

ENGLISH AND COMMUNICATION SKILL-III

L T P
3 - 2

RATIONALE

It is important for the diploma holders in Office Management and Computer Application to acquire proficiency in oral and written communication skills. Hence this subject is added in the curriculum.

DETAILED CONTENTS

- | | | |
|----|--|---------|
| 1. | Literature (Facets of Literature) | (8 hrs) |
| | Short Stories | |
| | - The Postmaster by RN Tagore | |
| | - Mrs. Pakletide's Tiger by HH Munro (Saki) | |
| | - Captain Patch by TF Pocuys | |
| 2. | Prose | (8 hrs) |
| | - On saying "Please" by AG Gardiner | |
| | - Delinquent Chacha Ved Mehta | |
| | - Opportunity for Youth by Jawahar Lal Nehru | |
| 3. | Poems | (6 hrs) |
| | - On His Blindness by John Milton | |
| | - The Village Preacher by Oliver Goldsmith | |
| | - IF ??? by Rudyard Kipling | |
| 4. | Grammar and Usage | (8 hrs) |
| | - Punctuation | |
| | - Voice | |
| | - Narration | |
| | - One word substitutes | |
| | - Correction of incorrect sentences | |
| | - Idioms | |
| | - Phrases | |
| | - Pair of words (Words often confused) | |
| 5. | Translation from Hindi to English | (4 hrs) |
| 6. | Comprehension based on a poetic passages | (4 hrs) |

7. Sending and responding to Invitation (2 hrs)
- 7.1 Formal Invitation
- 7.2 Informal Invitation
8. Communication Skills (8 hrs)
- Silence in communication
 - Essentials of effective communication
 - Positive and negative assertiveness
 - Essentials for effective group discussion

LIST OF PRACTICALS

1. Writing and presentation of report
2. Reading aloud of Newspaper headlines
3. Exploring opinion on a given topic
4. Agreeing, disagreeing, interrupting a conversation
5. Participating in group discussions on a given issue/problem
6. Reading unseen passages
7. Writing advertisements
8. Writing paragraphs

INSTRUCTIONAL STRATEGY

This subject is one of the most important subjects for diploma holders in Modern Office Practice. The teachers should lay special emphasis on developing, written and oral skills in the students. Teachers may encourage the students to present seminars on given themes, paper reading and recitation of poems etc. The students may be encouraged to converse in English language during and after the classes. Teachers need to make special efforts in designing tutorial/assignments on various topics, besides the suggestive list. Experts may be invited to deliver motivational lectures.

RECOMMENDED BOOKS

1. English Grammar and Usage by D.K. Sebas; Tata McGraw Hill Publishing Co. Ltd.
2. Essential of Business Communication by Pal and Korualli; Sultan Chand & Sons
3. Fifteen Poets - Oxford University Press
4. English Grammar and Composition by Rajinder Pal & Sen; Sultan Chand and Sons
5. Word Power made easy - Norman Lewis
6. Advances Learner's Dictionary
7. Speaking English Effectively by Krishna Mohan and N.P. Singh; Macmillan India Ltd.
8. Business Correspondence and Report Writing by R.C. Sharma, Krishna Mohan; Tata McGraw Hill

9. A Course in Phonetics and Spoken English by Sethi and Dhamija published by Prentice Hall of India Ltd., New Delhi
10. Complete Course in English by Dixson; published by Prentice Hall of India Ltd., New Delhi
11. Effective Business Communication by Kaul; published by Prentice Hall of India Ltd., New Delhi
12. The Essence of Effective Communication, Ludlow and Panthon; published by Prentice Hall of India Ltd., New Delhi
13. The Complete Idiot's Guide to Speaking in Public by Rozakis; published by Prentice Hall of India Ltd., New Delhi
14. Everyday Dialogues in English by Dixson; published by Prentice Hall of India Ltd., New Delhi

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (hrs)	Marks Allotted (%)
1.	8	16
2.	8	16
3.	6	12
4.	8	16
5.	4	8
6.	4	10
7.	2	6
8.	8	16
Total	48	100

INTERNET AND NETWORKING

L T P
2 - 4

RATIONALE

Internet technology has become an integral part of education system. The aim of this module is to enable the student to efficiently use Internet and also understand the basic Internet technology.

DETAILED CONTENTS

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

1. Introduction to Internet (4 hrs)

Internet basics, Growth of Internet, Anatomy of Internet, ARPANET and Internet history of the World Wide Web, Basic Internet Terminology, Net etiquette. Internet Applications-commerce on the Internet, Governance on the Internet, Impact of Internet on Society-Crime on/through the internet

2. Internet Technology and Protocols (8 hrs)

- Introduction to Internet Protocols, TCP/IP; IP Address and its format, SLIP, PPP
- Network and Network devices: Network Architecture, Network Topologies
- Characteristics of Local Area Network and Wide Area Network; Protocols and Media, Implementation, Transmission, Access method and Technologies
- Addressing in Internet: DNS Domain name and their organisation, understanding the internet protocol address
- Client Server Concepts and applications

3. World Wide Web (6 hrs)

Evolution of WWW, Basic features, WWW Browsers, WWW servers, HTTP, Universal Resource Locator (URL), Search Engines and their Categories,

4. Browsers (4 hrs)

Basic features, Bookmarks, history, Progress indicators, Customization of browsers, Saving and Printing web pages, Netscape Communicator, Internet Explorer.

5. Electronic Mail (4 hrs)

- Introduction to e-mail, E-mail Servers, Email protocols-SMTP, POP3
- Structure of an Email, Email Address, Email Header, Body and Attachments.
- Email Client: Netscape Mail Clients, Outlook Express, Web based E-mail. Email encryption-Address Book, Signature File.

6. File Transfer Protocol (only concepts) (4 hrs)

Introduction to FTP and Terminology, FTP Servers and Authentication, GUI Based FTP Clients, Browser Based FTP Clients, overview of Telnet, Telnet protocol

7. Wireless LAN (2 hrs)

- Wireless LAN requirement
- Wireless LAN applications

LIST OF PRACTICALS

1. Browsing Internet
2. Using Search Engines
3. Creating E-mail Account and Sending E-mail using Netscape Mail Clients or Outlook Express respectively
4. Using FTP and Telnet
5. Connecting and sharing Internet

INSTRUCTIONAL STRATEGY

This is a practice-oriented subject. Teachers should provide theoretical instructions along with the practical. Students should be given sufficient time and opportunity to master knowledge and skills in operating computers and teacher should closely watch and guide the students throughout the practical sessions, till students achieve appropriate level of competency.

The concept of data processing, storage of data and its retrieval should be made clear to the student, before the practical work actually starts. Teacher should give repetitive exercises to the students to enable them to excel in the field of data processing techniques and desk top publishing.

RECOMMENDED BOOKS

MAIN READING

1. B. Underdahle and K. Underdahle, “ Internet and Web Page/Website Design,”
Second Edition, 2001 , IDG Books India (P) Ltd.,
2. D. comer”, The Internet Book”, Second Edition, 2001, Prentice Hall of India

SUPPLEMENTARY READING

1. M.L. Young,” The Complete reference of Internet”, 2002, Tata Mc Graw Hill.
2. J. Sklar,” Principles of m Web Design”, Second Edition, 2001, Vikas Publishing
House Pvt, Ltd.,
3. W.G. Lehnert, “Internet 101, First Edition, 2001, Person Education.
4. Sanjay Pahuja, “Data Communications and Computer Networks”, Standard
Publishers, New Delhi

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	4	12
2	8	24
3	6	20
4	4	12
5	4	12
6	4	10
7	2	10
Total	32	100

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L T P
2 - 4

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 a good speed of shorthand with accuracy so that they are able to perform in the modern offices effectively. Through a series of courses on stenography, these skills can be provided to the students. Hence the subject is introduced in the curriculum of Modern Office Practice

DETAILED CONTENTS

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	3-1 foykse 'kCn ifjHkk"kk	
	3-2 iqulwfDr	
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SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	6	18
2	8	24
3	6	18
4	6	20
5	6	20
Total	32	100

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- 1-1 gYds rFkk eksVs O;atuksa dks nqxuk djus 20
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- 1-2 okD;ka'kksa esa f}xq.kk dk vH;kl djuk A
- 2- milxZ@izR;; 20
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- 2-1 milxZ fpUgksa dk vH;kl
- 2-2 izR;; fpUgksa dk vH;kl
- 3- foykse 'kCn ,oa mudk vH;kl 16
?kaVs
- 4- tqV 'kCnksa dk vH;kl 20
?kaVs
- 5- foHkkxh; 'kCnkoyh dk vH;kl 20
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STENOGRAPHY (ENGLISH) - I

L T P
2 - 4

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 a good speed of shorthand with accuracy so that they are able to perform in the modern offices effectively. Through a series of courses on stenography, these skills can be provided to the students. Hence the subject is introduced in the curriculum of Modern Office Practice

DETAILED CONTENTS

- | | | |
|-----|---|---------|
| 1. | Diphonic or two vowel sounds | (2 hrs) |
| 2. | Medial semi-circle | (2 hrs) |
| 3. | Prefixes | (4 hrs) |
| 4. | Suffixes | (4 hrs) |
| 5. | Vowel implied | (2 hrs) |
| 6. | Figures and important contractions | (2 hrs) |
| 7. | Special contractions | (4 hrs) |
| 8. | Note taking techniques and transcription on typewriter/computer | (2hrs) |
| 9. | Advanced phraseography | (4 hrs) |
| 10. | Intersection | (2 hrs) |
| 11. | Special phrases such as business, political, legal, banking, insurance, shipping, railways etc. | (4 hrs) |

Attainment of speed: At the end of this semester, the students should be able to take down dictation on all types of matters at the rate of 80 words per minute and transcribe on a PC at the speed of 20 words per minute. Emphasis should be given to accuracy in dictation and transcription.

Practical Assignments from various Newspapers, Magazines etc.

- Practice of using advanced phraseography contractions and intersections.

- Dictation from seen and unseen passages of 5 minutes duration and their transcription on the typewriter / computer.

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. The dictation from newspapers and magazines will be given and students should be encouraged to develop new contractions and phrases in shorthand. Maximum emphasis should be given to practice unseen passages. Official language used in various offices should also be practiced.

RECOMMENDED BOOKS

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

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (hrs)	Marks Allotted (%)
1.	2	6
2.	2	6
3.	4	12
4.	4	12
5.	2	6
6.	2	6
7.	4	14
8.	2	8
9.	4	12
10.	2	6
11	4	12
Total	32	100

SECRETARIAL PRACTICE

L T P
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

- 1 Secretarial Functions of Personal & Private Secretaries (8 hrs)
 - Qualification, Qualities Duties and Responsibility of various types of Secretaries
2. Public Relations (12 hrs)
 - 2.1 Work involved at reception desk
 - 2.2 Reception/public relation officer job profile
 - 2.3 Fixing of appointments, maintenance of desk diaries/Register/Digital diary.
 - 2.4 Telephone handling/etiquette
 - 2.5 Fax and internet handling
3. Travel Arrangements (10 hrs)
 - Planning journey
 - Schedule/Itinerary
 - Reservation of hotels and transports
 - Documents-passport-visa, health check up, money and insurance
- 4 Using Various Sources of Information (12 hrs)
 - Dictionaries, encyclopaedia, directories, railway time table, air time table/schedule, year book, tourist guide ready recknor, government reports/gazettes, office manuals, TIM (Travel Information Manual- Practical Aspects)
5. Store Purchase and Establishment Work (8 hrs)
 - 5.1 Store records
 - 5.2 Purchase procedures
 - 5.3 Establishment work – Personal files, service book, leave rules

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| 6. | Meetings | (10 hrs) |
| | 6.1 Notice, Agenda, Minutes | |
| | 6.2 Resolutions, Motion, quorum | |
| 7. | Company Secretary | (4 hrs) |
| | 7.1 Qualifications, duties and appointments | |
| | 7.2 Rights and Liabilities of a company secretary | |

LIST OF ASSIGNMENTS

1. Telephone index diary
2. List of telephone number and 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 required at the time of actual meeting, receiving and handling visitors.
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.

INSTRUCTIONAL STRATEGY

The Company Secretary plays an important role in the organization of office activities. He is also a liaison officer between the company and the outside world interacting with the company. So he has to be well familiar with the secretarial techniques. The teacher is expected to teach him the skills of explaining and using information; oral communication; rail, air, hotel and guesthouse reservation; filling of various forms and bills etc. Also drafting of notice agenda and minutes of various meetings should be given exhaustive practical coverage in tutorial assignments. The experts may be invited from relevant organizations to deliver extension lectures. Students should prepare reports of visits and expert lectures.

RECOMMENDED BOOKS

1. Secretarial Practice by John Harrison
2. Office Organisation and Management by Jain and Jain
3. Office Management by PK Chopra
4. Office Organization and management by SP Arora

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	8	12
2.	12	18
3.	10	16
4.	12	18
5.	8	12
6.	10	16
7.	4	8
Total	64	100

BUSINESS CORRESPONDENCE

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RATIONALE

A diploma holder in Office Management and Computer Applications has to work as Private Secretary to the executives, managers and office executive in the organizations. To handle his/her job well, knowledge about techniques of correspondence is a must. In fact he/she has to acquire the skills of effective correspondence as he/she has to manage the office and has to provide help to his/her seniors and chief executives.

DETAILED CONTENTS

- Note: i) Relevant theory instructions should be imparted along with the practicals in each topic.
ii) The students are to write letters in Hindi and English
1. Introduction to Correspondence (4 hrs)
 - 1.1 Meaning and importance
 - 1.2 Process
 - 1.3 Uses
 - 1.4 Kinds of letter (formal and informal)
 2. Essential of a good business letter (4 hrs)
 - 2.1 Parts of a letter
 - 2.2 Formats/styles of a letter (formal and informal)
 3. Enquiry letters (6 hrs)
 - 3.1 Meaning and importance of business inquiries
 - 3.2 Quotation
 - 3.3 Catalogues
 - 3.4 Replies of inquiries
 - 3.5 Special terms used in business letters
 4. Order letters (8 hrs)
 - 4.1 Placing of an order
 - 4.2 Follow up letters
 - 4.3 Acceptance, refusal, reminders and confirmation of an order
 - 4.4 Cancellation of an order

5. Complaints, Claims and Adjustments (8 hrs)
 - 5.1 Complaint of late delivery
 - 5.2 Complaint of partial delivery, delivery of defective goods of inferior quality, etc
 - 5.3 Adjustment in reference to the different complaints

6. Remittance and Collection Letters (4 hrs)
 - 6.1 Remittance covering the final settlement of account
 - 6.2 Partial remittance
 - 6.3 Letter of Credit

7. Sales Letters (4 hrs)
 - 7.1 Introduction of new product
 - 7.2 Promotion of a product
 - 7.3 Publicity of business
 - 7.4 Special offers/discount etc

8. Official Correspondence (10 hrs)
 - 9.1 Introduction
 - 9.2 Noting in files
 - 9.3 Official letters (all kinds)
 - 9.4 Demi official letter
 - 9.5 Office orders
 - 9.6 Memorandum/memo letters
 - 9.7 Notification
 - 9.8 Endorsement
 - 9.9 Inter - departmental communications

9. Bank Correspondence (4 hrs)
 - 10.1 Inquiry regarding opening of an account.
 - 10.2 Asking the bank to stop payment.
 - 10.3 Loss of cheque book
 - 10.4 Dishonour of cheques, reasons, letters from customers

10. Miscellaneous letters (4 hrs)
 - 10.1 Letter of credit
 - 10.2 Letter of Introduction
 - 10.3 Requesting a hotel reservation

- 10.4 Requesting an interview / appointment
 - 10.5 Requesting a reservation by rail, road or sea.
 - 10.6 Resignation letter
11. Insurance Letters (4 hrs)
- 11.1 Introduction, letter inquiring about premium rate.
 - 11.2 Reply from insurance company
 - 11.3 Claims
12. Sending and Responding to invitation (4 hrs)
- 12.1 Formal Invitations
 - 12.2 Informal Invitations

INSTRUCTIONAL STRATEGY

As the correspondence is an integral part of office work, special attention has to be given so that the student attain proficiency in drafting different documents used in the office. For this teachers should undertake following actions:`

Students may be asked to edit and correct a given letter with reference to layout, format, style, drafting and language. Teacher should identify other appropriate and related assignments. Some sample of good letters/documents may be collected and students should be asked to read them aloud to the whole class.

Students must be made to draft minimum 5 letters of each topic such as writing an application for a situation, noting on files, demi-official letters, memorandum, notification, endorsement, correspondence with the bank, drafting telegrams, sale letter, insurance letter, import and export letters, during the tutorial periods/session.

Students may be asked to correct the given letter with reference to layout, format, style and drafting language, and may be given other appropriate/related assignments.

RECOMMENDED BOOKS

1. Commercial Correspondence by Mazumdar.
2. Essentials of Business Communication by Rajendra Pal & J.S. Ko-rlahali; Sultan Chand & Sons, New Delhi.
3. A Guide to Business Correspondence by A.N. Kapoor; Sultan Chand & Sons, New Delhi.
4. Business Correspondence and Report Writing by R.C. Sharma; Tata McGraw Hill, New Delhi.

5. Manual of Office Management & Correspondence by B.N. Tandon, Sultan Chand & Sons, New Delhi.
6. Business Communication by Sinha; Galgotia, New Delhi.
7. Manual of Commercial Correspondence by Hume & Baley; Wheeler Publishing.
8. Modern Business Correspondence by L. Gartside, Pitman Publication.
9. Principles and Practice of Commercial Correspondence by L.F. Nelson and James Stephenson; Wheeler Publishing.
10. Business Communication a Problem Solving Approach by Ray W. Poe, Rose Mary T. Fruenling; McGraw Hill Book & Co.

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	4	6
2.	4	6
3.	6	10
4.	8	12
5.	8	14
6.	4	6
7.	4	6
8.	10	16
9.	4	6
10.	4	6
11	4	6
12.	4	6
Total	64	100

BOOK-KEEPING AND ACCOUNTANCY

L T P
5 - -

RATIONALE

Diploma holders working in offices as Office Assistants or Private Secretaries has to deal with financial and banking transactions of the institute/industry/company/ organization. This subject will provide sufficient knowledge and skill to the students related to accounting procedure.

DETAILED CONTENTS

Note: Tutorial Classes may be organized along with theoretical instructions.

1. Introduction (12rs)
 - Definition of Book-Keeping and Accountancy: Need and importance of Book Keeping and Accountancy. Double entry system of Book Keeping
 - Accounting Equations
 - Types of Accounts Rules for debit and credit
 - Accounting Terms:
 - i) Capital
 - ii) Liability
 - iii) Asset
 - iv) Revenue
 - v) Expense
 - vi) Purchase
 - vii) Sales
 - viii) Stock
 - ix) Debtors
 - x) Creditor
 - xi) Drawing
 - xii) Discount (cash discount and trade discount)
 - xiii) Bad debts
 - xiv) Purchase Return
 - xv) Sales Return
 - xvi) BIR
 - xvii) BIP
 - xviii) Loans
 - xix) Bank Overdraft

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|----|---|----------|
| 2. | Journal including compound entries and special Transactions: Omissions, Commissions and Rectifications | (16 hrs) |
| 3. | Ledger | (10 hrs) |
| 4. | Cash Book: Single Column, Double Column and Three Column Cash Book (Including Petty Cash Book and Office Cash Book) | (10 hrs) |
| 5. | Trial Balance | (6 hrs) |
| 7. | Final Accounts: | (26 hrs) |

Meaning and Importance of Trading account Profit and Loss account and Balance Sheet (without Adjustments) and then its Preparation

ASSIGNMENTS (Tutorial exercises on following should be taken-up):

1. Journal and Subsidiary Book
2. Ledger and Trial Balance
3. Cash Book, Petty Cash Book
4. Final Account.

INSTRUCTIONAL STRATEGY

The lectures on various topics should be followed by solution of practical problems relating to different aspects of book keeping and accountancy The teacher should identify proper tutorial assignment and student may be given small quiz at the end of each topic. Visits to banking and other organizations/sections dealing with finances should be arranged.

RECOMMENDED BOOKS

1. Elements of Book-keeping by Juneja, Chawla and Saksena, R.K.; Kalyani Publications, Ludhiana
2. Introduction to Accountancy by Grewal, T.S; Sultan Chand & Sons, New Delhi.
3. Accountancy – Theory and Practice by Juneja, Chawla. and Saksena, R.K; Kalyani Publications, Ludhiana

4. Accountancy by DK Goel, Avichal Publications
5. Accountancy by RK Mittal and AK Jain, VK Enterprise

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	12	16
2.	16	20
3.	10	12
4.	10	12
5.	6	8
6.	26	32
Total	80	100