Disks, Optical Disks CD- ROM, Mass Storage Devices.
 - 2.3 Input Devices
Keyboard, Mouse, trackball, joystick, Scanner, OCR, Bar-code reader, Digitiser, Voice Recognition, web cam, video cameras.
 - 2.4 Output Devices
Monitors, Printers-Dot Matrix, Inkjet, Laser, Plotters, Computer Output Micro-Film, Multimedia Projector, speech synthesiser
 - 2.5 Multimedia:
Concepts of Multimedia and Formats, Text, Graphics, Animation, Audio, Images, Video; Multimedia Applications in Education, Entertainment, Marketing.
 - 2.6 Computer Software
Relationship between Hardware and software; System Software, Application Software, compiler, Names of some high level languages.

- 2.7 Information Technology and Society
Applications of Information in Railways, Airlines, Banking, Insurance, Inventory Control, Financial systems, Hotel management, Education, Video games, Telephones exchanges, Mobile phones
3. Overview of Linux-Basic Concepts and Applications (4 hrs)

Note: The underlying concepts may be illustrated using MS Office package or Open Office package in Linux

LIST OF PRACTICALS

1. Operating System/Linux
 - 1.1 Disk Operating system
Executing simple LINUX Commands, Simple file operations, Directory related commands.
 - 1.2 Microsoft Windows
Performing file and folder management through windows. Using essential accessories: System tool-Disk cleanup, Disk defragmenter, Entertainment, Games, calculator, Imaging-Fax, Notepad, Paint and WordPad.
 - 1.3 Presentation Package
Creating, Opening and saving Presentations, Creating, the Look of Your Presentation, Working in Different Views, Working with Slides Adding and Formatting Text, Formatting Paragraphs, Checking Spelling and Correcting typing Mistakes, Making Notes Pages and Handouts, Drawing and Working with Objects, Adding Clip Art and other Pictures, Designing Slide Shows, Running and Controlling a Slide Show, Printing Presentations.

Note: The underlying concepts may be illustrated using MS Office package or Open Office package in Linux. The underlying concepts and theory may be taught along with the practicals.

INSTRUCTIONAL STRATEGY

Teachers should lay emphasis on developing computer operational skills. Theory should be taught along with practical demonstration and exercises.

RECOMMENDED BOOKS

MAIN READING

1. P.K. Sinha and P. Sinha, "Foundations of Computing" First Edition, 2002, BPB Publication.
2. S. Sgman, "Microsoft Office 2000 for Windows," Second Indian Print, 2001, Perason Education
3. Alexis Leon, Mathews Leon, "Introduction to programme with MS Office 2000", Tata McGraw Hill

SUPPLEMENTARY READING

1. Turban, Mclean and Webherbe, "Information Technology and Management," Second Edition, 2001 Wiley & Sons.
2. Unleashed Linux – TechMedia, BPB Publications
3. Basics of Linux, BPB Publications

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	8	20
2	18	60
3	6	20
Total	32	100

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L T P
3 - 4

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

DETAILED CONTENTS

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SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	10	20
2	10	20
3	8	20
4	10	20

5	10	20
Total	48	100

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2-	vfUre vkadMs/gpd½	26
2-1	vfUre Nks/s vkadMs u@.k o ^r* ds iz ksx	
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SHORTHAND (ENGLISH) - II

L T P
2 - 6

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

DETAILED CONTENTS

1.	Alternative forms of FR and VR	(2 hrs)
2.	Circles and loops for preceding initial hooks	(2 hrs)
3.	Final hooks	(4 hrs)
4.	Circle and loops to final hooks	(2 hrs)
5.	Aspirate "H"	(3 hrs)
6.	Upward and downward 'R'	(2 hrs)
7.	Shun hooks	(3 hrs)
8.	Upward and Downward 'L' and 'SH'	(2 hrs)
9.	Compound consonants	(2 hrs)
10.	Vowel indication	(2 hrs)
11.	Halving principle	(4 hrs)
12.	Doubling principle	(4 hrs)

PRACTICE (40- 60 Words per minute)

Note: Substantial practice of all above mentioned theory exercises

1. Practicing final hooks and alternative forms
2. Practice of halving and doubling principle
3. Daily dictation from the book after reading the exercise and its transcription thereof into long hand
4. Dictation from seen passages, including correspondence and transcription on the computer (words contained should be related to the topics covered)
5. Five minutes and ten minutes speed tests (attainment to develop ability to take notes in neat accurate style at the rate of 50 words per minute (w.p.m.) and transcription of the same at the rate of 20 words per minute (w.p.m.) and on the Computer
6. Practicing variety of drills
 - Reading shorthand from black board
 - Copy shorthand from black board

- Cold note reading
- Delayed writing
- Students dictate to the class from shorthand book
- Reading printed shorthand material
- Transcription

INSTRUCTIONAL STRATEGY

This is a practical oriented subject. Teachers should develop practical exercises and provide for sufficient repetitive practice time to the students so that the students attain desired level of competency.

SPECIAL NOTE:

1. All students should be divided into two groups. Each group should comprise of maximum 15-20 students
2. Assignments will be based on Pitman shorthand Instructor & key by Sir Isaac

RECOMMENDED BOOKS

1. Pitman Shorthand Instructor and Key by sir Isaac Pitman.
2. Pitman's Shorthand-New Course by Sir Isaac; Pitman's Publications, London.
3. Pitman's Shorthand Dictionary by Pitman; Pitman's Publications, London
4. Graded Exercises in Shorthand by Pitman; Journal
5. Workbook for Shorthand, Dictation and Corerrespondence by Dr. G.D, Bist; Vishishit Prakashan, C4B/66, Janakpur, New Delhi.
6. Shorthand Quiz (Question/Answers) by G. D. Bisat; Vishishit Prakashan, C4B/66 Janakpur, New Delhi
7. Model Speed Dictations (Subject wise Volumes by Dr. G.D. Bist; Vishishit Prakashan, C4B/66, Janakpur, New Delhi.
8. Shorthand Instruction with Key by Pitman, Sir Isaac.
9. Shorthand Made Easy for Beginners by Kuthiala O.P; Pitman Publications.
10. Shorthand Transcription by Sir Kailash Chander; F-35, East of Kailash, New Delhi
11. Shorthand Reading and Dictation Exercises (Monthly) by PSS Publications, New Delhi.
12. Pitman Shorthand-Guided Dictation Studies; Published by AH Wheeler and Sons

Note: 5 minutes tutor typing test should be compulsory and speed of 25 w.p.m. which is sent by board

In Theory :Theory paper taken by Board

In Practical: One passage at 50 wpm maximum words 250 wpm by practical examiner

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	2	6
2.	2	6
3.	4	0
4.	2	6
5.	3	10
6.	2	8
7.	3	10
8.	2	8
9.	2	8
10.	2	8
11	4	10
12.	4	10
Total	32	100

TYPING TUTORIAL (ENGLISH)

L T P
- - 4

RATIONALE

The theoretical and Practical knowledge about computer and its controls will help the student in performing speedily, efficiently & neat typing, storing files, work designing etc. in modes official working pattern instead of manual typewriter. The student having sufficient knowledge of office correspondence, drafting of letter's will prove useful in actual working atmosphere.

DETAILED CONTENTS

1. Importance of learning computer typewriting skill and scope of job opportunities (2 hrs)
2. Sitting posture (2 hrs)
3. Basic knowledge of starting a computer i.e. fixing of cable of mouse, monitor and printer (2 hrs)
4. Complete knowledge of key-board such as (16 hrs)
 - 4.1 Home leys and tab keys
 - 4.2 Number rows, back space, end, home key
 - 4.3 Use of shift keys and tab keys
5. Touch vs. sight system of computer typing (4 hrs)
6. Knowledge of essential parts and upkeep of a computer (2 hrs)
7. To type on a blank document and open and shut down the computer (12 hrs)
 - 7.1 To fix the left and right margins
 - 7.2 To set top and bottom margins
 - 7.3 To centralize or right hand justification
8. Use of identification punctuation signs such as full stop, interrogation, exclamation, inverted commas, semi-colon, hyphen, apostrophe etc. (4 hrs)
9. To save a document, change the font, centralize, bold and underline (6 hrs)
10. To practice the typing of documents (6 hrs)
 - 10.1 Personal letters

- 10.2 Business letters
 - 10.3 Official letters such as office orders, demi-officials, circulars etc.
 - 10.4 Tabulation
11. Repeated practice of paragraphs of containing appx. 200-300 words (8 hrs)

Note: A question paper will be sent by the Board to evaluate the proficiency of the students for a letter of 15wpm speed on computer of about 150 words.

ENTREPRENEURSHIP AND BUSINESS ORGANIZATION

L T P
3 - -

RATIONALE

In the modern Scenario, as we face the scarcity of job opportunities, it is desired that the students should be made aware about self-employment opportunities and also as the students have to work in the capacity of Personal Secretary/Personal Assistant, the knowledge of various types of organizations and of income tax and service rules are included in the contents of the course.

DETAILED CONTENTS

- | | | |
|----|--|----------|
| 1. | Introduction to Entrepreneurship | (10 hrs) |
| | 1.1 Definition of Entrepreneur and Entrepreneurship | |
| | 1.2 Need Scope and importance of Entrepreneurship | |
| | 1.3 Characteristics of a successful Entrepreneur and Entrepreneurial competencies | |
| 2. | Nature and Scope of Business Organizations | (8 hrs) |
| | 2.1 Meaning and scope of Business | |
| | 2.2 Business and Profession | |
| | 2.3 Requisitions of a successful business | |
| | 2.4 Qualities of a good businessman | |
| | 2.5 Business Ethics | |
| 3. | Structure of Organizations | (4 hrs) |
| | 3.1 Formal and Informal Organizations | |
| | 3.2 Merits and demerits of various organizations | |
| 4. | Forms of Business Organizations | (8 hrs) |
| | 4.1 Individual Proprietorship | |
| | 4.2 Partnership | |
| | 4.3 Private Limited Company | |
| | 4.4 Public Limited Company | |
| 5. | Finance | (6 hrs) |
| | 5.1 Calculation of Total Capital requirement and its sources | |
| | 5.2 Sources of Capital- Owned and Borrowed in case of private partnership, Private Company – Shares and Debentures | |

6. Income Tax (4 hrs)
- 6.1 Income tax planning, calculation of taxable income of salary individual
6.2 Knowledge and practice of filing of income tax return
7. Misc (8 hrs)
- 7.1 T.A/D.A
7.2 Leave encashment
7.3 Medical Reimbursement
7.4 LTC
7.5 Service matter pertaining to: Confirmation Seniority, Promotion
Confidential Report and Resignation

RECOMMENDED BOOKS

1. Entrepreneurial Development by Gupta and Srinivason, Sultan Chand and sons
2. Business Organization and Management by Shashi Gupta and R.K. Gupta, Kalyan Publication Ludhiana
3. Business Organization and Management by C.B Gupta, Sultan Chand and Sons
4. Principles and Practice of Management by Gulshan and Prasad, Sultan Chand and Sons
5. Entrepreneurship, Kalyani Publication, Ludhiana

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	10	20
2.	8	16
3.	4	10
4.	8	16
5.	6	14
6.	4	8
7.	8	16
Total	48	100

PERSONALITY AND HUMAN RESOURCE DEVELOPMENT

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3 - -

RATIONALE

Organizational growth and success are a direct result of utilization of individual's talent and mobilization of group efforts. Every individual is different in his or her own characteristics that are unique to the person. An individual needs to constantly improve his/her knowledge, skills and attitudes.

The Study and practice of personality development and human relation development approach will help an individual to understand himself/herself and develop all round personality to give optimum results in conjunction with his/her environment. Their commitment, motivation level and enthusiasm for excelling in work will thus be aroused and the students will develop sensitivity to their own strengths and weaknesses. They will experience and gain insight into the process of self development, team building and utilizing individual strengths through improved human relations. The course will also benefit the students through identification of their own behaviour and learn to modify, when necessary, for self and organizational growth.

DETAILED CONTENTS

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|----|---|----------|
| 1. | Understanding Personality | (8 hrs.) |
| | 1.1 Meaning of personality | |
| | 1.2 Various stages of personality development | |
| | 1.3 Composition of personality | |
| | 1.4 Techniques for improvement of personality | |
| 2. | Group Behaviour | (8 hrs.) |
| | 2.1 Meaning and importance of group | |
| | 2.2 Types of groups | |
| | 2.3 Inter and Intra group conflicts and resolving conflicts | |
| | 2.4 Group Dynamics – Techniques | |
| 3. | Human Relations | (6 hrs.) |
| | 3.1 Meaning and Importance of Human relations | |
| | 3.2 Tools and Techniques for improving Human relations | |
| | 3.3 Motivation, Grievances Descriptive | |
| 4. | Organization | (6 hrs.) |
| | 4.1 Organizational Culture and Climate | |

- 4.2 Impact of organization culture and climates in improving Personal Effectiveness.
5. Stress Management (8 hrs.)
- 5.1 Meaning and types of stress
- 5.2 Causes of Stress
- 5.3 Removing stress
6. Time Management and Quality Management (6 hrs)
- 6.1 Meaning, importance of time management
- 6.2 Meaning, objective and techniques of TQM
7. Interview (6 hrs)
- 7.1 Meaning, types and importance
- 7.2 How to face the interview, dress sense, and manners and etiquettes
- 7.3 How to write Curriculum Vitae (CV)

ASSIGNMENTS

1. Discuss case studies and role play on different interpersonal issues.
2. Extension lecture may be arranged from industry/management experts

INSTRUCTIONAL STRATEGY

1. The student may be asked to perform practical in all the above areas and their proficiency may be evaluated by their teacher and external examiner
2. The students will be required to participate in group discussions and practical operations of the equipment.
3. The students may be exposed to world of work during the course of practical training and industrial visit in order to know the detailed process of handling of office machines and equipment.
4. The students may be encouraged to visit trade fairs and exhibitions in order to gather more information on latest technological changes and developments in the field of office machines and equipment
5. The students should be given knowledge and skills for operation, repair and regular/periodical maintenance of machines and equipment
6. The teachers should give demonstration and repetitive practical exercises of handling all the office machines and equipment to the students. Teachers should closely watch and assist the students during their practical

RECOMMENDED BOOKS

1. Management Concepts and Organizational Behaviour by Dr. NK Sahni, Kalyani Publications
2. Organisational Behaviour by Singh and Chhabra, Dhanpat Rai Publishing Pvt. Ltd., New Delhi
3. Organisational Behaviour by Stephen Roghins
4. Organisational Behaviour by Kanika, Sultan Chand and Sons
5. Personal Management and Human Resources by C.S. Venkta, Ratnamer B., Srinivasan, Tata Mc Graw Hill
6. Human Relation and Organisation Behaviour by Dharam Vir Aggarwal, Deep and Deep Publication
7. Principles and Practice of Management by Sgymal Banerjee; Oxford and IBH

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	8	16
2.	8	16
3.	6	14
4.	6	12
5.	8	16
6.	6	12
7.	6	14
Total	48	100

ECOLOGY AND ENVIRONMENTAL AWARENESS CAMP

A diploma holder must have knowledge of different types of pollution caused due to industries and constructional activities so that he may help in balancing the eco system and controlling pollution by pollution control measures. He should also be aware of environmental laws related to the control of pollution.

This is to be organized at a stretch for 3 to 4 days. Lectures will be delivered on following broad topics. There will be no examination for this subject.

1. Basics of ecology, eco system and sustainable development
2. Conservation of land reforms, preservation of species, prevention of advancement of deserts and lowering of water table
3. Sources of pollution - natural and man made, their effects on living and non-living organisms
4. Pollution of water - causes, effects of domestic wastes and industrial effluent on living and non-living organisms
5. Pollution of air-causes and effects of man, animal, vegetation and non-living organisms
6. Sources of noise pollution and its effects
7. Solid waste management; classification of refuse material, types, sources and properties of solid wastes, abatement methods
8. Mining, blasting, deforestation and their effects
9. Legislation to control environment
10. Environmental Impact Assessment (EIA), Elements for preparing EIA statements
11. Current issues in environmental pollution and its control
12. Role of non-conventional sources of energy in environmental protection