

दिल्ली विश्वविद्यालय  
UNIVERSITY OF DELHI

Bachelor of Arts (Vocational Studies)  
OFFICE  
MANAGEMENT & SECRETARIAL PRACTICE

(Effective from Academic Year 2019-20)



**Revised Syllabus as approved by**

**Academic Council**

Date:

No:

**Executive Council**

Date:

No:

**Applicable for students registered with Regular Colleges, Non Collegiate  
Women's Education Board and School of Open Learning**

## **Preamble**

The objective of any programme at Higher Education Institute is to prepare their students for the society at large. The University of Delhi envisions all its programmes in the best interest of their students and in this endeavour it offers a new vision to all its Under-Graduate courses. It imbibes a Learning Outcome-based Curriculum Framework (LOCF) for all its Under Graduate programmes.

The LOCF approach is envisioned to provide a focused, outcome-based syllabus at the undergraduate level with an agenda to structure the teaching-learning experiences in a more student-centric manner. The LOCF approach has been adopted to strengthen students' experiences as they engage themselves in the programme of their choice. The Under-Graduate Programmes will prepare the students for both, academia and employability.

Each programme vividly elaborates its nature and promises the outcomes that are to be accomplished by studying the courses. The programmes also state the attributes that it offers to inculcate at the graduation level. The graduate attributes encompass values related to well-being, emotional stability, critical thinking, social justice and also skills for employability. In short, each programme prepares students for sustainability and life-long learning.

The new curriculum of B.A. (VS) OFFICE MANAGEMENT & SECRETARIAL PRACTICE offers an organized understanding of importance of office which helps the administration to perform its functions meritoriously and efficiently. It is the office which serves as a control centre in all types of organisations. Office co-ordinates the activities of all departments and individuals in the organisation. This course will help students in gaining knowledge of office functioning and its operations which is of immense value in the present world.

The University of Delhi hopes the LOCF approach of the programme B.A. (VS) OFFICE MANAGEMENT & SECRETARIAL PRACTICE will help students in making an informed decision regarding the goals that they wish to pursue in further education and life, at large.

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# **1. INTRODUCTION TO PROGRAMME**

An office and its management hold an important position in the management of any organisation. All the important functions of the management are carried out through the office only. The learning outcome based curriculum framework of B.A. (VS) OMSP is intended to provide broad framework in which students will be familiarised with the functioning of an office. The B.A. (VS) OMSP programme will impart knowledge of professionally required language of phonography to the students to make them fully competent for the jobs of Personal Secretaries and office personnel on completion of the programme.

## **2. LEARNING OUTCOME BASED APPROACH TO CURRICULUM PLANNING**

### **2.1 Nature and extent of the B.A (VS) OMSP**

The key areas of study with in the subject OMSP comprise of office, office management, office methods, communication and business correspondence, basic phonography, secretarial practice, computer application and advanced phonography. The B.A. (VS) OMSP programme will aim at enhancing the knowledge of the students in the field of office, office management and other related field of business operations. The programme will also equip the students with professionally required language of phonography. This will increase the student's competencies for the job of office personnels and private secretaries in the organisations of present business world.

### **2.2 Aims of Bachelor's degree programme in (CBCS) B.A. (VS) OMSP**

- Provides students with learning experience and help to instill interest in the functioning of office and its management in all types of organisations.
- Develop student's abilities to apply the knowledge and skill acquired by them in this programme in practice while on jobs in the business world.
- Provides students the base for further studies, coaching and training leading to jobs in the organisations.

## **3. GRADUATE ATTRIBUTES IN SUBJECT**

### **3.1 Lifelong learning**

Update their subject knowledge and skills for continuous academic and professional growth.

### **3.2 Disciplinary knowledge**

The understanding of the field of office management and secretarial practice and its relation with related subjects.

### 3.3 Communication Skills

To equip them with verbal and written communication skills to be able to communicate with all the stakeholders confidently and with clarity.

### 3.4 Information/digital literacy

To demonstrate basic knowledge of computers and use of software's such as word, excel & power point AND advanced computer skills to be used in office and administration.

### 3.5 Problem solving

The use of acquired knowledge and skill in the jobs provided in the related fields in the present business world. The use of various techniques studied for analysis of real life problems and to find the best solutions for them.

### 3.6 Analytical reasoning

To undertake the decision making and analyse the problems in the field of OMSP.

### 3.7 Self-directed learning

To go for further learning, education and training which will help the student in developing professional and analytical skills suitable for advancement in the field of varied business operations.

### 3.8 Cooperation/Team work

To be able to be part of team with their performance and leadership qualities.

### 3.9 Research-related skills

To comprehend, consolidate, extend, apply and update their discipline's knowledge and skills for undertaking research proposals and continuous academic and professional growth.

### 3.10 Self-directed learning

To take initiatives for some topics and identify resources and study material for additional learning, individually or in groups and to use the strategies to meet learning goals in self-learning environment, under the guidance of the mentor.

## **4. Qualification Descriptors for Graduates B.A (VS) OMSP**

The student of undergraduate three years' full time study programme of B.A. (Vocational Studies) Office Management and Secretarial Practice will be awarded a Bachelor's Degree after completion. On completion of the degree level programme, the student will be able to demonstrate:

- The understanding of the field of office management and secretarial practice and its relation with related subjects.
- The use of acquired knowledge and skill in the jobs provided in the related fields in the present business world.
- To undertake the decision making and analyse the problems in the field of office management and secretarial practice.
- The use of various techniques studied for analysis of real life problems and to find the best solutions for them.

- To go for further learning, education and training which will help the student in developing professional and analytical skills suitable for advancement in the field of varied business operations.

## **5. Programme Learning Outcome in Course**

The key learning objectives of this programme are:

- The course demonstrates a basic systematic understanding of importance of office which helps the management to perform its functions effectively and efficiently. It is the office which serves as a control centre in all types of organisations. Office co-ordinates the activities of all departments and individuals in the organisation. So need of placing people who are conversant with the functioning of office and its operations is of immense value in the present world.
- The course imparts knowledge of the modern office which performs many services to other departments of the organisation such as communication, reproduction, data processing or record keeping, procuring of stationary, furniture and equipment along with secretarial assistance etc.
- The course also prepares students by imparting education of professionally required phonography language to be fully equipped for the jobs of secretaries in governmental as well as in private organisations.
- The course recognizes and provides extended undergraduate course to the students who have opted for the same course under CBSE vocational stream at the school level.
- The course sharpens professional and academic competencies of the students to open diverse fields of jobs in the business world along with opportunities for further studies.

## 6. STRUCTURE OF IN B.A (VS) OFFICE MANAGEMENT & SECERETARIAL PRACTICE

<b>B.A. (Vocational Studies) Office Management &amp; Secretarial Practice</b>			
<b>Three-Years (6 Semesters)</b>			
<b><u>Course Structure Under LOCF</u></b>			
<b><u>Course Structure</u></b>			
<b><u>B.A. (VS) Office Management &amp; Secretarial Practice</u></b>			
<b><u>Semester – I</u></b>			<b>Credits</b>
OMSP 1.1	Environmental Studies/ Language: English/Hindi/Modern Indian Language	Ability Enhancement Compulsory Course (AECC)	4
1.2	English/ MIL I	Core Discipline	6
1.3	Office Management and Methods	Core Discipline	6
1.4	Financial Accounting	Core Discipline	6
<b><u>Semester-II</u></b>			
OMSP 2.1	Language: English/Hindi/Modern Indian Language/ Environmental Studies	Ability Enhancement Compulsory Course (AECC)	4
2.2	MIL / English I	Core Discipline	6
2.3	Communication & Business Correspondence	Core Discipline	6
2.4	Business Law	Core Discipline	6
<b><u>Semester – III</u></b>			
OMSP 3.1	English/ MIL II	Core Discipline	6
3.2	Secretarial Practice and Basic Phonography-I	Core Discipline	6
3.3	Computing Basics and its Applications – I	Core Discipline	6
3.4	Banking and Insurance Operations	Skill Enhancement Course (SEC)	4
<b><u>Semester – IV</u></b>			
OMSP 4.1	MIL / English II	Core Discipline	6
4.2	Secretarial Practice and Basic Phonography-II	Core Discipline	6
4.3	Corporate Laws	Core Discipline	6
4.4	Business Communications and Personality Development	Skill Enhancement Course (SEC)	6
<b><u>Semester – V</u></b>			
OMSP 5.1	Advanced Phonography (Practical) – I	Elective Core – Discipline Based	6

5.2	Internship Project / Project	Elective Core – Generic	4
5.3	Indian Polity And Governance	Elective Core – Generic	6
	OR Making of Indian Nation		
5.4	MIS	Skill Enhancement Course (SEC)	4
<b><u>Semester – VI</u></b>			
OMSP 6.1	Advanced Phonography (Practical) – II	Elective Core – Discipline Based	6
6.2	Computing Basics and its Applications – II	Elective Core – Discipline Based	6
6.3	Administration and Public Policy	Elective Core – Generic	6
	OR Conservation and Preservation of Nature and Culture		
6.4	E-Commerce	Skill Enhancement Course (SEC)	4



**B.A. (VS) Office Management & Secretarial Practice**  
**Semester I**  
**Paper: OMSP 1.1**  
**Environmental Studies/ Language: English/Hindi/Modern Indian Language**  
**Ability Enhancement Compulsory Course - (AECC) Credit:4**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**\*Course Contents to be Provided by Respective Concerned  
Department**

**B.A. (VS) Office Management & Secretarial Practice**  
**Semester I**  
**Paper: OMSP 1.2**  
**English I / MIL I**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**\*Course Contents to be Provided by Respective Concerned  
Department**

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester I**  
**Paper: OMSP 1.3**  
**Office Management and Methods**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**Course Objective (2-3)**

- To familiarize students with the activities in a modern office and relation of office with other departments of business organisation.
- The course will provide information about types of modern offices functioning in business world in the present time.
- The course will impart knowledge of filing system present in different organisations.
- The course will also provide knowledge of machines and equipment's used in modern offices.
- The course will give insight about office safety and security and techniques to measure office work and setting up work standards.

**Course Learning Outcomes**

CO1: The course enables students to acquire knowledge about office, its functions and importance as control and coordinating centre of an organisation.

CO2: The course will provide the knowledge about types of office in modern business world and the management of office work and its relation with other departments of an organisation.

CO3: The course provides knowledge about filing of records, its importance and systems of filing including indexing used in present times.

CO4: It intends to equip the learner with knowledge of work measurement and control of office work and setting up of work standards.

CO5: The course intends the learner to be well conversant with office methods and office machines and equipment's used in modern office so that learner can apply the knowledge while working in the present business world.

**Contents**

Unit 1: 12  
Office and office Management – meaning of office, function of office, primary and administrative functions, importance of office. Relation of office with other departments of business Organization. Concept of paperless office, virtual office, back and front office, open and private office. Definition and elements of office management, duties of an Office Manager.

Unit 2: 12  
Filing and Indexing – Meaning and importance of filing, essential of good filing system. Centralized and decentralized filing system. Meaning, need and types of indexing used in the business organization.

Unit 3: 12  
Office forms– Meaning and types of forms used in business organization, advantages, forms controls, objectives, form designing, principles of forms designing and specimens of forms used in office. Office Record Management – Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization.

Unit 4: 12  
Office Machines and equipment’s – Importance, objectives of office machines. Office Safety and Security – Meaning, importance of office Safety, safety hazards and steps to improve office safety. Security hazards and steps to improve office security.

Unit5: 12  
Measurement of Office Work – Importance, purpose, difficulty in measuring office work. Different ways of measurement, setting of work standards, benefits of work standards. Techniques of setting standards. Office Manuals – Meaning, need, types of office manuals and steps in preparing of office manuals.

### References

1. P.K. Ghosh, “Office Management”, Sultan Chand & Sons. New Delhi
2. R.K. Chopra, Office Management, Himalaya Publishing House
3. Chhabra, T.N., Modern Business Organisation, New Delhi, Dhanpat Rai & Sons.
4. Duggal, Balraj, Office Management and Commercial Correspondence, Kitab Mahal, New Delhi.

### Teaching Learning Process, Assessment Methods and Teaching Plan

Weekly Schedule	Unit no.	Hours	Course learning Outcomes	Teaching Learning Process	Assessment Methods
2.4	1.	12	Students will gain knowledge about office, its functions and importance as control and coordinating centre of an organisation.	Delivery of lectures explaining meaning, definition, scope and importance of office and its functions. Lectures will contain other topics in the unit. This will be followed with interactive discussion with students to improve their understanding of the topics.	Asking students oral questions in the class, preparation of assignments. Solving MCQ
2.4	2.	12	Students will acquire the knowledge about types of office in modern business world and the management of office work and its relation with	Delivery of lectures explaining types of office in the modern business world and its relation with other departments of business organisation.	Asking students oral questions in the class, classroom presentation. Class test including MCQ.

			other departments of an organisation.	Interactive discussion with students to improve their understanding of the topics.	
2.4	3.	12	Students will gather detailed knowledge about filing of records, its importance and systems of filing including indexing used in present times.	Delivery of lectures explaining meaning, importance of filing with features of a good filing system and centralized and decentralized filing system in business organisations with their suitability, meaning and types of indexing in the present business world. Lectures may also contain Power-Point Presentation.	Asking students oral questions in the class, preparation of assignments. Solving MCQ
2.4	4.	12	Students will be equipped with knowledge of work measurement and control of office work and setting up of work standards.	Delivery of lectures explaining the work measurement, its importance, objectives and its application in office activities and setting a work standard. Lectures may also contain Power-Point Presentation. This will be followed with interactive discussion with students to improve their understanding of the topic.	Asking students oral questions in the class, conducting class test on the topics. Preparation of assignments.
2.4	5.	12	Students will be well conversant and acquire the knowledge of office methods and office machines and equipment's used in modern office so that learner can apply the knowledge while working in the present business world.	Delivery of lectures explaining different types of machines and equipment's prevalent in offices of modern business world. Lecture will also explain the advantages of mechanization and functioning of different machines. Lectures will also contain Power-Point Presentation. This will be followed	Asking students oral questions in the class, classroom presentation. Conducting surprised tests on the topics after the completion of unit.

				with interactive discussion with students to improve their understanding of the topic.	
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**\*Assessment methods listed here are indicative and may vary**

**Keywords**

Office, Modern office, Filing, Record management, Office safety, Work standard.

**B.A. (VS) Office Management & Secretarial Practice**  
**Semester I**  
**Paper: OMSP 1.4**  
**Financial Accounting**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**Course Objective (2-3)**

The objective of the course is to make the students familiar with the basic theory, concepts and practices of financial accounting. It aims to enable the students to understand the techniques for preparing accounts in different business organizations excluding corporate entities.

**Course Learning Outcomes**

After completing the course, the students will be able to:

CO1: Understand the theoretical and practical framework of financial accounting and to acquire a basic understanding of IFRS, Ind-AS and latest Accounting Standards.

CO2: Understand the concept of Consignment, Joint Venture, Inland Branches and Hire-purchase transactions and learn the techniques of preparing accounts under each of these cases.

CO3: Develop understanding of Depreciation Accounting as per AS-10 (PPE) .

CO4: Explain the concept of Partnership and preparation of accounts for reconstruction as well as dissolution of partnership firms.

CO5: Analyse the financial statements by preparing common size Balance Sheet, calculating various ratios and preparing Cash Flow statement.

**Concepts**

**Unit 1: Introduction to Accounting**

12

Financial Accounting: Nature, scope and limitations. Generally Accepted Accounting Principles (GAAP). Basic Concepts and Conventions, Accounting Standards: Meaning, Significance. IFRS and IndAS.

Accounting Process: From recording of transactions to preparation of final accounts. Rectification of errors. Bank Reconciliation statement.

**Unit 2: Accounting for Consignment, Joint venture and inland branches**

12

- I. Consignments: Features, Accounting treatment in the books of the consignor and consignee.
- II. Accounting for Joint Ventures. When separate set of books are maintained. When records are maintained by a co-venturer of:
  - a. all transactions
  - b. only his own transactions. (Memorandum joint venture account).
- III. Accounting for Inland Branches (Dependent branches only). Ascertainment of Profit by Debtors method and Stock and Debtors method.

**Unit 3: Depreciation Accounting and accounting for Hire purchase transactions** 12

Depreciation Accounting. Meaning of depreciation. Causes and need for providing depreciation. Accounting treatment including provision for depreciation accounting. Straight line method and diminishing balance method of charging depreciation.

AS 10. Concept of cost model and revaluation model.

Accounting for Hire Purchase Transactions. Journal entries and ledger accounts in the books of Hire Vendor and Hire Purchaser for large value items, including Default and repossession.

**Unit 4: Partnership** 12

Admission, Retirement, Dissolution of Partnership Firms: Legal Position, Accounting for simple dissolution.

**Unit 5: Managerial decision making** 12

Analysis of financial statements, Common size balance sheet, Ratio analysis, Cash Flow statement.

**References**

1. J.R. Monga, Basic Financial Accounting, MKM Publication pvt ltd, Darya Gang, New Delhi
2. S.N. Maheshwari, Suneel K Maheshwari, Sharad K Maheshwari; Introduction to Accountancy, Vikas Publications, New Delhi.
3. R. Narayana Swamy, "Financial Accounting" PHI Pvt., New Delhi
4. P.C. Tulsian, Financial Accounting, Tata McGraw Hill, New Delhi

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1. Charles T. Horngren, Gart L.Sundem, J.A. Elliot, D.R. Philbrick, Introduction to Financial Accounting, Pearson.
2. T.S Grewal, Introduction to Accounting, S. Chand and Co., New Delhi.
3. Ashok Sehgal and Deepak Sehgal, Fundamentals of Financial Accounting, Taxmann, New Delhi
4. S.P. Jain and K.L. Narang, Advanced Accounting, Kalyani Publishers New Delhi
5. T Naseem Ahmed, Nawab Ali Khan, M.L. Gupta, Financial Accounting, Ane Books Pvt. Ltd. New Delhi



## Teaching Learning Process, Assessment Method and Teaching Plan

Weekly Schedule	Unit No.	Hours	Course Learning Outcomes	Teaching Learning Outcomes	Assessment Methods
2.4	1	12	Students will understand the theoretical and practical framework of financial accounting and acquire a basic understanding of IFRS, Ind-AS and latest Accounting Standards	Class lectures about basics of accounting and accounting process.  Interactive discussion about Generally Accepted Accounting Principles, concepts, conventions and standards.	Home Assignment, Student presentation.
2.4	2	12	Students will understand the concept of Consignment, Joint Venture, Inland Branches and Hire-purchase transactions and learn the techniques of preparing accounts under each of these cases.	Class lectures with the help of illustrations and numerical problems.	Home assignment, Class Test with numerical problems.
2.4	3	12	Students will develop an understanding of Depreciation Accounting as per AS-10 ( PPE).	Lectures and class discussion about depreciation and different methods of depreciation. Numerical illustrations will be given.	Home assignment, Oral Test
2.4	4	12	Students will comprehend the concept of Partnership and preparation of accounts for reconstruction as well as dissolution of partnership firms.	Class lectures, interactive discussions, presentations and solving of numerical.	Home assignment, Quiz and MCQs
2.4	5	12	Students will understand how to prepare common size	Lectures will be supplemented with case studies and examples of	Home assignment, Class Test with numerical.

			Balance Sheet, calculate various ratios, prepare Cash Flow Statement and analyze Financial Statements	analyses of Profit and Loss Account and Balance Sheet of actual companies.	
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**\*Assessment tasks listed here are indicative and may vary.**

**Keywords**

Assets, Liabilities, Profit, Transactions, Journal Entry, Ledger account, Consignment, Hire-purchase, Joint Venture, Partnership, Branch.

**B.A. (VS) Office Management & Secretarial Practice**  
**Semester II**  
**Paper: OMSP 2.1**  
**Language: English/ Hindi/ Modern Indian Language/ Environmental Studies**  
**Ability Enhancement Compulsory Course - (AECC) Credit:04**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**\*Course Contents to be Provided by Respective Concerned  
Department**

**B.A. (VS) Office Management & Secretarial Practice**  
**Semester II**  
**Paper: OMSP 2.2**  
**MIL I / English I**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**\*Course Contents to be Provided by Respective Concerned  
Department**

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester II**  
**Paper: OMSP 2.3**  
**Communication and Business Correspondence**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**Course Objective (2-3)**

- The course will provide the importance of effective communication in business word.
- The students will be equipped with the knowledge of different types of business letters written in present business world.
- This paper will help students to develop verbal and non-verbal communication skills so that the communication in business operations becomes effective.
- This course will enable students to use the acquired knowledge in practice while performing jobs in organisations.

**Course Learning Outcomes**

CO1: The course will help the students to use effective language for converging a commercial message to achieve a predetermined purpose.

CO2: The course will provide the basis which will develop and sharpen the oral and written skills of the learner.

CO3: It will enable the learner to use correct language expressions for effective business communication.

CO4: The course will provide the learner the latest trends and styles prevalent in business correspondence.

CO5: It will enhance the learner skills in writing various types of business letters effectively.

**Contents**

Unit 1: 12  
Communication – Meaning, importance, process of communication, objectives of effective communication. Forms of communication – oral, written, visual and audio-visual. Types of office communication internal and external. Barrier to communication and overcoming the barriers.

Unit 2: 12  
Business Correspondence – Meaning, importance, qualities of good business correspondence. Structure and layout of business letters and types of business letters.

Unit 3: 12  
Letters of enquires and replies. Letters of status and credit enquiries. Letters placing orders. Confirmation, modification and non-acceptance of orders. Letters of complaints and adjustments. Circular letters.

Unit 4: 12  
 Dunning Letter. Banking correspondence. Insurance letters. Employment related letters.  
 Correspondence with public bodies/authorities.

Unit 5: 12  
 Office meetings – Notice, Agenda, Resolutions, Minutes and confirmation of the Minutes.  
 Abbreviations and terms used in Business Correspondence.

### References

1. Sinha, K.K., Fundamentals of Business Communication, Taxmann's, New Delhi.
2. Gupta, C.B., Essential Business Communication, Cengage, New Delhi.
3. Chopra, R.K., Business Correspondence, Himalaya Publishing House.
4. Chhabara, T.N., Business Communication Concepts & Skills, Sun India Publication, New Delhi.
5. Chawla, Shailesh K. Essential Business Communication, Mayur Paper Back.
6. Campbell, Jeremy, Grammatical Man. Simon & Schuster.

### Teaching Learning Process, Assessment Methods and Teaching Plan

Weekly Schedule	Unit No.	Hours	Course learning Outcomes	Teaching Learning Process	Assessment Methods
2.4	1	12	Students will gain knowledge about business communication, its objectives, process, forms of communication and barrier to communication etc. This will help the students to use effective language in commercial messages.	Delivery of lectures explaining communication, its characteristics, objective, process and barriers etc. Lectures will contain other topics in the unit. This will be followed with interactive discussion with students to improve their understanding of the topics.	Asking students oral questions in the class, preparation of assignments. Solving MCQ
2.4	2	12	Students will gain knowledge about the qualities of an effective communication. Students will also acquaint with the structures of business letters. This will develop and sharpen the oral and written skills of the students.	Delivery of lectures explaining types of business letters, structures and qualities of good communication. Interactive discussion with students to improve their understanding of the topics.	Asking students oral questions in the class, classroom presentation. Class test including MCQ.
2.4	3	12	Students will gather knowledge about different types of letters like enquiry,	Delivery of lectures explaining how to write different types of letters	Asking students oral questions in

			replies, letter placing orders, their acceptance, confirmation and rejection etc.	given in this unit. Showing samples of these letters to the students to enhance their skills.	the class and on the spot letter writing on the topic. Solving MCQ.
2.4	4	12	Students will acquire in-depth knowledge of Dunning Letter, Banking correspondence, Insurance letters, Employment related letters and Correspondence with public bodies/authorities.	Delivery of lectures explaining how to write different types of letters given in this unit. Showing samples of these letters to the students to enhance their skills.	Asking students oral questions in the class and on the spot letter writing on the topic. Solving MCQ.
2.4	5	12	Students will gain knowledge about different types of meetings held in business organisation and knowledge about notice of meeting, Agenda and minutes of the meeting etc. to enhance the students skills about abbreviations used in business correspondence.	Delivery of lectures explaining the different types of meetings and explaining the importance aspects like notice, agenda and minutes etc. This will be followed with interactive discussion with students to improve their understanding of the topic.	Asking students oral questions in the class, classroom presentation. Conducting surprised tests on the topics after the completion of unit.

**\*Assessment methods listed here are indicative and may vary**

### **Keywords**

Communication, Qualities, Effective communication, Barriers, Business correspondence, Terms, Abbreviations.

**B.A. (VS) Office Management & Secretarial Practice**  
**Semester II**  
**Paper: OMSP 2.4**  
**Business Law**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**Course Objective (2-3)**

The objective of this course is to impart basic knowledge of the important business legislations along with relevant case laws to the students in order to make them better corporate professional who will be an asset to their organizations.

**Course Learning Outcomes**

CO1: The students will have skills to understand different provisions of Indian Contract Act.

CO2: The students will have understanding of specific contracts like contract of indemnity and guarantee, bailment and agency.

CO3: The students will be able to distinguish between condition and warranty, Performance of contract of sale and rights of unpaid seller. The students will also be able to understand consumer rights and consumer grievance redressal mechanism

CO4: The students will able to know the process of creation and dissolution of LLP. Students will also learn the issue of negotiable instruments and understanding of different provisions of Negotiable Instrument Act.

CO5: The students will be equipped with the various provisions of Information Technology Act such as digital signature and E-Governance.

**Contents**

**Unit 1: The Indian Contract Act, 1872 20**

Contract – meaning, characteristics and kinds, Essentials of valid contract - Offer and acceptance, consideration, capacity to contract, free consent, legality of objects, Void agreements, Discharge of contract – modes of discharge including breach and its remedies, Contingent contracts, Quasi contracts.

**Unit 2: The Indian Contract Act, 1872: Specific Contracts 10**

Contract of Indemnity and Guarantee, Contract of Bailment, Contract of Agency

**Unit 3: The Sale of Goods Act, 1930 12**

Contract of sale, meaning and difference between sale and agreement to sell, Conditions and warranties, transfer of ownership in goods including sale by non-owners, Performance of contract of sale, Unpaid seller – meaning and rights of an unpaid seller against the goods and the buyer.



**Consumer Protection Act**-Introduction, Definitions, Rights of Consumers, Nature and Scope of Complaints, Remedies Available to Consumers, Grievance redressal mechanism.

**Unit 4: LLP 2008 and Negotiable Instruments Act**

12

**The Limited Liability Partnership Act, 2008:**

Salient Features of LLP, Difference between LLP and Partnership, LLP Agreement, Partners and Designated Partners, Incorporation of LLP,

**The Negotiable Instruments Act, 1881:**

Meaning and Characteristics of Negotiable Instruments: Promissory Note, Bill of Exchange, Cheque, Holder and Holder in due Course, Privileges of Holder in Due Course, Crossing of Cheque, Dishonour of Cheques.

**Unit 5: Information Technology Act 2000:**

06

Introduction, Digital Signature, difference between digital and E-signature, Electronic Governance, Attribution, Acknowledgement and Dispatch of Electronic Records, Secure Electronic Records and Secure Digital Signatures, Regulation and powers of Certifying Authorities, Digital Signature Certificates, Offences.

**References**

1. Kuchhal, M.C. and Vivek Kuchhal, Business Law, Vikas Publishing House, New Delhi.
2. Dagar Inderjeet & Agnihotri Anurag "Business Law" Galgotia Publishing Company, New Delhi.
3. Singh, Avtar, *Business Law*, Eastern Book Company, Lucknow.

**Additional References**

1. Maheshwari & Maheshwari, Business Law, National Publishing House, New Delhi.

**Note: Latest edition of text books may be used.**

**Teaching Learning Process, Assessment Methods and Teaching Plan**

Weekly Schedule	No of lecturers	Unit no.	Course learning Outcomes	Teaching Learning Process	Assessment Methods
1to4	20	1.	The students will have skills to understand different provisions of Indian Contract Act.	The lecture will be delivered with the help of leading cases in order to explain the essential of valid contract and discharge of contract.	Quiz, MCQ, Assignment
5to6	10	2.	The students will have understanding of specific contracts like contract of indemnity and guarantee , bailment and agency.	The Lecture will be delivered for describing Contract of Indemnity, Guarantee, Bailment and Agency	MCQ and student presentations.
7 to8	12	3.	The students will be able to distinguish between condition	Class room lecture will be on different aspects of the sale of goods Act with the	Student presentations,

			and warranty, Performance of contract of sale and rights of unpaid seller. The students will also be able to understand consumer rights and consumer grievance redressal mechanism	help of leading cases and examples. Further the lecture will focus on the different concepts of Consumer Protection Act.	MCQ and assignments.
9to10 (with mid break)	12	4.	The students will be able to know the process of creation and dissolution of LLP. Students will also learn the issue of negotiable instruments and understanding of different provisions of Negotiable Instrument Act.	Lecture on different aspects of the Limited Liability Partnership Act, 2008 and The Negotiable Instruments Act, 1881 with the help of leading cases and examples.	MCQ, presentation, Assignment
11 to 12	6	5.	The students will be equipped with the various provisions of Information Technology Act such as digital signature and E-Governance.	There will class room lecture for students explaining the different aspects of Information Technology Act 2000.	MCQ, Presentation and Class test.

**\*Assessment tasks listed here are indicative and may vary.**

**Keywords**

Contract, breach, condition, warranty, unpaid seller, cheque, LLP, digital signature

**B.A. (VS) Office Management & Secretarial Practice**  
**Semester III**  
**Paper: OMSP 3.1**  
**English II/ MIL II**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**\*Course Contents to be Provided by Respective Concerned  
Department**

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester III**  
**Paper: OMSP 3.2**  
**Secretarial Practice and Basic Phonography-I**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**Course Objective (2-3)**

The main objective is to familiarize the students with the activities of a modern office, role of a Private Secretary in an office.

The course helps the students to acquire essential skills in handling various office operations.

The course will impart knowledge of basic phonography which is important for performing secretarial jobs in government and private organisations.

**Course Learning Outcomes**

CO1: The course will familiarize the learner with the activities of modern office including the role of private secretary in a business organisation.

CO2: The course will equip the learner with the knowledge of types of secretaries, their duties, their qualities and their changing profile in the modern world.

CO3: The course will impart knowledge to the learner about organizational structure and managerial functions performed in a business organisation.

CO4: The course will help the learner to know about different types of meetings, with necessary arrangements and duties of the secretary before, during and after the meeting and handling inward and outward mail service.

CO5: The course will help the students to learn professionally required language (Phonography) meant for private secretaries working in organisations.

CO6: The course will help the learner to apply this knowledge while doing jobs in the business world as an effective and efficient private secretary.

**Content**

Unit 1:

12

**Secretary:** Meaning of Secretary, Types/Kinds of Secretaries, importance of Secretary, qualifications and qualities of Secretary, duties of Secretary, changing profile of the Secretary.

**Organizational Structure:** Definition, meaning and process, level and functions (Operational Functions- Office, Production, Financial, Marketing, Personnel etc. and Managerial Functions- Planning, Organizing, Staffing, Directing, Coordinating, Controlling. Delegation and Decentralization of Authority.

Unit 2: 12  
**Meetings:** Meaning and purpose of meetings, types of meetings, preparation for meetings: Notice, Agenda, Quorum, Role of Chairman, Minutes of meetings, duties of Secretary before, during and after a meeting, additional terms used in meetings.

Unit 3: 12  
**Handling of Mail:** Meaning of Mail, Need for establishing inward and outward mail routines, Nature of Mail – E mail and Physical Mail, Types of Mail – Inward Mail, Outward Mail and Inter-Departmental Mail, Handling of Inward and Outward Mail, Mechanizing of Mail Services, Services provided by Courier Companies.

Unit 4: 12  
**Phonography:** Meaning and importance.

**Consonants:** Definition, types of Consonants, Classification of Consonants, Consonants and consonant strokes, pairs of Consonants, number, size and directions of consonants, joining of strokes.

**Vowels:** Definition, long and short vowels, Vowel signs and their places, Position of outlines according to vowels, Intervening Vowels, Grammalogues and Punctuation signs.

**Alternative Forms of Strokes:** Upward and Downward ‘R’, Upward and downward ‘H’, Diphthongsand, Triphones, Phraseography, Abbreviated ‘W’ and Tick ‘The’.

Unit 5: 12  
**Circles and Loops:** Circle ‘S’ & ‘Z’, use of small circles with straight and curved strokes, exceptions to the use of Circle ‘S’/‘Z’, Large Circles ‘SW’, ‘SS or ‘SZ’, use of large circles with straight and curved strokes, Use of large circles in Phraseography, Loops ‘ST’ and ‘STR’, use of small and big loops with straight and curved strokes, medial use of loops, exceptions to the use of loops.

**Initial and Final Hooks: Initial Hooks** ‘R’ and ‘L, use of initial hooks with straight and curved strokes, alternative forms for ‘Fr’, ‘Vr’ etc., use of circles and loops preceding initial hooks.

**Small Final Hooks** ‘N’, ‘F/V’, use of final hooks with straight and curved strokes, medial use of small final hooks, use of small final hooks in Phraseography, Exceptions to the use of small final hooks, circles and looks to final hooks.

**Large Final Hook ‘Shun Hook’**, use of Shun Hook with straight and curved strokes, medial use of Shun Hook, Use of Shun Hook after Circle ‘S’ and ‘NS’, Use of Shun Hook in Phraseography.

## References

1. Office Management, B.R. Duggal, Kitab Mahal, New Delhi.
2. Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, Darya Ganj, New Delhi-110002
3. Office Organisation and Management, S.P. Arora, Vikas Publishing House.
4. Administrative Office Management by R.K. Chopra, Himalaya Publishing House.

5. Office Management and Commercial Correspondence, B.R. Duggal, Kitab Mahal.
6. Pitman Shorthand Instructor, New Era Edition (Old Course Book), A.H.Wheeler Publications.
7. Pitman Shorthand, New Course Book, A.H. Wheeler Publications.
8. Shorthand Made Easy for Beginners, O.P. Kuthiala, Pitman S.S. Publications.

### **Teaching Learning Process, Assessment Methods and Teaching Plan**

<b>Weekly Schedule</b>	<b>Unit no.</b>	<b>Hours</b>	<b>Course learning Outcomes</b>	<b>Teaching Learning Process</b>	<b>Assessment Methods</b>
2.4	1	12	Students will gain knowledge about different types of secretaries in organisations and their qualification, duties and changing their profile in modern business world. Students will also get in-depth knowledge of modern business organizational structure etc.	Delivery of lectures explaining appointment, qualifications, duties and their changing role in present business world. Lectures will contain other topics in the unit. This will be followed with interactive discussion with students to improve their understanding of the topics.	Asking students oral questions in the class, preparation of assignments. Solving MCQ
2.4	2	12	Students will acquire the in-depth knowledge about the role of secretaries in conducting different types of meetings and other related aspects till the completion of meetings and keeping the records.	Delivery of lectures explaining conduct of meetings by secretaries and all other formalities to be completed related to meetings till the completion. Interactive discussion with students to improve their understanding of the topics.	Asking students oral questions in the class, classroom presentation. Class test including MCQ.
2.4	3	12	Students will gather detailed knowledge about mailing system in business organisation and their related aspects.	Delivery of lectures explaining meaning, importance of inward and outward mailing system and their processes to keep the record.	Asking students oral questions in the class, preparation of assignments. Solving MCQ
2.4	4	12	Students will be equipped with theoretical knowledge of basic phonography - consonants, vowels, and alternative forms of stroke	Delivery of lectures explaining the Phonography, consonant, vowels and alternative forms of stroke. Lectures may also contain practice of exercises given in phonography books. This	Asking students oral questions in the class, conducting class test on the topics. Preparation of assignments.

				will be followed with interactive discussion with students to improve their understanding of the topic.	
2.4	5	12	Students will be equipped with theoretical knowledge of basic phonography - circles and loops, initial and final hooks, small final hooks, large final hooks and shun hooks.	Delivery of lectures explaining the Phonography, circles and loops, initial and final hooks, small final hooks, large final hooks and shun hooks. Lectures may also contain practice of exercises given in phonography books. This will be followed with interactive discussion with students to improve their understanding of the topic.	Asking students oral questions in the class, classroom presentation. Conducting surprised tests on the topics after the completion of unit.

**\*Assessment methods listed here are indicative and may vary**

### **Keywords**

Secretary, Duties, Changing profile, Meetings, Agenda, Minutes, Managerial Functions, Mail system, Consonants, Vowel, Punctuation signs.

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester III**  
**Paper: OMSP 3.3**  
**Computing Basics and its Applications I**  
**Core Discipline - (CD) Credit:6**

**Marks: 100**

**Lectures: 50**

**Theory: 50 Practical: 40 Viva-Voce: 10**  
**(Internal Assessment in Theory component only)**

**Course Objective (2-3)**

By the end of the semester each student will be able to:

- Understand and appreciate the world of computers including their evolution and characteristics
- Understand the fundamental hardware components, memory storage devices and software aspect required to address day-to-day needs
- Fully grasp the networking concepts, internet terminology and working efficiently on a web browser
- Know the significance and essential attributes of a database
- Demonstrate the touch method of e-typewriting
- Comprehend the need and used of word processing and demonstrate the use of software for the same

**Course Learning Outcomes**

CO1: The student will be able to understand the basic concepts of computers including generations, number system and operating system

CO2: Grasp the significance and terminology of computer networking and Internet. The students can apply their comprehensive knowledge to real life situations

CO3: The student will be able to fully understand the importance of database management system and grasp its functioning

CO4: The student is introduced to the world of e-typewriting through a software for the same. The touch method is also discussed

CO5: The students will be able to identify the situations requiring MS-Word and apply the comprehensive knowledge to deliver the task

CO6: The student will be able to use advanced concepts in MS-Word including Header and Footer, Templates, Mail Merge, etc.



## **Contents**

- Unit 1: World of Computers** 05  
Characteristics of Computers, Evolution and Generation of Computers, Classification of Computers based on size, purpose of use and technology. Number Systems and conversions, ASCII code, Hardware and Memory storage devices, Software and Firmware, Antivirus Operating System: types, functions and characteristics. Examples: Windows etc., Networking basics and Internet Concepts
- Unit 2: Advanced Concepts of Networks and Internet** 08  
Keywords: URL, IP address, Hyperlinks, Web pages, Home page, web sites, WWW, Dial-up, Broadband, Dedicated, ISP, Browser, DSL, DNS, Gateways, Chat rooms, Downloading and Uploading, Wi-Fi.  
Working with Microsoft Internet Explorer: Opening a web page, opening multiple browser windows, opening multiple tabs in a single browser windows and their management, working offline, deleting temporary files, exploring Internet Options. Net Etiquettes, Searching the Web: Meaning of Search Engines, Keywords, Composing and sending Emails.
- Unit 3: Database Management System (DBMS)** 05  
Meaning and need of a database, Advantages, limitations of databases, applications of database, Meaning and need of DBMS, Database components: tables, rows, columns, attributes, queries, record, Primary Key, Foreign Key, ER Modelling
- Unit 4: E-Typewriting** 05  
Meaning and uses of Touch method, Introduction to E-typewriting Software; The student is required to achieve proficiency in e-typewriting with touch method of typewriting, Method of speed calculation (The minimum accurate speed to be attained is 30 words per minute)
- Unit 5: Word Processing** 05  
Meaning of word processor, Need and uses of word processing, Advantages and limitations of word processing, Software used for word processing, Why MS- Word and which version
- Unit 6: Advance concepts of MS WORD** 12  
Starting word: MS WORD interface, opening of blank document, Hiding and showing toolbars, Templates.  
Working in Word: selecting text, editing text, finding and replacing text, formatting text, checking and correcting spellings, Justification and Alignment, Bullets and Numbering, Tabs, Paragraphs formatting, Indent, Page Formatting, Header and Footer, Word count  
Working with a document: Page Setup of a document, viewing a document, switching between documents, saving a document, print preview of a document, printing a document. Finishing touch to a document: Inserting date and time, Special effects such as Bold, Scripts etc., Inserting and deleting a comment, Inserting Clip Arts, Shortcut keys of MS WORD, Inserting images and OLE, Mail Merge

## Practical

**Time: 35 Minutes (Excluding Viva-Voice)**

**Maximum Marks: 50**

Description of Question	No. of Words	Marks	Time Allowed
A paragraph evaluating the student's E-typewriting skills	300	20	05 minutes
A question on MS-Word comprising of simple formatting of passage/letter e.g. bold, italics, etc. Generate mail merge for the letter so created to send it to multiple recipients at the same time.	150	20	30 minutes
Total		40	35 minutes
Viva-Voce		10	
Total Marks		50	

\*There is no Internal Assessment in the practical component of this paper.

## References

1. Computer Fundamentals by Dr. Anita Goel, Pearson Publication.
2. Introduction to Information Technology by ITL Press, Pearson Publication
3. Computer Fundamentals, P.K. Sinha, BPB Publications

## Additional References:

1. Fundamentals of Information Technology, Alexis and Mathew
2. Fundamentals of Computers by E Balagurusamy, McGraw Hill Education
3. Computer Fundamentals by Dr. Sushila Madan, Scholar Tech Press

## Teaching Learning Process, Assessment Methods and Teaching Plan

Week	Unit Number	Hours	Unit Name	Course Learning Outcome	Teaching Learning Process	Assessment Methods
1	1	5	World of Computers	The student will be able to understand the basic concepts of computers including generations, number system and operating system	A general overview is given through examples and PPTs on the basic concepts of computer	The assessment methods such as tests, assignments must identify the academic and professional skills in the students
1.6	2	8	Advanced Concepts of Network and Internet	Grasp the significance and terminology of	An overview is given into the vast world of networking	Case study analysis and reports

				computer networking and Internet. The students can apply their comprehensive knowledge to real life situations	and Internet. Examples are discussed and demonstrated through PPTs so that the student can understand the importance of networking	
1	3	5	Database Management System (DBMS)	The student will be able to fully understand the importance of database management system and grasp its functioning	Discussion is encouraged amongst the students so as to recognize the importance of an database management system in a computing environment.	Open-book and closed book tests along with practical implementation and viva voce
1	4	5	E-Typewriting	The student is introduced to the world of e-typewriting through a software for the same. The touch method is also discussed	An overview is given into the world of typing through software demonstration. Examples are discussed and the student is encouraged to use the software to practice	Practical evaluation in a lab setup
1	5	5	Word Processing	The students will be able to identify the situations requiring MS-Word and apply the comprehensive knowledge to deliver the task	Practical application of MS-Word is demonstrated in a lab environment	Open-book and closed book tests along with viva voce
2.4	6	12	Advanced concepts of MS-Word	The student will be able to use advanced concepts in MS-Word including	Advanced concepts are demonstrated in a lab set up and the student is	Practical assignments, observation and evaluation of practical skills

				Header and Footer, Templates, Mail Merge, etc.	encouraged to implement case studies	
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**Keywords**

Hardware and Software Components, Operating System, Networks, Internet, Browser, Search Engines, Database, Word Processing.

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester III**  
**Paper: OMSP 3.4**  
**Banking and Insurance Operations**  
**Skill Enhancement Course - (SEC) Credit:4**

**Duration: 3 Hours**

**Marks: 100**

**Lectures: 48**

**Course Objective (2-3)**

- The course will provide to the student, basic knowledge of functioning of banks which will enable them to go for banking transaction smoothly while doing jobs in the business world.
- The course will equip the students with the knowledge of E-Banking transactions which includes internet, mobile banking and E-Payments etc.
- The course will impart students with the basic knowledge of insurance, risk, types of insurance and other related concepts which will help the students to apply this knowledge in performing duties on the job.

**Course Learning Outcomes**

CO1: The course enables students to acquire knowledge about origin of banking and growth of commercial banks in India.

CO2: The course will provide the knowledge about types of crossing of cheques and rules of crossing.

CO3: The course provides knowledge about duties of paying banker and collecting banker and protection in due course.

CO4: It intends to equip the learner with knowledge of principles of sound banking lending and different types of advances against various securities. This theoretical knowledge will be useful when learner starts working in an organisation.

CO5: The course intends the learner to be well conversant with the concept of Internet Banking, Mobile banking, Virtual banking, E payments, E-money, Electronic purse, Digital cash. White label ATM so that learner can apply the knowledge while working in the present business world.

CO6: The course provides knowledge about concept of risk and its types along with concept of insurance with its basic principles.

**Contents**

Unit:1

08

**Introduction:** Origin of banking: definition, banker and customer relationship, General and special types of customers, Types of deposits, Origin and growth of commercial banks in India.

Unit:2 10  
**Cheques:** Crossing and endorsement - meaning, definitions, types and rules of crossing.  
**Paying Banker:** Duties, Statutory protection in due course,  
**Collecting bankers:** Duties, statutory protection for holder in due course, concept of negligence.

Unit:3 10  
**Banking Lending:** Principles of sound lending, secured vs. unsecured advances, types of advances, advances against various securities.

Unit:04 10  
**E- Banking:** Meaning, Benefits, Internet Banking, Home banking, Mobile banking, Virtual banking, E payments, ATM Card/ Biometric card, Debit/Credit card, Smart card, EFT, ECS (credit/debit) E-money, Electronic purse, Digital cash. White label ATM.

Unit:05 10  
**Insurance:** Basic concept of risk, Types of business risk, Assessment and transfer, Basic principles of utmost good faith, Indemnity, Economic function, Proximate cause, Subrogation and contribution, Types of insurance: Life and Non-life, Re-insurance, Risk and return relationship, Need for coordination. Underwriting, process of claim settlement.

### References

1. Agarwal, O.P., *Banking and Insurance*, Himalaya Publishing House
2. Satyadevi, C., *Financial Services Banking and Insurance*, S.Chand
3. Suneja, H.R., *Practical and Law of Banking*, Himalaya Publishing House
4. Chabra, T.N., *Elements of Banking Law*, Dhanpat Rai and Sons
5. Arthur, C. and C. William Jr., *Risk Management and Insurance*, McGraw Hill
6. Saxena, G.S; *Legal Aspects of Banking Operations*, Sultan Chand and Sons
7. Varshney, P.N., *Banking Law and Practice*, Sultan Chand and Sons

**Note: Latest edition of text books may be used.**

### Teaching Learning Process, Assessment Methods and Teaching Plan

Weekly Schedule	Unit no.	Hours	Course learning Outcomes	Teaching Learning Process	Assessment Methods
2	1.	8	Students will be acquainted with origin and growth of commercial bank they will also acquire knowledge about banks, types of bank customers, types of deposits etc.	Delivery of lectures explaining the meaning of banks, bank customers, types of deposits, origin and growth of commercial banks. Lectures will contain related topics in the unit. This will be	Asking students oral questions in the class, preparation of assignments. Solving MCQ.

				followed with interactive discussion with students to improve their understanding of the topics.	
2.5	2.	10	Students will acquire the knowledge about cheques, endorsement, types and rules of crossing of cheques, paying banker's duties and collecting banks functioning.	Delivery of lectures explaining types of crossing of cheques, endorsement and paying and collecting banker's functioning. Interactive discussion with students to improve their understanding of the topics. Showing samples of different types of crossing through dummy cheques.	Asking students oral questions in the class, classroom presentation. Class test including MCQ.
2.5	3.	10	Students will gather detailed knowledge about lending by banks, types of advances, secured and unsecured advances / loans etc.	Delivery of lectures explaining lending by banks, different types of advances including secured and unsecured. Lectures may also contain Power-Point Presentation.	Asking students oral questions in the class, preparation of assignments. Class tests including MCQ.
2.5	4.	10	Students will gain knowledge about present modern modes of electronic payments and banking transactions like E-Banking, E-Payments, EFT, ECS and digital cash etc.	Delivery of lectures explaining the modes of electronic payments and banking transactions like E-Banking, E-Payments, EFT, ECS and digital cash etc. Lectures may also contain Power-Point Presentation. This will be followed with interactive discussion with students to improve their understanding of the topic.	Asking students oral questions in the class, conducting class test on the topics. Preparation of assignments.

2.5	5.	10	Students will gather the detailed information about insurance, types of business risk, basic principles of insurance, underwriting and claim settlement.	Delivery of lectures explaining insurance, its basic principles, types of business risk and claim settlement etc. Lectures may also contain Power-Point Presentation. This will be followed with interactive discussion with students to improve their understanding of the topic.	Asking students oral questions in the class, classroom presentation. Conducting surprised tests on the topics after the completion of unit.
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**\*Assessment methods listed here are indicative and may vary**

**Key Words:**

Bank, Bank accounts, Cheques, Advances, E-banking, Insurance.



**B.A. (VS) Office Management & Secretarial Practice**  
**Semester IV**  
**Paper: OMSP 4.1**  
**MIL II/ English II**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**\*Course Contents to be Provided by Respective Concerned  
Department**

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester IV**  
**Paper: OMSP 4.2**  
**Secretarial Practice and Basic Phonography-II**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

Course Objective (2-3)

- The course will familiarise students with latest machines and equipments used in modern office.
- The will aim at enhancing personality development of the students and instill the value of good human relations at the work.
- The course will provide knowledge about duties of secretary in various operations to be performed by him for his superior in the organisation.
- The course will impart professional language of phonography to the students which will make them competent in serving effectively in an organisation.

**Course Learning Outcomes**

CO1: The course aims at imparting knowledge about mechanization of office activities and types of machines which help in communication etc. used by personal secretaries and other office staff of the organisation.

CO2: The course will help the learner by providing the basis of personality development, good human relations and importance of ethics and values in the work culture in an organisation.

CO3: The course will help the learner to perform the jobs of the private secretary for making appointments for officers.

CO4: The course will help the learner for extended level of professionally required phonographic language so that the private secretary can perform their jobs effectively.

**Contents**

Unit 1: 12

**Office Automation:** Meaning of Mechanization, factors for selection of office machines, advantages and disadvantages of mechanization, Types of Machines – Communication Equipment, Copying Machines, Accounting, Tabulating and Computing Machines and Miscellaneous Machines.

**Stationery:** Need and importance of stationery, purchase of stationery, storage of stationery, issue and control of stationery.

Unit 2: 12

**Behavioural Skills:** Personality development, importance of good human relations, understanding organizational culture, management of time and stress, importance of ethics and values.

Unit 3: 12

**Appointments and Travel Arrangements:** Scheduling appointments, duties of Secretary before, during and after appointment. Preparation of itinerary, role and selection of travel agency, reservations.

Unit 4: 12

**The Aspirate:** Tick 'H', Dot 'H', Additional Rules for Upward and Downward 'R', Upward and Downward 'L', Upward and Downward 'SH', Compound Consonants.

**Halving Principle:** Halving of strokes for 'T' or 'D', Half length 'H', Exceptions to the use of Halving Principle, Halving and Thickening of Strokes 'M', 'N', 'L', 'R', signs for 'RT' and 'LT', joining of strokes of unequal length, Use of Halving Principle for Past Tense, use of Halving Principle in Phraseography.

Unit 5: 12

**Doubling Principle:** Doubling of straight and curved strokes, Doubling of Strokes 'MP/MB', alternative forms of 'MPR/MBR', Stroke 'NG', alternative forms of 'NG-KR' and 'NG-GR', Doubling of Stroke 'L', Exceptions to the use of Doubling Principle, use of Doubling Principle in Phraseography.

**Diphones:** Use of Diphones, Medial Semi-Circle, Left Semi-Circle, Right Semi-circle. **Prefixes,**

**Suffixes & Terminations. Contractions:** omission of consonants. **Figures:** Numerals in Shorthand, round numbers, monetary units.

## References

1. Office Organisation and Management, S.P. Arora, Vikas Publishing House.
2. Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
3. Office Management and Commercial Correspondence, B.R. Duggal, Kitab Mahal.
4. Office Management, B.R. Duggal, Kitab Mahal Distributors, 28 Netaji Subhash Marg, New Delhi-110002.
5. Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, 4263/3, Ansari Road, Darya Ganj, New Delhi-110002
6. Secretarial Services by Evelyn Anstin, Macdonald & Evavs.
7. Personality Development by R.K. Mishra, Rupa Publications
8. Pitman Shorthand Instructor, New Era Edition (Old Course Book), A.H. Wheeler Publications.
9. Pitman Shorthand, New Course Book, A.H. Wheeler Publications.
10. Shorthand Made Easy for Beginners, O.P. Kuthiala, Pitman S.S. Publications
11. Phono Phrase Book, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
12. Modern Phrase Book, N.V. Krishna Murty.
13. Way to High Speed Writing, O.P. Kuthiala.
14. Principles of Modern Phraseography, Edgar E. Thorpe.
15. Personality Development by S.K.P. Selvam, APH Publication Corporation

## Teaching Learning Process, Assessment Methods and Teaching Plan

Weekly Schedule	Unit no.	Hours	Course learning Outcomes	Teaching Learning Process	Assessment Methods
2.4	1	12	Students will gain knowledge about the types and equipment's used in modern offices for communication, duplicating, accounting, tabulating and computing work. Student will also acquire knowledge of stationary control in the office including purchase, issue and storage.	Delivery of lectures explaining the different types of machines and equipment's used for various tasks by modern offices in the present business world. Lectures will also contain stationary control functions in the office. This will be followed with interactive discussion with students to improve their understanding of the topics.	Asking students oral questions in the class, preparation of assignments.
2.4	2	12	Students will gain the knowledge about personality development, good human relations and importance of ethics and values in the functioning of modern business organisation.	Delivery of lectures explaining behavioural skills including personality development and good human relations. Students will also learn importance ethics and values in business. Interactive discussion with students to improve their understanding of the topics.	Asking students oral questions in the class, classroom presentation. Class tests.
2.4	3	12	Students will gain knowledge about secretary's job of handling appointments for the superior. Students will also learn the process of making travelling arrangements for the superior etc.	Delivery of lectures explaining secretary's job for handling appointments for the superior and also explain the process of making travelling arrangement for superior and staff. Interactive discussion with students to improve their	Asking students oral questions in the class, preparation of assignments. Class tests.

				understanding of the topics.	
2.4	4	12	Students will be equipped with theoretical knowledge of basic phonography – Aspirate, compound consonants and halving principles in phraseography.	Delivery of lectures explaining the Phonography - Aspirate, compound consonants and halving principles in phraseography. Lectures may also contain practice of exercises given in phonography books. This will be followed with interactive discussion with students to improve their understanding of the topic.	Asking students oral questions in the class, conducting class test on the topics. Preparation of assignments.
2.4	5	12	Students will be equipped with theoretical knowledge of basic phonography – doubling principles, doubling of stocks, exceptions to use of doubling principles and use of doubling principles in phraseography.	Delivery of lectures explaining the Phonography - doubling principles, doubling of stocks, exceptions to use of doubling principles and use of doubling principles in phraseography. Lectures may also include practice of exercises given in phonography books. This will be followed with interactive discussion with students to improve their understanding of the topic.	Asking students oral questions in the class, conducting class test on the topics. Preparation of assignments.

**\*Assessment methods listed here are indicative and may vary**

**Keywords**

Mechanization, stationary control, behavioural skills, basic phonography.

**B.A. (VS) Management and Marketing of Insurance**  
**Semester IV**  
**Paper: OMSP 4.3**  
**Corporate Laws**  
**Core Discipline - (CD) Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**Course Objective**

- To introduce students to the legal nature, structure and functioning of a company and encouraging students to develop basic understanding of case laws and regulatory framework in corporate practice.
- To provide comprehensive knowledge and understanding of the provisions of Companies Act, 2013.
- To provide students' knowledge of fundamental topics in company law including the inferences of separate corporate identity, limited liability, role and legal duties of promoters, board of directors and legal relationship with its various stakeholders.
- To provide basic understanding of Insolvency and Bankruptcy Code, 2016, regarding winding up of the corporate entities.

**Course Learning Outcomes**

After completing this course, the learners would be able to:

CO1: acquire knowledge about regulatory framework, legal structure, functioning, classification and online incorporation of a company and apply legal reasoning to analyse relevant case laws.

CO2: explain basic legal documents to be prepared by company and their significance and describe the importance of online filing of documents.

CO3: understand the concept of allotment of shares, rights and duties of shareholders of company along with developing understanding of dematerialization of securities.

CO4: acquire knowledge of the role and legal duties of key managerial personnel of a company and their interrelationship with the shareholders accompanied with the knowledge about provisions regarding convening and conducting of company meetings.

CO5: comprehend various modes of company's winding up and relate to the provisions of Insolvency and Bankruptcy code, 2016

**Contents**

**Unit 1: Introduction**

12

Characteristics of a company; concept of lifting of corporate veil; Types of companies including private and public company, government company, foreign company, holding and subsidiary company, one-person company, small company, producer company, association not for profit, illegal association; Formation of company, Promoters and their legal position, pre-incorporation contract, online registration of a company.

**Unit 2: Documents** 12  
Memorandum of association, articles of association, Alteration and doctrine of ultra vires, doctrine of constructive notice and Indoor Management, prospectus, shelf prospectus and red herring prospectus, misstatement in a prospectus; Book Building process, Online filing of documents.

**Unit 3: Share Capital** 12  
Issue, allotment and forfeiture of shares, issue of bonus shares, transmission of shares; buyback and provisions regarding buyback; share certificate and share warrant; Members and shareholder – their rights and duties; Depositories Act 1996 - definitions, rights and obligations of depositories, participants, issuers and beneficial owners. Prohibition of insider trading. Provisions relating to payment of dividend, provisions relating to books of account, provisions relating to audit.

**Unit 4: Management** 16  
Directors, classification of directors: additional, alternate, women director, independent director, small shareholders' director; legal position; appointment, disqualifications, removal of directors; powers and duties; board meetings; key managerial personnel, managing director, manager, corporate social responsibility.  
Types of general meeting: annual general meeting, extraordinary meeting, convening and conduct of meetings, requisites of a valid meeting; postal ballot, e –voting.

**Unit 5: Winding up of companies** 08  
Concept and modes of winding up, compulsory winding up by the tribunal under Companies Act; voluntary liquidation of corporate persons under the insolvency and Bankruptcy Code, 2016, corporate insolvency resolution process. National Company Law Tribunal (NCLT), Appellate Tribunal (NCLAT)

## References

1. Kuchhal MC “Company law” Mahavir Publications
2. Dagar Inderjeet and Agnihotri Anurag “Corporate laws” Galgotia publishing company, New Delhi
3. Sharma J. P, “An Easy Approach to Corporate Laws”, Ane Books Pvt Ltd, New Delhi.
4. Singh Avtar “Company Law” Allahabad Law House

Note: Latest edition of text books may be used.

## Additional References:

1. Charlesworth & Morse, “Company Law”, Sweet & Maxwell”, London, U.K.
2. Gowar, LCB, “Principles of Modern Company Law”, Stevens & Sons, London.
3. Bharat Law House, New Delhi, “Manual of Companies Act, Corporate Laws and SEBI Guidelines”.
4. Kannal, S., & V.S. Sowrirajan, “Company Law Procedure”, Taxman’s Allied Services(P) Ltd., New Delhi (Latest Edition)

## Teaching Learning Process, Assessment Methods and Teaching Plan

<b>Weekly Schedule</b>	<b>Unit no.</b>	<b>Hours</b>	<b>Course learning outcomes</b>	<b>Teaching and learning Process</b>	<b>Assessment methods</b>
1 <sup>st</sup> and 2 <sup>nd</sup> week	1	12	Students will be able to acquire knowledge about regulatory framework, legal structure, functioning, classification and online incorporation of a company and apply legal reasoning to analyse relevant case laws.	Classroom lecture method using white board and visual aids like PowerPoint presentation supplemented with discussions on leading case laws.	Quiz, oral/ written tests in the tutorial class, case laws solving exercise.
3 <sup>rd</sup> to 5 <sup>th</sup> week	2	12	Students will be able to explain basic legal documents to be prepared by company and their significance and describe the importance of online filing of documents.	Classroom lecture method using white board and visual aids like PowerPoint presentation supplemented by showing the documents of some companies on their websites and displaying the MCA -21 portals for easy access of public documents and various online services.	Student presentations/ Descriptive and critical reasoning home assignments for the internal assessment.
6 <sup>th</sup> and 7 <sup>th</sup> week	3	12	Students will be able to understand the concept of allotment of shares, rights and duties of shareholders of company along with developing understanding of dematerialization of securities.	Classroom lecture method using white board and visual aids like PowerPoint presentation supplemented by showing the functioning of some depository participants on internet.	Problem – solving exercises, Student presentations, Oral/Written Tests in the tutorials.
8 <sup>th</sup> to 10 <sup>th</sup> week	4	16	Students will be able to acquire knowledge of the role and legal duties of key managerial personnel of a company and their interrelationship with the shareholders accompanied with the knowledge about provisions regarding	Classroom lecture method using white board and visual aids like PowerPoint presentation supplemented by the annual report of some companies.	MCQ, Student presentation, Descriptive and critical reasoning assignment on the topic covered.



			convening and conducting of company meetings.		
11 <sup>th</sup> and 12 <sup>th</sup> week	5	8	Students will be able to comprehend various modes of company's winding up and relate to the provisions of Insolvency and Bankruptcy code, 2016.	Classroom lecture method using white board and visual aids like PowerPoint presentation supplemented by the real life cases of winding up of companies under IBC code.	Class test for the award of internal assessment marks and providing feedback to the students.

\*Assessment tasks listed here are indicative and may vary.

### **Keywords**

Companies Act 2013, Lifting of corporate veil, Memorandum of association, Articles of association, Prospectus, Meetings, Dematerialisation, Shares, Dividend, Directors, Winding up, Virtual learning, Descriptive Assignments, Case Laws, Power Point.

**B.A. (VS) Management and Marketing of Insurance**  
**Semester IV**  
**Paper: OMSP 4.4**  
**Business Communication and Personality Development**  
**Skill Enhancement Course - (SEC) Credit:4**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**Course Objective (2-3)**

To equip students of the B.A(VS) course to effectively acquire skills in reading, writing, comprehension and business communication, as also to use electronic media for business communication.

**Course Learning Outcomes**

The course on Business Communication and Personality Development will help the learner to exhibit the following competencies and skills:

CO1: Enhanced knowledge of the Theory of Communication leading to a more adequate understanding of the nature and process of communication.

CO2: Demonstrate enhanced skills in reading, writing, comprehension, communication and speech. Deeper familiarity with different types of business correspondence, better writing skills and knowledge of various types of formal and informal communication including emails and social media generally employed in work spaces.

CO3: Familiarity with different types of reports and the process of planning and writing.

CO4: Suitable use of language and communication skills specifically within professional spaces. Enhanced verbal skills, improved vocabulary and grammar enhancing error free usage.

**Content**

<u>Unit 1:</u> Nature of Communication, Process of Communication, Types of Communication (verbal & Non Verbal), Importance of Communication, Different forms of Communication, Barriers to Communication Causes, Linguistic Barriers, Psychological Barriers, Interpersonal Barriers, Cultural Barriers, Physical Barriers, Organizational Barriers.	04
<u>Unit 2:</u> Business Correspondence: Letter Writing, presentation, inviting quotations, Sending quotations, Placing orders, inviting tenders, Sales letters, claim & adjustment letters and social correspondence, Memorandum, Inter -office Memo, Notices, Agenda, Minutes, Job application letter, preparing the Resume.	08
<u>Unit 3:</u> Report Writing Business reports, Types, Characteristics, Importance, Elements of structure, Process of writing, Order of writing, the final draft, check lists for reports. Vocabulary Words often confused, Words often misspelt, common errors in English.	04

Unit 4: 12  
Business Etiquettes, Business manners. Body language gestures, Etiquette of the written word, Etiquette of the telephone, Handling business meetings, Role play on selected topics with case analysis and real life experiences. Aids to correct Business writing, Practical Grammar (basic Fundamentals), Sentence Errors-Punctuation, Vocabulary building.

Unit 5: 20  
Oral Presentation, Importance, Characteristics, Presentation Plan, Power point presentation, Visual aids. How to make a presentation, the various presentation tools, along with guidelines of effective presentation, boredom factors in presentation and how to overcome them, interactive presentation & presentation as part of a job interview, art of effective listening. Leadership – quality of a leader, leadership quiz with case study, knowing your skills and abilities. Introduction to group discussion techniques with debate and extempore, increase your professionalism. Audio Video recording and dialogue sessions on current topics, economy, education system, environment, politics.

## References

1. R. C Bhatia. *Business Communication*. Ane Books Pvt Ltd, New Delhi
2. Department of English, University of Delhi. 2009. *Business English*. New Delhi: Pearson Publication, 2011.
3. Scot, O. *Contemporary Business Communication*. Biztantra, New Delhi
4. Cholib, Mark and Geetha Nagaraj. *English Basics: A Companion to Grammar and Writing*. Cambridge, UK: Cambridge UP, 2004.
5. Tickoo M.L, A.E. Subramaniam and P. R. Subramaniam. *Intermediate Grammar, Usage and Composition*. 1976. New Delhi: Orient Blackswan, 2012
6. Lesikar, R.V & Flatley, M.E. *Basic Business Communication Skills for Empowering the Internet Generation*. Tata McGraw Hill Publishing Co Ltd. New Delhi
7. McGraw E.H., S.J. *Basic Managerial Skills for All*. Fourth Edn. Prentice Hall of India Pvt. Ltd, New Delhi.
8. Lesikar, R.V. & Flatley, M.E.; *Basic Business Communication Skills for Empowering the Internet Generation*, Tata McGraw Hill Publishing Company Ltd. New Delhi.
9. Bovee, and Thill, *Business Communication Today*, Pearson Education
10. Shirley Taylor, *Communication for Business*, Pearson Education
11. Locker and Kaczmarek, *Business Communication: Building Critical Skills*, TMH
12. Sinha, K.K., *Business Communication*, Galgotia and Sons, New Delhi.
13. Reuben, Ray; *Communication today – understanding creating skills*, Himalaya Publishing House, 2001.
14. E. H. McGraw, S. J.; *Basic Managerial Skills for All*. Fourth Edition, Prentice Hall of India Pvt. Ltd., New Delhi.
15. Stephen R. Covey; *The seven habits of highly effective people*

## Teaching Learning Process, Assessment Methods and Teaching Plan

Weekly Schedule	Unit no.	Hours	Course Learning Outcome	Teaching Learning Process	Assessment Methods
1	1.	04	<p>Students would be able to demonstrate basic understanding of what is communication. They would also be able to identify and analyse various forms of communication and barriers to communication.</p>	<p>Interactive lectures aim at introducing students to theory of communication which involves a study of nature, processes, and importance of communication. Thorough discussions provide an in-depth study of different kinds of communication (for example, formal and informal, verbal and non-verbal) and how to express oneself most efficiently depending on the context. Detailed discussion upon possible barriers to communication and how to overcome them. The lectures make ample use to power point presentations, medias, and libraries to make classroom interactions more engaging for the students.</p>	<p>Quiz</p> <p>Class tests</p> <p>Presentations</p> <p>Assignments</p>
2	2.	08	<p>Demonstrate enhanced skills in reading, writing, comprehension, communication and speech.</p> <p>Deeper familiarity with different types of business correspondence, better writing skills and knowledge of various types of formal and informal communication including emails and social media generally</p>	<p>Introducing students to the theory aspect and enable them to learn and understand the various structures and formats of business correspondences such as letters, presentation, quotation, sales letters, claim and adjustment letters, memos, agenda, minutes, resume, etc. Enable them to understand their applications and facilitate the students in drafting various business correspondences through classroom exercises and</p>	<p>Exercises</p> <p>Class tests</p> <p>Presentations</p> <p>Assignments</p>

			employed in work spaces.	assignments. The lectures will include use of power point presentations, reference books, real time examples.	
1	3.	04	Familiarity with different types of reports and the process of planning and writing.	Introducing students to fundamentals of report writing, types of reports, their importance and applications. The lectures will include use of power point presentations, reference books, real time examples, classroom exercises.	Exercises  Class tests  Presentation  Assignments
3	4.	12	Students would learn appropriate non-verbal communication and would be equipped with skills and practical training on how to hold conversations on telephone, in person, or through emails. They would also be able to establish an understanding of fundamentals of practical grammar and develop a sufficiently strong vocabulary. Enhanced verbal skills, improved vocabulary and grammar enhancing error free usage.	Lectures are more practical and aim to acquaint students to nonverbal communication which involves development of appropriate body language and etiquettes. Role play on selected topics with case analysis of real life experiences aids students to learn etiquettes of the written word, of the telephone, and how to hold business meetings. Theoretical discussion on fundamentals of grammar, challenges with syntax, sentence formation, and punctuation is followed by interactive exercises and language games to train students in usage of practical grammar and to build a strong vocabulary. Learning activities include word games like cups and letters, make a connection, two word charade, etc.	Quiz  Presentations  Role plays  Class tests containing multiple choice questions and grammatical exercises  Assignments

5	5.	20	<p>Greater acquaintance with soft skills including social and professional etiquette leading to personality development and increased confidence. Recognition of and need for leadership qualities in a globalized work space and the necessity of developing these for success in the professional field. Improve speaking abilities through participation in group discussions and oral presentations.</p>	<p>Lecture on the fundamentals and structure of presentation, presentation skills, usage of presentation tools, multimedia and usage of vocabulary and grammar while preparing and presenting presentation. Classroom exercises on oral presentation and group discussion will be facilitated for students to participate.</p> <p>Lecture on leadership, qualities of a leader will be conducted with case studies of current and renowned leaders.</p> <p>Lecture resource will compose of reference books, PowerPoint presentation and classroom exercises.</p>	<p>Quiz</p> <p>Class tests</p> <p>Presentations</p> <p>Assignments</p>
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**\*Assessment methods listed here are indicative and may vary**

**Keywords**

Communication, Process, Types, Verbal-Non-Verbal, Barriers, Business Correspondence, Tenders, Memos, Resumes, Report Writing, Business Etiquettes, Personality development, Basic grammar, Vocabulary, Effective Presentation, Visual aids, Presentation tools, Leadership skills

**B.A. (Vocational Studies) Office Management & Secretarial Practice  
Semester V**

**Paper: OMSP 5.1**

**Advanced Phonography (Practical) – I**

**Elective Core – Discipline Based - (DSE) Credit:6**

**Practical: 90 Marks, Viva-Voice: 10 Marks**

**(There will be no internal assessment in this paper)**

**Course Objective (2-3)**

- The course will aim at enhancing the student's skill and phonography which will help them to be fully competent for their jobs in business world.
- The course will strengthen the student's ability to perform with the help of practice of phonography practical exercises.
- The course will enable students to be a successful secretary in organisations by improving their speed in phonographically writing.

**Course Learning Outcomes**

CO1: The course, after equipping the learner with basic principles of phonography will aim at practically applying the knowledge acquired in practice by personal secretaries.

CO2: The course will help the learner in building up speed writing by practicing exercises.

CO3: The course will help the learner to acquire the skill of speedy and accurate transcription of shorthand notes for effective performance of the jobs of private secretary.

CO4: The course will give the learner the opportunity to perform secretarial job in an effective and efficient manner.

**Contents**

<u>Unit 1:</u> Note Taking, Transcription etc., Revision of Grammalogues and Simple Phrases, Special Contractions (Section 1 to Section 5).	12
<u>Unit 2:</u> Advanced Phraseography (Section 1 to Section 7).	12
<u>Unit 3:</u> Practice of seen dictation exercises (from Exercise nos. 121 to 183 of the Old Course Book) at the speed of 80 words per minute.	20
<u>Unit 4:</u> Practice of unseen dictation exercises from other shorthand books and shorthand magazines at the speed of 60 words per minute.	16

## Practical

### Guidelines for the conduct of Practical Examination

#### Advanced Phonography- Practical-I

Time: 60 Minutes (Excluding Viva)

Maximum

Marks: 100

Question No.	Description of Question	No. of Words	Marks	Time Allowed
1	Seen Dictation from Pitman Shorthand Instructor (Old Course Book) from Exercise Numbers 121 to 183 @ 80 wpm.	240 words	40	30 Minutes
2	Unseen Dictation @ 60 wpm	180 words	20	20 Minutes
3	Outline of words consisting of Grammalogues, Special Contractions and Advanced Phraseography	30 words	30	10 Minutes  The Examinees will have to write the Shorthand Outlines of the words on the Printed Sheet which would be the Question Paper as well as the Answer Sheet
	Viva-Voice	450 words	10	
	Total		100	

#### Note:

1. There will be no Internal Assessment in this paper.
2. 10 minutes' time may be given to the examinees for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of the above question for evaluation.

#### References

1. Way to High Speed Writing, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
2. Principles of Modern Phraseography, Edgar E. Thorpe, Pitman S.S. Publications, New Delhi.
3. Phono Phrase Book, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
4. Modern Phrase Book, N.V. Krishna Murty, Pitman S.S. Publications, New Delhi.
5. Shorthand Magazines.



## Teaching Learning Process, Assessment Methods and Teaching Plan

Weekly Schedule	Unit no.	Hours	Course learning Outcomes	Teaching Learning Process	Assessment Methods
2.4	1.	12	Students will gain knowledge of Note Taking, Transcription, Revision of Grammalogues and Simple Phrases, Special Contractions.	Through practical exercises students will be equipped with the knowledge of phonography language with the help of dictation, note taking and transcription. Students will be given exercises for revision of grammalogues and simple phrases. Interactive discussion with students to improve their understanding of the topics.	Practising exercises on the topics in the unit. Regular class room tests.
2.4	2.	12	Students will acquire the in-depth knowledge about Advanced Phraseography (Section 1 to Section 7)	Through practical exercises students will be equipped with the knowledge of Advanced Phraseography with the help of dictation. Students will be given exercises on the various topics. Interactive discussion with students to improve their understanding of the topics.	Practising exercises on the topics in the unit. Regular class room tests.
4	3.	20	Students will gather detailed knowledge through practice of seen dictation exercises (from Exercise nos. 121 to 183 of the Old Course Book) at the speed of 80 words per minute.	Through practical exercises student's skills of phonography will be sharpen with the help of practice of seen dictation exercises. Interactive discussion with students to improve their understanding of the topics.	Practising exercises on the topics in the unit. Regular class room tests.
3.2	4.	16	Students will gather detailed knowledge through practice of unseen dictation exercises from other shorthand books and shorthand magazines at the speed of 60 words per minute.	Through practical exercises student's skills of phonography will be sharpen with the help of practice of unseen dictation exercises. Interactive discussion	Practising exercises on the topics in the unit. Regular class room tests.

				with students to improve their understanding of the topics.	
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**\*Assessment methods listed here are indicative and may vary**

**Keywords**

Phraseography, Dictation, Speed, Shorthand.

**B.A. (VS) Management and Marketing of Insurance**  
**Semester V**  
**Internship Project / Project**  
**Paper: OMSP 5.2**  
**Elective Core – Generic- Credit:6**

**(2 Lectures+2 Tutorials per week per group+ 2 hours of field/library work per week)**

**Course Objective (2-3)**

The objective of the course is to provide basic and hands on understanding of the issues facing business and industry. The course acquaints the student with the practical aspects of the vocational specialisation. This is an opportunity for the student to become familiar with industry practices related to the vocation that supplement classroom teaching. Also, working on a project enables the student to focus on the contemporary problems and challenges facing the industry.

Each student of a vocational course shall undergo practical internship of four weeks during the vacation in any approved business/ industrial/ government/ service organisation. The objective of this training is to get acquainted with the industrial/ business working environment. After completion of the training the student is required to submit a training report at the end of the semester. The student is also required to submit a performance certificate from the company/ organisation where she/he undertook the training.

The whole course is divided into two parts: -

**Part A**

It will provide the theoretical knowledge about research methods, data analysis, interpretation of data, report writing etc. This component of the course carries 50 marks (38 theory + 12 Internal Assessment).

**Part B**

It will comprise the internship/ project report and also carries 50 marks. It will be evaluated by two examiners one internal and one external. The exact date of submission of the Report will be notified by the college. Alternatively, if it is not possible to do industrial internship, the students will prepare a project report on a topic assigned to her/ him by the college. The project report will be evaluated as above.

**Course Learning Outcomes**

**Part A-**

CO1: Imparting knowledge about the basics of research-objectives, types, approaches, process and problems encountered in research

CO2: Develop the learning to define a research problem, facilitate understanding of sampling, data collection, construction of questionnaire

CO3: Develop an understanding of the basic tools of data analysis- Parametric & non parametric tests, interpretation of results & presentation.

CO4: Imparting learning of different aspects of report writing, process, contents of a report and referencing

**Part B-**

CO5: Prepare a project report relating to a well-defined area of research problem identified by the student

**Part A: Theory-Business Research Methodology**

**Max. Marks: 50  
2 Hours**

**Time Duration:**

**Total Lectures: 24**

Unit 1: 04

Introduction: Research: meaning, objectives, types, approaches, significance, methods, process, criteria of good research, problems encountered

Unit 2: 06

Selecting and defining the research problem; literature Review; Research & Sampling design; Measurement & Data collection (primary & secondary); construction of questionnaire

Unit 3: 10

Parametric & non parametric tests (basic understanding); Data Analysis (central tendency, dispersion, correlation, t test, f test, z test), interpretation of results & presentation

Unit 4: 04

Report writing: significance, steps, layout, types of Reports, contents, Referencing

**Part B: Internship/ Project Report**

**Max Marks 50**

It will comprise the internship/ project report and also carries 50 marks. It will be evaluated by two examiners one internal and one external. The exact date of submission of the Report will be notified by the college. Alternatively, if it is not possible to do industrial internship, the students will prepare a project report on a topic assigned to her/ him by the college. The project report will be evaluated as above.

## References

1. Kothari CR & Garg Gaurav (2019) Research Methodology: Methods & Techniques, New Age International Publishers.
2. Chawla Deepak & Sodhi Neena (Kindle edn) Research Methodology: Concept & cases 2<sup>nd</sup> edn, Vikas Publishing House Pvt. Ltd.
3. Kumar Ranjit (2014) A step by step guide for beginners, Sage Publications
4. Kiran Pandya, Smruti Bulsari, Sanjay Sinha (2011 kindle edn), SPSS in simple steps, dreamtech Press

## Teaching Learning Process, Assessment Method and Teaching Plan

Unit no.	Course Learning Outcomes	Teaching Learning Process	Assessment Methods
<b>Part A</b>			
1.(2 weeks)	Imparting knowledge about the basics of research-objectives, types, approaches, process and problems encountered in research	Delivery of lectures to explain the basics of research- explaining objectives, its types and approaches and the overall research process	Students' learning will be facilitated by asking oral questions in the class, class interaction and participation
2.(3 weeks)	Develop the understanding to define a research problem, facilitate understanding of sampling, data collection, construction of questionnaire	Lecture method combined with Power Point presentation. Specific research papers to be discussed in class to build an understanding.	Student to be asked to read specific research papers. Assignment related to relevant topics to be given to students.
3.(5 weeks)	Develop an understanding of the basic tools of data analysis- Parametric & non parametric tests, interpretation of results & presentation.	Delivery of Lectures to explain the various tests used to analyse different data types, interpretation of results and presentation. This will be followed by student interaction to improve their understanding of the topics.	Giving practical problems to students for hands- on learning experience (working with quantitative data)
4.(2 weeks)	Imparting learning of different aspects of report writing, process, contents of a report and referencing	Lectures method combined with discussions, case studies, virtual tools like presentation to be used to build an understanding of various aspects of report writing	Asking students questions in the class, one to one interaction to assess their basic understanding with regard to

			research problems
<b>Part B</b>			
5.(12 weeks)	Prepare a project report relating to a well-defined area of research problem identified by the student and approved by the supervisor	Discussions, one to one interaction with students in tutorial groups to be undertaken to help them identify research areas, research gaps and topic for project reports	Continuous feedback and progress to be assessed during the course of the projects. Project reports to be evaluated at the end of the term by two examiners i.e. one internal and one external.

**Key words:**

Unit 1: Research Problem, Research gap, objectives

Unit 2: Literature Review, Sampling design, primary data, secondary data, questionnaire

Unit 3: Data Analysis, Interpretation, Descriptive statistics

Unit 4: Report writing, Referencing

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester V**  
**Paper: OMSP 5.3.1**  
**Indian Polity and Governance**  
**Elective Core – Generic- Credit:6**

**Duration: 3 hours**

**Marks: 100**

**lectures: 60**

**Course Objective (2-3)**

The course aims to acquaint student with philosophy of constitution of India and institutional functioning over the years. Students are required to know not only constitutional provisions and political system but also guiding principles and values concerning conflicting themes (liberty and equality, decentralization and strong union). Besides the course contents will also help students to develop proper perspectives on secularism, majoritarianism and globalization.

**Course Learning Outcomes**

CO1: To familiarize students with different approaches to study Indian politics.

CO2: To analyze the core philosophy and basic features of constitution of India, to enable the students to know debate on fundamental Rights and Directive principles of state policy.

CO3: To make student understand the institutional functioning over the years and how do factors like class, caste and gender influence power structures at multiple levels. To enable the learners to look at the contested themes like secularism and communalism from varying perspectives. To help undergraduate students comprehend nature and evolution of party system.

CO4: To familiarize students with development strategies since independence with special focus on liberalization since 1990s. To enable undergraduate learners to comprehend origin, progress as also impact of these social movements on various facets of development in India.

CO5: To enable students make sense of globalization and its various dimensions at length to help undergraduates to analyze the impact of globalization process on economy, polity, society and administration in Indian context.

**Contents**

Unit 1: 10  
Approaches to the Study of Indian Politics and Nature of the State in India: Liberal, Marxist and Gandhian

Unit 2: 10  
Indian Constitution: Basic features, debates on Fundamental Rights and Directive Principles

Unit 3: 15  
Institutional Functioning: Prime Minister, Parliament and Judiciary, Power Structure in India: caste, class and patriarchy, Religion and Politics: debates on secularism and majoritarianism, Parties and party system in India

Unit 4: 15  
Strategies of Development in India since Independence: Planned economy and Neo-Liberalism, Social Movements: Workers, Peasants, Environmental and Women's Movement

Unit 5: 10  
Globalization and its impact on economy, society, politics and administration

### References:

1. Narang, A.S(2015): India Political System, Process and Development, New Delhi, Gitanjali publication,1-14
2. Hasan, Z(ed.) (2012): Politics and State in India, New Delhi, Penguin Books,11-31.
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### Teaching Learning Process, Assessment Methods and Teaching Plan

Weekly Schedule	Unit no.	Hours	Course learning Outcomes	Teaching Learning Process	Assessment Methods
2	1.	10	Students will get to know varying interpretations of Indian state as also contemporary perspectives to look at Indian Politics.	Lectures to be followed by debates and group discussion.	Assignments, random class test.
2	2.	10	Students will comprehend the broader philosophy of constitution that is concerned with equality, liberty and justice for all citizens. Learners will be able to differentiate and debate the nature and contents of fundamental rights and directive principles.	Discussions on constitution assembly debates and commentaries on constitution, paper presentations and quizzes.	Assignments, power point presentations
3	3.	15	Students will be able to analyze role and functioning of important institutions and political system in changing context. They will know religion-politics relationship and its implication over host of interrelated issue including public policy. Students will be in a position to compare and contrast competing ideologies of different political parties and	Lectures, Group discussion, promoting debates in class room, field visit, discussion over media reports and articles in class room.	Assignments, project report, power point presentation, participation in the class room discussion.

			comprehend changing character of party system.		
3	4.	15	Students will get to know features of planned economy and achievements thereof in various sectors. Likewise, they will evaluate economic liberalization as development strategies and consequent policy initiatives and its implementation. Learners will also understand reasons for the emergence as also multidimensional impact of various social movements.	Group discussion, lectures, quizzes, screening of documentaries followed by discussion, field visit etc.	Assignments, class tests, project reports, presentations.
2	5.	10	Students will be able to understand the contested idea of Globalization and its multiple dimensions in the context of India and world. They will be better informed to evaluate the impact of globalization on economy, society, polity and administration in a more extensive way.	Discussion over various development reports prepared by world bank, ILO, and other research agencies, various reports from dept. of statistics, YouTube video from LSE (London school of economics).	Class test, Assignments, power pint presentation, participation in class room discussion.

**\*Assessment methods listed here are indicative and may vary.**

### **Keywords**

Constitution, basic principle, Indian state, party system, secularism, mixed economy, globalization, social movements.

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester V**  
**Paper: OMSP 5.3.2**  
**Making of Indian Nation**  
**Elective Core – Generic- Credit:6**

**Duration: 3 hours**

**Marks: 100**

**lectures: 60**

**Course Objective**

The course examines the historiographical questions and themes that have been central to the study of modern Indian Nation. It is organized thematically as well as chronologically. This course covers the period from the late eighteenth century to the present. It pays special attention to an understanding of the nature of British colonialism, its legacy, Ideology, reform movements, struggle for independence and the challenges faced by postcolonial India. Themes to be covered include nationalism, communalism, independence, partition and rise of religious nationalism.

**Course Learning Outcomes:**

Upon successful completion of the course, the students:

CO1: will be able to gain general knowledge of socio-cultural issues to develop an insight into the present context of Indian nation.

CO2: would delve deep into the cultural and intellectual history which will inculcate the broader historical understanding of colonial Indian past.

CO3: will be able to understand the post-independence constitutional developments & administrative reforms, economic policy and new political scenario.

CO4: would be able to develop the understanding about culture & society in terms of modern Indian literature and cinema, science & technology, emergence of Dalit, labor & peasant movements.

**Contents:**

Unit 1 12  
Issues of Social Reform and Thinkers, Religious Reforms, Growth of Education, The Women's Question, Jyotiba Phule, Rammohan Roy, Dayanand Saraswati, Ambedkar and the Caste question, Dalit, Peasant. Tribal Movements, Hindu Code Bill.

Unit 2 12  
Nationalist Politics, 1858 – 1947, Phases of National Movement, Economic Nationalism and Cultural Nationalism, Mahatma Gandhi and Mass Nationalism: Gandhian thought, techniques and movements, Growth of Communal Politics, Partition of India.

### Unit 3

12

Independent India: Economy and Polity, Constituent Assembly and Establishment of the Republic, Economic and Social Change 1960 – 2000, Planned Economy Industrialization, Models of Growth, Land Reform and the Structures of Dominations in Rural India, Foreign Policy: Non-Alignment, Panchsheel, Federalism and the Linguistic States, Politics Parties and Indian Politics 1960 – 2000.

### Unit 4

12

Independent India: Culture and Society, Modern Indian Literature, Art and Films, Scientific and Technological Developments, Dalit and Backward Caste Self Assertion, Origins of environmentalism, Peasant and Labour Movements.

### **References**

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2. Sekhar, Bandyopadhyay: From Plassey to Partition.
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4. Sumit, Sarkar, Modern India 1885 – 1947, Macmillan, 1983
5. R. Jeffery, J Masseloss, P Reeves (ed.) From Rebellion to the Republic
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7. Parul, Brass, The Politics of India since Independence
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9. Bipan, Chandra, Aditya Mukherjee, Mridula Mukherjee India After Independence, Viking, 1999
10. Gail, Omvedt, Dalits and Democratic Revolution: Dr. Ambedker and the Dalit Movement in Colonial India, Sage, 1994
11. Mahajan, Sucheta, Independence and Partition: The Erosion of Colonial Power in India, Sage, 2000
12. Butalia, Urvashi, The Other side of Silence: Voices from the Partition of India, Penguin, 1998.
13. Ramachandra Guha, The Fissured Land
14. K.G. Subrahmanyam, The Living Tradition: Perspectives on Modern Indian Art
15. Wimal Dissanayake and K. Moti Gokulsingh. Indian Popular Cinema: A Narrative of Change
16. Sunil Khilnani, The Idea of India.
17. Ananya Bajpai Vajpeyi, Righteous Republic, Harvard University Press, 2012

### **Classic Readings**

#### **Selected Historical Literary Texts:**

1. Jyotiba Phule: Ghulomgiri
2. Mahatma Gandhi: Hind Swaraj/ My experiments with Truth
3. Jawaharlal Nehru: Discovery of India
4. Tagore: Ghare Baire, Satyajit Ray– Ghare Baire (a film)

5. M.M Srinivas-Remembered Village
6. James Freeman –Untouchable a Life History
- 7.Rakesh Batabyal- Modern Indian Speeches-1877 to the Present

### **Teaching Learning Process, Assessment Methods and Teaching Plan**

<b>Weekly Schedule</b>	<b>Unit No.</b>	<b>Hours</b>	<b>Learning outcome</b>	<b>Teaching and Learning process</b>	<b>Assessment methods*</b>
2.4	1	12	Will be able to gain general knowledge of socio-cultural issues to develop an insight into the present context of Indian nation.	Theory classes & interaction on Historical writings on reformers, the colonial rule and its impact on socio-economic consequences	Student presentations on the basis of various articles, plays, dramas, debates
2.4	2	12	Will know about the intellectual history which will inculcate the broader historical understanding of colonial Indian past & its repercussions.	Lectures, PPTs audio-visual resources (movies, documentaries)  Book review	Assignment, Group Discussion, Workshops, Seminars.
2.4 (excluding mid sem. break)	3	12	Would know about constitutional development & administrative reforms, economic policy and new political development.	Lectures, PPT, interaction with policy makers, writers and ideologues	Assignment, project report, study trips, report and debates.
2.4	4	12	Would know about modern Indian literature and cinema, science & technology, emergence of	Cultural events, class quiz, group discussion, movies, Book review	Home assignment/project, Book review.

			Dalit, labour & peasant movements.		
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\*The assessment methods listed here are indicative and may vary.

### Keywords

India, Nation, Nationalism, Colonialism, Domination, Culture, Reform, Education, Religion, Gender, Dalit, Tribal, Independence, Partition, Economy, Modern, Republic, Constitution, Change, Radical, Art, Literature, Development

**B.A. (Vocational Studies) Office Management and Secretarial Practice**  
**Semester V**  
**Paper: OMSP 5.4**  
**Management Information System**  
**Skill Enhancement Course (SEC) Credit:6**

**Duration: 3 Hours**

**Marks: 100**

**Lectures: 48**

**Objectives**

- To familiarize students with basic knowledge of information system and its importance, besides knowledge of information technology in business organisation.
- The course will equip the student with basic knowledge of DBMS and its related concepts and management issues in MIS.
- The course will also provide knowledge about applications of MIS in functional areas as well as in the service sector with the help of case studies problems.

**Course Learning Outcomes**

CO1: The course enables students to acquire knowledge about basics of information system and its role in organisation.

CO2: The course will provide the knowledge about information technology capabilities and their impact on organization, types and topologies of networks.

CO3: The course provides knowledge about the system design, system development life cycle which help the learner to understand every stage of system development.

CO4: It intends to equip the learner with knowledge of different types of system like Object Oriented Systems, Decision Support Systems, Executive Information Systems, Expert Systems and Knowledge Based Expert Systems which are very useful in decision making in any organisation.

CO5: The course intends the learner to be well conversant with real life management oriented problems through case studies so that learner can apply the knowledge while working in the present business world.

**Contents**

Unit 1

10

**Management Information Systems:** Need, Purpose and Objectives, Contemporary Approaches to MIS, Information as a strategic resource, Use of information for competitive advantage, MIS as an instrument for the organizational change

**Information Management and Decision Making:** Models of Decision Making Classical, Administrative and Herbert Simon's Models, Attributes of information and its relevance to Decision Making, Types of information

Unit 2 10

**Information Technology:** Definition, IT Capabilities and their organizational impact, Telecommunication and Networks, Types and Topologies of Networks, IT enabled services such as Call Centers, Geographical Information Systems etc.

**Data Base Management Systems:** Data Warehousing and Data Mining, Systems Analysis and Design, Systems Development Life Cycle, Alternative System Building Approaches, Prototyping, Rapid Development Tools, CASE.

Unit 3 10

**Tools:** Object Oriented Systems (Only introduction to these tools & techniques), Decision Support Systems, Group Decision Support Systems, Executive Information Systems, Executive Support Systems, Expert Systems and Knowledge Based Expert Systems, Artificial Intelligence.

Unit 4 10

**Management Issues in MIS:** Information Security and Control, Quality Assurance, Ethical and Social Dimensions, Intellectual Property Rights as related to IT Services / IT Products, Managing Global Information Systems.

Unit 5 08

Applications of MIS in functional areas as well as in the service sector should be covered with the help of minimum 5 case studies. Emphasis should be given on management oriented problems and cases as compared to technical problems expected from computer science / computer management students.

## References

1. Management Information Systems, Laudon and Laudon, 7<sup>th</sup> Edition, Pearson Education Asia.
2. Management Information Systems, Jawadekar, Tata McGraw Hill.
3. Management Information Systems, Davis and Olson, Tata McGraw Hill.
4. Analysis and Design of Information Systems, Rajaraman, Prentice Hall.
5. Decision Support Systems and Intelligent Systems, Turban and Aronson, Pearson Education Asia.
6. Management Information Systems, Schulthesis, Tata McGraw Hill.
7. Management Information Systems - Sadagopan, Prentice Hall.
8. Management Information Systems – Jayant Oke



## Teaching Learning Process, Assessment Methods and Teaching Plan

Weekly Schedule	Unit no.	Hours	Course learning Outcomes	Teaching Learning Process	Assessment Methods
2.5	1.	10	Students will gain knowledge of MIS - Management Information System, its need and objectives. Students will also get knowledge of use of MIS as instrument for organizational change. They will also know about information management and decision making.	Delivery of lectures explaining MIS - Management Information System, its need, objectives and its related aspects in organizational change and decision making. Lectures will contain other topics in the unit. This will be followed with interactive discussion with students to improve their understanding of the topics.	Asking students oral questions in the class, preparation of assignments. Class tests including MCQ
2.5	2.	10	Students will acquire the knowledge about information technology and its organizational impact, telecommunication, IT-enabled services. They will also learn about DBMS- Data Base Management System.	Delivery of lectures explaining information technology and its organizational impact, telecommunication and IT-enabled services. Lectures will also enable the students to understand DBMS. Interactive discussion with students to improve their understanding of the topics.	Asking students oral questions in the class, classroom presentation. Class test including MCQ.
2.5	3.	10	Students will gather detailed knowledge about different types of information system like Decision Support Systems - DSS, Executive Information Systems- EIS, Expert Systems and Artificial Intelligence.	Delivery of lectures explaining information system like Decision Support Systems - DSS, Executive Information Systems- EIS, Expert Systems and Artificial Intelligence. Lectures may also contain Power-Point Presentation.	Asking students oral questions in the class, preparation of assignments. Class test including MCQ.

2.5	4.	10	Students will be equipped with knowledge of management issues in MIS. They will also gain knowledge of intellectual property rights in IT-services/ IT-products, Global information system.	Delivery of lectures explaining the management issues in MIS. They will also gain knowledge of intellectual property rights in IT-services/ IT-products, Global information system. Lectures may also contain Power-Point Presentation. This will be followed with interactive discussion with students to improve their understanding of the topic.	Asking students oral questions in the class, conducting class test on the topics. Preparation of assignments.
2	5.	8	Students will acquire the knowledge of application of MIS in functional areas and in service sector with the help of case-studies.	Delivery of lectures explaining application of MIS in functional areas and in service sector. Application of MIS is to be taught with the help of case-studies in the related field. Lectures will also contain Power-Point Presentation. This will be followed with interactive discussion with students to improve their understanding of the topic.	Asking students oral questions in the class, classroom presentation. Solving case-studies. Class tests.

**\*Assessment methods listed here are indicative and may vary**

### **Key Words**

Information, System, MIS, DBMS, Security and Control, IPR.

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester VI**  
**Paper: OMSP 6.1**  
**Advanced Phonography (Practical) – II**  
**Elective Core – Discipline Based (DSE)- Credit:6**  
**Practical: 90 Marks, Viva-Voice: 10 Marks**  
**(There will be no internal assessment in this paper)**

**Course Objective (2-3)**

- The course will enable the students to write seen and unseen dictations on varied subject matters. This will enhance their output as secretaries in organisations.
- The course will sharpen their skills as secretaries by providing knowledge of intersections, business, political and banking phrases.
- The course will aim at making the students fully ready and competent for jobs in all types of organisation.

**Course Learning Outcomes**

CO1: The course will help the learner to acquire practical knowledge of Advanced Phonography required in modern business world.

CO2: The course will aim at enhancing the knowledge of personal secretaries with the help of dictations of various subject matters and will sharpen the skill of transcribing the same with speed and accuracy.

CO3: The course will help the learner to be fully competent for the jobs in present modern business world

**Contents**

<u>Unit 1:</u> Intersections, Business Phrases, Political Phrases, Banking Phrases.	12
<u>Unit 2:</u> Insurance and Shipping Phrases, Technical and Railway Phrases, Special List of Words.	12
<u>Unit3:</u> Practice of seen dictation exercises from Units 1 and 2 of Old Course Book at the speed of 100 words per minute.	20
<u>Unit 4:</u> Practice of unseen dictation exercises from shorthand books and magazines at the speed of 80 words per minute.	16

## Practical

### Guidelines for the conduct of Practical Examination Advanced Phonography- Practical-II

Time: 70 Minutes (Excluding Viva)

Maximum Marks:100

Question No.	Description of Question	No. of Words	Marks	Time Allowed
1	Seen Dictation from Pitman Shorthand Instructor from Exercise listed in Unit 1 and 2 of the syllabus (Old Course Book @ 100 wpm.)	300 words	40	40 Minutes
2	Unseen Dictation @ 80 wpm	160 words	20	20 Minutes
3	Outline of words consisting of Intersections, Business Phrases, Political Phrases, Insurance and Shipping Phrases, Technical and Railway Phrases and Special List of Words	30 words	30	10 Minutes The examinees will have to write the Shorthand Outlines of the words on the Printed Sheet which would be the Question Paper as well as the Answer Sheet
	Viva-Voice	490 words	10	
	Total		100	

#### Note:

1. There will be no Internal Assessment in this paper.
2. 10 minutes' time may be given to the examinees for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of the above question for evaluation.

#### References

1. 2000 Common Words Reading and Dictation Exercises, Edgar Thorpe, Pitman S.S. Publications, New Delhi.
2. 700 Common Words Reading and Dictation Exercises, A.H. Wheeler Publications.
3. Shorthand Magazines.

## Teaching Learning Process, Assessment Methods and Teaching Plan

Weekly Schedule	Unit no.	Hours	Course learning Outcomes	Teaching Learning Process	Assessment Methods
2.4	1	12	Students will gain knowledge of Intersections, Business Phrases, Political Phrases, Banking Phrases to sharpen their skills in advanced phonography	Through practical exercises students will be able to handle Intersections, Business Phrases, Political Phrases, Banking Phrases to improve and sharpen their knowledge in advanced phonography. Interactive discussion with students to improve their understanding of the topics.	Practising exercises on the topics in the unit. Regular class room tests.
2.4	2	12	Students will acquire the in-depth knowledge about Insurance and Shipping Phrases, Technical and Railway Phrases, Special List of Words in advanced phonography.	Through practical exercises students will be equipped with the knowledge of advanced phonography with the help of dictation on the topics in the unit. Interactive discussion with students to improve their understanding of the topics.	Practising exercises on the topics in the unit. Regular class room tests.
4	3	20	Students will improve their knowledge and speed through practice of seen dictation exercises from Units 1 and 2 of Old Course Book at the speed of 100 words per minute	Through practical exercises student's skills of phonography will be sharpen with the help of practice of seen dictation exercises. Interactive discussion with students to improve their understanding of the topics.	Practising exercises on the topics in the unit. Regular class room tests.
3.2	4	16	Students will gather detailed knowledge through practice of unseen dictation exercises from shorthand books and magazines at the speed of 80 words per minute.	Through practical exercises student's skills of phonography will be sharpen with the help of practice of unseen dictation exercises. Interactive discussion with students to improve their understanding of the topics.	Practising exercises on the topics in the unit. Regular class room tests.

**\*Assessment methods listed here are indicative and may vary**

### Keywords

Phraseography, Dictation, Speed, Shorthand.

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester VI**  
**Paper: OMSP 6.2**  
**Computing Basics and its Applications – II**  
**Elective Core – Discipline Based (DSE)- Credit:6**

**Marks: 100**

**Lectures: 60**

**There will be no internal assessment in this paper**

**Course Objective ( 2-3)**

- By the end of the semester each student will be able to:
- Understand and work with tables and mail merge in MS-Word
- Know and appreciate the use of spreadsheets in the day-to-day office administration
- Exhibit the use of slides for presenting a topic
- Create a database from scratch in MS-Access and generate queries for results

**Course Learning Outcomes**

CO1: The student will be able to use advanced concepts in MS-Word including Hyperlinking, macros, etc.

CO2: The students will be able to consolidate the data in a meaningful format using spreadsheet.

CO3: The students will be able to consolidate the data in a meaningful format using spreadsheets and construct analysis around the dataset thereby facilitating worthwhile information.

CO4: Grasp the significance of presentation in an office set up. The student is introduced to MS-PowerPoint interface.

CO5: The students will be able to work with MS-PowerPoint software and create slide presentations incorporating advanced features such as action buttons and hyperlinks.

CO6: The students will be able to build a database. Furthermore, they will be able to generate and execute queries to represent these facts.

**Contents**

<b>Unit 1: Advanced Word Processing</b>	<b>10</b>
Tables: Creating a new table, entering text in a table, adding and inserting rows/columns to a table, deleting rows/column from a table, resizing rows and columns, merging cells, convert text to tables and vice-versa, adding borders and shading, deleting a table.	
Hyperlinking: Creating a hyperlink from a word document to same or external document	
Macros: Recording a Macro, renaming a macro, assigning a macro to an object, deleting a macro. Adding bibliography and references, Adding watermark.	

**Unit 2: Spreadsheet** 08

What is a Spreadsheet? Need and uses of Spreadsheets, advantages and limitations of using Spreadsheets, software used for working with Spreadsheets. Why MSExcel and which version?

**Unit 3: Working with MS-Excel** 15

Starting Excel: Excel interface, creating a workbook, saving a workbook, editing a workbook, inserting/deleting worksheets, entering data in a cell, cut, copy, paste, paste special, selecting cells, moving data from selected cells, rearranging worksheets, imports to spreadsheets, resizing rows/columns.

Working with Excel: creating a series, use of basic formulae in Excel, formatting different types of data in Excel, naming of a range of cells, using cell references in a formula, copying/moving a formula, sorting data. Creating simple charts: Pie, Line, Bar-chart, using chart wizard. Using the following functions in Excel: logical (IF, AND, OR, NOT), Statistical, Mathematical, Date & Time

**Unit 4: Working with MS-PowerPoint** 10

What is presentation, Need and use of presentation in office administration, Software available in the market for presentations, Introduction to Microsoft PowerPoint software & its advantages, PowerPoint interface: title bar, menu bar, toolbars, status bar, task pane, Components of a presentation: slides, outlines, speaker notes, handouts, Creating a simple presentation in PowerPoint, Add-ons to a presentation: images, shapes, videos, audio files.

**Unit 5: Working with Slides in PowerPoint** 08

PowerPoint formatting Basics: Slide Layouts, changing the background of the slides, applying design templates, changing the colour schemes, font and formatting, Slide Master. Viewing a presentation: Normal view, Slide Sorter view, Notes page view, Slide Show view, adding transition between slides, and adding animation in a slide, automatic slideshow. Working with slides: changing layout, duplicating a slide, hiding a slide, moving a slide, deleting a slide, inserting pictures into a slide, inserting word art into a slide, inserting auto shapes, inserting hyperlinks and action buttons.

**Unit 6: Microsoft Access** 09

Meaning of database, introduction to MS-Access software

Working with MS-Access: Creating a table, entering data in a table, creating relationship between two tables, enforcing referential integrity, sorting contents of a table, executing simple queries, creating a report based on existing tables, adding a title and a footer in a report, creating forms, creating a form with a sub form, adding a title to a form, adding buttons to a form, adding records in a table using a form.

**Practical****Time: 120 Minutes (Excluding Viva-Voice)****Maximum Marks: 100**

<b>Description of Question</b>	<b>Marks</b>	<b>Time Allowed</b>
A question on MS-Excel to calculate the required quantity using various functions and formulae. Draw a simple chart from the above mentioned content.	35	40 minutes
A PowerPoint presentation with 5-7 slides. The student should automate the slide show wherein the slide transition timer should be set for 7 seconds. The presentation should also include animation effects, slide transition effects, etc.	20	20 minutes
A question based on MS-Access testing the creation of a database. The database must establish a relationship between tables and also enforces Referential Integrity constraint. A maximum of 4 queries may be given based on above database.	35	60 minutes
Total	90	120 minutes
Viva-Voice	10	
Total Marks	100	

**\*There is no Internal Assessment in this paper.**

**References**

1. Computer Fundamentals and essential tools by H. N. Tiwari and Hem Chand Jain
2. Computer Fundamentals by Dr. Anita Goel, Pearson Publications

Keywords: cell, row, column, label, value, cell address, workbook, worksheet, cell range.



**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester VI**  
**Paper: OMSP 6. 3. 1**  
**Administration and Public Policy**  
**Elective Core – Generic- Credit:6**

**Duration: 3 hours**

**Marks: 100**

**Lectures: 60**

**Course Objective (2-3)**

The paper aims to provide theoretical and empirical understanding of public administration as discipline. It deals with core conceptual areas and issues pertaining to administration in changing socio political and economic environment. Issues of contemporary relevance like e governance, decentralization and new public management need to be studied from non-western perspective

**Course Learning Outcomes**

CO1: To enable students to understand public administration as a discipline and various approaches to study the same. To impart knowledge as to how public administration operates in both developed and developing world.

CO2: To provide students the theoretical underpinnings of administration and Organizations. To make them aware of contemporary theoretical contributions to public administration.

CO3: To make student comprehend meanings, features and context of development Administration, to enable them evaluate development administration in the context of globalization.

CO4: To enable students understand concept and relevance of public policy as also broader policy process that includes formulation, implementation and evaluation. To help learners comprehend the budgeting process in India.

CO5: To familiarize students with idea of new public management and good governance as public administration negotiates globalization and pro market reforms across the world. To make them understand meaning and types of decentralization and how decentralized power structure helps effective implementation of social welfare policies (health, education, employment). To make them aware of paradigm shift in citizen- administration interface.

**Contents**

Unit 1 10  
Public administration as a discipline: Meaning, Dimensions and significance of the subject, public and private administration, brief evolution and major approaches, public administration in developed and developing world.

Unit 2 15  
Administration theories: Classical theory, scientific management, human relation theory, rational decision making, ecological theory (Fred Riggs), Feminist perspective

<u>Unit 3</u>	05
Development administration Meaning, Nature, Key Features; Development and Bureaucracy in the era of Globalisation	
<u>Unit 4</u>	12
Understanding Public policy, Concept and theories, relevance of policy making in public administration, process of policy formulation, implementation, and evaluation, budgeting process in India	
<u>Unit 5</u>	18
Contemporary developments: New Public Administration, New Public Management, Good Governance, Corporate governance, Decentralization: Meaning and types, social welfare policies-education, Health, Food, Employment, citizen-administration interface: RTI, Lokpal, E governance.	

### **Practical**

Preparing questionnaire and interviewing senior bureaucrats working in education, health, and employment etc, decoding various administrative commission reports etc.

### **References:**

1. Awasthi, A & Maheshwari (2003), Public administration, Laxmi Narayan Agrawal, Agra, 1-25.49-57
2. Chakravarty, B, & Chand, P (2012), Public Administration in Globalising World, Sage, New Delhi, 1-43
3. Henry, N (2003), Public Administration and Public affairs, Prentice Hall, New Delhi. 36-49
4. Maheshwari, M (2003): Administrative Thinkers, Macmillan Publishers, New Delhi, 97-174, 210-279
5. Prasad, D.R., Prasad, V.S & Satyanarayana, P (ed) (2006): Administrative Thinkers, Sterling Publishers, New Delhi, 22-151
6. Sharma, M.P. & Sadana, B.L. (2009): Public administration in Theory and Practice, Kitab Mahal, New Delhi, 128-143
7. Polinaidu, S (2010): Public Administration, Galgotia publication, New Delhi, 563-587.
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### **Teaching Learning Process, Assessment Methods and Teaching Plan**

<b>Weekly Schedule</b>	<b>Unit no.</b>	<b>Hours</b>	<b>Course learning Outcomes</b>	<b>Teaching Learning Process</b>	<b>Assessment Methods</b>
2	1.	10	Students will comprehend the varying approaches to public administration as also its changing paradigm. Learners will be able to draw important lessons through comparing public administration in developed and developing world.	Power point presentation, class room discussion, selected YouTube videos from foreign universities to be followed by discussion.	Class Test, Assignments
3	2.	15	Students will get to know ideas and insights of some of original theorists like Max Weber, Elton Mayo, Herbert Simon, Fred Riggs etc. Understanding of these theorists will help students to analyze functioning of modern organizations in contemporary world.	Encouraging students to go through original readings of administrative thinkers, comparing their context and theoretical assumptions, group discussions, doubt clearing session.	Group presentation, Assignments, random class test

1	3.	05	Students will understand the goal and social change orientation of development administration. They will be able to evaluate the changing role of bureaucracy in bringing development in developed and developing world.	Group discussion, field visit, project report, sharing online resources and web link to be followed by interactive session.	Power point presentation, Assignments, Class test
2.4	4.	12	Student will comprehend the complexities of policy process and various models like system analysis, rational choice, and public choice to understand and analyze the public policy making. Understanding of specific policy issues such as budgeting and environment will help them to relate theoretical knowledge with real world context and in the process will be encouraged to do further research.	Interactive session in small groups, discussing specific policy issues and through this learning conceptual knowledge, sharing of online resources and power point presentation.	Assignments, class test, presentation, project report etc.
3.6	5.	18	Students will be better informed to understand the governance paradigm which goes beyond government and draws legitimacy from sources other than government. Undergraduate learners will have a thorough understanding of important policy areas like health and how decentralized system especially political and fiscal decentralization result in effective implementation and proper evaluation. Young students will get to know increasing empowerment of citizen through RTI and e governance and such initiative make administration more accountable but challenges remain in India.	Class room discussion on recent research on governance paradigm, field visit to have firsthand knowledge of implementation of social welfare policies, listening to RTI activist, discussing and sharing findings of field visit reports etc	Assignments, Group presentation, project reports, class test.

**\*Assessment methods listed here are indicative and may vary.**

### **Keywords**

Ideal bureaucracy, organisation, development, public policy, public management, e-governance, decentralization

**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester VI**  
**Paper: OMSP 6.3.2**  
**Conservation and Preservation of Nature and Culture**  
**Elective Core – Generic- Credit:6**

**Duration: 3 hours**

**Marks: 100**

**lectures: 60**

**Course Objective**

A crucial course for undergraduates of all streams, this course addresses the contemporary environmental themes and concerns. Important themes of nature are environment history, impact of colonialism on forests and rivers, resource use and conflict, development, vulnerability & disaster. The objective of this course is to develop an understanding and appreciation of culture in South Asia built around diverse regions, languages, religions and traditions.

**Course Learning Outcomes:**

CO1: It will enable students to garner the historical knowledge of colonial and post-colonial objectives in environmental policy making and governance in South Asia (India).

CO2: It will inculcate knowledge about natural resources (rights, control & vulnerability) mainly forests and water. Additionally, it discusses about the city & its environment.

CO3: It will give insights into various traditions, religions, languages, cultures of India and the role of State.

CO4: It will provide knowledge about the values of tangible & intangible heritage and the World Heritage Movement. Students will be able to decipher the role of government in the conservation and preservation of heritage.

CO5: It will inculcate knowledge of laws related with Heritage, Environment and Intellectual property.

**Contents**

Unit 1 12  
Approaches to environmental history: the emergence of a field and its multi-disciplinary orientations, South Asian landscapes, Environmental thought and Environmentalism, Colonialism and Environmental Change.

Unit 2 12  
The politics of resource control and extraction over forests, water politics, the city and its environment, Disasters and vulnerability.

Unit 3 12  
 Defining National and Regional Culture; Rediscovering Religion, Tradition and Myth; Language, Literature and State; Unity in Diversity

Unit 4 12  
 Tangible and Intangible Cultural Heritage, Role of Individual, Government and Private Institutions in Heritage Maintenance, Conservation and Preservation, World Heritage movement

Unit 5 12  
 Intellectual Property Rights and Human Rights, Development of International Environmental Law, Indian Environmental laws, Heritage laws.

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**Teaching Learning Process, Assessment Methods and Teaching Plan**

<b>Week ly Schedule</b>	<b>Unit No.</b>	<b>Hours</b>	<b>Learning outcome</b>	<b>Teaching and Learning Process</b>	<b>Assessment methods*</b>
2.4	1	12	The students will gain the historical knowledge of colonial and post-colonial objectives in environmental policy	Theory classes, lectures & interaction on Historical writings, the colonial rule and its impact on environment & socio-economic consequences.	Student presentations on the basis of various articles, debates.  Cultural mapping of South Asia.

			making and governance in South Asia (India).		
2.4	2	12	It will inculcate knowledge about natural resources (rights, control & vulnerability) mainly forests and water. Additionally, it discusses about the city & its environment.	Teaching through PPTs and audio-visual resources about the concept of environment & associated vulnerabilities, a case study of Bhopal & Bhuj.	Assignments, Group Discussion and video making.
2.4	3	12	Will give insights into various traditions, religions & cultures of India and the role of State.	Lecture, Demonstration, Visit to heritage sites & nature walks, screening of documentaries.	Assignment, group discussion, project report, study trips, report and debates, Book review.
2.4 (excluding mid sem. break)	4	12	It will provide knowledge about the values of tangible & intangible heritage and the World Heritage Movement. Students will be able to decipher the role of government in the conservation and preservation of heritage.	Cultural events, interaction with government and NGOs related with nature & culture.	Home assignment/project, Book review. Visit to museums/fair/monuments.
2.4	5	12	It will inculcate the knowledge of laws related with Heritage, Environment and Intellectual property.	Lectures, Discussion & case studies.	Assignments, Class test, moot court.

\*The assessment methods listed here are indicative and may vary.

#### Keywords

Nature, Culture, Conservation, Environmentalism, Religion, Landscape, Language, Literature, Diversity, Heritage, Tangible, Intangible, Disaster, International Law, Intellectual Property Rights, Human Rights.



**B.A. (Vocational Studies) Office Management & Secretarial Practice**  
**Semester VI**  
**Paper: OMSP 6.4**  
**E – Commerce**  
**Skill Enhancement Course (SEC)- Credit:6**

**Duration: 3 hours**

**Marks: 100**

**lectures: 48**

**Course Objectives**

To give on hand knowledge on the issues related to E- Commerce. So that student should become familiar with mechanism for conducting business transactions through electronic means

**Course Learning Outcomes:**

CO1: To enable the students to tell about E-Commerce its meaning, nature, concepts, types, and reasons for transacting online, e-commerce business models.

CO2: Students will be able to explain technologies used in E-commerce, dynamics of World Wide Web and internet.

CO3: Students will be able to appreciate E commerce security environment, security threats in the E-commerce environment, technology solutions, IT Act 2000.

CO4: Students will be able to recognize E- Payments system including models and methods, digital signatures, payment gateways, and risks involved in E-payments.

CO5: Students will be able to understand about online business transactions, online marketing, E-tailing, online services, auctions, online portal and online learning.

**Contents**

Unit 1 10

**Introduction:** Meaning, nature, concepts, advantages, disadvantages and reasons for transacting online, types of E-Commerce, e-commerce business models (introduction, key elements of a business model and categorizing major E-commerce business models), forces behind e-commerce.

Unit 2: 08

**Technology:** Technologies used in E-commerce, The dynamics of world wide web and internet (meaning, evolution and features) ; Designing, building and launching E-commerce website (A systematic approach involving decisions regarding selection of hardware, software, outsourcing vs. in-house development of a website)

Unit 3: 10

**Security and encryption:** Need and concepts, The E commerce security environment: (dimension, definition and scope of E-security), security threats in the E-commerce environment (security intrusions and breaches, attacking methods like hacking,

sniffing, cyber vandalism etc.), technology solutions (Encryption, security channels of communication, protecting networks and protecting servers and clients), IT Act 2000 (meaning and provisions)

Unit 4

10

**E- Payments system:** Models and methods of E - payments (Debit Card, Credit Card, smart cards, e-money), digital signatures (procedure, working and legal position), payment gateways, online banking (meaning, concepts, importance, electronic fund transfer, automated clearing house, automated ledger posting etc.), risks involved in E-payments.

Unit 5

10

**Online business transactions:** meaning, purpose, advantages and disadvantages of transacting online, E-commerce applications in various industries like {banking, insurance, payment of utility bills, online marketing, E-tailing (popularity, benefits, problems and features), online services (financial, travel and career), auctions, online portal, online learning, publishing and entertainment)

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8. Fire Wall and Internet Security: William Cheswick, Stevens, Aviel Rubin
9. E-Governance Case Studies - Ashok Agarwal

**Teaching Learning Process, Assessment Methods and Teaching Plan**

Weekly Schedule	Unit No.	Hours	Learning outcome	Teaching Learning Process	Assessment Methods
2.5	1	10	To enable the students to tell about E-Commerce its meaning, nature, concepts, types, advantages, disadvantages and reasons for transacting online, e-commerce business models.	Lecture to discuss E-Commerce, and related concepts.	Student PPTs
2	2	08	Students will be able to explain technologies used in E-commerce, dynamics of world wide web and internet.	Lecture and discussion in detail about E – Commerce technology and www.	Assignment

2.5	3	10	Students will be able to appreciate E-commerce security environment, security threats in the E-commerce environment, technology solutions, IT Act 2000 (meaning and provisions)	Lecture and PPTs to discuss security environment and IT Act 2000	Questioning & answering in class
2.5	4	10	Students will be able to recognize E-Payments system including models and methods of E-payments, digital signatures, payment gateways, online banking, risk involved in E-payments.	Discussion in detail on various methods on E-payments	Class test
2.5	5	10	Students will be able to understand about Online business transactions its meaning, purpose, advantages and disadvantages, online marketing, E-tailing, online services, auctions, online portal, online learning.	Discussion and PPTs on online business transactions including online auction, E-tailing online learning.	Questioning & answering in class

**\*Assessment methods listed here are indicative and may vary.**

**Keywords**

E-Commerce, Information Technology Act, 2000, E-Payment Gateways, E-tailing