

ENGLISH AND COMMUNICATION SKILLS - IV

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) | (6 hrs) |
| | Short Stories | |
| | <ul style="list-style-type: none"> - The Betwixt by Anton Chekhov - The Gift of Magi by O Henry - The Open Window by HH Munro (Saki) | |
| 2. | Prose | (6 hrs) |
| | <ul style="list-style-type: none"> - Advice to Young Men by William Hazlitt - The Grooming of a Boy by Abraham Lincoln - The Art of Conversation by Richard Steele | |
| 3. | Poems | (6 hrs) |
| | <ul style="list-style-type: none"> - On Growing Old by John Masefield - Ode to Solitude- Alexander Pope - The Village School Master by Oliver Goldsmith | |
| 4. | Grammar and Usage | (8 hrs) |
| | <ul style="list-style-type: none"> - Changing words into different parts of speech - Vocabulary, synonyms, antonyms and homonyms (based on literature texts) - Words often misspelt (200) - Foreign words and phrases (50 list) - Prefix and suffix (based on literature texts) | |
| 5. | Translation of paragraphs | (4 hrs) |
| 6. | Composition | (4 hrs) |

- 6.1 Caption Writing
6.2 Expansion of a headline into passage
7. Official Correspondence (6 hrs)
- 7.1 Introduction
7.2 Noting in files
7.3 Official letters (All kinds)
7.4 Demi-official letters
7.5 Office Order
7.6 memorandum/Memo- letters
7.7 Notification
7.8 Endorsement
7.9 Inter- Departmental Communication
8. Communication Skills (8 hrs)
- Phonetics: The study of pronunciation along with key to symbols which represent certain sounds
 - Essential for an interview
 - Leadership qualities
 - Aspects of personality development

LIST OF PRACTICALS

1. Introduction oneself and others
2. Mock Interviews
3. Speeches on given topics
4. Recital of poetry (mentioned in 1-4 semesters)
5. Situational conversations
6. Speaking for one-minute on the given topics
7. Listening exercises (on the pattern of TOEFL/IELTS)
8. Telephonic conversation – receiving a call, attending giving information/direction, closing a conversation
9. Reading unseen passage
10. Writing press release

INSTRUCTIONAL STRATEGY

The teachers should emphasis on building-up of a strong vocabulary of the students and accurate use of grammar and special emphasis should be laid on the development of spoken and written communication skills of the students.

RECOMMENDED BOOKS

1. Essentials of Business Communication by Pal and Rorualing; Sultan Chand and Sons, New Delhi

2. The Essence of Effective Communication, Ludlow and Panthon; Prentice Hall of India, New Delhi
3. New Design English Grammar, Reading and Writing Skills by AL Kohli (Course A and course B), Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh
4. 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,
5. A Practical English Grammar by Thomson and Marlinet
6. Spoken English by V Sasikumar and PV Dhamija; Tata McGraw Hill, New Delhi.
7. English Conversation Practice by Grount Taylor; Tata McGraw Hill, New Delhi.
8. Developing Communication Skills by Krishna Mohan and Meera Banerji; MacMillan India Ltd., Delhi
9. Business Correspondence and Report Writing by RC Sharma and Krishna Mohan; Tata McGraw Hill Publishing Company Ltd. New Delhi
10. 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.	6	12
2.	6	12
3.	6	12
4.	8	20
5.	4	8
6.	4	8
7.	6	14
8.	8	14
Total	48	100

LIST OF FOREIGN WORDS

French

1. à bon marché- a good bargain
2. à la mode- According to custom/ fashion
3. Bonjour- Good day
4. Fanx pas- A false/ wrong step
5. Bon Voyage- Happy Journey
6. Bon appetite- Happy eating
7. Belle- Beautiful
8. élite- the best part
9. Sans- Without
10. est la vie- This is life
11. enfin- Finally/ At last
12. à la carte - According to the bill of fare
13. au contraire- On the contrary menu
14. en route- on the way
15. Fait Accompli- A Thing already done
16. Résumé- A summary/ abstract
17. Defa vu- Already seen
18. Rendezvous- A meeting
19. Vis- à- Vis- Opposite/ Face to face
20. Double entinte- A Double meaning/ A play upon words
21. Par excellence- Pre- eminently
22. Peer à Pen- Little by little
23. Bon Vivant- High living
24. Sans merci- Thankless
25. Sang froid- Coolness/ Indifference
26. À hante voiv- Aloud
27. À la belle toile- Under the Stars

Latin

28. Ex Officio - In Virtue of office
29. Viva voce- Orally
30. Vice versa- Conversely
31. Sine qua non- indispensable
32. Tabula Vasa- Smooth/ blank tablet
33. Status quo- The exiting condition
34. Ad hoc- To/ with respect to this object
35. Ad infinitum- To Infinity
36. Ad valorem- According to value
37. A Posteriori- From effect to cause
38. A Priori- From cause to effect

39. Caveat Emptor- Let the purchaser beware
40. De jure- From the law/ By right
41. De facto- In point of fact/ actually
42. Ad rem- To the purpose
43. Ad Libitum- At pleasure
44. Circa- About
45. In re- In the matter of
46. Inter alia- Among other things
47. Mala fide- With bad faith
48. Ex post facto- After the deed is done
49. Prima Facie- At first View
50. Pro rata- According to rate or proportion

WEB DESIGNING

L T P
3 - 4

RATIONALE

This module focuses upon the development of web page design and publishing of websites. Various scripting languages and markup languages should be known to develop web pages

DETAILED CONTENTS

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

1. Web Publishing and Design (12 hrs)
 Overview, Basics of Web Design, Documents Interchange Standards, Components of Web Publishing, Document Management, Web Page Design Consideration and Principles, Search Engines, How to register a Web Site on search Engines, Publishing Tools
2. HTML and Scripting Language (12 hrs)
 Document Layout, Header Elements, Section Headings, Block-oriented elements, lists, Inline elements, Visual mark-up, Hypertext links, Uniform Resource Locators (URLs), Images, Forms, Tables, Special Characters, VB Script or Java Script.
3. Introduction to Web Editors (12 hrs)
 Front Page, Macromedia Dreamweaver or NVu in Linux
4. Multimedia and Animation (8 hrs)
 Use of Photoshop, Scanner, Macromedia Flash, Animation software
5. Overview of Web Hosting and Web Servers (4 hrs)

LIST OF PRACTICALS

1. Creating Web Pages using HTML
2. Creating Web Page using Front Page or Macromedia Dreamweaver or NVu

3. Using VB Script for interactive Web Page design
4. Using Java Script for interactive Web Page Design
5. Use of Photoshop/Image editor for image editing
6. Use of Animation software like Macromedia Flash or any Animation software

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 Books," 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. Siklar, "Principles of Web Design," Second Edition, 2001, Vikas Publishing House Pvt. Ltd.,
3. W.G. Lehnert, "Internet 101, First Edition, 2001, Person Education.

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	12	24
2	12	24
3	12	24
4	8	16
5	4	12
Total	48	100

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L T P
- - 8

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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STENOGRAPHY ENGLISH - II

L T P
- - 8

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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|----|--|----------|
| 1. | Unseen passages
Dictation and transcription | (70 hrs) |
| 2. | Letter displaying | (58 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 100 words per minute and transcribe on a PC at the speed of 30 word per minute. Emphasis should be given to accuracy in dictation and transcription.

Practical Assignments:

- One unseen passage at 100 wpm maximum 500 words
- One business letter at 80 wpm
- One official letter at 80 wpm

Note: 10 minutes tutor typing test should be compulsory at the speed of 40 w.pm (practical examination taken by Board)

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.

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 Shorthand – Instructor; Published by AH; Wheeler and Sons

OFFICE MACHINERY AND EQUIPMENT

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RATIONALE

The basic thrust of the course is to generate efficiency, effectiveness and excellence in the work and to improve performance of the office vis-à-vis to achieve optimum productivity in various office operations. 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 the students abreast with the latest/modern techniques and practices in offices, both within and out side the country.

DETAILED CONTENTS

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

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|----|--|----------|
| 1. | Need and Importance of Office Machines | (3 hrs) |
| | 1.1 Meaning, advantages and their scope | |
| | 1.2 Selection of appropriate machines for an office | |
| 2. | Traditional Machines | (5 hrs) |
| | 2.1 Typewriter – standard, portable and electronic | |
| | 2.2 Duplicator | |
| | 2.3 Calculators | |
| 3. | Modern Office Machines | (10 hrs) |
| | 3.1 Photostat with advanced features | |
| | 3.2 Copy printer | |
| | 3.3 Computer | |
| | 3.4 Copy printer with interface | |
| | 3.5 Franking machine | |
| | 3.6 Binding machine | |
| | 3.7 Lamination machine | |
| | 3.8 Cheque writing machine | |
| | 3.9 Stencil cutting machine for printing large quantities | |
| 4. | Modern Communication Systems | (10 hrs) |
| | 4.1 Telephone with memory, caller ID, directory and conference equipment | |
| | 4.2 Telephone answering machine | |

- 4.3 Cordless telephone and hand free sets
- 4.4 Telephone (main line and extension, PBX, EPABX, Intercom)
- 4.5 Fax
- 4.6 Public address system
- 4.7 E-mail
- 4.8 Internet
- 4.9 Mobile phone

- 5 Modern Information Storing Systems and Equipment (6 hrs)
 - 5.1 Floppies and Compact disk (CD) workable on computer
 - 5.2 Scanner
 - 5.3 Bar code system
 - 5.4 Incoming/out going inventory register
 - 5.5 Pen Drives

- 6. Modern Accounting Equipment (8 hrs)
 - 6.1 Electronic calculator
 - 6.2 Electronic billing machine
 - 6.3 Electronic cash register
 - 6.4 Electronic weighting machine
 - 6.5 Electronic ledger system
 - 6.6 Coin and currency note sorting and counting machine

- 7. Modern Office Security Systems and Equipment (6 hrs)
 - 7.1 CCTV
 - 7.2 Time/attendance machine
 - 7.3 Visitor counting machine
 - 7.4 Metal/gas/smoke detector
 - 7.5 Fire extinguishers – different types
 - 7.6 Security alarms/remote control locking system.

Note: There will be no external examination for theory in this subject.

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, either in the classroom, laboratory or in an industrial/institutional set up, wherever facilities are available. Teachers should closely watch and assist the students during their practical

RECOMMENDED BOOKS

1. Office Management by Shashi Gupta, Sushil Nayyar, Kalyani Publications
2. Office Management by Ghosh and Aggarwal
3. Office Management by Gupta, Bansal, Jain, Malik
4. Modern Office Management by Dr.I.M. Sahai
5. Office Automation by K.K. Bajaj
6. Office Practice Made Simple by Geoffrey Whitehead
7. Latest Periodicals and Magazines on Office Automation

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	3	8
2.	5	10
3.	10	20
4.	10	20
5.	6	12
6.	8	16
7.	6	14
Total	48	100

OFFICE ACCOUNTING PRACTICE

L T P
5 - -

RATIONALE

Diploma holders working in offices as Office Assistants or Private Secretaries has to deal with financial and corporate transactions of the institutions/industries/corporate houses. This subject will provide sufficient knowledge and skill to the students related to accounting procedure and practices.

DETAILED CONTENT

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

1. Bank Reconciliation Statement (10 hrs)
 - 1.1 Meaning and Need
 - 1.2 Preparation of bank reconciliation statement

2. Preparation and Rules of: (16 hrs)
 - 2.1 GPF Pass Book
 - 2.2 Bank Pass Book
 - 2.3 Pay Bills
 - 2.4 T.A. Bills
 - 2.5 Arrear Bills
 - 2.6 Contingent Bills (Practical Exercises)

3. Final Accounts (14 hrs)
 - 3.1 Trading Account
 - 3.2 Profit and loss account
 - 3.3 Balance Sheet (with some advance adjustments)

4. Preparation of Office Budgets (Practical Exercises) (6 hrs)

5. Income Tax Statement, Form 16-A, Income Tax Return, Form-24 (6 hrs)

6. Handling Cash Transactions (12 hrs)

Methods of making payment: cash, draft, money orders, PO, telegraphic transfer, standing instruction, ATM, credit card. Banking transaction: Different types of bank accounts, types of cheques, endorsement, crossing and dishonour of cheques

7. Accounts of Non-Profit Organization (16 hrs)

- 7.1 Meaning and importance
- 7.2 Receipt and Payment Account
- 7.3 Income and Expenditure Account
- 7.4 Balance Sheet

Assignment: (Tutorial exercises on following should be taken up)

1. Bank Reconciliation Statement
2. Depreciation: Straight Line Method and Written Down Value Method
3. Final Accounts and some advance Adjustments
4. Errors and their Rectification
5. Statement of Affairs, Accounting from Incomplete Records
6. Non-Profit Organisations

Note: Students must be exposed to popular accounting software like Tally, Ex, Easy etc.

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
2. Accountancy – Theory and Practice by Juneja, C.M. and Saksena, R.K.; Kalyani Publications.
3. Introduction to Accountancy by Grewal, T.S; Sultan Chand & Sons, New Delhi.
4. Accountancy by Jain, S.P. and Narang, K.L.; Kalyani Publications
5. Accountancy by DK Goel, Avichal Publications
6. Accountancy by RK Mittal and AK Jain, VK Enterprise

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	10	12
2.	16	20
3.	14	16
4.	6	8
5.	6	8
6.	12	16
7.	16	20
Total	80	100

ENTREPRENEURIAL AWARENESS CAMP

The employment opportunities for diploma holders especially in public sector are dwindling. The diploma holders need to explore the possibilities of becoming entrepreneurs. For this, they must be acquainted with entrepreneurship development, scope of setting up small-scale industry, existing business opportunities, financial support available and various aspects of managing business. In this context, an entrepreneurial awareness camp is suggested. During the camp, experts from various organizations such as banks, financial corporations, service institutes etc. may be invited to deliver expert lectures. Successful entrepreneurs may also be invited to interact with the students. Students may be encouraged to read papers or give seminar during the camp on Entrepreneurship Development related topics.

The camp is to be organized at a stretch for two to three days during fourth semester. Lectures will be delivered on the following broad topics. There will be no examination for this subject

1. Who is an entrepreneur?
2. Need for entrepreneurship, entrepreneurial career and self employment
3. Scenario of development of small scale industries in India
4. Entrepreneurial history in India, Indian values and entrepreneurship
5. Assistance from District Industries Centres, Commercial Banks, State Financial Corporations, Small industries Service Institutes, Research and Development Laboratories and other Financial and Development Corporations
6. Considerations for product selection
7. Opportunities for business, service and industrial ventures
8. Learning from Indian experiences in entrepreneurship (Interaction with successful entrepreneurs)
9. Legal aspects of small business
10. Managerial aspects of small business