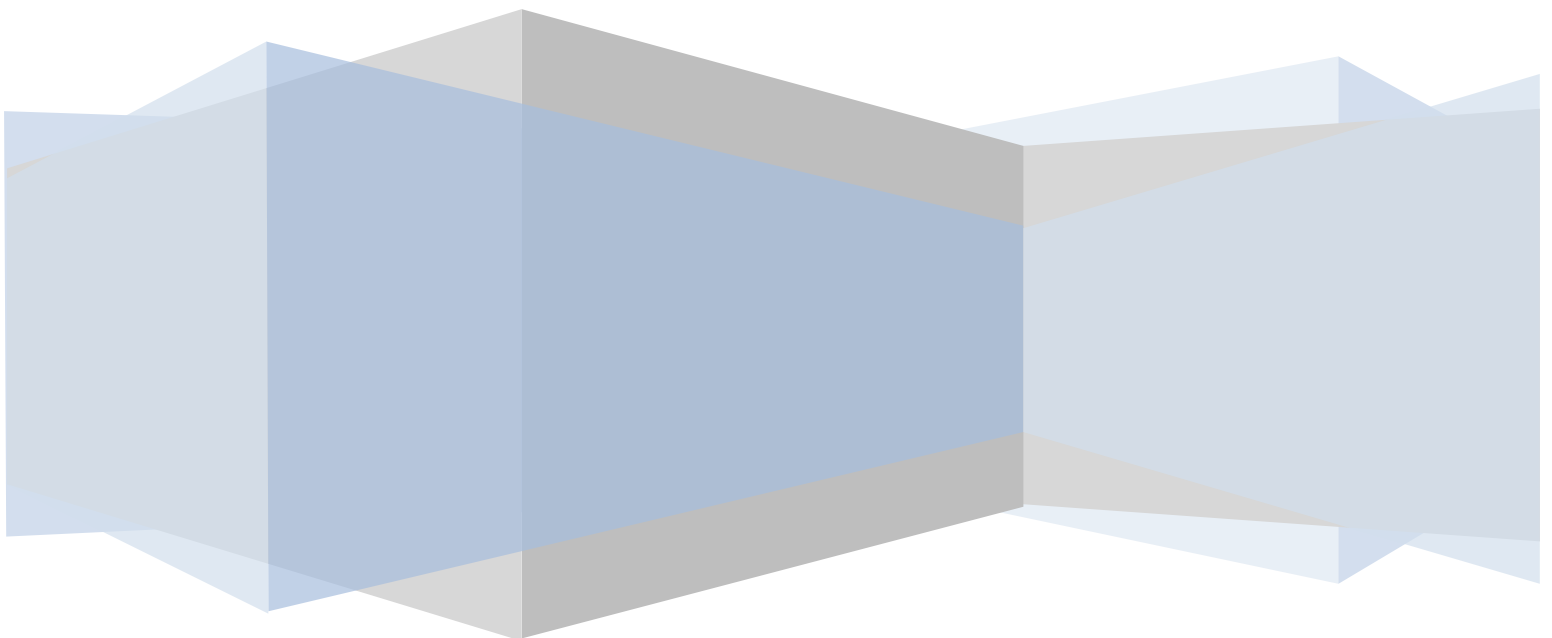


CURRICULUM

Department of Administration Services

**P. V. POLYTECHNIC
REVISED SYLLABUS 2019-20**



Curriculum Revision

1. Revised First Year Syllabi 2019 approved in Academic Council Meeting held on 16.5.19
2. Revised Second and Third Year Syllabi 2019-20 approved in Academic Council Meeting held on 18.06.2020.

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PROGRAM TITLE : DIPLOMA IN ADMINISTRATION SERVICES

Offered at	: Premlila Vithaldas Polytechnic, SNDT Women's University, Santacruz(W), Mumbai 400 049.
Duration	: 3 Years including 1 semester of Internship Training.
Eligibility	: S.S.C.
Approved by	: AICTE, New Delhi
Fees	: As per the DTE norms and approval from SNDTWU
Admission	: Online by Directorate of Technical Education (MS), www.dtemaharashtra.org

VISION

- Be the best in creating empowered and outstanding women administrative professionals.

MISSION

- Develop women professionals in Office Administration to carry out office and facilitating staff functions.
- Instill enterprising spirit supporting self/wage employment.
- Impart skills in modern office equipments and latest technology.
- Transform learners into socially responsible and ethical human beings.
- Develop underprivileged youth from lower strata to be self-reliant.

PROGRAM EDUCATIONAL OUTCOMES

The diploma graduates will be able to achieve the following within 5 years of completion of their program.

- Employability in their chosen level of administrative profession.
- Profess competencies in their chosen field of Administration.
- Accomplish higher studies in Commerce and Management.
- Assume entrepreneurial responsibilities in their chosen field.
- Contribute ethically to the organizational and social environment.

PROGRAM SPECIFIC OUTCOME:

On completion of the course, the students will be able to,

- Use computer software/office technology like word processor, spread sheets & presentation for routine office tasks of writing letters, preparing proposals & reports and making presentations.
- Apply the knowledge of facilitating staff and administrative procedures in record keeping, mail handling maintaining registers & book-keeping, banking procedures, travel procedures etc.
- Use verbal communication skills in handling visitors, customers and colleagues in person or on telephone.

PROGRAM OUTCOMES...

1. Apply fundamental knowledge of Commerce, Management and Mathematic to office and facilitate procedures, systems and methodologies used in administration and perform business activities.
2. Identify problems in office procedures and systems and recommend solutions using appropriate knowledge and techniques.
3. Design safe and sustainable office procedures for ever-changing scenario using knowledge of management principles.
4. Analyze and troubleshoot the system failure using software applications to recommend strategic corrective actions.
5. Develop techniques using software applications to efficiently automate repetitive facilitative and administrative tasks.
6. Use and operate modern technologies ethically and within applicable legal framework and Demonstrate sensitivity while interacting in a multicultural environment.
7. Follow ergonomics principles in office set ups with focus on health and environment concerns.
8. Follow professional ethics at work.
9. Organize and contribute effectively in office meetings and social events.
10. Prepare reports, agendas, minutes, letters, and instructions for business communications and create presentations, spreadsheets and documents using computer application.
11. Prepare plans, estimates and proposals, for departmental/ office events or purchases. Assist in Accounting entries and Prepare reconciliation statements, Balance sheet for sole proprietorship.
12. Pursue careers of their choice with life-long learning.

Diploma of Administration Services
Curriculum Credit Structure (In Credit-based Modular Format)

Total 128 Credits

2019-20

Course Code	Courses	Internal	External	Credits
Semester I				
1001	Language Communication Skills – I	2	2	4
1002	Book Keeping and Accountancy – I	2	2	4
1003	Organization of Commerce	2	2	4
1004	Environmental Studies & General Awareness	2	2	4
1005	Verbal Communication –I	1	1	2
1006	Basics of Computer – I	2	2	4
1007	Physical Fitness - I	-	-	Pass/Fail
1008	Personal Grooming	-	-	Pass/Fail
Total Credits		11	11	22
Semester II				
2001	Language Communication Skills –II	2	2	4
2002	Book-Keeping and Accountancy – II	2	2	4
2003	Office Practices	2	2	4
2004	Travel & Front Office Procedures	2	2	4
2005	Personality Development	1	1	2
2006	Basics of Computer – II	2	2	4
2007	Physical Fitness – II	-	-	Pass/Fail
Total Credits		11	11	22
Semester III				
3001	Business Communication – I	2	2	4
3002	Economics	2	2	4
3003	Mathematics	2	2	4
3004	Elementary Shorthand	2	2	4
3005	Computer Training – I	1	1	2
3006	Basics of Share Market	2	2	4
Total Credits		11	11	22
Semester IV				
4001	Business Communication – II	2	2	4
4002	Principles of Marketing	2	2	4
4003	Secretarial Practices – I	2	2	4
4004	Database Applications & Presentation Software.	2	2	4
4005	Advanced Shorthand (E) OR	2	2	4
4006	Speed Writing & Customer Service Skills (E)	2	2	OR 4

4007	Mutual Fund Operations (Workshop)	1	1	2
	Total Credits	11	11	22
	Semester V			
5001	Advanced Business Communication	2	2	4
5002	International Marketing	2	2	4
5003	Secretarial Practices – II	2	2	4
5004	Principles of Management	2	2	4
5005	Computer Training – II	2	2	4
	Total Credits	10	10	20
	Semester VI			
6001	INTERNSHIP TRAINING: Internship Training in a commercial organization/ Office for the duration of 15 weeks.			20

Credits for Semesters I, II, III, IV, and V (Pre requisite for Internship)	108
Semester VI	20
Total Program Credits	128

Diploma in Administration Services: 128 Credits

Cr	Credits	T/W(hr)	Theory/Week	S/W(hr)	Skills/Week (hours)
Int Cr/M	Internal Evaluation Credits/ Marks	Ext Cr/M	External Evaluation Credits/ Marks	T	Tutorial

Paper	Module	Cr	T/W (hr)	S/W (hr)	Int Cr/M	Ext Cr/M	Total Marks
SEMESTER I: 22 Credits							
1001	Language Communication Skills –I	4	4		50	50	100
	Basic Grammar		1				
	Writing Skills		1				
	Letter Writing		1				
	Dictionary and Thesaurus Use		1				
1002	Book-Keeping and Accountancy - I	4	3	2	50	50	100
	Introduction to Book Keeping and Accountancy, Journal and Ledger		1				
	Subsidiary Books		1				
	Bank Reconciliation Statement, Trial Balance, Identification and Rectification of Errors		1				
	Introduction to Final Accounts and Practice			2			
1003	Organization of Commerce	4	4		50	50	100
	Introduction to Commerce, Services & Organisation of Trade		1				
	Forms of Business Organisations & Insurance		1				
	Banking and Transport as Essential Services		1				
	Marketing and Sale of Goods		1				
1004	Environmental Studies & General Awareness	4	4		50	50	100
	Ecology and Pollution		1				
	Waste, Environmental Protection Act.		1				
	Physical and Political India and Governance.		1				
	Social, Cultural and Political Environment		1				
1005	Verbal Communication – I	2		4	25	25	50
	Spoken Skills			2			
	Reading Skills			2			
1006	Basics of Computers – I	4		8	50	50	100
	Basics of computer and internet			2			
	MS Word and Excel			2			
	Learning Keyboard			2			
	Paragraphs and Speed Passages			2			
1007	Physical Fitness I	-	-	2	-	-	Pass/Fail
1008	Personal Grooming	-	-	2	-	-	Pass/Fail
	Total	22	15	18	275	275	550

Semester I
Course : Language Communication Skills- I (1001)
Credits 4 Marks 100

- Objectives The students will be able to,
- Use simple grammatically correct sentences in written and oral communication.
 - Apply appropriate language and tone in written communication.
 - Correspond through writing in basic English.
 - Build vocabulary for communication.

Module 1 Basic Grammar I

- Objectives The students will be able to,
- Use basic grammar in day to day use.
 - Frame simple grammatically correct sentences.
 - Transform simple words to different contexts.
 - Communicate using basic grammar.

- Contents
1. Nouns and Pronouns
 2. Adjectives and Adverbs
 3. Verbs
 4. Conjunctions and Interjections
 5. Prepositions
 6. Articles
 7. Punctuation
 8. Basic Sentence Structure

Assignments/ Class Test

- Identifying parts of speech in given assignments
- Drills on grammar – Fill in the blanks, choosing the right word etc.
- Construct sentences
- Match the columns

Module 2 Writing Skills I

- Objectives The students will be able to,
- Frame sentences in basic English
 - Write in conversational English language
 - Organize matter with a logical sequence to communicate
 - Prepare simple paragraphs with relevant details

- Contents
1. Types of sentences:
Affirmative, Negative, Exclamatory, Interrogative and Imperative
 2. Sentence construction Make sentences, Completing sentences
 3. Composition of basic paragraphs: Component Development
 4. Simple narrative and descriptive writing based on outline

Assignments/ Class Test:

- Complete the given sentences based on different situations.
- Make sentences using the newly learnt words.
- Transform the given sentences in a given context.
- Write paragraphs using the words used in the outline and describe given objects

Module 3

Letter Writing I

Objectives

- Understand the essentials of a good letter.
- Identify different styles and write the parts of a letter correctly.
- Draft informal letters to friends and family.
- Draft semi formal letters of permissions, inquiry and requests to appropriate authorities.

Contents

1. Different styles of a letter: Block and semi-block.
2. Parts of a letter: Sender's Address, Date, Receiver's Address, Subject, Salutation, Body, Complimentary Close, Signature Block and Enclosure.
3. Informal letter: Sharing result/ admission with a friend, Requesting parent for more pocket money or describing about the course etc.
4. Formal Letter: Seeking permissions and leave application.

Assignments/Test

- Identify the parts of a given letter.
- Write informal letters based on given occasion.
- Share experiences through letters.
- Write applications and permission letter

Module 4

Dictionary and Thesaurus use.

Objectives

- Find meanings of words and their pronunciation from the dictionary, thesaurus and printed matter.
- Replace words with appropriate antonyms and synonyms.
- Learn the correct use of homonyms.
- Use appropriate English words for simple communication.

Contents

1. Spellings, meanings and pronunciation
2. Antonyms and synonyms
3. Homonyms
4. Abbreviations

Assignments

- Find the meanings of words given in the class.
- Choose the right spelling of words from the multi-options provided.
- Find antonyms and synonyms of words using a dictionary and thesaurus.
- Find abbreviations used in different fields.

References:

1. Jose Dominic Joseph (2011), My Blue Book of Grammar, Sheth Publishing House, Mumbai.
2. Wren & Martin (2006), High School English Grammar & Composition. S. Chand & Company Limited, New Delhi.
3. Dictionary – Oxford / Chambers
4. Thesaurus

Semester I
Course : Book Keeping and accountancy I (1002)
4 Credits 100 Marks

- Objectives The students will be able to,
- Understand the concepts, scope and principles of Bookkeeping and Accountancy and apply the knowledge to prepare the journal and ledger.
 - Write entries in Subsidiary books and Cash Book.
 - Prepare Bank Reconciliation Statement, Trial Balance and rectify the errors.
 - Prepare Trading, Profit and Loss A/c and Balance Sheet from Trial Balance of a Sole Proprietorship concern.

Module 1 Introduction to Book Keeping & Accountancy, Journal, Ledger

- Objectives The students will be able to,
- Identify the elements and describe the process of Book-keeping.
 - Interpret the terms used in Accountancy.
 - Discuss principles of Double Entry and learn their application.
 - Prepare a Journal
 - Post the entries into Ledger.
 - Balance the ledger account.
 - Analyze Debit and Credit balances.

- Contents
1. Introduction to Book-Keeping & Accountancy
 2. Meaning, objectives, utility and importance of Book-Keeping.
 3. Differences between Book-Keeping and Accountancy.
 4. Double Entry System, Principles and Merits of double-entry Book-Keeping, Account, Types of Accounts, Rules, Terms
 5. Journal entries : Meaning, ruling, posting
 6. Ledger posting: Meaning, ruling, posting, balancing
 7. Debit balances and Credit balances and their implications.

- Class Test
- Explain Double Entry System of Bookkeeping.
 - Prepare Journals from given transactions.
 - Post the journal transactions to the Ledger.
 - Balance the accounts.
 - Analyze the given balances.

Module 2 Subsidiary Books

- Objectives The students will be able to,
- Appreciate division of Journals into subsidiary Journals.
 - Prepare Goods Journal and post entries into Ledger.
 - Prepare Simple, Double column and Triple column Cash Books.
 - Prepare Analytical Petty Cash Book.

- Contents
1. Subdivision of journal: Goods Journal, Purchase Book, Sales Book, Returns Book.

2. Cash Book and Petty Cash Book : Single Column, Double Column, Triple Column
3. Petty Cash : Simple and Analytical, Exercises

- Class Test
- Prepare Purchase, Sales, and Returns Journals from given transactions.
 - Post the entries into Ledger.
 - Prepare Simple/ Double Column/ Triple Column Cash Books and find Bank/Cash balances from given transactions.
 - Prepare Analytical Petty Cash Book and balance the same from given transactions.

Module 3 Bank Reconciliation Statement, Trial Balance, Identification of errors and rectification.

- Objectives The students will be able to,
- Appreciate the necessity of reconciling bank statements and Cash/Bank Journal.
 - Reconcile the bank statements with cash book.
 - Verify the Debit and Credit balances in the Ledger.
 - Prepare the trial balance.
 - Identify and rectify errors in accounting.
- Contents
1. Bank Reconciliation Statement: Meaning, starting with balance/ overdraft of Cash Book, starting with balance/ overdraft of Passbook.
 2. Preparation of Trial Balance : Meaning, Debit Balances, Credit Balances, Preparation of Trial Balance,
 3. Rectification of errors : Types of Errors and reasons for error, errors that affect, not affect the Trial Balance, errors of omission and errors of commission, compensating errors, errors of principles
- Class Test
- Prepare Bank Reconciliation Statements from given balance and transactions.
 - Prepare Trial Balance from given balances.
 - Identify errors and rectify the same.

Module 4 Introduction to Final Accounts :

- Objectives The students will be able to,
- Prepare Trading Profit and Loss Account from given Trial balance.
 - Prepare Balance Sheet as on a given date from given Trial Balance.
 - Pass adjustment entries.
- Contents
1. Final Accounts: Meaning, Preparation of Trading Profit & Loss Account and Balance Sheet from Trial Balance
 2. Adjustments impacting Trading , Profit and Loss Account and Balance Sheet:
 3. Closing Stock, Outstanding Incomes and Expenditures, Interest on

Capital and Drawings

- Class Test
- Prepare Trading, Profit and Loss Account and Balance Sheet from the given Trial Balance.
 - Make adjustment entries.
- Reference
1. Dr. S.A.Naringrekar and others (2014), Book Keeping Accountancy, MS(Board)SHE, Pune
 2. N.H. Kishnadwala,(2008), Book Keeping and Accountancy-STD XI , Vipul Publication, Mumbai.
 3. Chowdhary & Chopde, (2006),
 4. Book Keeping and Accountancy-STD XI,
 5. Sheth Publication, Mumbai

Semester I
Course : ORGANISATION OF COMMERCE (1003)
Credits 4 Marks 100

- Objectives The students will be able to,
- Define the concepts in Commerce.
 - Identify types of Services
 - Differentiate between retail trade and wholesale trade.
 - Compare different negotiable instruments

Module 1 Introduction to Commerce, Services and Organisation of Trade

- Objectives The students will be able to,
- Describe the concepts of Commerce and Services.
 - Differentiate between Types of Trade.

- Contents 1. Commerce and E-Commerce
 Meaning, and importance of Commerce
 E-Commerce: importance and types
2. Trade and Services
 Meaning and types of trade and services
3. Organization of trade into home trade and foreign
 trade: Wholesalers: features & services
 Retailers: features; services; types –traditional and modern

Assignments / Class Test:

- Write a note on the importance of commerce
- Compare the stages in the evolution of commerce
- Make a list of wholesale markets in the city
- Visit your nearest retailer and note the features of his/her business
- Make a list of service providers in a given area :
Courier/Banks/Insurance Companies

Module 2 Forms of Business Organizations & Insurance.

- Objectives The students will be able to,
- Differentiate between options for organizing business
 - Relate to the importance of insuring the business and employees against unforeseen risks.

- Contents 1. Factors affecting the choice of a business organization
2. Sole Trading, Partnership, Joint Family Business, Co-operative,
 Joint Stock Company - Features, advantages, disadvantages of
 each type of organization.
3. Need for insurance
4. Principles of insurance
5. Types of insurance and brief idea about types of policies
6. Procedure for taking insurance policies and settlement of claims.

Assignments/ Class Test

- Elaborate on the different forms of business organizations
- State the procedure for taking insurance.
- List the documents to be submitted for taking insurance and settlement of claim

Module 3 Banking & Transport as essential Services

- Objectives The students will be able to,
- Explain the role of money & banking in Commerce.
 - Follow Banking procedures.
 - Explain the role of transport as an important business service
 - Differentiate between various modes of transport.

- Contents
1. Money: Meaning and functions
 2. Banking: Meaning, types of banks, types of bank accounts Brief idea of Central Bank and its functions
Functions of commercial banks
 3. Bank Procedures related to opening and operating a bank account, withdrawing and depositing money, loans
 4. Usage of A.T.M.
 5. Transfer of funds
 6. Use of debit cards and credit cards
 7. Innovations in banking such as internet banking, mobile banking etc.
 8. Transport: Need & importance, land transport, sea transport, air transport

Assignments/ Class Test.

- What are the main functions of a bank?
- Compare the different types of accounts that can be opened in a bank
- How would you deposit and withdraw money?
- How would you use the A.T.M.?
- What are the differences between a debit card and a credit card?
- Compare the features of different modes of transport for business

Module 4 Marketing and Sale of goods

- Objectives The students will be able to,
- Understand the importance of marketing in Commerce.
 - Explain the functions of Marketing
 - Identify the methods of sale

- Contents
1. Marketing: Meaning and importance, functions, market research
 2. Sale of Goods: Methods of sale, sales procedure, modes of payment

Assignments/Class Test

- Differentiate between 'market' and 'marketing'.
- Explain the given functions of marketing

- Describe the important methods of 'marketing research'.
- Compare the given methods of sale
-

References

1. Sinha, J.C.; Mugali, V.N. (1987), A Textbook of Commerce. R. Chand &Co., New Delhi
2. Kale N. & Karnavat S, (2009), Organisation of Commerce & Management. 6th ed std. XI. Vipul Prakashan, Mumbai.
3. Kale N. & Karnaval S, (2009), Organisation of Commerce & Management. 6th ed std. XI Vipul Prakashan, Mumbai.
4. Kaptan S. S & others, (2009), New vistas in Commerce & Management, Adhyayan, NewDelhi.
5. Joshi,V. N., (2013), E-banking in India. Garima, Kanpur

Semester I
Course : Environmental Studies & General Awareness (1004)
Credits: 4 Marks: 100

- Objectives The students will be able to,
- Relate to the functioning and structure of the ecosystem.
 - Identify threats to biodiversity.
 - Compare causes, effects and control measures of pollution.
 - Be socially responsible to conserving the environment.
 - Identify locations on Physical and Political maps of India.
 - State the important features of the Constitution.
 - Highlight different personalities in the past and the present.
 - Relate to social, political and cultural environment and foster social responsibility.
 - Discuss the current news events within the country.

Module 1 Ecology, Pollution

- Objectives The students will be able to,
- Relate to the concept of ecosystem, its structure and functioning.
 - Identify dangers to ecosystem.
 - Identify sources of pollution.
 - Analyze control measures for pollution.

- Contents 1. Interdisciplinary nature of Environmental Science.
2. Ecology: Concepts, food chain and food webs, pyramids, energy and nutrient flow cycle.
3. Pollution: Water pollution, air pollution, noise and soil pollution.

- Assignments/ Class ● Study of Simple Ecosystem- pond, river, hill slopes etc.
Test/ Project ● Study of common plants/ insects or birds.

Module 2 Waste and Environmental Law

- Objectives The students will be able to ,
- Classify different types of waste and its disposal and associated threats.
 - Know laws related to environment.

- Contents 1. Waste: Definitions and classification.
2. Methods of Disposal
3. Environment Protection Act.

- Assignments ● Visit to a local area to document environmental asset/ polluted site and submit an essay.

Module 3 Physical and Political India and Governance

- Objectives The students will be able to ,
- Know Indian Geography.
 - Talk about Famous Personalities of India.

	<ul style="list-style-type: none"> • Discuss the important features of Constitution of India.
Contents	<ol style="list-style-type: none"> 1. Information about SNDTWU. 2. Information on India (Geographical and History). 3. Indian places, towns, monuments. 4. Indian Personalities. 5. Indian Constitution.
Assignments/ Class Test/ Project	<ul style="list-style-type: none"> • Mark each State in Blank map with its capital and important cities. • Write short notes on given important personalities. • Write the provisions in Constitution. • Prepare a project on given state or monuments.
Module 4	General information concerning the political, cultural and social environment of India.
Objectives	<p>The student will be able to ,</p> <ul style="list-style-type: none"> • Relate to the social, political and cultural environment and foster social responsibility. • Discuss advancements in science & technology in India. • Discuss the current news events within the country.
Contents	<ol style="list-style-type: none"> 1. India Today in politics, science, space and technology. 2. India's social and cultural environment. 3. Abbreviations. 4. Trade Names. 5. Current Topics.
Assignments/ Class Test/ Project	<ul style="list-style-type: none"> • Explain the meanings of given abbreviations and identify the trade names. • Discussions and submissions on the advancements in science and technology in the given time period.
Reference	<ol style="list-style-type: none"> 1. Manorama Year Book (2012)(2014). Malayala Manorama, Kottayam. 2. Asthana, D.K. & Asthana, Meera (2010), A Textbook of Environmental Studies for Undergraduate Students. 3. Jain, New Delhi Rana, S.V.S, (2009), Essential of ecology & environment. PHI ,New Delhi. 4. Rana, S.V.S, (2009), Essential of ecology & environment. PHI ,New Delhi 5. Competition Success Review (Journal) Year Books 6. Concise General Digest 7. Encyclopedia 8. Newspapers

Semester I
Course : Verbal Communication I (1005)
Credits : 2 Marks :50

- Objectives The students will be able to,
- Verbally communicate in simple English in formal & informal situations.
 - Narrate events and experiences using basic English.
 - Read loudly and clearly in simple English language.
 - Communicate using appropriate pronunciation of English words.

Module 1 Spoken English

- Objectives The students will be able to,
- Use appropriate pronunciation of words
 - Greet, welcome and address people
 - Communicate effectively in day to day situations:
Educate customers about entertainment programs for children, basic safeguard procedures for senior citizens
 - Narrate events and experiences using simple English.

- Contents
1. Pronunciation
 2. Introduction
 3. Greetings
 4. Directions
 5. Imperative responses
 6. Requests
 7. Inquiry
 8. Short description of event and experiences.

Assignments / Viva

- Pronounce the given words in the class correctly.
- Role play on giving directions, enquiring etc.
- Perform sessions on self introduction and imperative responses.
- Describe the events and experiences of given assignments.

Module 2 Reading Skills I

- Objectives The students will be able to,
- Read loudly and clearly.
 - Read to recall.
 - Demonstrate reading skills in English.
 - Comprehend the material read.

- Contents
1. Reading from Newspapers and Magazines.
 2. Comprehension passages and short stories.
 3. Recall matter already read.
 4. Read in front of an audience

Assignments/ VIVA

- Read loudly 5 headlines from a local English newspaper thrice a week.
- Comprehend the given passage and complete the exercise given below it.
- Read a given short story book and share the story.
- Recall matters read and present.

Reference

1. Leil Lowndes,(2014), How to Talk to Anyone: 92 Little Tricks for Big Success in Relationships, HarperCollins Publishers, Uttar Pradesh
2. Dale Carnegie (2017), The Quick and Easy Way to Effective Speaking, Rupa Publications, Mumbai
3. www.M-W.com
4. Oxford Dictionary

Semester I
Course: Basics of Computer –I (1006)
Credits 4 Marks 100

- Objectives The student will be able to,
- Perform fundamental Operating system function and Basics of internet and email
 - Use basic features of MS Word, Excel.
 - Improve accuracy and confidence using correct fingers on computer keyboard.
 - Type Paragraphs and Passages @25-30 WPM

Module 1(Pr) Basics of Computer and Internet.

- Objectives Students will be able to
- Basic operations of computer
 - Identify different types of storage devices, input/ output devices
 - Use different connect and dismantle projector, cords, cables and input/output devices
 - View files, work with files and customize window
 - Use internet for creating email, login to email,
 - Composing, sending and receiving email
 - Replying to email, basic Searching of data.

- Contents
1. Identify & describe various parts of computers like CPU, keyboard, monitor, etc.
 2. Identify different types of storage devices e.g. portable hard disks, flash drives, pen drives and CDs/DVDs (latest removable devices)
 3. Connect, turn on and off the computer properly and run computer applications
 4. Use different input/ output devices
 5. Connect and dismantle projector, cords, cables and input/output devices
 6. View files, work with files and customize window
 7. Internet: Understanding what is internet, browser, Searching on internet, saving data from internet, downloading images, saving it in proper locations.
 8. Email- Creating email id, opening email id, Inbox, composing email, attachment, sending email, downloading attachment, Checking emails, Drafts, other email features

- Assignments
- Performing given operations on computer.
 - Creating own email-id, Sending-Receiving Emails for given purpose,
 - Searching data on the internet on given topic

Module 2(Pr) Basics of MS Word and MS Excel

- Objectives The Student will be able to,
- Use word processing software to create and edit official documents and reports (MS Word or equivalent)

- Use software applications to create, apply & modify formulas (MS Excel or equivalent)

Contents

MS Word

1. Indicate the names and functions of the Word interface components.
2. Create, edit, save, and print documents
3. Format text and to use styles.
4. Add a header and footer to a document.
5. Add a graphic to a document.
6. Using bullets and list
7. Creating tables in MS Word.
8. Use the Spelling Checker
9. Manipulate documents using functions such as find and replace; cut, copy, replace.

MS Excel

1. Creating , saving MS Excel file , understanding workbook and worksheets, typing data into excel sheets,
2. Inserting and deleting rows and columns into excel sheets.
3. Formatting data, cut, copy, paste data into excel sheet
4. Highlighting data into excel sheets, applying borders to cell and tables.
5. Applying basic formulas of excels, print & preview

Practical

- Preparing given document in word processing and Spreadsheet software

Module 3(Pr)

Learning Keyboard

Objectives

- The student will be able to,
- Use the typing keys professionally
 - Type the Alphabets, Numbers and Signs using the specified fingers.

Contents

1. Introduction to touch typing, sitting postures and common keyboard shortcuts
2. Home keys, First row keys & Third row keys
3. Numbers
4. Words using Shift Key & matter with Semi colon and Capital Long Sentences,

Practical

- Type exercises based on keyboard proficiency from Manual
- Type each exercise at least 6 sets (each set of 5 lines)

Module 4(Pr)

Paragraphs & Speed Passages.

Objectives

- The student will be able to,
- Type the Text in Line, Paragraphs and Passages
 - Type with the Speed of 25 words per minute accurately.

Contents

1. Accuracy Developing Paragraphs with Subscript & superscript
2. Paragraphs: alignments, line spacing & using tab
3. Typing Hand-written English Text using proper alignments, line-spacing & tabs
4. Big Paragraphs

5. Speed & Accuracy developing paragraphs
6. Speed Passages @ 25 WPM

Practical

- Type exercises based on different types of paragraphs from Manual
- Type hand-written English Language exercises from Language Skills note-book
- Type each exercise at least for 5 times
- Type with speed @ 25 -30 WPM

References

1. Computer Manual will be provided to students.
2. Manual I - Typing Skills I
3. Pitman Commercial Typewriting by Prince, Aileen
4. Typewriting Theory & Practice Walmsley Horizontal by Sterling Publishers Pvt. Ltd

Semester I
Course : Physical Fitness (1007)
Credits : Non-Credit Marks :Pass/Fail

Objectives	The students will be able to , <ul style="list-style-type: none">● Evaluate the use of yoga in daily life● Practice yogic asanas for good health.
Module 1	Health & Fitness: Yoga
Objective	The students will be able to, <ul style="list-style-type: none">● Evaluate use of yoga in daily life
Contents	<ol style="list-style-type: none">1. Yoga: Meaning, need, attire, do's and don'ts of Yoga, Yogic diet.2. Eight fold path of Yoga: Raj Yoga, Karmayog, Bhaktiyog, Gyanyog, Omkar Pranayama.3. Conditioning: Health of the spine, structure of spine, posture, asanas based on spinal cord4. Positivity and Negativity: Attitude, traits. Meditation and relaxation5. Diet: Satvik, Rajasik and Tamasik .Hygiene: mental hygiene.6. Reflection: A technique to improve memory. Motivation ,Social virtues
References	<ol style="list-style-type: none">1. Dr. J. Yogendra, Yoga and Total Health2. Friedeberger, J (1991), Office Yoga Motilal Banarasidas, Delhi

Semester I
Course : Personal Grooming (1008)
Credits : Non-credit Marks :Pass/Fail

Module 1 Personal Grooming

Objectives	The students will be able to, <ul style="list-style-type: none">● Groom into a smart and pleasing personality.● Adopt healthy and hygienic practices● Imbibe manners and etiquettes in daily life.● Gain confidence.● Follow routine grooming practices like hands and feet care, skin care and hair care.● Adopt appropriate attire for different occasions.
Contents	<ol style="list-style-type: none">1. Visual impression and poise2. Hygiene and good grooming practices3. Ethics and good habits4. Skin care, hands and feet care5. Hair care and hair styles6. Make up and attire suitability
References	<ol style="list-style-type: none">1. Grooming Manual2. R. Aroona, Be your own Beautician3. PuriIndu, Beauty and Skin Care for Indian Women

Diploma in Administration Services: 128 Credits

Cr	Credits	T/W(hr)	Theory/Week	S/W(hr)	Skills/Week(hours)
Int Cr/M	Internal Evaluation Credits/ Marks	Ext Cr/M	External Evaluation Credits/ Marks	T	Tutorial

Paper	Module	Cr	TW (hr)	SW (hr)	Int Cr/M	Ext Cr/M	Total Marks
SEMESTER II: 22 Credits							
2001	Language Communication Skills –II	4	4		50	50	100
	Basic Grammar		1				
	Theory of Communication		1				
	Writing Skills		1				
	Letter Writing		1				
2002	Book-Keeping & Accountancy – II	4	3	2	50	50	100
	Final Accounts of Sole Proprietor and Income Tax Computation		1				
	Computerized Accounting			2			
	Depreciation, Costing, Bills of Exchange		1				
	Accounts of Non- Profit Organizations		1				
2003	Office Practices	4	4		50	50	100
	Commercial Office		1				
	Management of Office Mail and Supplies		1				
	Office forms, records and business documents		1				
	Office Automation		1				
2004	Travel and Front Office Procedures	4	2	4	50	50	100
	Executive Travel Planning & registration at hotel		1				
	International travel arrangements and check-in procedure at hotel		1				
	Spoken Skills			2			
	Reading Skills			2			
2005	Personality Development	2	1	2	25	25	50
	Social and Interpersonal Skills		1				
	SWOT Analysis, Public Speaking, Problem Solving			1			
	Comply with industry and organizational requirements and Maintain healthy, Safe and Secure Working environment			1			
2006	Basics of Computer II	4		8	50	50	100
	Application of Computer and Internet			2			
	MS Power Point and MS Excel			2			
	Typing of office documents			2			
	Speed passages			2			
2007	Physical Fitness II	-	-	2	-	-	Pass/ Fail
	Total	22	14	18	275	275	550

Semester II
Course : Language Communication Skills II (2001)
Credits 4 Marks 100

- Objectives The students will be able to,
- Use grammar, vocabulary and pronunciation appropriately in communication
 - Communicate politely using appropriate channels and techniques.
 - Compose effective paragraphs and make notes.
 - Draft letters for formal situations.

Module 1 Basic Grammar II

- Objectives The students will be able to,
- Use time frames for effective communication.
 - Identify and correct errors in communication.
 - Implement effective grammar in communication
 - Use correct vocabulary for effective communication

- Contents 1. Tenses
2. Voice
3. Direct and Indirect Speech
4. Prepositional Phrases
5. Vocabulary:
6. Affixes, Derivatives

- Assignments/Test
- Drills on: Identify tenses, fill in the blanks, choose the right option etc.
 - Change the given sentences from active to passive voice and vice versa.
 - Transform the given sentences from direct to indirect speech and vice versa.
 - Make sentences using prepositional phrases.
 - Form new words using affixes.

Module 2 Theory of Communication

- Objectives The students will be able to,
- Identify elements and barriers in the communication process.
 - Use appropriate channels and techniques of communication: Coordinate with team members and colleagues, maintain proper body language and dress code.
 - Practice 'Listening' as an effective tool of communication.
 - Follow etiquettes of formal communication

- Contents 1. Communication Process: Definition, Process, Elements and feedback
2. Oral and Written Communication: Advantages and disadvantages
3. Verbal and Non Verbal Communication: Language, Body Language and Paralanguage
4. Communication Barriers and remedies to remove them.
5. Listening Vs Hearing:
6. Silence as a powerful mode of communication. Communication etiquette

Assignments/ Test

- Identify the elements in the given communication process.
- Identify the communication barriers in a given situation and suggest the measures to overcome them.
- Listen to the given assignment and present the analysis or summary to the class.
- Participate in specified games and case studies related to communication.

Module 3 Writing Skills II

Objectives

The students will be able to,

- Use correct spellings **in compositions**.
- Summarize matter to make it effective
- Elaborate ideas on social and current issues in the form of extended writing
- Review books read by the students

Contents

1. Study of common errors
2. Summarization
3. Extended writing on social and current issues
4. Book report

Assignments/ Test

- Identify the correct spelling of the words from the option provided.
- Practicing preparing summary in the class
- Extended writing on given topics
- Present book review in the class
- Vocabulary building games like puzzle, crosswords etc.

Module 4 Letter Writing II

Objectives

The students will be able to,

- Understand the requirement of formal business letters.
- Recognize layout of formal letters.
- Use appropriate vocabulary in formal letters.
- Draft formal letters:
- Enquiry, order and complaint.

Contents

1. Essentials of business letters.
2. Format of letters
3. Appropriate vocabulary used in formal letters.
4. Enquiry letters
5. Order Letters
6. Complaint Letters

Assignments/ Test

- Explain the salient features of a business letter.
- Discuss the different styles and formats of business letters.
- Drafting enquiry, order and complaint letters on different situations.

References

1. Jose Dominic Joseph (2011), My Blue Book of Grammar, Sheth Publishing House, Mumbai.
2. Urmila Rai, S.M.Rai (2007), Business Communication, Himalaya Publishing House Pvt. Ltd., Mumbai.
3. Wren & Martin (2006), High School English Grammar & Composition, S. Chand & Company Limited, New Delhi

Semester II
Course : BOOK-KEEPING & ACCOUNTANCY-II (2002)
Credits:4 Marks:100

- Objectives The students will be able to,
- Prepare Final Accounts of Non Profit Organization
 - Learn accounting practices of Bills of Exchange and Depreciation
 - Prepare cost sheet to find out the net profit and learn the concepts on Income tax on salary
 - Use Computer for basic Accounting

Module 1 Final Accounts of a sole proprietor and Income Tax Computation.

- Objectives The students will be able to,
- Prepare the final accounts of a sole proprietor with adjustments.
 - Calculate the tax payable for a salaried person.

- Contents
1. Revision of terms and concepts of elementary book-keeping
 2. Final Accounts of a Sole Proprietor.
Preparation of Trading/Manufacturing a/c
Preparation of Profit & Loss a/c
Preparation of Balance Sheet
Adjustment entries
 3. Income Tax
Understanding terms associated with income tax
Head of Income
Deductions and exemptions
Income tax slab
Finding the income from Salaries
Filing tax returns.

- Class Test
- From the given information prepare the Manufacturing, Trading & P/L a/c
 - From the given information prepare the Balance Sheet
 - Prepare the Manufacturing A/C, Trading a/c & Profit /Loss a/c and the Balance Sheet after making the required adjustment entries
 - From the given information, identify the assessment year and the previous year
 - Calculate the income from salaries from the given information.

Module 2 Computerized Accounting.

- Objectives
- The students will be able to use Computer in accounting work.

- Contents
1. Introduction to Computerized Accounting
Advantage of Computerized Accounting
 2. How to Create a Company
 3. Type of Account and Rules
Ledger Accounts

4. Units of Measures
5. Stock Items
6. Cost Centre
7. Voucher Entry.
8. Display a various reports.
9. Backup
10. Editing Keys.

Assignments/
Project

- Create a company using the given data. Show the day book, VAT computation, Trial balance, Balance sheet.
- Create a ledger using the given data.
- Create voucher entries using the given data and show stock categories, units, godown, stock items.

Module 3 Accounting Practices of Depreciation, Costing, Bills of Exchange.

Objectives

The students will be able to,

- Calculate depreciation using Fixed Installment and Reducing balance method.
- Prepare the cost sheet.
- Record transactions of bills of exchange in Bills Journals.

Contents

1. Depreciation:
Meaning and Need for provision of depreciation
Fixed instalment method
Reducing Balance method
2. Costing
Meaning of costing
Different methods of costing
Preparation of cost sheet
Items of expenses excluded from the cost sheet
3. Bills of Exchange
Meaning and Format and components of Bills Of Exchange.
Bills Receivable and Bills Payable
Recording of bills of exchange transactions.

Class Test

- From the given information, calculate depreciation under the fixed installment method / reducing balance method.
- Prepare the cost sheet form the given information
- Record the entries of bills of exchange in the books of the drawer and the drawee when the bills are honored, discounted, endorsed, retired, dishonored

Module 4 Accounts of Non-Profit Organizations.

Objectives

- The students will be able to prepare the accounts of non-profit organizations.

Contents

1. Final Accounts of Non-Profit Organization :Meaning of terms related to non-profit organizations, Preparation of Income and Expenditure Account, Preparation of Balance Sheet.

Class Test

- From the given information prepare the Income & Expenditure and the balance sheet of a given organization.

Reference

1. Grewal, T.S. (2014), Double Entry book keeping.
S. Chand, New Delhi
2. Choudhari & Chopde (2008) , Book-Keeping & Accountancy-XII,
Neelkanth Publications, Mumbai.
3. N. H. Kishnadwala (2008), Book-Keeping & Accountancy-XII.
Vipul Prakashan, Mumbai.

Semester II
Course : Office Practice (2003)
4 Credits 100 Marks

- Objectives The student will be able to,
- Understand the significance of an office to the organization.
 - Use business documents and office forms.
 - Effectively use stationery; supplies and equipments.
 - Use reference books and records for information collection.
 - Implement the office practices efficiently

Module 1 Commercial Office

- Objectives The students will be able to,
- Relate to the significance of an office as a unit to the organization.
 - Know the importance of office layout and its impact on productivity.
 - Relate to the the duties of a receptionist / front office staff.
 - Use reference books for information.

- Contents
1. Meaning and importance of a commercial office, Office organization in departments, Functions of each department and co-ordination of departments.
 2. Office Layout: Principles of a good office layout, Different types of layouts, merits and demerits, Factors affecting the choice of an office layout.
 3. Duties of the office receptionist: Dealing with telephone calls, visitors, interviews, recording messages in the message sheet, Qualities of a successful receptionist.
 4. Reference Books: Importance of reference books, Uses of reference books – dictionary; post office guide; telephone directories; trade directories; railway guide; airline guide; who's who; standard year books.

- Assignments/
Test
- Essay on Office: Definitions and functions.
 - Evaluate the layout of a given office.
 - Find out the duties of a receptionist in a particular organization.
 - Use the reference books to collect the information on a given topic.

Module 2 Management of office mail & office supplies.

- Objectives The students will be able to,
- Use the postal and courier services in handling correspondence.
 - Follow Inward and Outward mail procedures at work.
 - Use stationery and office supplies economically.

- Contents
1. Mail: Incoming and Outgoing mail, Recording and handling of incoming and outgoing mail, Opening and sorting of mail, Inward register and distribution of mail, Drafting and folding of letters for

dispatch, putting the letters and enclosures into suitable envelopes, Use of window /envelope-openers, envelope-sealers, Franking machine , Outward register, E-mail.

2. Postal Services: Functions of the Postal Department, Post Card, Inland Letter, Envelope, Certificate of Posting, Registration, Postal Order, Money Order, V.P.P, Postal Insurance, Parcel, Business Reply Service, Post Box & Bag, Speed Post, New postal services, Private courier services.
3. Meaning of Stationery & Supplies: Need for the management of office supplies. Setting standards for office supplies, Selection of office supplies, Purchase of office supplies , Storage of office supplies, Tips for quick location of stored supplies, Issue and Use or consumption of stationery & supplies.

Assignments/
Test

- Write the steps in handling inward mail and outward mail in an office?
- Assignment on present postal services that are used more in offices.
- Suggest tips for the location of stored supplies.
- Discussion on waste reduction and economy in stationery and supplies usage

Module 3 Office forms, records & business documents.

Objectives

The student will be able to,

- Design and fill in office forms.
- Handle records and follow record keeping procedures.
- Use documents appropriately for office procedures.

Contents

1. Definition & Meaning of an office form: Purposes and Benefits of forms, Types of forms , Principles for designing forms, Factors affecting the design of forms, Forms management and Control, Form sets and continuous stationery.
2. Office Records: Meaning and importance of keeping records, Types of records, Purposes and Principles of keeping records, Process of record-keeping, Methods usually employed.
3. Business documents: Order, Quotation/Price List, Invoice, Proforma Invoice, Delivery Note, Advice Note, Railway Receipt, Lorry Receipt, Bill of Lading, Airway Bill, Debit Note, Credit Note, Consignment Note, Letter of credit, Statement of Accounts, Cash Memo, Voucher, Account Sale.

Assignments/
Test

- Design office forms in context to college environment. (Leave / Requisition/ Appointment etc)
- Discussion / List the process/ steps of keeping office records.
- Collection of the samples of the mentioned documents.

Module 4 Office Automation.

Objective	The student will be able to, <ul style="list-style-type: none">● Use different office equipments.
Contents	<ol style="list-style-type: none">1. Need, Benefits & Limitations of office equipments2. Factors that help in choosing the best equipment3. Locate, select the equipment and be familiar with the resources needed for the office tasks (computer, printer, photocopier (zerox), scanner, binder, laminator, telephone, A/V equipments, time recorder, paper shredder, Fax machine)4. Understand the various parts and functions of office equipments5. Operate each equipment efficiently and use all its features and applications6. Replenish materials/supplies needed to operate each equipment7. Inform about maintaining materials, supplies required for each equipment to the appropriate person
Assignments/ Test	<ul style="list-style-type: none">● Note on Office equipments and their functions.● Discussion on importance of office equipments.● Comparison amongst the various office equipments.
Reference	<ol style="list-style-type: none">1. Narayan B., (2010), Office Management. APH, New Delhi.2. Balachandran, Chandrashekhar (2009), Office Management. Tata Mcgraw Hill, New Delhi.3. Sharma, N. D. (2006), Modern Office Management. ABD, New Delhi.4. B Singh (2006), Modern Office Management and Secretarial Practices. Surjeet Publications.5. Pillai, R. S. N. & Bagavathi (2003), Office Management. S. Chand, New Delhi.6. S.P. Arora (2001) Office Organisation and Management, Vigesh Publications.7. S.G.Datar, P.M.Doshi (2001) Secretarial Practices, Dayal Oxford Publications.8. Jaderstrom, S. & others (2001), Complete Office Handwork. Random House, New York.9. Dobson, Ann (1999), How to Manage an Office. Jaico Publishers, Mumbai.10. Rao, V.S.P. (1987), A Textbook of Office Management. Tata Mcgraw-Hill, New Delhi.11. Dr. Veena Agarwal (1999) Secretarial Practices. Forward Book Publications.

Semester II
Course: Travel and Front Office Procedures (2004)
Credits 4 Marks 100

- Objectives The students will be able to,
- Make Executive Travel Plan
 - Record guest registration at hotel
 - Make international travel arrangements
 - Follow check-in procedure and room allotment
 - Read with confidence and clarity in English language.
 - Interpret, analyze and evaluate the material read.
 - Build appropriate pronunciation skills for oral communication.
 - Verbally communicate in simple and correct English in formal & informal situations.

Module 1 Executive Travel Planning & registration at hotel.

- Objectives The students will be able to,
- Prepare an itinerary for business travel.
 - Prepare a travel folder for business trip.
 - Make bookings and cancellation of bookings of hotel, select right hotel facilities and Services, car rental or rail/air travel.
 - Follow registration procedure at hotel.

- Contents 1. Introduction to Travel & Tourism
2. World Geography
3. Cruises
4. Hotels: Facilities & Services, Rating Systems, Reservations
5. Setting up a trip for an Executive
6. Travel agents/Making Travel arrangements directly
7. Travel Folder
8. Cancelling a Planned Trip
9. Hotel Hospitality and Registration Procedure; Documents

- Assignments/Test ● Visit a hotel or browse the internet for a virtual tour of a hotel in your area and check the amenities, room types, room rates.

Module 2 International travel arrangement and check-in procedure at hotel

- Objectives The students will be able to,
- Do background research related to travel necessary to plan travel.
 - Prepare travel expenses statements and know different currency conversion.
 - Know airport procedures and airlines amenities.
 - Fill forms for passports/ Visas.
 - Coordinate check-in procedure and room allotment

- Contents 1. International Business amenities.
2. Worldwide Holidays.
3. Foreign Currency Table: Cash/Traveler's cheques, Expense Account

- Records, Standard Time of selected countries.
4. Background Research Prior to Travel: Travel guide, Encyclopedias, Atlas References, Pamphlets, Periodicals, Trade Magazines, Books
 5. Check-in procedure at hotel and room allotment guest requirements during check-in,
 6. Various departments to get those requirement, materials/ consumables, travel desk on guest requirements related to them.

Assignments/ Test.

- Visit the Passport office/ website to collect information on Passport application/ renewal.
- Download visa application for a given country and fill it.
- Apply for Frequent Flyer Program of a given Airline.
- Make a Travel Folder.
- Discussion on In Flight Services.
- List the various Airport formalities.

Module 3 Speaking and Listening Skills

Objectives

The students will be able to,

- Identify appropriate pronunciation of words used for conversations.
- Converse in formal and informal situations.
- Develop effective listening skills.
- Listen to express thoughts and feelings

Contents

1. Pronunciation: Vowels, Consonants and diphthongs
2. Interactive conversations
3. Group communication
4. Listening to the news on News Channels/ Radio and audio recordings

Assignments

- Perform a Role play on formal and informal situations
- Perform a short skit on given situations like giving instructions
- Visit enquiry counters at Travel Agencies, Banks, Post Offices, Educational Institutions and converse to find (asked) information.

Module 4 Reading Skills II

Objectives

The students will be able to,

- Learn the technique of reading.
- Read with appropriate pronunciation and diction.
- Cultivate the habit of speedy reading and quick understanding.
- Identify author's purpose and tone

Contents

1. Loud and clear reading.
2. Reading assigned newspaper and books.
3. Summarize material read.
4. Book review.

Assignments

- Identify poor reading habits and discuss measures to overcome it
- Read the specified headlines and articles from the newspaper in the

class

- Read a given book and share the story.
- Comparing reading skills of two students in the class

Reference

1. Online Dictionary
2. Oxford Dictionary
3. Leil Lowndes (1999), How to Talk to Anymore HarperCollins Publishers, Uttar Pradesh

Semester II
Course: Personality Development (2005)
Credits 2 Marks 50

- Objectives The student will be able to
- Set the goal for personal development and build self esteem
 - Participate in public speaking.
 - Comply with industry and organizational requirements
 - Maintain healthy, Safe and Secure Working environment

Module1(Pr) Social and Interpersonal Skills

- Objectives The Student will be able to
- Identify and work on personality attributes.
 - Interact with people in different settings with confidence.
 - Work in a team
 - Set goals for personal development.
 - Build self-esteem.
 - Communicate effectively.
 - Follow moral and ethical practices. Manage time effectively.

- Contents
1. Personality: Definition, Meaning, Constituents, Personality Traits and Factors, Johari Window.
 2. The social environment vis-à-vis the individual, taking into account the cross section of the group-social interactions.
 3. People-understanding, people-communicating with people effectively situations-home-office-elsewhere etc.(for removing the hesitation and breaking the banners) Society-Role-Play.
 4. Group Dynamism - Understanding groups goals / effective participation in group forums. Need of 'we' instead of 'I'.
 5. Goals in career/Life: Goal setting, Planning, Direction with the help of strengths and deficiencies, Time Management.
 6. The work situation: Employer - Employee Relations, Expectations etc. Normal practices of courtesy and mannerisms, working with interest and progressing in job. Work ethos and ethics. Tele manners, Etiquettes, Importance of dress code/ discipline/ Time Management.
 7. Communication: Purpose of communication, Types of communication, understanding individuals, Art of listening, asking, conversational situation.
 8. Voice, Tone, Pitch, Modulation aspects of Communication

- Objectives The Student will be able to,
- Assess their strengths and weaknesses and work on self-improvement.
 - Speak with confidence in front of a small group.
 - Solve simple problems.
 - Write their CV and Prepare for Interviews

- Contents
1. SWOT analysis: Assessing oneself, factors responsible, areas of improvement. A practical exercise.
 2. Problem Solving: Identification of a problem, Clarification, Information, Evaluation, Alternatives, Choice and implementation, Review. Techniques: Trial and Error, Brain Storming, Lateral Thinking.
 3. Public speaking skills: Purpose, Audience, Speech, Preparation, Delivery, Use of words, Illuminants, Types.
 4. Interview / Techniques: Planning a career, Analyzing job personality, Applications, Interviews, Interview Techniques, How to get the job you want, Importance of follow-up, terms of the appointment.
 5. Launching from Education to experience, a difficult barrier to break, priorities and efforts required, pursuit with perseverance etc. Buffers (for Adjustments if any)(include 'CV' writing)

Workshop (Th) Comply with industry and organizational requirements and Maintain healthy, Safe and Secure Working environment

- Objectives
- The student will be able to,
- describe the organizational and industry standards
 - implement organizational standards in the work performance
 - comply with your organization's current health, safety and security policies and procedures
 - identify and recommend opportunities for improving health, safety, and security to the designated person

- Contents
1. Organizational standards
 2. Industry standards and work performance
 3. Explain political, social, economic and geographical work environment
 4. Health, Safety and Security policies and procedure
 5. Measures to improve health, safety and security policy
 6. Health and Safety records

Semester II
Course: Basics of Computer –II (2006)
Credits 4 Marks 100

- Objectives The student will be able to,
- Understand principles of using windows operating system and Access internet, evaluate information from the internet , Handle operation & usage of various office equipment
 - Prepare presentations and Excel for basic calculations
 - Type Letters, Statements, Balance-sheet, Display Matter, Legal Documents, Manuscripts & Reports
 - Type with the Speed of 40 WPM accurately

Module 1(Pr) Application of Computer and Internet

- Objectives The Students will be able to
- Use application of essential accessories such as notepad, WordPad, paintbrush, images, calculator, calendar, media players and sounds
 - Use multimedia settings and applications of control panel
 - Use multimedia settings and applications of control panel
 - Operate graphic packages e.g. MS Paint, PC Paintbrush etc.
 - Use social media (Google + Twitter, LinkedIn, Facebook)'Use internet for data surfing
 - Record usage of material/equipment
 - Carry out minor maintenance and troubleshooting
 - Understand the network issues with each equipment
 - Know/inform and act on the appropriate channel of communication in case of major breakdown
 - Make sure that the equipment is kept clean at all times, before loading, while in usage
 - Find alternative means of completion of tasks within the stipulated time in cases of such breakdown
 - Make sure the equipment, resources and work area are ready for the next user

Contents **Applications of Computer**

1. Use application of essential accessories such as notepad, WordPad, paintbrush, images, calculator, calendar, media players and sounds
2. Use multimedia settings and applications of control panel
3. Use multimedia settings and applications of control panel
4. Operate graphic packages e.g. MS Paint, PC Paintbrush etc.
5. Identify various types of social media, basic uses of social media
6. Discuss the positive and negative influences of social media on individuals, businesses, and society as a whole
7. Creating account on social media, sharing and posting content.
8. Searching data on internet.

- Assignment
- Solving given assignments on applications of computer
 - Solving given assignments using internet

Module 2(Pr) MS Power Point and MS Excel

- Objectives
- The Student will be able to,
- Use software to create and edit presentations (MS PowerPoint or equivalent)
 - Use software applications to create, apply & modify formulas, generate reports, maintain database & compile data (MS Excel or equivalent)

- Contents
- MS PowerPoint**
1. The PowerPoint Interface
 2. Preparing Presentations content.
 3. Creating and saving presentations
 4. Applying theme for the presentation and create slides with a variety of slide layouts.
 5. edit slides in the slide pane
 6. Creating and Editing Tables and Opening and Saving Files
 7. Applying transitions and animations to slides
 8. Adding images and shapes into the slides

MS Excel

1. Format data and cells.
2. Construct formulas, including the use of built-in functions, and relative and absolute references.
3. Create and modify charts
4. To develop formulas to simplify calculations
5. To use Print Preview to examine a spreadsheet before printing

Practical Preparing presentation and excel sheets on given document.

Module 3(Pr) Typing Office Documents

- Objective
- The student will be able to,
- Use the typing skills professionally
 - Type letters using Indent Block, Semi-Block, Absolute Block Style
 - Create Tabular formats for Statements, Balance sheets
 - Type Display matter with appropriate format & line-spacing
 - Type Manuscripts – Reports & Letters
 - Type Legal Documents in a required format.

- Contents
1. Typing Indent Block, Semi-Block, Absolute Block Style letters
 2. Formatting options for letter typing
 3. Creating Tables for Statements
 4. Typing Single heading & Double-heading Statements

5. Formatting options in tabular formats to type Balance Sheets
6. Formatting options for typing Display matters
7. Typing Manuscript-Reports & Letters
8. Typing Legal Documents

Practical

- Type Letters using different styles from Manual
- Type Manuscripts from Language Skills note-book using different styles & formats
- Type Double & Single Heading statements from Manual, Newspapers & Language Skills note-book
- Type Balance Sheets using proper formatting options from Manual or Book keeping text books
- Type Display matter with proper formatting options
- Type Legal Documents in a given format
- Type Reports using appropriate formatting options from Manual & Language Skills note-book (Book Reports)

Module 4(Pr)

Speed Passages.

Objective

- The student will be able to,
- Type Passages with variety of signs & symbols
 - Type with the Speed of 40 words per minute accurately.

Contents

1. Different types of passages based on fiction, scientific/ non-scientific matters Political & informative passages
2. Speed Passages @ 40WPM

Practical

- Typing Speed passage @ 40 WPM
- Retype passage in case not able to type within time limit or more errors

Reference

Computer Manual will be provided to students.
 Manual I - Typing Skills I
 Manual II - Typing Skills II
 Pitman Commerical Typewriting by Prince, Aileeum
 Typewriting Theory & Practice Walmsley Horizontal by Sterling Publishers
 Pvt. Ltd

Semester II
Course : Physical Fitness (2007)
Credits: Non Credit Marks: Pass/Fail

Objectives	The students will be able to, <ul style="list-style-type: none">● Develop a habit of healthful living.● Overcome personal health problem through regular practice of yoga.● Develop good habits to overcome stress.
Module 1	Higher Self Development
Objective	The students will be able to , <ul style="list-style-type: none">● Develop the habit of healthy living.● Overcome personal health problems through regular practice of yoga.● Develop positive attitude towards life.
Contents	<ol style="list-style-type: none">1. Bhakti Yoga: Bhakti Marg, Chanting of Gayatri Mantra, Omkar.2. Karma Yoga: Any day - to - day activity undertaken with a sense of duty and as an offering to the Almighty performed with dedication, concentration, perseverance, awareness and love.3. Raj yoga: Concentration, Contemplation, Meditation, Experiencing peace & solitude.4. Asanas : Body postures - physical -but attitude – bound.5. Bhavas - Attitude of humility, concentration, confidence, duty etc.6. Shatchara Darshan: Concentration on the different ' Chakras' in the body - gradually leading to the awakening of the 'Kundalini'.7. Stress Management through Yoga: Mental hygiene, Meditation, relaxation, cardiac system -its problems -causes and treatment.8. Human Relations: Purificatory Processes.9. Shankhpraakshalan Kriyas: Breathing for good health.10. Astangyoga: Putting into practice the 'Yamas' and the 'niyamas' Satya, Santosh, Tapa etc.
Practical	<ul style="list-style-type: none">● Asanas
Reference	<ol style="list-style-type: none">1. Lynn, D & Selasky, J (2007), Mastering Public speaking. Jaico, Mumbai.2. Bremann, Lynne (2003), Business etiquette for 21 st century. Piatkus, London.3. Adair, John, (1997), Decision making and problem solving strategies. Kogan, London.4. Aslett, Don (1994), Become a successful speaker. Pustak Mahal, Delhi.5. Hurlock, Elizabeth (1974), Personality Development. Tata McGraw Hill, New Delhi.6. Friedeberger, J (1991), Office Yoga. Motilal Banarasidas, Delhi

Diploma in Administration Services : 128 Credits

Cr	Credits	T/W (hr)	Theory/Week	S/W (hr)	Skills/Week (hours)
Int Cr/M	Internal Evaluation Credits/ Marks	Ext Cr/M	External Evaluation Credits/ Marks	T	Tutorial

Paper	Module	Cr	T/W (hr)	S/W (hr)	Int Cr/M	Ext Cr/M	Total Marks
SEMESTER III: 22 Credits							
3001	Business Communication –I	4	3	2	50	50	100
	Advanced Grammar		1				
	Writing Skills		1				
	Letter Writing		1				
	Spoken Skills (Speaking and Reading)			2			
3002	Economics	4	4	1T	50	50	100
	Consumer Behaviour; Demand Analysis, Demand Forecasting; Analysis of Supply		1				
	Introduction to Macro Economics; National Income; Money; Commercial Banking; Central Banking		1				
	Challenges faced by the Indian Economy		1				
	Budgeting & Introduction to Fiscal Policy		1	1T			
3003	Mathematics	4	4	1T	50	50	100
	Simple Methods of Calculations, Ratio and Proportion, Commission , Brokerage and Discount		1				
	Interest, Dividend, Graphical and Diagrammatic presentation of Data		1				
	Arithmetic and Geometric Progression Permutation , Combination		1				
	Probability, Matrices and Determinants.		1	1 T			
3004	Elementary Shorthand	4		8	50	50	100
	Consonants, Vowels (I,II,III Place), Two Forms of 'R', Diphthongs & 'H' stroke, 'S' Circle, ST & STR Loop, SES & SW Circle, Vowel Indication			2			
	Halving, Downward 'L, Abbreviated 'W', Double Consonants, N & F Hooks, Shun Hook			2			
	Compound Consonants, Tick & Dot 'H', Halving & Doubling Principles			2			
	Diphones, Medial W,SH,R & S Sounds, Figures, Compound words, Basic Intersections, Speed Passage @ 80 WPM			2			
3005	Computer Training-I	2		4	25	25	50
	General Skills			2			
	MS Office			2			

3006	Basics of Share Market	4	3	2	50	50	100
	Introduction to the Indian Stock market		1				
	Primary Market			1			
	Secondary Market		1	1			
	Regulation of the Stock market		1				
	TOTAL	22	14	16 +2T	275	275	550

Semester III
Course : Business Communication I (3001)
Credits 4 Marks 100

- Objectives The students will be able to,
- Use grammar needed to prepare various types of writing.
 - Compose paragraphs and speeches, prepare notes and summarize matter as per the situation.
 - Write formal business letters.
 - Read with correct stresses and intonations and learn to interact verbally in groups.

Module 1 Advanced Grammar

- Objectives The students will be able to,
- Write grammatically correct sentences with correct spellings and punctuation while drafting letters.
 - Identify grammatical errors in sentences / drafts and rectify it.
 - Use useful business and foreign terms.
 - Apply appropriate collocations in communication.

- Contents 1. Identification of error correction and correcting it: Structure, statements and questions Agreement/ concord, number/gender Active/passive voice and reported speech, Modals and linking words, Tenses, Spelling of often confused words, Punctuation
2. Vocabulary: Business terms, Collocations, Foreign terms in English

- Assignments/ Test
1. Drills on: Error correction in sentences and drafts with respect to tenses and punctuation.
 2. Find the meaning of the business and foreign terms.
 3. Frame sentences using business terms, foreign terms and collocations learnt in the class.

Module 2 Writing Skills III

- Objectives The students will be able to,
- Prepare, plan, outline and draft simple speeches.
 - Make notes from print materials and spoken matter.
 - Summarize articles or passages.
 - Basic technical writing

- Contents
1. Speech writing
 2. Note making
 3. Précis writing
 4. Technical writing

Assignments/ Test

1. Discuss the main steps in planning a speech.
2. Explain how you can overcome stage fear in delivering a speech.
3. Drafting speeches on the topics discussed in the class.
4. Write notes of the given passage highlighting the main points
5. Draft basic technical write ups

Module 3 Letter Writing III

Objectives

The student will be able to,

- Draft letters: Collection, Banking, Testimonial, Memoranda, Recommendation letters, job application
- Respond to letters and resolve queries.
- Proofread letters.
- Prepare basic project report.

Contents

1. Collection letter
2. Banking letter
3. Testimonial
4. Memoranda
5. Recommendation letter
6. Query replies
7. Job Application letters
8. Fax and Email
9. Proof reading
10. Project report

Assignments/ Test

1. Discuss the three stages of the collection letter.
2. Mention the various occasions on which letters are written to the banks.
3. Explain different types of testimonials.
4. State the various occasions on which a memorandum is written.
5. State why a recommendation letter is written.
6. Proofread material given.
7. Draft basic project report of the situation given.
8. Drills on letter writing on all the above topics.

Module 4 Spoken Skills (Speaking and Reading)

Objectives

The students will be able to,

- Deliver speeches.

- Use appropriate interpersonal skills in group communication.
- Develop speed reading with efficiency and confidence.
- Read to summarize major ideas.

Contents	<ol style="list-style-type: none"> 1. Public speaking- Confidence building measures, audience awareness and delivering speech 2. Group Discussion - Importance, process and various aspects involving Group Discussion 3. Reading with speed in appropriate pronunciation 4. Comprehending the matter read
Practicals	<ol style="list-style-type: none"> 1. Public speaking-Confidence building measures, audience awareness and delivering speech 2. Group Discussion- Importance, process and various aspects involving Group Discussion 3. Reading with speed in appropriate pronunciation 4. Comprehending the matter read
Reference	<ol style="list-style-type: none"> 1. Jose Dominic Joseph (2011), My Blue Book of Grammar, Sheth Publishing House, Mumbai. 2. Urmila Rai, S.M.Rai (2007), Business Communication, Himalaya Publishing House Pvt. Ltd., Mumbai. 3. Wren & Martin (2006), High School English Grammar & Composition. S. Chand & Company Limited, New Delhi. 4. Rajendra Pal and Prem Lata Suri (2006), English Grammar and Composition, Sultan Chand & Sons, New Delhi. 5. Dictionary – Oxford / Chambers Thesaurus

Semester III
Course : Economics (3002)
Credits 4 Marks 100

- Objectives The students will be able to,
- Outline principles of Micro and Macro Economics.
 - Differentiate between types of competition
 - Use basic economic vocabulary to read and understand newspapers, magazine articles about political and economic topics.
 - Define concepts like Money, Banking, National Income, Budgeting, Fiscal Policy
 - Build on economic knowledge and experiences gained in the course to lifelong learning about diverse social world.

Module 1 Consumer Behaviour; Demand Analysis; Demand Forecasting

- Objectives The students will be able to,
- Understand the concept of utility in consumer behaviour
 - Explain the factors affecting demand
 - Relate to Elasticity of Demand
 - Be aware of Demand Forecasting

- Contents
1. Consumer Behavior Utility: meaning; features; types; Concepts: Total Utility; Marginal Utility
 2. Demand Analysis: Law of demand; Individual and Market demand; factors affecting demand
 3. Elasticity of demand and types of elasticity of demand
 4. Demand Forecasting

Assignment /Test Visit a retail outlet and collect relevant information about the demand for a chosen market

Module 2 Analysis of Supply; Types of Markets; Cost Concepts

- Objectives The students will be able to,
- Identify factors affecting supply
 - Differentiate between types of markets
 - Comprehend concepts of cost and revenue

- Contents
1. Supply: meaning; law of supply; factors affecting supply
 2. Elasticity of Supply
 3. Types of Markets and Competition
 4. Concepts of cost and revenue

Assignment/
Test Data to be collected for changes in supply of a product

Module 3 Introduction to Macro Economics; National Income; Money and Banking

Objectives

The students will be able to,

- Understand the meaning and nature of Macro Economics
- State the functions of the Central Bank
- Be aware of the services of Commercial Banks
- Make a judicious use of plastic money

Contents

1. Macro Economics
2. National Income
3. Money: functions, types of money; use of debit cards; credit cards; internet banking; mobile banking
4. Functions of the Central Bank
5. Functions and Services of Commercial Banks

Assignments/ Test

- Explain the services of Commercial Banks.
- Draw a diagram to show the steps of internet banking
- Compare debit cards with credit cards

Module 4 Challenges faced by the Indian Economy; Budgeting and Introduction to Fiscal policy

Objectives

The students will be able to,

- Identify the effects of challenges faced by the Indian Economy
- Recall definitions and meanings of concepts like Budget , Budgeting; Fiscal policy
- Identify the methods of fiscal policy

Contents

1. Challenges faced by the Indian Economy - overpopulation, poverty, unemployment, black money, environmental degradation.
2. Meaning of Budgeting & Types of budgets
3. Fiscal Policy: Meaning and Instruments of Fiscal Policy

Assignments/ Test

- Make a presentation of any two challenges faced by the Indian Economy
- What are the different types of budgets?
- Explain the meaning and the methods of Fiscal Policy.
- Relevant reading and listening to the news channel

References

1. Vilas Kulkarni & others (2013), Economics.
MS HSC Board Publications, Pune.Harihar Tiwari & others (2012) ,
2. Economics, MS HSC Board Publications, Pune.
3. D.M. Mithani (1998), Modern Economics.
Himalaya Publishing House, Mumbai.
4. K.K. Dewett , J. D. Varma (1977) , Introductory Economics
S. Chand & Co Ltd. , New Delhi.

Semester III
Course : Mathematics (3003)
Credits: 4 Marks: 100

Objectives The students will be able to ,

- Calculate simple & compound interest; commission/brokerage; percentage of commission; sales.
- Present data in bar diagrams and calculate mean, median, mode.
- Compute AP and GP using first term, CD or CR and no of terms.
- Calculate probability using permutation and combinations and Perform arithmetic operations on matrices and find the value of a determinant.

Module 1 Calculate simple & compound interest; percentage of dividend on shares

Objectives The students will be able to ,

- Apply quick methods of multiplication and division of lengthy numbers.
- Calculate ratio, proportion and percentages, commission/brokerage; trade discount, cash discount, list price, net price

Contents

1. Short-cut methods for the multiplication & division of lengthy numbers
2. Ratio and Proportion
3. Direct and Indirect Proportion
4. Calculation of percentages; conversion of fractions into percentages and percentages into fractions
5. Commission; Brokerage, Discount
Calculation of commission/ brokerage; percentage of commission; sales, Calculation of Net price and List Price

Assignments/
Test

- Multiply the given numbers using short-cut methods
- Divide the given numbers using short-cut methods
- Find the percentage of a given fraction
- Convert the given percentages into fractions

Module 2 Present data in bar diagrams and calculate mean, median, mode

Objectives The students will be able to ,

- Calculate simple & compound interest.
- Find the dividend on shares according to the given information
- Present data in bar diagrams
- Calculate mean; median, mode for interpreting the given data

Contents

1. Simple Interest: method & problems
2. Compound Interest: Method & Problems
3. Calculation of dividend on equity shares when the capital is made up of debentures and simple preference shares / debentures and cumulative preference shares / debentures and participating preference shares
4. Frequency Distribution: class, class width, class interval, frequency, cumulative frequency
Uses of frequency polygon; frequency curve; histogram
Uses of bar diagrams & explanation of scale; X&Y axis, key for drawing the bar diagram
Vertical; Multiple; Sub-divided bar diagrams; Pie Chart
5. Measures of central tendency: calculation of mean, median, mode

Assignments/
Test

- Find the amount of commission earned at the given rate of commission on the given amount of sales
- Calculate the sales from the given commission and rate of commission
- Find the net price of an item when the list price; percentages of trade discount & cash discount are given
- From the information given on debentures, simple preference shares, amount of transfers to funds and value of equity shares, calculate the % of dividend on equity shares
- From the information given on debentures, cumulative preference shares, amount of transfers to funds and value of equity shares, calculate the % of dividend on equity shares
- Calculate simple interest from the given information
- Find the rate of simple interest at which a given amount would earn a certain simple interest in a given period of time
- Calculate the compound interest from the given information
- Present the given information in the form of a vertical bar diagram
- Present the given information in the form of a pie chart
- Calculate the Mean; Median; Mode for the given information

**Module 3 Arithmetic Progression and Geometric Progression.
Permutation and Combination.**

Objectives

The students will be able to ,

- Define and recognize Arithmetic and Geometric series
- Vary a sequence by changing the starting number, multiplier, and add on values used to produce the sequence.
- Be able to determine the starting values that should be used to produce a desired sequence.
- Apply and calculate Permutations and Combinations.

Contents

1. Arithmetic Progression.
Meaning of Arithmetic Progression. Illustration Examples of uses of AP in daily life and business.
Terms, Common Difference, Last Term and Sum of all the terms
Formula and Illustrations from referred Books
The Terms between the First and Last Terms, Examples.
Arithmetic Mean: one mean to be inserted between two terms;
Average Illustrations.
2. Geometric Progression
Meaning of Geometric Progression. Illustration Examples of uses of GP in daily life and business.
Terms, Common Ratio, Last Term and Sum of all the terms
Formula and Illustrations from referred Books
The Terms between the First and Last Terms, Examples.
Geometric Mean: one mean to be inserted between two terms;
Illustrations.
3. Combination
Explanation, Illustration, Symbol nCr , $C (\quad)$
4. Permutation :
Explanation, Illustration, Symbol nPr , P ,

Fundamental Theorem or Multiplication Principle: Extension, Problems,
 Factorial n : Definition
 Exercises on Permutation and Combinations.

- Assignments/
 Test
- Solve the given problems on A.P, G.P, Combination and Permutation.
 - Develop a sequence on given parameters.
 - Find the values of parameters in a given progression.
 - Make sum of all terms in given progressions.
 - Calculate the number of ways choices can be made.
 - Calculate the number of ways arrangements can be made from given options.

**Module 4 Probability
 Matrices and Determinants.**

- Objectives
- The students will be able to ,
- Define experiment, outcome, event and probability.
 - Interact with Die rolls and spinners to help predict the outcome of experiments.
 - Apply concepts to compute probability.
 - Learn how to use Cramer’s Rule to solve systems of linear equations
 - Carry out the basic operations of Matrix algebra.
 - Calculate a Determinant

- Contents
1. Probability:
 Introduction and History.
 Concept of Uncertainty: Deterministic and Probabilistic , Examples.
 Basic Terminology : Experiment, Random Experiment, Sample Space,
 Event Types of Event: Elementary , Impossible , Certain Event.
 Algebra of Events : Occurrence of at least one out of two events,
 Simultaneous occurrence of two events, Compliment of an Event,
 Mutually Exclusive Events, Mutually Exclusive and Exhaustive Events.
 Define Sample Space and events associated with Sample Space of a
 specific experiment. Compute probability of different events.
 2. Matrix
 Definition of a Matrix.
 Rows and Columns, Matrix of $m \times n$, entry in the matrix a_{ij}
 Operations with Matrices : Sum, Scalar Multiplication
 3. Determinant.
 Determinant of 2nd order.
 Solving equation with Cramer’s rule.

- Assignments/
 Test
- Solve the given problems based on Probability, Matrices and Determinants.
 - Determine the outcomes of given experiments.
 - Compute probability of given events.
 - Perform algebra operations on given Matrix.
 - Calculate a determinant.

Reference

1. Vaidya , Kelkar, Chirputkar, Rayarikar (2009) A Text Book of Mathematics and Statistics for class XI Commerce Paper II.
2. Shinde and Kumtha , (2008), Mathematics and Statistics Std XI, Part II. Vipul Publications.
3. M Wilson,(2008) Business Mathematics. Himalya Publishing House, Mumbai.
4. Singh, J. K, (2007) Business Mathematics. Himalaya Publishing House, Mumbai
5. Philip Schmidt and Frank Ayres (2005), Theory and problems of College Mathematics Tata McGraw Hills, New Delhi.
6. Dixit, A. N. & Jain, (2005) A. k., Business Mathematics. Himalaya Publishing House, Mumbai.

Semester III
Course : Elementary Shorthand (3004)
Credits 4 Marks 100

- Objectives The student will be able to,
- Write shorthand script using basic phonetic principles of shorthand.
 - Take dictation at the speed of 80 wpm.

Module 1 Consonants & Vowel sounds, Alternative forms of 'R' & 'H' and Circles

- Objectives The student will be able to,
- Take dictation & transcribe matter based on consonants & vowels.
 - Take dictation of the exercises, read back & transcribe matter based on Alternative forms of 'R' & 'H' and Circles.
 - Take dictation @ 60 WPM.

- Contents
1. Classification of consonants
 2. Types of consonants
 3. Size, thickness & thinness of strokes
 4. Rules for joining strokes
 5. Position of strokes
 6. Ist, IInd & IIIrd Place vowels, dot & dash vowels, long & short vowel sounds
 7. Diphthongs & Triphones
 8. Rules for writing upward & downward 'R'
 9. Consonant 'H', rules for writing upward & downward 'H'
 10. Circles 'S' & 'Z'/ Strokes 'S' & 'Z'
 11. Use of circle S in Phraseography
 12. Large circles 'SW', 'SS', 'SZ' initially & medially
 13. Use of large circles in Phraseography
 14. ST & STR loops

- Practical
- Dictation on consonants & vowels.
 - Dictation on alternative forms of 'R' & 'H' and Circles.
 - Dictation on words, phrases & passages based on different short hand writing principles from New Course New Era Pitman Shorthand Book by Sir Isaac Pitman @ 60 WPM.

Module 2 Halving, Downward 'L, Abbreviated 'W', Double Consonants, N & F Hooks, Shun Hook

- Objectives The student will be able to,
- Take dictation & transcribe matter based on shorthand writing principles for half-length, double length, hooked form or abbreviated form of consonants.
 - Take dictation of the exercises, read back & transcribe matter based on Halving, Downward 'L, Abbreviated 'W', Double Consonants, N & F Hooks, Shun Hook.
 - Take dictation @ 70 WPM.

- Contents
1. Words with one & more than one syllable sounds
 2. Downward form of consonant 'L' & 'W'
 3. Initial hooks (small & large) /Double Consonants for 'R' & 'L' sounds
 4. Final hooks 'N' & 'F' 'V' hook
 5. Big final hook 'SHUN' hook
 6. Difference in the use of small & large final hook
 7. 'Shun' following circle 'S' & 'NS'
 8. Cases where hooks are not used
 9. Use of hook sounds in Phrases
 10. Rules for the use of the Compound Consonants
 11. The Compound Consonants KW(kwa) & GW (gwa), WH (HWA), WL (WEL), WHL (HWEL), LR (LER), RR (Rer), MP or MB (Emp or Emb)
 12. Strokes M, N, L and R (Downward) are thickened and halved for the addition of 'd';
 13. Strokes LT & RT
 14. Using halving principle in phrases
 15. Position of double length strokes
 16. Doubling of Straight Strokes, Curved Strokes, Stroke 'L'
 17. Double length consonants MP/MB/NG
 18. Alternative forms of consonant MPR/MBR, NG-KR/NG-GR
 19. Doubling Principle in Phraseography

- Practical
- Dictation practice on exercises based on Halving, Downward 'L', Abbreviated 'W', Double Consonants, N & F Hooks, Shun Hook
 - Dictation practice on Words, phrases & passages based on different short hand writing principles from New Course New Era Pitman Shorthand Book by Sir Isaac Pitman @ 70-75 WPM

Module 3 Compound Consonants, Tick & Dot 'H', Halving & Doubling Principles.

- Objectives
- The student will be able to,
- Take dictation of the exercises, read back & transcribe matter based on Compound Consonants, Tick & Dot 'H', Halving & Doubling Principles
 - Take dictation @ 80-85 WPM.

- Content
1. Rules for the use of the Compound Consonants
 2. The Compound Consonants KW(kwa) & GW (gwa), WH (HWA), WL (WEL), WHL (HWEL), LR (LER), RR (Rer), MP or MB (Emp or Emb)
 3. Strokes M, N, L and R (Downward) are thickened and halved for the addition of 'd';
 4. Strokes LT & RT
 5. Using additional form of sound 'H'
 6. Using halving principle in phrases
 7. Position of double length strokes
 8. Doubling of Straight Strokes, Curved Strokes, Stroke 'L'
 9. Double length consonants MP/MB/NG
 10. Alternative forms of consonant MPR/MBR, NG-KR/NG-GR
 11. Doubling Principle in Phraseography.

- Practical
- Dictation practice on exercises based on Compound consonants, Halving & Doubling Principles
 - Dictation practice on Words, phrases & passages based on different

Module 4 Diphones, Medial W,SH,R & S Sounds, Figures, Compound words, Basic Intersections

Objectives	To students will be able to, <ul style="list-style-type: none">• Recognize more short forms for rapid writing.• Take dictation @ 85-90 WPM.
Contents	<ol style="list-style-type: none">1. Diaphonic sounds using upward and downward tick2. Alternative signs for medial sounds of W/SH/R/S3. Initial & Medial sounds of Con-Com-Cum-Cog-4. Sounds of Accom- or Accommo-, magna-magni-magnae, Intro-, Trans, Self-, Self con-, In before –skr & -sgr, Upward ‘H’5. Final sound of ing-/ings-, -lity/rity (disjoined), ment-, mental-mentaly-mentality (disjoined), logical-logically (disjoined), ship-, fullness-, lessness-, ward-, yard-, ly-6. Introduction to intersections & Figures7. Writing phrases which can be obtained by intersecting different strokes8. Omission of K or G, Medial ‘t’9. Omission of ‘R’, ‘P’, ‘N’10. Omission of kt before -ive11. Omission of K before –shun
Practical	<ul style="list-style-type: none">• Dictation practice on short forms & contractions• Dictation practice on Words, phrases & passages based on different short hand writing rules from New Course New Era Pitman Shorthand Book by Sir Isaac Pitman @ 85-90 WPM
Reference	<ol style="list-style-type: none">1. Dr G D Bist, (Edition-2013), Simple (Pitman) Shorthand. Shorthand House, New Delhi.2. Sir Isaac Pitman, (41st Indian Reprint 2010) New Course New Era Pitman Shorthand Book. Wheeler Publishing, Allahabad

Semester III
Course: Computer Training II (3005)
Credits 2 Marks 50

- Objectives The student will be able to,
- Perform fundamental functions and use internet
 - Use features of MS Word, Excel.

Module 1(Pr) General Skills

- Objectives Students will be able to
- Use basic Keyboard Shortcuts
 - Scan Document
 - Use Internet

- Contents
1. Use basic keyboard shortcuts required for windows and MS Office.
 2. Scanning a document on scanner device/mobile, quality check of scan document, converting scan document in PDF/ image format, saving files and following organisational policy for naming stored files and sharing information as per organisational data security and confidentiality policy, storing and sharing document online.
 3. Google Calendar to create a schedule, Google Keep, Google Maps
 4. Creating a basic video and edit audio and videos using online tools available, Uploading video on Youtube and downloading videos from Youtube
 5. Searching data related to banking sectors and their products
 6. Using Video calling tools
 7. Searching for online conferences, webinars and attending it online,
 8. Online application, online ticket booking

- Assignment
- Operate computer on keyboard shortcuts
 - Scan, edit and save documents in PDF/ image format.
 - Preparing a schedule on Google Calendar
 - Create a small video, edit it using online tools available and upload it online,
 - Searching data on the internet on given topic

Module 2(Pr) MS Office

- Objectives The Student will be able to,
- Use word processing software to create and edit and Print documents
 - Use software applications to create, apply & modify formulas

- Contents
- MS Word
1. Designing a letter Head
 2. Performing Mail Merge for letters
 3. Inserting an image in word document, cropping and formatting image and aligning properly in content
 4. Using Find and Replace , Format Painter
 5. Applying Column Formatting
 6. Creating advertisement, application form, Resume

MS Excel

1. Sorting and filtering data, Apply Fill Series,
2. Applying autosum , Freezing and unfreezing rows and columns,
3. Protecting workbooks, adding comments to cell
4. Applying customised formula, Exporting files in PDF and other file types format.
5. Creating Addressbook, creating checklist, To-do list

Practical software .

- Preparing given documents in word processing and Spreadsheet

Reference

Computer Manual will be provided to students.

Semester: III
Course : Basics of Share Market (3006)
Credits 4 Marks 100

- Objectives The learner will be able to
- Understand the importance of investments
 - Compare the relative benefits from different investments
 - Assist investors in procedures
 - Guide income earners in making investment choices

Module 1 Introduction to the Indian Stock Market

- Objectives The student will be able to,
- Be acquainted with need for investments
 - Identify the meanings of important terms related to the Stock Market
 - Compare equity shares with debt instruments

- Contents
1. Need for Investments and Choice of short-term and long-term investments
 2. Types of Financial instruments: Equity; Debt; Mutual Funds; Comparison between Equity Shares and Debt Instruments
 3. Stock Exchange: Meaning, important terms associated with it; Market Participants; National Stock Exchanges

- Assignments/Test
- Explain why you should invest the money that you earn?
 - Collect the latest information on different types of investments.

Module 2 Primary Market

- Objectives The student will be able to,
- Understand the role of the Primary Market
 - Recognize an Initial Public Offer

- Contents
1. Meaning and Role of the Primary market
 2. Initial Public Offer (IPO)
 3. Listing agreement
 4. Fixed price versus Book Building
 5. Issues of shares at face value; premium; discount

- Assignments/Test
- Make a list of companies which made an initial public offer in the last two years.
 - Explain the difference between shares issued at face value; at a premium and at a discount

Module 3 Secondary market

- Objectives The student will be able to,
- Know trading process on the stock exchange
 - Understand the differences between the Primary Market and the Secondary Market

- Recall the importance of the secondary market
- Contents
1. Meaning and Importance of the secondary market
 2. Differences between the Primary Market and Secondary Market
 3. Electronic holding of shares
 4. Trading on the Stock Exchange
 - Screen based Trading System; National Exchange for Automated Trading
 - Market Indexes
 - Clearing and settlement of transaction
- Assignments/Test
- Write a short note on the importance of the secondary market
 - What are the main differences between the primary market and the secondary market?

Module 4 Regulation of the stock market

- Objectives
- The student will be able to,
- Be aware of the regulatory control of S.E.B.I.
 - Take precautions while choosing investments

- Contents
1. Role and functions of S.E.B.I.
 2. Investor Protection Fund

- Assignments/Test
- List the precautions that you would take investing money in the stock market.
 - What are the ways by which S.E.B.I. protects the investors?

- References
1. Benjamin Graham : 'The Intelligent Investor'
Harper & Row
 2. Ashu Dutt : 'Master The Stock Market',
Buzzing Stock Publishing House, India
 3. Ankit Gala and Jitendra Gala : 'Guide To Indian Stock Market',
Buzzing Stock Publishing House, India
 4. Parag Parikh : Stock To Riches : Insights on Investor Behaviour,
Mc Graw Hill Education Private Limited, India

Diploma in Administration Services: 128 Credits

Cr	Credits	T/W (hr)	Theory/Week	S/W (hr)	Skills/Week (hours)
Int Cr/M	Internal Evaluation Credits/ Marks	Ext Cr/M	External Evaluation Credits/ Marks		

Paper	Module	Cr	T/W (hr)	S/W (hr)	Int Cr/M	Ext Cr/M	Total Marks
SEMESTER IV: 22 Credits							
4001	Business Communication – II	4	3	2	50	50	100
	Writing Skills		1				
	Letter Writing		1				
	Vocabulary Enrichment		1				
	Spoken Skills (Individual and Group presentation)			2			
4002	Principles of Marketing	4	3	2	50	50	100
	Introduction to Marketing and Marketing Environment		1				
	Marketing Mix; Segmentation, Targeting, Positioning; Types of wholesalers & retailers		1				
	Pricing Objectives & Policies, Marketing Arithmetic			2			
	Promotion; Marketing Trends		1				
4003	Secretarial Practices – I	4	2	4	50	50	100
	The Office Assistant and The Secretary		1				
	Duties of an Office Assistant / a Secretary.		1				
	Telecommunication Skills			2			
	Handling of Telecommunication Equipment.			2			
4004	Database Applications and Presentation Software	4	2	4	50	50	100
	Introduction to Database concepts.		1				
	Introduction to DTP and Graphic Design Software.		1				
	Working with Database and Desktop Publishing Software			2			
	Working with Desktop Publishing & Graphic Design Software			2			
4005	Advanced Shorthand (E)	4		8	50	50	100
	Advance Phraseography			2			
	Special Contractions			2			
	Speed Dictation – 90 WPM			2			
	Speed Dictation – 100 WPM			2			

Or							
4006	Speed Writing & Customer Service Skills (E)	4	2	4	50	50	100
	Alphabets, Phonetic Principles, Diagraphs, Consonant Blends, Diphthongs, Sounds of Con, Com, nse, shers etc.			2			
	Capitalization Principles, Days of weeks & months of year, Ending sounds, Suffixes, Prefixes, Speed Passage Dictation 90 WPM			2			
	Voice Process Skills		1				
	Conflict & Stress Management		1				
4007	Mutual Fund Operations(Workshop)	2	1	2	25	25	50
	Introduction, Structure & Types of Mutual Funds		1				
	Investor Services; Fee Structure; Regulations,(Study of different available mutual fund)			2			
	TOTAL	22	11/13	22/18	275	275	550

Semester IV
Course : Business Communication II (4001)
Credits 4 Marks 100

- Objectives The students will be able to,
- Compose matter for effective personal and group communication.
 - Draft business letters, proposals and minutes of the meeting.
 - Use vocabulary effectively.
 - Exhibit Individual and Group Interactive skills.

Module 1 Writing Skills IV

- Objectives The students will be able to,
- Compose effective matter for communication.
 - Fill forms and make entries.
 - Organize ideas and present them clearly and concisely in writing speech/ presentations.
 - Learn present effectively in job interviews.

- Contents
1. Documents and letters editing.
 2. Form filling and making entries in appointment books, registers etc
 3. Speech and presentation slides drafting.
 4. Composing relevant information for an effective interview.

- Assignments/
Class Test
1. Edit the letter/document to make it effective.
 2. Fill the form with necessary details.
 3. Draft a speech on situations as discussed in the class.
 4. Prepare a sample of expected questions with appropriate answers usually asked in an interview.

Module 2 Letter Writing IV

- Objectives The students will be able to,
- Make office notes and memos.
 - Draft agency and credit letters.
 - Prepare sales publicity material and business proposals.
 - Draft basic notice, agenda and minutes of meeting.

- Contents
1. Office notes and memos
 2. Agency and credit letters
 3. Sales publicity material: fliers and leaflets
 4. Business proposals
 5. Notice, agenda and minutes of meeting

Assignments/Class Test

1. Draft office notes and memos of a given situation.
2. Mention the occasions on which credit letters are written.
3. Design an effective sales promotion material of a product / service as discussed in the class.
4. Draft a proposal as specified.
5. Prepare notice, agenda and minutes of a given meeting.

Module 3 Vocabulary Enrichment I

Objectives

The students will be able to,

- Identify terms related to business and media using print and digital media.
- Learn the pronunciation and meaning of the words.
- Frame effective sentences using the words learnt in the class.
- Use the words for effective communication.

Contents

1. Transport
2. Commerce
3. Banking and Finance
4. Management and Human Resources

Assignment/Class Test

- Identify business related words of the given fields..
- Find the meanings of various business related words learnt in the class.
- Frame sentences using the words learnt in the class.
- Vocabulary building games like ‘Word Search’, ‘What’s the Good Word?’ etc.

Module 4 Spoken Skills (Individual and group Presentation) I

Objectives

The students will be able to,

- Develop efficiency in interacting in a group.
- Recognize and accommodate social and current issues in Group Interaction.
- Make effective presentations on given topics.
- Participate in interviews.

Contents

1. Impromptu and scripted presentations
2. Individual and Group Presentations
3. Basic Group Discussion
4. Preliminary interview Skills

Practical / Viva

- Mock Interview.
- Group Discussion on a given topic.
- Speech delivery in the class on given topics.
- Role play on situations as discussed in the class.

References

1. K. K. Sinha (2012), Business Communication, Taxmann publications Pvt. Ltd, Delhi .
2. R. C. Sharma and Krishna Mohan (2011), Business Correspondence and Report Writing, Tata McGraw Hill Education Private Limited, New Delhi
3. Homai Pradhan and N S Pradhan (2010), Business Communication. Himalaya Publishing House Pvt. Ltd., Mumbai .
4. Anjanees Sethi and Bhavana Adhikari (2010), Business Communication. Tata McGraw Hill Education Private Limited, New Delhi.

Semester IV
Course : Principles of Marketing (4002)
Credits:4 Marks:100

- Objectives The students will be able to,
- Know the concept, significance, strategies and functions of marketing.
 - Analyze pricing objectives and pricing policies.
 - Compare various methods of promotion.
 - Discuss the current trends in marketing.

Module 1 Introduction to Marketing and Marketing Environment

- Objectives The students will be able to,
- Learn the concepts in marketing
 - Recall Marketing functions
 - Know environments which affect marketing

- Contents 1. Marketing: Concept, Significance, Strategies
2. Marketing Functions, Marketing Tasks, Marketing Environment.
3. Evaluating opportunities in various environments
(Cultural, Social, Political, Legal, Economic and
Competitive)

- Assignment/Class Test
- Explain the definition and meaning of Marketing
 - Describe the functions of marketing..
 - Evaluate the given environments in marketing.

Module 2 Marketing Mix, Segmentation, Targeting, Positioning, Types of Wholesalers and Retailers

- Objectives The students will be able to,
- Recite the importance of promotion and its methods
 - Compare and contrast wholesaling, retailing and other channels of distribution.

- Contents 1. Marketing Mix
2. Segmentation; Targeting, Positioning
3. Wholesaling, Retailing, Trade Channels and Distribution..

- Assignments/ Case Study/ Test
- Discuss the given types of Market Segmentation, Personal Selling and promotion.
 - Identify the wholesale markets in your city or town

Module 3 Pricing Objectives & Policies, Marketing Arithmetic

Objectives The students will be able to,

- Describe pricing objectives, policies
- Use formulae for calculations to ascertain the profitability of marketing.

Contents

1. Pricing Objectives and Policies: Profit oriented objective, Sales oriented objective, Status Quo pricing objective, Allowances
2. Marketing Arithmetic: Operating Statement, Computing the Stock Turn Rate, Mark-up, Mark-down and Return on Investment.

Assignments / Class Test

- Discuss the pricing policies on given data.
- Solve the given problems on operating statement, mark-up, return on investment, stock turn rate

Module 4 Promotion and Marketing Trends

Objectives The students will be able to ,

- Point out the importance of promotion and its methods
- Find out the latest trends in marketing

Contents

1. Promotion: Introduction, Methods, Pre-requisites, Promotion Blend.
2. Changing trends in marketing: Latest Marketing Techniques

Assignments/ Class Test

- Explain the methods of promotion used for any two brands.
- Highlight the new trends in Marketing

References

1. Kotler, Philip,(2010), Principles of Marketing. Pearson, New Delhi.
2. Lalitha, R. Karunakaarin, K, (2010), Marketing Management: text & cases. Himalaya, Mumbai.
3. Rajagopal (2008), Marketing Management: text & cases. Vikas, Noida
4. Mullin,R. & Cummins, J. (2008), Sales promotion: how to create... campaigns that really work 4th ed, New Delhi
5. Kogal Page, Palmer, Adrian (2004), Introduction to Marketing: Theory & practice. Oxford Univ. Press, New Delhi
6. Kapoor, D. S. (2004), Marketing and sales management. S. Chand, New Delhi
7. Tiwari, S. & Shukla, N., (2003), Market Promotion Policies in India. Sarup & sons, Delhi
8. Current Newspapers

Semester IV
Course : Secretarial Practice-I (4003)
Credits 4 100 Marks

- Objectives The students will be able to,
- Comprehend the Role of a Personal Secretary in an office.
 - Integrate the knowledge to develop their job related skills. .
 - Perform the routine functions of a personal secretary.
 - Imbibe the qualities that would contribute to their success at work
 - Handle the telecommunication equipments
 - Manage reception, telephone calls and visitors

Module 1 The Office Assistant and the Secretary

- Objectives The student will be able to,
- Comprehend the Role of a Personal Secretary in an office
 - Grasp different secretarial titles and the roles associated with it in different types of organizations.
 - Appraise the necessary qualities and skills required to perform the job of a secretary
 - Apply the information techniques to accomplish results

- Contents
1. Office Assistant/ Personal Secretary / Executive assistant: Meaning, Differences in roles, Functions – Secretarial and Executive
 2. Types of secretaries: Secretaries in different types of organizations / professions and their functions
 3. Daily routine of a Secretary
 4. Qualifications and Qualities: Educational Qualifications, Skills, Personal Attributes, Physical Abilities, Operational / Technical Competencies, Experience
 5. Building the image of the Organisation: Secretarial ethics and responsibilities, Grooming, Desirable and Undesirable qualities
 6. Information Techniques: Types of useful information, Sources of information, Analysis of information, Methods of presenting information effectively

Assignments/ Test

- Examine and differentiate the role of an office assistant/ Personal Secretary / Executive Assistant.
- Write in detail, on given types of secretaries and their functions.
- List the desirable and undesirable qualities and personal attributes in a secretary.
- Describe how you would project 'professionalism' at work.

Module 2 Duties of an Office Assistant /Secretary

- Objectives The students will be able to,
- Grasp each job of a Secretary and the responsibility associated with it.
 - Perform the secretarial duties and tasks which will build her skills to be in a secretarial job.

- Contents Duties and Daily Tasks of a Secretary
1. Correspondence: Drafting letters/ replies, Follow up
 2. Filing: Filing and Indexing System, to file and to Retrieve, Updating records, follow up
 3. Dealing with office meetings, seminars and conferences:
 4. work before, during and after the meetings.
 5. Dealing with office mail: Inward, Outward, Modes of delivery.
 6. Dealing with visitors: Appointments diary, Screening of Visitors, Providing information, Use of Diplomacy and tact
 7. Dealing with travel arrangements: Travel itinerary, Reservations, Hotel Accommodations, Visa and other documentations, Immunization, Travel Work Folder
 8. Dealing with financial records: Issue and deposit of cheques, making payments of credit cards and or other bills, Payments approval and claims, Reconciliation of statements
 9. Dealing with interviews: Making arrangements for holding the interviews, assisting the boss during the conduct of the interview, Sending letters of appointment or regret to the candidates, keeping necessary records

- Assignments/ Test
- What are the duties of a secretary related to handling inward and outward mail?
 - List the arrangements to be made for a conference
 - What are the precautions that you would take while dealing with cheques?

Module 3 (PR) Telecommunication Equipments

- Objectives The student will be able to,
- Handle customer calls & transfer messages in various situations
 - Find the solutions to various telecommunication challenges.
 - Handle stress and cope with conflicting situations at workplace.

- Contents 1. Different Types of Telephonic equipments, Service Providers and their terms, Features of Different types of Phones and their importance
2. Cleanliness, Handling, Speaking, Breathing, Chewing while

- on the phone, Do's and Don'ts of equipment handling.
- 3. Assistance and Services provided by the Telephone Companies.
- 4. Features of telephone board
- 5. How to operate a telephone board
- 6. Etiquettes on Answering & Transferring calls using telephone board
- 7. Etiquettes on Making & connecting calls as a telephone operator
- 8. Features of fax machine
- 9. Sending & receiving messages using fax machine.
- 10. Conflicts & Negotiations ,Nature of Conflict, Conflict Resolution & Negotiation techniques
- 11. Managing Conflict
- 12. Organizational stress-Meaning & Definition, Causes & Effect Coping Strategies

Practical

- Group activity -Give presentation about one Service provider Company and it's services.
- Telephonic health hazards

Module 4 (PR)

Telecommunication Skills

Objectives

The student will be able to,

- Acquire skills to handle telephone tasks like taking messages, call backs, interruptions, manage difficult calls, unintentional disconnects
- To handle interruptions & difficult callers
- Handle Visitors/Guests/Vendors
- Create Visitor's Register, Telephone Register, Message Sheets
- Handle Help-Desk Service for an Organization
- Co-ordinate logistics for Video-conferencing, Teleconferencing & Webinar session
- Project a professional image, both in person and on the telephone.

Contents

1. Dealing with telephone calls: Telephone Manners, Handling incoming and outgoing calls, Local and long distance calls, Messages, Maintaining call records.
2. Essential parts of Message sheet, Telephone register, Visitors registers
3. Conversation techniques gathering information for taking message
4. Voicemail, Voicemail greeting, leaving voicemail message for another person
5. Handling Visitors with appointment & without appointment, receiving important guests
6. Handling difficult visitors & customers.
7. Basic telephone techniques
8. Conversation techniques for answering, closing & transferring phone calls

9. Verbal barriers during conversation
10. Introduction to Video & teleconferencing, Webinar
11. Arranging Logistics for Video & teleconferencing
12. Communication skills (verbal & visual) during video & teleconferencing
13. Voice Calls using Skype, Vonage, Viber etc.

Practical

- Talk about how telephone contacts are different from face-to-face contacts.
- Role play -Mock calls (phone call scenario with different situations)
- Watch videos on Teleconferencing & Videoconferencing, and share how videoconferencing, teleconferencing & telephone skills are different from each other.
- Demonstrate Voice Call Application using Skype, Vonage, Viber etc.

Reference

1. Gupta, Seema, (2013), Correct manners & etiquette: developing ...behavior.
V & S, New Delhi
2. France, Sue, (2010), The definitive personal assistant & secretarial handbook.
Kogan page, New Delhi
3. Kale N. & Karnavat S, (2009), Secretarial Practice Std. XI,
Vipul, Mumbai
4. Gavai, A. K., (2008) Business ethics.
Himalaya, Mumbai.
5. Krishnamurthy, E (2007), Improve your secretarial skills.
S. Chand, New Delhi.
6. Laws, Anne (2000), Meetings, Summertown.
Oxford Pub, New Delhi.
7. E. Krishna Murthy (1999) , Improve your Secretarial Skills,
Wheeler Publishing, New Delhi.
8. Anna Eckersley (1983-2nd Edition), Webster Secretarial Handbook.
Merriam Webster Inc. Publishers,
Massachusetts.

Semester IV
Course: Database Applications and Presentation Software. (4004)
Credits:4 Marks: 100

- Objectives The student will be able to,
- Manipulate text and graphics to create balanced and focused layout using Desktop publishing software
 - Create display materials and multiple page document
 - Create database and generating forms and reports from the database using Database Application.
 - Use internet for Scheduling and conducting meeting, Video calling using online apps

Module 1(Th) Introduction to Database

- Objective The student will be able to,
- Define database terminology and concepts.
 - Explain data types and its applications.
 - Explain validations.

- Contents
1. Introduction to Database
 2. Explanation of Database Management System
 3. Relational Database Management System
 4. Difference between DBMS and RDBMS
 5. Applications and features of DBMS
 6. Types of DBMS and Names of DBMS
 7. Table designing in database, Introduction to data types and validations.

- Assignment/
Test
- ☑ Prepare a report on Types DBMS including its structure.
 - ☑ Collect data on given topic and conversion of raw data into database tables.

Module 2(Th) Introduction to Graphics Design Software and Desktop Publishing Software

- Objectives The student will be able to,
- Explain Features and tools of Graphics design software.
 - Explain Different types of fill options and blends in Graphics Design Software.
 - Explain Features and tools of Desktop Publishing Software.

- Content
1. Use of Toolbar, Shapes in Graphics Design Software.
 2. Introducing different fills and blending tools in Graphics Design Software.
 3. Introducing different Effects on graphics in Graphics Design Software.
 4. Practical uses of Graphics Design Software.
 5. Introduction to Toolbars, different shapes and practical use of

Desktop Publishing Software.

- Assignment/
Test
- ☒ Explain the version history of Desktop publishing Software and Graphics Design Software
 - ☒ Explain features of Graphics design Software and Desktop Publishing Software

Module 3(Pr) Working with Database and Desktop Publishing Software.

- Objective
- The student will be able to,
- Design and create database.
 - Insert data into the database.
 - Apply queries on the tables.
 - Build forms using tables.
 - Generate reports from the database.
 - Import, resize and manipulate clip arts and pictures in Desktop Publishing Software.
 - Correct spelling and grammar error in Desktop Publishing Software.
 - Create PDF document using online converter in Desktop Publishing Software.

- Contents
1. Creating tables , Creating data types and inserting data into tables
 2. Applying Validation
 3. Relationships, Joins and Simple Queries to retrieve data from the database
 4. Create a form from given table, understanding form design and form entry
 5. Creating simple and multi table query
 6. Typing, Formatting, Displaying
 7. Page set up, Fonts, Justify, Draw Objects,
 8. Inserting Text using files created in word processor, Create, remove pages.

- Practical
- ☒ Design tables from the given data
 - ☒ Apply validations on table fields
 - ☒ Applying relations on the table
 - ☒ Retrieving information from database using queries, Generating forms and reports from the given database
 - ☒ Certificates, Visiting and Invitation Cards from given data

Module 4(Pr) Working with Graphics Design Software and Desktop Publishing Software

- Objective
- The student will be able to,
- Create logo, signs and different fonts.
 - Create drawings, Save and Print drawings.
 - Draw basic shapes, Insert clipart.
 - Use fills, outlines, contour and shadow effects.
 - Blend two objects together in Graphics Design Software.
 - Create newsletters, Notices in Desktop Publishing Software.
 - Design Advertisements, certificates, visiting and invitation cards

using Desktop Publishing.

Contents	<ol style="list-style-type: none">1. Drawing Shapes and Coloring theme using different techniques like Fountain Fill, Pattern Fill and Texture Fill,2. Inserting pictures and clipart3. Working with text tool, fit text to a path4. Use of Interactive Blend Tool, Contour Tool, Transparency Tool, Distortion Tool, Envelope Tool, Extrude and Shadow Tool.5. Arranging and Aligning Object, Power Clip Effect.6. Page Developments in Desktop Publishing Software7. News Paper Style Formatting in Desktop Publishing Software8. Printing through Desktop Publishing Software
Practical	<ul style="list-style-type: none">☐ Drawing given logos, fonts and signs in Graphics Design Software☐ Drawing banners and pamphlets in Desktop Publishing Software☐ Preparing Notices, Newsletters on given topic in Desktop Publishing Software
Reference	<p>http://www.valo-cd.net/guides/flossmanuals-inkscape.pdf http://wiki.scribus.net/wiki/images/0/0b/Scribus-manual-sample-3.pdf In-house Manual</p>

syllable and evenly-flowing outlines

- Contents
1. Advance phrases by Simple joining of words, use of circles, loops, hooks and omission of logograms
 2. Phrases formed by using Halving Principle.
 3. Phrases formed by using Doubling Principle.
- Practical
- Practice each phrase for 5 lines from Advance Phraseography (List 1-7, Pg no. 170-215), New Course Pitman Shorthand Instructor & Key, New Era Edition by Sir Issac Pitman

Module 4

Dictation

- Objective
- The student will be able to
- Take dictation on letters based on different lines of business, in the preparation of stenographers for office positions
 - Take dictation on letters based on Legal issues to give the student an idea of what they may meet with in a law office
 - To develop fluency in writing and in reading short-hand @ 90-100 wpm
- Contents
1. Letters based on different lines of business & legal issues
 2. Advanced outlines for common phrases & words
 3. Dictation- @ 90-100 wpm
- Practical
- Take dictation on 3 letters (approx 300 words) from Newspaper, Reference Books
 - Transcribe the passages either by reading or writing in longhand
 - Discuss & practice advanced phrases, words, contracted outlines from each passage.
- Reference
1. Sir Isaac Pitman, (41st Indian reprint 2010) New Course. New Era Pitman Shorthand Book & Shorthand Instructor & Key Book. Wheeler Publications, Allahabad
 2. Dr G D Bist, (Edition-2013), Simple (Pitman) Shorthand. Shorthand House, New Delhi

Semester IV
Course : Speedwriting and Customer Service Skills (E) 4006
Credits 4 Marks 100

- Objectives The student will be able to,
- Take notes/ dictation with speed up to 90 wpm, with sufficient accuracy using Speed-script.
 - Handle customer complaints & telephone calls
 - Project professionalism at work.
 - Offer guidance to customers, visitors at the front desk

Module 1 Alphabets, Phonetic Principles, Digraphs, Consonant Blends, Diphthongs, Sounds of Con, Com, nse, shers etc.

- Objectives The student will be able to,
- Use different phonetic sounds which can be represented in speed-script.
 - Write different signs and symbols of speed-script.
 - Write words & short sentences using speed-script @ 80-85 WPM.

- Contents
1. Alphabets, Phonetic Principle, Punctuation, Brief Forms, Phrases
 2. Digraphs, use of numbers
 3. Consonant blends, endings -ed, -ing, -things and abbreviations
 4. Salutations and Complimentary closings
 5. Diphthongs, Brief Forms
 6. Sound of -con,- com, -coun, -sum, -nt, -ment, -nd, -mend, -tion, -ntion,
 7. -ntional
 8. Sound of -nse,- shers, -shensy, -us, -shus, -ng, -nj, -nk, -nch

- Practical
- Dictation on words, Brief forms & Phrases each for 5 lines based on the rules Chapter 1-7 from Speed/Script Secretarial Shorthand by Kenneth L. Short

Module 2 Capitalization Principles, Days of weeks & months of year, Ending sounds, Suffixes, Prefixes.

- Objectives The students will be able to,
- Write speed-script using advance joining for prefix and suffix sounds
 - Write long sentences and paragraphs using speed-script @ 85-90 WPM.

- Contents
1. Capitalization principle.
 2. Days of week, Months of year, Names of states.
 3. Ending sounds.
 4. Suffixes & Prefixes sounds.
 5. Reading & Writing Long sentences in Speed-script.
 6. Small & large paragraphs in Speed-script.
 7. Letters- Formal & informal in Speed-script, Dictation Speed limit 90 WPM.

- Practical
- Dictation on exercises from Chapter 7-16-each exercise at least 3 times from Speed/Script Secretarial Shorthand by Kenneth L. Short

Module 3 Voice Process skills

Objectives	The student will be able to, <ul style="list-style-type: none">• Describe basics of BPO/ KPO industry• Improve verbal communication skills to the proficiency level required for Customer Service jobs• Manage Inbound/Outbound calls with clarity, accuracy and courtesy
Contents	<ol style="list-style-type: none">1. Introduction to BPO\KPO services2. Classification of BPO\KPO processes3. Work environment in BPO\KPO4. Phonetics5. Word stress6. Neutralizing the local language7. Inbound and outbound calls8. Hearing vs Listening9. Voice Modulation10. Reading scripts and speaking with customers
Practical	<ul style="list-style-type: none">• Group activity – Collection of information on Job profile of a Customer Service Executive and group discussion.• Prepare a presentation on importance of communication skills at the front desk.

Module 4 Conflict & Stress Management

Objectives	The student will be able to, <ul style="list-style-type: none">• Implement strategies to deal politely and tactfully with difficult customers.• Use time management skills to reduce work pressure and stress.• Minimize interruptions caused by co-workers and customers in a tactful yet determined way.
Contents	<ol style="list-style-type: none">1. Causes of conflicts at front desk.2. Steps & strategies for conflict management.3. Time management at front desk.4. Personal action plan for time management.
Practical	<ul style="list-style-type: none">• Discuss & study customer handling during difficult situations at front desk (at least 5 different cases)• Create a presentation recommending a time management plan for front desk staff
Reference	<ol style="list-style-type: none">1. Biswas, Dipali, (2009), enhancing soft skills.Shroff, Mumbai.2. Shajahan, S, (2005), Sevice Marketing.Himalaya, Mumbai3. Dobson, Ann (2003), How to Communicate at work.Jaico, Mumbai.4. Kenneth L. Short,(1974), Speed/Script Secretarial Shorthand. PAR Incorporated, USA

Semester IV
Course : Mutual Fund Skills (4007)
Credits 4 Marks 100

- Objectives The learner will be able to
- Understand types of mutual funds
 - Compare performances of top mutual funds.
 - Assist investors in procedures
 - Attend to customer queries
 - Maintain customer relations

Module 1 Introduction to Mutual Funds

- Objectives The student will be able to,
- Understand mutual funds as an investment option
 - List the advantages and limitations of mutual funds
 - Compare mutual funds with other investment options

- Contents 1. Brief history of mutual funds
2. Concept; advantages and limitations of mutual funds
3. Mutual funds and other investment options

- Assignment
- Group discussion on the importance mutual funds

Module 2 Structure & Types of Mutual Funds

- Objectives The student will be able to,
- Understand the structure of mutual funds
 - Identify types of mutual funds

- Contents 1. Structure of Mutual Funds and the role of each constituent
2. Types of mutual funds

- Assignment
- Make a presentation on the types of mutual funds in India

Module 3 Investor services; fee structure and regulations of mutual funds

- Objectives The student will be able to,
- Know the investor services; investor rights and the fee structure
 - Understand the role of regulators
 - Assist in procedures

- Contents
1. Investor Services
 2. Offer document
 3. Brief idea of Statement of Additional Information; Scheme Information Document and Key Information Memorandum
 4. Fee structure (commission and transaction charges)
 5. KYC requirements; DEMAT

Assignment

- Make a presentation on investor services and necessary documents

Module 4 Accounting & Taxation of Mutual Funds

Objectives

The student will be able to,

- Understand risk and return on investments
- Know the calculation of NAV
- Compute tax on mutual funds

Content

1. Return on Investments
2. Computation of NAV
3. Taxation of mutual funds

Assignments

- Calculate the NAV of the given information
- Calculate the tax on the given information

Reference:

1. Boroson Warren: "The Ultimate Mutual Fund Guide", Probus Publishing, Chicago, 1993
2. Chandra Prasanna, (2000), "Managing Investments", Tata McGraw-hill Publishing Company Limited, New Delhi
3. Chandra Prasanna, (2005) "Investment analysis and Portfolio Management" Tata McGraw-hill Publishing company limited, New Delhi

Diploma in Administration Services: 128 Credits

Cr	Credits	T/W (hr)	Theory/Week	S/W (hr)	Skills/Week (hours)
Int Cr/M	Internal Evaluation Credits/ Marks	Ext Cr/M	External Evaluation Credits/ Marks		

Paper	Module	Cr	T/W (hr)	S/W (hr)	Int Cr/M	Ext Cr/M	Total Marks
SEMESTER V: 20 Credits							
5001	Advanced Business Communications	4	3	2	50	50	100
	Business Ethics		1				
	Business writing		1				
	Vocabulary Enrichment		1				
	Spoken Skills (Individual and Group Presentation)			2			
5002	International Marketing	4	4		50	50	100
	Need; Trade Practices; WTO		1				
	Import Trade, procedure & documentation		1				
	Export Trade, procedure & documentation		1				
	Export Finance		1				
5003	Secretarial Practices – II	4	4		50	50	100
	Joint Stock Company		1				
	Company Secretary		1				
	Procedures related to Capital		1				
	Statutory Books and Correspondence		1				
5004	Principles of Management	4	4		50	50	100
	Nature and Scope of Management		1				
	Management functions :Planning & Organizing		1				
	Communication and Motivation		1				
	Leadership and Control		1				
5005	Computer Training –II	4	2	4	50	50	100
	Working with Internet		1				
	Installation and troubleshooting of simple computer hardware and software		1				
	Word processing and presentations using advanced features			2			
	Spreadsheets and report generations using advanced features			2			
	TOTAL	20	17	6	250	250	500

Semester V
Course : Advanced Business Communication (5001)
Credits 4 Marks 100

- Objectives The students will be able to,
- Understand the importance on business ethics in workplace
 - Draft letters, reports, minutes and communicate in conferences and public relation related activities
 - Use the right vocabulary to communicate
 - Participate and present in various individual as well as group oral exercises/events

Module 1 Business Ethics

- Objective The students will be able to,
- Understand the concept of business ethics
 - Maintain Integrity in the workplace by exhibiting responsible behavior
 - Draw a connection between business ethics and media
 - Develop basic corporate social responsibilities

- Contents
1. Concept and interpretation
 2. Importance of business ethics
 3. Personal integrity at the workplace
 4. Business ethics and media
 5. Corporate social responsibility

- Assignments/ Test.
- How are ethics different from business ethics?
 - What are the elements of business ethics?
 - What is the contribution of corporate social responsibility towards society?
 - How the standards of an office are maintained in corporate?

Module 2 Business Writing

- Objective The students will be able to,
- Draft effective letters and circulars
 - Make business reports
 - Compose notice, agenda and minutes of meetings
 - Prepare conference and Public related documents

- Contents
1. Meetings related Communications: Notice, Agenda and Minutes. Drafting resolutions.
 2. Reports : Market Survey, Feasibility Study and Investigation
 3. Circulars : Communicating to advertise products and publicize events, Programs and matters of common interest, to notify decisions and directives
 4. Job Application Letter and CV
Letter of Appointment, Promotion and Termination, letter of Acceptance of Job Offer, letter of Resignation, letter of

- Recommendation
5. Insurance Letters : Fire, Marine and Life (Applying for policy and claiming compensation)
 6. Sales Letters
 7. Conference Brochure, invites and promotion
 8. Public Relations Meaning, functions of PR departments, External and Internal Measures of PR
 9. Trade letters Consumer Grievance letters, Letters under Right to Information (RTI) Act

Assignments/Test

Mention the guidelines to be kept in mind while writing a job application letter and a CV.

- Discuss the main features of a report.
- Draft the notice, agenda and minutes of a meeting as discussed in the class.
- Draft insurance related letters as discussed in the class.
- Design circular on situations as discussed in the class.
- Compose sales letters on products or services as discussed in the class.
- Draft RTI letters based on given situation.
- Prepare outlines of a PR campaign and a conference.

Module 3

Vocabulary Enrichment II

Objective

The students will be able to,

- produce appropriate vocabulary and correct word forms
- Find antonyms and synonyms to avoid duplication
- Learn vocabulary using digital tools
- Create word list for future reference

Contents

1. Trade
2. Insurance
3. Media and Entertainment
4. Conference

Assignments/ Test

- Identify words related to the given topics.
- Frame sentences using various terms discussed in the class
- Finding the meanings of various business related words using dictionary.
- Vocabulary building games like 'Word Search', 'What's the Good Word?' etc.

Module 4

Spoken Skills (Individual and group Presentation) II

Objective

The students will be able to,

- Participate in group discussions
- Present speeches and individual/group presentations
- Appear for various interviews
- Prepare and present case studies

- Contents
1. Advanced Group Discussion
 2. PowerPoint Presentation
 3. Mock Interviews
 4. Case study
 - Surrogate Advertising
 - Patents and Intellectual Property Rights
 - Dumping of Medical/E-waste
 - Human Rights Violation and Discrimination on the basis of gender, race, caste, religion, appearance and sexual orientation at the workplace
 - Piracy
 - Insurance
 - Child labour
- Practical.
- Make a presentation using software application on a topic as discussed in the class.
 - Deliver a speech on a topic / situation as discussed in the class.
 - Group discussions
 - Prepare and present case study of the given topic.
- References
1. Rajeesh Viswanathan (2010), Business Communication, Himalaya Publishing House Pvt. Ltd., Mumbai
 2. Urmila Rai, S.M.Rai (2007), Business Communication, Himalaya Publishing House Pvt. Ltd., Mumbai.
 3. Nirmal Singh (2006), Business Communication Principles, Methods and Techniques. Deep & Deep Publications Pv, ltd, New Delhi.
 4. A Ashraf Rizvi (2005), Effective Technical Communication, Tata McGraw Hill Education Private Limited, New Delhi .

Semester V
Course : International Marketing
4 Credits 100 Marks

- Objectives The students will be able to,
- Explain the nature of export and import trade.
 - Follow export and import procedures.
 - Differentiate between methods of payment.
 - Assist in export and import documentation.

Module 1 Need; Trade Practices and WTO

- Objectives The students will be able to
- Differentiate between national and international trade.
 - Understand the international trade practices
 - Observe the role of WTO in International Trade

- Contents 1. International Trade: Need, Features, Advantages and Limitations of International Trade.
2. Differences between National and International trade.
3. Elaborate on the role of WTO.

- Assignments/
Test. ● Why is International Trade necessary?
- State the differences between National and International trade

Module 2 Import Trade; Procedures and Documentation

- Objectives The student will be able to,
- Highlight the importance of imports.
 - Explain the steps in the import procedure.
 - Assist in documentation.

- Contents 1. Need for Import Trade
2. Import Procedure
3. Documents required for import trade

- Assignments/
Test. ● State why import trade is necessary?
- Describe the steps in the import procedure
- Which documents are necessary during the import procedure.

Module 3 Export Trade; Procedures and Documentation

- Objectives The student will be able to,
- Follow the procedures for exports.
 - Assist in preparing documents for exports.

- Contents 1. Export Procedure: Procedure for export trade, Preliminary, Pre-shipment, Shipment, Post-shipment stages.
2. Documents for export trade

- Assignments/
Test. ● Prepare a diagram to explain the procedure for the shipment of goods
- Why is the letter of credit an important document in international

trade?

- Draw the proforma of the Commercial Invoice, Packing list and Bill of Exchange.

Module 4 Export Finance.

Objectives

The student will be able to,

- Differentiate between the methods of payment.
- Identify types of export finance.
- Calculate the minimum F.O.B. price for an export product.

Contents

1. Need for export finance.
2. Methods of collecting payment
3. Pre-shipment finance, Post-shipment finance
4. Factors affecting the pricing of an export product, Calculation of F.O.B. price.
5. Practice problems on calculation of F.O.B. price.
6. Role of Commercial Banks & EXIM Bank in providing funded and non-funded assistance.
7. Role of E.C.G.C. in assisting exporters.

Assignments/ Test

- Compare the D/A and the D/P method of collecting payment against exports
- Which are the factors that affect the pricing of an export product?
- From the information given, calculate the minimum F.O.B. price, the foreign exchange earned and the change in profit.

References

1. Jain, Khushpat (2010), Export import procedures & documentation 6th rev.ed. Himalaya, Mumbai.
2. Raj, Dev (2010), Import Export Procedures & Documentation. Rajat, New Delhi.
3. Kumar, Aseem (2007), Export & Import management. Excel, New Delhi.
4. Vaz, Michael (2000), Export Marketing. Manan Prakashan, Mumbai
5. Ramu, S. Shiva (1996), Export marketing. Wheeler, New Delhi.

Semester V
Course : Secretarial Practices-II
4 Credits 100 Marks

- Objectives The students will be able to,
- Know the differences between Public and Private Companies.
 - Identify the formalities related to company administration.
 - Assist in the secretarial procedures related to share capital.
 - Draft company secretarial correspondence.

Module 1 Joint-Stock Company

- Objectives The student will be able to,
- Explain the features; strengths and limitations of companies.
 - Identify steps in the formation process of a company.
 - Recognize different types of companies

- Contents 1. Joint Stock Company. : Definition and Meaning of a joint-stock company, Features; Advantages and Disadvantages of a joint-stock company.
2. Types of companies: Distinction between public and private companies.
3. Promotion, Incorporation, Capital Accumulation, Commencement of business.

- Assignments/
Test ● Identify the features of a given joint-stock company.
● Explain the process of formation of a company.
● Distinguish between a private company and a public company

Module 2 Company Secretary

- Objectives The student will be able to
- Imbibe the necessary qualities required in an efficient company secretary
 - Recall the essential requisites for holding a valid company meeting
 - Assist in the conduct of meetings

- Contents 1. Definition of a Company Secretary
2. Qualifications and Qualities of a company secretary
3. Conduct of Company Meetings
4. Duties before, during and after Company Meetings

- Assignments/
Test ● What are the essential requirements for a meeting to be valid?
● Explain the secretarial duties before, during and after General meetings?

Module 3 Procedures related to Capital

Objectives	The students will be able to, <ul style="list-style-type: none">• Explain the steps in the procedures related to application and allotment of shares• List the steps related to dividend payment• Initiate the process of dematerialization of shares
Contents	<ol style="list-style-type: none">1. Share Capital: Meaning; Terms related to share capital; Types of Shares; Distinction between Equity Shares and Preference Shares2. Application and allotment of Shares: Meaning; Procedures for Application and Allotment of shares3. Calls on Shares: Meaning and Procedure4. Transfer & Transmission of shares: Meaning and distinction; Procedure for Dematerialization of shares5. Dividend: Meaning of 'Dividend' and Procedure for payment of dividend; Distinction between Equity and Preference shares.6. Debentures: Meaning & types; distinction between interest and dividend
Assignments/ Test	<ul style="list-style-type: none">• Explain the procedure related to application of shares• How does dematerialization of shares take place?• What is the procedure for the payment of dividend?

Module 4 Statutory books & Correspondence.

Objectives	The students will be able to, <ul style="list-style-type: none">• Draft the notice and minutes of company meetings.• Update the statutory books.• Make entries in a given proforma of a document•
Contents	<ol style="list-style-type: none">1. Statutory Books: A brief idea of the important statutory books to be kept by a joint-stock company.2. Secretarial Correspondence: Letters, Proforma for Documents, Notices, Agenda, Minutes
Assignments/ Test	<ul style="list-style-type: none">• Explain the importance of any two statutory books.• Fill the proforma of the dividend list of a company.• Draft the Minutes for the Annual General Meeting of a given company.
References	<ol style="list-style-type: none">1. Reddy & Appaniah (2011), Essentials Of Company Law & Secretarial Practice. Himalaya, Mumbai2. Kale N. & Karnavat S, (2009), Secretarial Practice Std. XI. Vipul, Mumbai3. Kuchhal, M. C. (2008), Secretarial practice. Vikas, Noida4. Kale N. & Karnaval S, (2007), Secretarial Practice Std. XII. Vipul, Mumbai5. Gogna, P. P. S. (1988), Textbook of company law. S. Chand, New Delhi

Semester V
Course : Principles of Management (5004)
Credits 4 100 Marks

- Objectives
- Gain a broad understanding of management and various managerial functions.
 - Learn managerial functions, planning & organizing.
 - Learn managerial functions, communication and motivation.
 - Learn managerial functions, leadership and control.

Module 1 Nature and Scope of Management.

- Objectives
- The student will be able to,
- Learn basic concepts of management.
 - Know the evolution of management.

- Contents
1. Concept, Significance, Role and Skills, Levels of Management
 2. Concepts of PODSCORB
 3. Managerial Grid
 4. Evolution of Management thoughts

Assignments/ Test Quiz / Test

Module 2 Planning and Organizing

- Objectives
- The student will be able to,
- Appreciate the managerial functions of planning and Organizing
 - Have insight into Planning and Organizing Functions.

- Contents
1. Planning: Meaning, Importance, Elements, Process and Limitations.
 2. Organizing Meaning , Importance, Process, Types of

Organizations Assignments/ Test Case Study / Quiz

Module 3 Communication and Motivation

- Objectives
- The student will be able to,
- Describe Communication flow in an organization.
 - Illustrate process of motivation with the help of process theories of motivation. (Maslow's theory and Theory X and Theory Y)

- Contents
1. Communication Process: Elements, process, barriers and remedies.
 2. Communication flow in the organization: Upward, Downwards, Horizontal and Informal. Techniques and success factors.
 3. Motivation: Definition, meaning and importance.
 4. Maslow's theory and Theory X and Y

Assignments/ Test Case Study/ Quiz

Module 4 Leadership and Control

Objectives The student will be able to ,

- Gain insight into Leadership and Control functions.
- Compare different styles of leadership.

Contents

1. Leadership: Meaning Styles and Qualities of a good leader
2. Controlling: Meaning, Process and Techniques.

Assignments/ Test: Presentation on a well-known business personality / Book Review

Reference

1. Harold Koontz and Heinz Wehrich (2007), Essentials of Management, McGraw Hill, New Delhi.
2. P. S. Rao and N V Shah, Stephen Robbins (2006), Management Concepts and OB, 1st Edition Ajab Publisher.
3. Samuel C Certo (2005), Modern Management, 9th Edition Pearson Education, New Delhi.
4. S.P. Arora (1998), Office Organization and Management , 2nd rev edition, Vikas Publishing House, New Delhi.
5. Tripathi P.C., Principles of Management, Tata McGraw Hill 2006
6. Ramaswamy, Principles of Management, Himalaya Publishing House, 2008

Semester V
Course : Computer Training II (5005)
Credits :4 Marks 100

- Objectives The student will be able to,
- Use internet to perform task online
 - Follow cyber security rules while using the computer and internet.
 - Use common software applications such as Word Processing, Spreadsheet and presentation software.
 - Use computer for routine activities and use its peripheral devices

Module 1 Internet

- Objective The student will be able to,
- Microsoft Outlook
 - Use and create Blogs
 - Explore Google Apps
 - Participate in Video Conferencing, Online Shopping, reviews and feedback

- Contents 1. Using Microsoft Outlook for sending and receiving email, organizing and managing email, managing contacts
2. Blog- Introducing blogs, subscribing to blog, developing your blog
3. Google Apps - Google Docs, Sheets, Calender, Forms, maps
4. Online shopping advice, Finding online reviews of product

- Assignment. □ Searching data on the internet on given topic, Creating a sample blogs, using google apps, online shopping

Module 2 Online safety and Technical Skills

- Objective The student will be able to,
- Follow cyber security rules
 - follow netiquettes

- Contents 1. Manage and maintain strong password, Password Tips, Backing up your files, Sharing files securely, sharing photos Securely, precautions to take while using net banking and online transactions
2. Using antivirus software, rules of netiquettes, deactivating unused accounts , and security to follow on social media, identifying and visiting safe website, online frauds and precautions
3. Creating and Opening Zip files to optimize file size, Creating , editing and merging PDF files and other file extensions.

- Practical. Following security tips.

Module 3 Word processing and presentations using advanced features.

Objective

The student will be able to

- Work with templates, styles and themes, creating index
- Mail Merge, macros, Smart Art
- Printing and Exporting documents

- Work with Slide Master
- Inserting Movies, ClipArt's, Animation
- Downloading templates and using it in slides
- Apply action buttons and hyperlink
- Print presentation in different format
- Exporting presentation in multiple formats

Contents

1. Working with templates, Creating own template, Type/Edit documents using all the features of word processing software, Mail Merge, Using synonyms and thesaurus, Macro, Smart art graphics, Combining two different documents, Working with templates, Working with different styles and formatting, Creating index

2. Preparing Master Slides in Presentation software, Adding audio and Video files to Slides, Inserting Hyperlinks, Editing Design templates, Inserting Navigation Buttons in a presentation, Smart art graphics Working with charts, Printing, Emailing, Rehearsing and Recording presentation, Sharing presentation online. Exporting and saving presentation in different formats.

Practical

- Preparing given documents using text formatting, page border, spelling and grammar, indents and table feature of Word processing application.
- Preparing letters, E-Mails using Mail Merge feature.
- Preparing effective presentations on given data using the features of presentation application.

Module 4 Spreadsheets and report generations using advanced features.

Objective

The student will be able to,

- Generate charts in Spreadsheets.
- Work with filters(Data Sorting)
- Use Conditional Formatting
- Use What-if analysis
- Use V-Lookup and H-Lookup Functions
- Use Goal-Seek Function
- Use Pivot Table Function
- Use Macros
- Linking Data in spreadsheet
- Print spreadsheet document.

Contents	Create Graphs, Conditional Formatting, What-if analysis, V-Lookup and H-Lookup Functions, Goal-Seek Function, Pivot Table Function, Linking data in spreadsheet, Sorting and Data Subtotal, Macros, Previewing and Printing
Practical	<ul style="list-style-type: none">□ Performing calculation using different functions and formulas and preparing print ready document using formatting feature of Spreadsheet.□ Generating different graphs using given spreadsheet data,□ Analyzing given data
Reference	https://edu.gcfglobal.org/ In-house Manual will be provided.

Diploma in Administration Services: 128 Credits

Cr	Credits	T/W (hr)	Theory/Week	S/W (hr)	Skills/Week (hours)
Int Cr/M	Internal Evaluation Credits/ Marks	Ext Cr/M	External Evaluation Credits/ Marks		

SEMESTER VI: 20 Credits

Paper	Module	Cr	T/W (hr)	S/W (hr)	Int Cr/M	Ext Cr/M	Total Marks
6001	Internship Training	20		15wk			500
	TOTAL	20		15 wk			500

Semester VI
Course : Internship Training (6001)
Credits 20 Marks 500

Objectives	The students will be able to, <ul style="list-style-type: none">• Handle office equipment / machines independently.• Correspond independently.• Maintain office records independently.• Assist in calculating and recording accounting transactions.• Make travel arrangements / bookings independently.• Handle Visitors and customers effectively.• Manage secretarial duties.• Use Office Software for presentations, spreadsheets, word processors and Data Management.• Assist in HR functions.
Areas of Training:	<ol style="list-style-type: none">1. Reception Duties: Handling callers and visitors, fixing business appointments and making travel arrangements.2. Use of Office Aids: Handling Telephones, Duplicating machines, Calculating machines, Computers etc.3. Routine Registry, Inward and Outward routing, Local and Internal delivery, Postal and Stamp account, Filing.4. Handling various office forms such as salary bills, T.A., Contingent Bills etc. and filling forms for M.O, I.P.O., Various types of Leave and muster records.5. Drafting of routines business correspondence such as D.O, Commercial letters, Memo, References and so on.6. Drafting of Agenda and Notices of meetings, Maintenance of proceedings of meetings and Drafting of Minutes.7. Assist in preparing Routine Enquires and Quotations, Comparative statements and Order/ Dispatch letter.8. Prepare presentations using available software, generate reports in spread sheets, prepare documents using word processors and work with Database Software.9. Assist in entering accounting entries, handle bank accounts, prepare reconciliation statements, and prepare cheques, bills, vouchers, receipts etc.10. Assist in HR functions.
Assessment	<ul style="list-style-type: none">• Company Feedback.• Log book.• Report.• Presentation (VIVA).• Presentation and Log book (Softcopy / Online).