

SYLLABUS

OFFICE MANAGEMENT & SECRETARIAL PRACTICE

PAPER – I (TYPEWRITING ENGLISH)

BA/B.SC./B.COM.-I

MAX.MARKS 35/50

PART – A

- UNIT – 1 Importance of typewriting in modern era. Typewriting for vocational use, personal use and college preparatory.
- UNIT – 2 Various kinds of typewriters based on the make, the type, the size, the language etc. Manual typewriter, electric typewriter, electronic typewriter, word processor.
- UNIT – 3 Systems of typing, touch system and sight system, their advantages and disadvantages, arranging the materials for typing and end of the class procedure. Correct typing procedure, operative various parts of a typewriter and their use.
- UNIT – 4 Manipulative control, margin steps, paper guide, paper release, line space gauge, cylinder knobs, shift key, space bar etc. Insertion and removal of paper in/out of machine. Covering the key-board typing of alphabats words, phrases, sentences and small paragraphs. Typing of number and symbol keys. Typing of symbols not given on the key board.
- UNIT – 5 Centering, horizontal and vertical mathematical and judgement placement. Proof reading and correcting of error, proof correction marks, use of different types of erasing materials, erasers (rubber, pencial) chemical tape, chemical liquid, correction tape within the machine squeezing and superseding. Key board operation : Need for

proper type and size of tables and chairs for use of typist, sitting postures materials required.

PART – B

- UNIT – 1 Typing of letters, blocked, semi blocked and NOMA simplified with open closed and mixed punctuations. Typing of short letters (small and/or full size letter papers) one page letter and letter running into more than one page.
- UNIT – 2 Typing of addresses on envelopes, inland and postcards including window display chain feed. Typing of annexure and appendices to letters.
- UNIT – 3 Tabular typing, two columns table and multiple column table box, etc. display of tabulation work. Typing of financial and costing statements, use of carbon paper for taking out more than one copy. Methods using carbon, machine assembly method and desk assembly method.
- UNIT – 4 Correction of errors on the carbon copies (paper being in the machine and taken out of the machine).
- UNIT – 5 Stencil cutting : Its insertion in the machine change of ribbon setter or removal of ribbon. Placement of subject matter, use of different materials like, styles scales, slate, signature pad etc.

PART – C

- UNIT – 1 Typing on printed forms like invoices, bills, quotations, tenders index cards, telegrams, etc. Composing at the typewriter (using typewriting as a writing tool, drafting the subject matter at the typewriter directly. Typing from recorded tapes.
- UNIT – 2 Production typing, typing of simple and confused manuscripts. Typing of orders, circulars, notices, memoranda, notes,

advertisements, interview letters, appointment letters etc. Typing of bibliography, Typing of graph papers.

- UNIT – 3 Care and maintenance of the typewriter. Oiling and cleaning of the machine. Change of ribbon, Minor repair work.
- UNIT – 4 Calculation of speed, straight copy typing (GWAM, CWAM and NWAM) and production typing (G-PRAM and N-PRAM) and MWAM. Speed competition, Indian and world records in typing.
- UNIT – 5 Personal habits and work habits, personal appearance, willingness, promptness, initiative, trustworthiness, punctuality, etc. Following instructions/directions.

PAPER – II (SHORTHAND ENGLISH)

PART - A

Max Marks : 35/50

- UNIT – 1 The consonants, the vowels, intervening vowels and position, grammalogues, punctuation, alternative signs for `r` and `h`.
- UNIT – 2 Diphthongs abbreviated `W` and phraseography including tick The.
- UNIT – 3 Representing `S` and `Z` with circle and strokes, large circles `sw` and `ss` or `sz`.
- UNIT – 4 Loops `ST` and `STR` initial hooks to straight strokes and curves, `N` and `F` hooks, alternative forms for `fr` and `vr` etc. with intervening vowels.
- UNIT – 5 Circle and loops to final hooks, the shun hooks.

PART – B

- UNIT – 1 The aspirate, upward and downward `r`, `l` and `sh` compound consonants vowel indication.

- UNIT – 2 The halving principle, the doubling principle, diphthonic or two vowel signs, medial semi circle.
- UNIT – 3 Prefixes, suffixes and terminations and negative words.
- UNIT – 4 Note taking, transcription etc., shorthand in practice. Transcription in long hand on the typewriter also.
- UNIT – 5 Contraction, special contractions, proper names etc., essential vowels, intersections, advanced phraseography.

PART - C

- UNIT – 1 Business phrases, insurance, banking, railway, stock booking and shipping phrases etc.
- UNIT – 2 Technical, theological, political phrases, phrases used in other walks of life, special words.
- UNIT – 3 Office like dictation direct or through recorded devices like tape recorders, dictation machines radio, TV etc.of official, business and personal.
- UNIT – 4 Correspondence, noting, précis, confidential matters, filling of various kinds of proformas used in organizations and institutions.
- UNIT – 5 Transcription on the typewriter of the seen and unseen materials related to the work of a steno-typist in various organizations/outlines for the names of some chief cities and towns. Grammalogues arranged alphabetically grammalogues arranged phonetically Special list of contractions.

AND

ENGLISH TYPEWRITING & SHORTHAND PRACTICALS/VIVA-VOCE – 30/50 MARKS

BA/B.SC./B.COM. II

PAPER – 1 : OFFICE MANAGEMENT

Max.Marks : 30/50

Introduction – Concept and Importance of Office and Office Management.

Unit 1 Office Accommodation and Environment

- Office building : size, layout, safety and security measures
- Reception : Importance, shape and size, control
- Communication : Feature, classification, barriers.
- Arrangement and adjustment : Furniture, allotment of seats, chambers, cabins rooms etc.
- Handling of correspondence and market registers, filling forms and stationery.

Unit 2 Office Machines, manuals, charts and reports

- Kind of office machines (typewriter, duplicating computers and word processors), calculators, etc.
- Objectives and advantages of various machines.
- Use of machines, installing, handling, maintenance.
- Objectives and advantages of office manuals charts, preparation and play of manuals and charts.
- Kind of reports, report preparation, enquiries.

Unit 3 Personnel Management, Supervision, Control and coordination.

- Office staff (Peon, daftari, clerk, technical staff, supervisors, accountant, manager, etc.) Selection, training and development.
- Supervision : Importance and span of supervision
- Discipline : Importance and manner of office control, work control and work distribution.

PAPER – II : SECRETARIAL PRACTICE

Max.Marks : 35/50

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| Unit 1 | Company : Definition, nature and kinds, Company formation and incorporation, promoter, capital subscription, company and association, memorandum and articles, prospectus and statements, meetings and Company Act. |
| Unit 2 | Secretary : Definition, need and importance, appointment and dismissal, work, duties, rights and liabilities, memorandum of association and secretary, articles of association and secretary, prospectus and secretary. |
| Unit 3 | Company management and administration : Definition, importance and kinds, directors : qualification and number, appointment, removal, powers, duties and liabilities, remuneration, prevention of oppression and mismanagement, compromise, arrangement, reconstruction and amalgamation, winding up and dissolution of companies, jurisdiction, consequences, petition, liquidator. |
| Unit 4 | Finance : Share and debentures, application, allotment, transfer and transmission, calls and forfeiture, dividend and interest, account and audit, taxes. |

AND VIVA-VOCE FOR 30/50 MARKS

BA/B.SC./B.COM. III

PAPER – 1 : COMMERCIAL CORRESPONDENCE

Max Marks : 25/35/50

- Unit 1 Correspondence : Commercial, officials, demi official, meaning, importance, objectives, sales letter, trade order agency correspondence, import, export trade, secretarial correspondence, application for jobs, post of accountant, lecturer, office memorandum, reminder, difference between official letter and demi official letter, correspondence between head of department and principal for asking honorarium and for admission notice, correspondence between principal and university for sending enrollment numbers and for the permission for extra admission, correspondence between principal and UGC for asking grant for vocational subject and for recognition of a new subject.
- Unit 2 Type Writing Hindi : Introduction to typewriter, origin and development, importance, utility, classification, standard, manual, portable, noiseless, vary typer, electronic, Key board operation, method of typing, sight and touch methods, key board skills, division of keys between fingers, varical horizontal approach, typing rhythm, backing sheet etc., knowledge of proof correction signs, carbon manifold and duplicating, stenciling, cyclostyling, photocopying machines etc.

PAPER – II : MARKETING MANAGEMENT

Max Marks : 25/35/50

1. Marketing concepts and evolution (exchange, production, product, selling and marketing), Difference between marketing and selling, marketing Myopia, features and importance of marketing.
2. Marketing organization and planning
3. Consumer Protection Act 1986
4. Jerome McCarthy's 4 Ps of Marketing Mix
5. Product – Product mix, types of product, product line, new product development, product life cycle, branding and packaging.
6. Price – Pricing policies, methods of pricing and pricing decisions.
7. Place – Types of channel, channel decisions, transportations
8. Promotions – advertising, sales promotion, personal selling, publicity and public relations with their relative importance.
9. Market segmentation bases : Geographic, demographic and psychographic, segmentation strategy (differentiated vs undifferentiated), developing a segmentation strategy
10. Product positioning : strategies and approaches, positioning errors (under positioning, over positioning and confused positioning), repositioning.
11. Market Research Process.

PAPER – III : COMPUTER IN COMMUNICATION

Max.Marks : 25/30/50

Introduction : Concept and Importance of Computer in Communication.

General Idea of various operating systems

Introduction to Number system

Introduction to internet, office package.

AND VIVA VOCE FOR 25/50 MARKS