

## **SYLLABUS OF DIPLOMA IN OFFICE ADMINISTRATION**

As per the guidelines of NSQF it is expected to include Skill component of the courses can vary from 60 % to 70% of the total credits, and the balanced credits shall be of general education component. In this syllabus Skill component is of 60% and General Component is of 40% i.e. respectively 18 credits and 12 Credits for Practical's and Theory.

### **Semester wise Papers and Workload.**

<b>Semester I</b>				<b>Semester II</b>			
<b>Papers</b>	<b>Type</b>	<b>Credits</b>	<b>Hrs</b>	<b>Papers</b>	<b>Type</b>	<b>Credits</b>	<b>Hrs</b>
<b>Paper I</b>	<b>Theory</b>	<b>2.4</b>	<b>36</b>	<b>Paper I</b>	<b>Theory</b>	<b>2.4</b>	<b>36</b>
<b>Paper II</b>	<b>Theory</b>	<b>2.4</b>	<b>36</b>	<b>Paper II</b>	<b>Theory</b>	<b>2.4</b>	<b>36</b>
<b>Paper III</b>	<b>Theory</b>	<b>2.4</b>	<b>36</b>	<b>Paper III</b>	<b>Theory</b>	<b>2.4</b>	<b>36</b>
<b>Paper IV</b>	<b>Theory</b>	<b>2.4</b>	<b>36</b>	<b>Paper IV</b>	<b>Theory</b>	<b>2.4</b>	<b>36</b>
<b>Paper V</b>	<b>Theory</b>	<b>2.4</b>	<b>36</b>	<b>Paper V</b>	<b>Theory</b>	<b>2.4</b>	<b>36</b>
<b>Paper VI</b>	<b>Practical</b>	<b>4</b>	<b>120</b>	<b>Paper VI</b>	<b>Practical</b>	<b>4</b>	<b>120</b>
<b>Paper VII</b>	<b>Practical</b>	<b>4</b>	<b>120</b>	<b>Paper VII</b>	<b>Practical</b>	<b>4</b>	<b>120</b>
<b>Paper VIII</b>	<b>Practical</b>	<b>4</b>	<b>120</b>	<b>Paper VIII</b>	<b>Practical</b>	<b>4</b>	<b>120</b>
<b>Hands on Training</b>	<b>Hands on Training</b>	<b>06</b>	<b>180</b>	<b>Hands on Training</b>	<b>Hands on Training</b>	<b>06</b>	<b>180</b>
		<b>30</b>	<b>720</b>			<b>30</b>	<b>720</b>
<b>Total Credits in a year 60/ 1440 Hrs</b>							

**Diploma in Office Administration:-**

<b>Outline of the Syllabus</b>			
<b>Semester I</b>		<b>Semester II</b>	
<b>Theory Paper I DOA 111</b>	<b>Core Subject: - Business and Office Administration (36 L)</b>	<b>Theory Paper I DOA 211</b>	<b>Core Subject: BUSINESS AND OFFICE ADMINISTRATION – II (36 L)</b>
<b>Theory Paper II DOA 112</b>	<b>MANAGEMENT-I (36 Lectures)</b>	<b>Theory Paper II DOA 212</b>	<b>MANAGEMENT - II (36 Lectures)</b>
<b>Theory Paper III DOA 113</b>	<b>SECRETARIAL PRACTICE-1 (36 Lectures)</b>	<b>Theory Paper III DOA 213</b>	<b>SECRETARIAL PRACTICE - II (36 Lectures)</b>
<b>Theory Paper IV DOA 114</b>	<b>ACCOUNTING, AUDITING AND FINANCIAL MANAGEMENT - I (36 Lectures)</b>	<b>Theory Paper IV DOA 214</b>	<b>ACCOUNTING, AUDITING AND FINANCIAL MANAGEMENT- II (36 Lectures)</b>
<b>Theory Paper V DOA 115</b>	<b>COMPUTER - I (36 L)</b>	<b>Theory Paper V DOA 215</b>	<b>COMPUTER - II (36L)</b>

**Semester: - First (30 Credits)**

**Course Outcome: -**

## 1. Knowledge of Work Environments

Describe the changing work environment and the skills needed by the administrative assistant to function in such an environment.

Conduct Internet searches to locate sites that provide information on careers, salaries, administrative skills, and other business information.

### Administrative Skills

Use word processing software to correctly format and complete business documents in mailable formats.

Produce complex documents containing graphics and tables with relative speed and efficiency.

Produce multiple documents required by a variety of office settings.

Accurately key mailable documents at 50 words per minute.

### Oral and Written Communication Skills

Use good human relations skills, in interpersonal interactions, as well as verbal and written communications.

Develop a written presentation on an assigned topic.

Edit, format, proofread, and compose correspondences that meet course mailability requirements and business standards.

### Personal Development

Analyze a variety of self-assessment surveys and make recommendations for personal improvements.

**Paper: - I: -Core Subject: - BUSINESS AND OFFICE ADMINISTRATION – I (36 L)**

<b>1.</b>	<b>Introduction to Office Administration</b>	<b>08</b>
	Introduction, Definitions, Meaning, Importance, Functions of Office Administration. Overview of Office Administration: Qualities required in an office assistant, Daily routine of an office assistant, Office supplies.	
<b>2</b>	<b>Office Organization:</b>	<b>10</b>
	Office Organization: Definition, Characteristics, Importance of Office Organization, Benefits of Good Office Organization, Principles of Office Organization Formal and Informal Organization, Types of Organization, Organization Chart, Office Manuals, Authorities and Responsibilities, Delegation of Work, Centralization and Decentralization of Authority. Meetings- Types of meetings, Types of Committees, Meeting terminologies.	
<b>3</b>	<b>Office Infrastructure</b>	<b>08</b>
	Office Accommodation: Introduction, Principles, Location, Office Building, Office Layout, Preparing the Layout., Office Environment: Lighting, Office Ventilation, Interior, Noise, Dust, Physical Hazards, Sanitary, Cleanliness, Security, Secrecy, Sanitization, Fire Fighting Equipments, Temperature Control, Drinking Water, Pantry Management.	
<b>4</b>	<b>Office Communication</b>	<b>10</b>
	Office Systems: Telephone usage- Telephone Manners, Etiquettes, Voice mail Etiquettes. Mailing Services- Incoming Mail, Outgoing Mail Fundamentals activities	

of mail handling department, Mail automation. Hospitality- Reception, Etiquettes as a host, Etiquettes as an invitee, Etiquettes of using Elevators, Escalators, Etiquettes of using stair case, Etiquettes of using a door, Table manners of using table. Flow of Work, Procedures, SOPs, Reception.	
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**References:-**

1. Modern Office Management – By Mills, Geoffrey
2. Office Management – By Dr. R.K. Chopra , Priyanka Gauri
3. Office Management – By R.S.N. Pillai
4. Office Management – By K.L.Maheshwari , R.K . Maheshwari
5. Modern Office Management : Principles and Techniques – By J.N.Jian , P.P.Singh

**Course Outcomes:**

1. Acquire the knowledge of Management Process.
2. Understand and apply the management function.
3. Planning organizing, staffing, directing and controlling meet the challenges of modern Management.

**Paper II: - Core Subject: - MANAGEMENT-I (36 Lectures)**

<b>1.</b>	<b>Introduction to Management:</b> Office Management: Meaning, definition, Importance, Principals of Office Management, Elements of Office Management, Functions of Office Management, Office Manager, Functional Office Management, Administrative Office Management, Information Management.	<b>08</b>
<b>2</b>	<b>Introduction to Marketing Management:</b> Sales: Introduction, Definition, Importance, Scope, Elements, Advantages, Disadvantages. Marketing: Introduction, Definition, Importance, Scope, Elements, Advantages, Disadvantages. Customer Services- Introduction, Definition, Importance, Scope, Elements, Advantages, Disadvantages.	<b>10</b>
<b>3</b>	<b>Introduction to Human Resource Management:</b> Human Resource Management and Labour Relations- Introduction, Definition, Importance, Scope, Elements, Advantages, Disadvantages.	<b>06</b>
<b>4</b>	<b>Introduction to Inventory Management:</b> Procurement and Inventory Management- Introduction, Definition, Importance, Scope, Elements, Advantages, Disadvantages.	<b>04</b>
<b>5</b>	<b>Basic Economics:</b> Introduction, Definition, Importance, Scope, Elements, Advantages, Disadvantages.	<b>04</b>
<b>6</b>	<b>Event Management:</b> Introduction, Definition, Importance, Scope, Elements, Advantages, Disadvantages, Types of events.	<b>04</b>

**References:-**

1. Principles of Management - Koontz & O'Donnel

2. The Management Process - R S Davar
3. Essentials of Management - Koontz & O' Donnel Tralei McGraw Hill Publishing House
4. Business Administration - Mritunjoy Banerjee
5. Principles & Practice - T N Chhabra, Dhanapat Rai & Co.of Management.

**Course Outcome: -**

1. To familiarize the students with the activities of a modern office.
2. Role of a Private Secretary in an office besides gaining essential skills in handling of various office operations.
3. To know the functions of Executive Assistant to write rapidly and accurately, the knowledge of art of writing spoken sounds with the help of principles.

<b>Paper III: - SECRETARIAL PRACTICE-1 (36 Lectures)</b>		
<b>1</b>	Secretary: Definition, need and importance, appointment and dismissal, work, duties, rights and liabilities, memorandum of association and secretary, articles of association and secretary, prospectus and secretary.	<b>08</b>
<b>2</b>	Company: Definition, nature and kinds, company formation and incorporation, promoter, capital subscription, company and association, memorandum and articles, prospectus and statements, meetings and Company Act.	<b>10</b>
<b>3</b>	Organization of the Meetings, various meetings, procedures and arrangements	<b>06</b>
<b>4</b>	Records Management: Introduction, meaning, Importance, Characteristics, Advantages, Good Filing System, Classification and Arrangement of Files, Filing Equipment, Methods, Indexing, Filing Routine, Manual, Records Retention, Evaluation, Records Making, Discarding of documents.	<b>07</b>
<b>5</b>	Communication: Spoken English, Letter, Minutes, Reports, Advertisement, Notice writing	<b>05</b>

**References:-**

- Sinha, K.K., Business Communication, Galgotia and Sons, New Delhi.  
 P.K. Ghosh, "Office Management", Sultan Chand & Sons. New Delhi  
 Chawla, Shailesh K. Essential Business Communication, Mayur Paper Back.  
 Campbell, Jeremy, Grammatical Man. Simon & Schuster.

**Course Outcome: -**

1. Understand Double entry system and principles.
2. Record the business transactions in journal, ledger and trail balance.
3. Apply depreciation methods and prepare bank reconciliation statement.
4. Prepare financial statements and company final accounts.
5. Know the concepts of cost and management accounting.
6. Know the concepts of Auditing with its significance and role in accounting.

**Paper IV:-ACCOUNTING, AUDITING AND FINANCIAL MANAGEMENT – I (36 Lectures)**

<b>1</b>	Booking Keeping and Accounting: Introduction, Basis, Definition, Usage, Advantages,	<b>08</b>
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	Application	
2	Trial Balance: Introduction, Basis, Definition, Usage, Advantages, Application.	08
3	Introduction to Computerized Accounting Packages: Introduction, Basis, Definition, Usage, Advantages, Application.	10
4	Cost and Management Accounting: Introduction, Meaning, Significance, Usage, Elements, Role.	05
5	Auditing: Introduction, Meaning, Significance, Usage, Elements, and Role.	05

**References:-**

S.R.N Pillai & Bhagavathi Introduction to Accountancy S.Chand & Company Ltd New Delhi  
 J.R. Monga, Basic Financial Accounting, Mayur Paper backs, Darya Gang, New Delhi  
 S.N. Maheshwari, Financial Accounting, Vikas Publication, New Delhi  
 P.C. Tulsian, Financial Accounting, Tata McGraw Hill, New Delhi  
 Ashok Sehgal and Deepak Sehgal, Fundamentals of Financial Accounting, Taxmann, New Delhi  
 R. NarayanaSwamy, "Financial Accounting" PHI Pvt., New Delhi  
 Ashok Sehgal and Deepak Sehgal, Fundamentals of Financial Accounting, Taxmann, New Delhi  
 CA (Dr.) P.C. Tulsian S.C. Gupta S. Financial Accounting Chand Publication New Delhi.

**Course Outcomes: -**

1. Apply Information Technology in business
2. Understand the computer basics related to hardware and software.
3. Acquire practical knowledge about MS Word, MS Excel, MS Power point and application.

**Paper V: - COMPUTER - I (36 Lectures)**

1	Introduction: Introduction to Computer, Basics of computer and Windows	05
2	MS Office: Introduction. Microsoft Word: Apply heading styles: Insert the table of contents, Update as needed, How to create a bibliography or works cited page in Word. Introduction to Excel: Microsoft Excel: Title Bar, Menu Bar, Column Headings, Row Headings, Name Box, Formula bar, Cell, Navigation buttons. Introduction to Power Point: Power Point Presentation: Table Of Content, Table Of Contents With Page Numbers In PowerPoint, The Table Of Contents In PowerPoint, Table Of Content Templates From Slide Uplift, Types Of Table Of Content Templates.	15
3	Introduction to Cyber Security:  Cyber Security: Application security, Information or data security, Network security, Disaster recovery/business continuity planning, Operational security, Cloud security.  Internet surfing, Email, Messaging, Down Loading, Up Loading File.	09
4	Computer Hardware: Introduction, Projector, Printer, Xerox, Scanning.	03
5	Computer Online Communication: Introduction, Types, Advantages, Uses, Conference Calls, Zoom meetings, Online Training, Record management.	04

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**References:-**

Absolute Beginner's Guide to Computer Basics, Michael Miller.

Fundamental of Computers, AkashSaxena, Kratika Gupta.

Fundamentals of Information Technology, Alexis and Mathew.

Computer Fundamentals, P.K. Sinha.

Principles of Typewriting, D.P. Bhatia and S.S. Sangal.

Microsoft Word 2010 Step by Step (Microsoft) by Joyce Cox and Joan

Lambert. MS Word 2000 Thumb Rules and Details, Snigdha Banerjee.

Word 2010 All-in-One For Dummies, Doug Lowe and Ryan C. Williams.

1	Booking Keeping : Journals 1	4
2	Journals 2	4
3	Journals 3	4
4	Journals 4	4
5	Journals 5	4
6	Introduction to Computerised Accounting Packages 1	4
7	Introduction to Computerised Accounting Packages 2	4
8	Ledger Accounts 3	4
9	Ledger Accounts 4	4
10	Ledger Accounts 5	4
11	Financial Statements. 1	4
12	Financial Statements. 2	4
13	Financial Statements. 3	4
14	Financial Statements. 4	4
15	Trial Balance 1	4
16	Trial Balance 2	4
17	Trial Balance 3	4
18	Trial Balance 4	4
19	Trial Balance 5	4
20	Cost and Management Accounting 1	4

<b>21</b>	Cost and Management Accounting 2	<b>4</b>
<b>22</b>	Cost and Management Accounting 3	<b>4</b>
<b>23</b>	Cost and Management Accounting 4	<b>4</b>
<b>24</b>	Cost and Management Accounting 5	<b>4</b>
<b>25</b>	Cost and Management Accounting 6	<b>4</b>
<b>26</b>	Introduction to Auditing 1	<b>4</b>
<b>27</b>	Introduction to Auditing 2	<b>4</b>
<b>28</b>	Introduction to Auditing 3	<b>4</b>
<b>29</b>	Introduction to Auditing 4	<b>4</b>
<b>30</b>	Introduction to Auditing 5	<b>4</b>

**Paper VII: - Practical Based on Paper III (30 P)**

<b>1</b>	Business Law and Ethics 1	<b>4</b>
<b>2</b>	Business Law and Ethics 2	<b>4</b>
<b>3</b>	Organisation of the Meetings 1	<b>4</b>
<b>4</b>	Organisation of the Meetings 2	<b>4</b>
<b>5</b>	Communication, Spoken English	<b>4</b>
<b>6</b>	Records Management 1	<b>4</b>
<b>7</b>	Records Management 2	<b>4</b>
<b>8</b>	Records Management 3	<b>4</b>
<b>9</b>	Letter, Minutes, Reports	<b>4</b>
<b>10</b>	Good Filing System 1	<b>4</b>
<b>11</b>	Good Filing System 2	<b>4</b>
<b>12</b>	Classification and Arrangement of Files 1	<b>4</b>
<b>13</b>	Classification and Arrangement of Files 2	<b>4</b>
<b>14</b>	Classification and Arrangement of Files 3	<b>4</b>



15	Classification and Arrangement of Files 4	4
16	Advertisement	4
17	Notice writing	4
18	Methods	4
19	Filing Equipment 1	4
20	Filing Equipment 2	4
21	Filing Equipment 3	4
22	Filing Equipment 4	4
23	Filing Equipment 5	4
24	Indexing 1	4
25	Indexing 2	4
26	Filing Routine 1	4
27	Filing Routine 2	4
28	Business Law and Ethics	4
29	Organisation of the Meetings 1	4
30	Organisation of the Meetings 2	4

**Paper VIII: - Practical Based on Paper V (30 P)**

1	Introduction to Computer 1	4
2	Introduction to Computer 2	4
3	Basics and Windows	4
4	Basics and Windows	4
5	Microsoft Word 1	4
6	Microsoft Word 2	4
7	Microsoft Word 3	4
8	Microsoft Word 4	4
9	Microsoft Word 5	4
10	Microsoft Word 6	4
11	Microsoft Word 7	4

12	Microsoft Excel 1	4
13	Microsoft Excel 2	4
14	Microsoft Excel 3	4
15	Microsoft Excel 4	4
16	Microsoft Excel 5	4
17	Microsoft Excel 6	4
18	Microsoft Excel 7	4
19	Microsoft Excel 8	4
20	Power Point Presentation 1	4
21	Power Point Presentation 2	4
22	Power Point Presentation 3	4
23	Power Point Presentation 4	4
24	Power Point Presentation 5	4
25	Power Point Presentation 6	4
26	Power Point Presentation 7	4
27	Power Point Presentation 8	4
28	Internet surfing 1	4
29	Internet surfing 2	4
30	Internet surfing 3	4

### Semester: - Second (30 Credits)

#### Paper: - I: - Core Subject: - Business and Office Administration-II (36 L)

##### Course Outcomes:

1. Discuss the role of management in the workplace.
2. Discuss the levels and functions of management.
3. Identify and describe challenges that affect administrative managers.
4. Discuss the major areas of management: human resources, leadership and communications, administrative services, and workplace systems and technology.
5. Discuss emerging elements impacting administrative management practices.
6. Define a computer system and discuss the use of networks within the system.

1	<b>Business or organization</b> : Basics of business Policy, objectives, significance, role, Vision, Mission of an Organization, Office Accommodation, Preparing the Layout, Open and Private Offices, New Trends in Office Layout.	10
2	<b>Office Systems and automation:</b> Introduction to office system and automation, benefits of office automation, limitations of office automation, Duplicating machine, photocopying machine, FAX (Facsimile), Dictaphone, desktop publishing, time recording machine, document shredder, telecom equipments. Flow of Work, Procedures, SOPs, Reception and Hospitality.	10
3	<b>Record keeping:</b> Introduction, meaning, purpose of record keeping, features of effective record keeping, type of files, procedure of classification, methods of filing.	05
4	<b>Travel Arrangements:</b> Introduction, Objectives, Significance, Procedure.	05
5	<b>Facilities Management:</b> General Insurance, Tax Returns, Calculations of Electricity Bills, Corporation Taxes, Utility Bills calculations, control and payments etc. Office Stationery and Supplies, Procurement, Keeping the cost down, storage, Re order quantity, issue of stationery and supplies, control.	08

**References:-**

1. Modern Office Management – By Mills, Geoffrey
2. Office Management – By Dr. R.K. Chopra , Piranha Gauri
3. Office Management – By R.S.N. Pillai
4. Office Management – By K.L.Maheshwari , R.K . Maheshwari
5. Modern Office Management : Principles and Techniques – By J.N.Jian , P.P.Singh

**Paper: - II: - Management-II**

**Course Outcomes:**

1. To help the students gain understanding of the functions and responsibilities of managers.
2. To provide them tools and techniques to be used in the performance of the managerial job in various fields of management.

1	Sales, Marketing and Customer Services Management- Introduction, Meaning, Definition, Nature, Scope, Characteristics, Advantages, Applications.	06
2	Human Resource Management and Labour Relations, Recruitment and Orientation: Introduction, Meaning, Definition, Nature, Scope, Characteristics, Advantages, Applications.	08

3	Procurement and Inventory Management: Introduction, Meaning, Significance, Need, Objectives, Advantages, Disadvantages, Uses, Applications	05
4	Economics- Meaning, Nature, Scope and Importance of Business Economics, Concept of Micro and Macro Economics, Tools for Economic Analysis- Functional Relationship, Schedules, Graphs and Equations, Basic Concepts: Household, Consumer, Firm, Plant and Industry, Goals of Firms- Economic and Non Economic.	08
5	Event Management- Introduction, Meaning, Definition, Nature, Scope, Characteristics, Advantages, Types of Events.	05

**References:-**

Ao T V, Pereira D F, Recent Experiences in Human Resources Development.Pareek Udai, Rao, Designing and Managing Human Resource Systems.Spencer Lyte M, Calculating Human Resource Costs and Benefits.Cascio Wayne F, Costing Human Resources: The Financial Impact of Behaviour. Marketing Management Philip Kotler Pearson Publication Marketing Management Rajan Saxena McGraw Hill Education Microeconomics B. Douglas Bernheim and Michael D. Whinston Tata McGraw Hill New York Special Events: Twenty-First Century Global Event ... Joe Goldblatt Production Management, S. Chand, Martand T. Telsang

**Paper: - III: SECRETARIAL PRACTICE – II**

**Course Outcomes:**

1. Students are familiarizing with the activities in a modern office.
- 2.Students are familiarize smooth functioning of any organization the facilities provided to the
- 3.staff working in the office, the working environment, tools and equipments used in office.

1	<b>Business Law and Ethics:</b> Introduction, Types Of Business Laws, Meaning Of Ethics, Significance, Role, Relevance, Advantages.	10
2	<b>Organization Of The Meetings:</b> Meaning, Importance, Types Of Meetings, Meeting Room Booking, Time Sheet Maintenance.	10
3	<b>Records Management:</b> Importance, Good Filing System, Classification And Arrangement Of Files, Filing Equipment, Methods, Indexing, Filing Routine, Manual, Records Retention, Evaluation, Records Making, Discarding.	10
4	<b>Business Communication:</b> Introduction, Need, Scope, Types, Spoken English, Letter, Minutes, Reports, Advertisement, Notice Writing.	06

**References:**

Chhabra, T.N., Modern Business Organization, New Delhi, DhanpatRai& Sons.

Duggal, Balraj, Office Management and Commercial Correspondence, KitabMahal, New Delhi.  
P.K. Ghosh, "Office Management", Sultan Chand & Sons. New Delhi  
R.K. Chopra, Office Management, Himalaya Publishing House

**Paper IV: - ACCOUNTING, AUDITING AND FINANCIAL MANAGEMENT- II**

**Course Outcomes:**

1. To lay down a theoretical foundation for the recording of financial transactions concerning specialized area related to non-corporate entities and for preparing the related accounts or statements.
2. To lay a foundation for the preparations of financial statements from incomplete record.
3. To lay a foundation for understanding the Accounting procedure for Material cost and price methods

1	Advance Booking Keeping: Procedure Of Booking Keeping The Transactions, Procurement Of Record.	08
2	Trial Balance, Profit And Loss Account, Balance Sheet: Procedure And Preparation Of Trial Balance, Profit And Loss Account, Balance Sheet With Practical Examples.	10
3	Introduction to Computerized Accounting Packages- Tally, ERP, SAP	03
4	Cost And Management Accounting- Meaning Of Cost And Management Accounting, Calculation And Ascertainment Of Cost, Elements Of Cost, Cost Sheet. Management Accounting- Meaning, Importance, Role, Decision Making, Practical Approach.	10
5	Introduction To Auditing- Introduction, Definition, Types, Vouching, Checking, Errors, Detection Of Frauds, Auditor Role And Responsibilities.	05

**References:**

J.R. Monga, Basic Financial Accounting, Mayur Paper backs, Darya Gang, New Delhi  
S.N. Maheshwari, Financial Accounting, Vikas Publication, New Delhi  
P.C. Tulsian, Financial Accounting, Tata McGraw Hill, New Delhi  
Ashok Sehgal and Deepak Sehgal, Fundamentals of Financial Accounting, Taxmann, New Delhi  
R. NarayanaSwarmy, "Financial Accounting" PHI Pvt., New Delhi  
Ashok Sehgal and Deepak Sehgal, Fundamentals of Financial Accounting, Taxmann, New Delhi

**Paper V: - Computer-II**

**Course outcomes:**

1. Apply Information Technology in business
2. Understand the advanced concepts in computer basics related to hardware and software.
3. Acquire practical knowledge about MS Word, MS Excel, MS Power point and application.

1	<b>Advanced MS Office:</b> Introduction, Use of MS Office in Modern Businesses, Microsoft Word: Advanced Learning Of Word, Page Formatting, Macros, Lists, References And Citations, Track Changes. Microsoft Excel: Advanced Excel, Formulas, Lookup, Macros, Worksheets, Graphs, Analysis. Power Point	16
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	Presentation: Slide Video, Animation etc.	
2	<b>Cyber Security</b> - Meaning, role, significance, use of cyber security. Internet surfing, Email, Messaging, Down Loading, Up Loading, File Management.	10
3	<b>Use of Hardware and Online Communication:</b> Projector, Printer, Xerox, Scanning. Conference Calls, Zoom meetings, WhatsApp, Telegram Group Creation, Google Forms, Analysis.	10

**References:**

1. Microsoft Word 2010 Step by Step (Microsoft) by Curtis Frye.
2. Excel 2010 for Dummies, Greg Harvey.
3. Teach Yourself VISUALLY Excel 2010, Paul McFedries.
4. PowerPoint 2010 All-in-One for Dummies, Peter Weverka.
5. Microsoft Office PowerPoint 2010 Step by Step (Microsoft) by Joyce Cox and Joan

**Paper VI: - Practical Based on Paper I and II (30 P)**

1	Photocopying machine, FAX (Facsimile) 1	4
2	Photocopying machine, FAX (Facsimile) 2	4
3	Photocopying machine, FAX (Facsimile) 3	4
4	Dictaphone, desktop publishing 1	4
5	Dictaphone, desktop publishing 2	4
6	time recording machine	4
7	Human Resource Management 1	4
8	Human Resource Management 2	4
9	Human Resource Management 3	4
10	document shredder, telecom equipments 1	4
11	document shredder, telecom equipments 2	4
12	Staff Relations 1	4
13	Staff Relations 2	4
14	Staff Relations 3	4
15	Staff Relations 4	4
16	Staff Relations 5	4
17	Recruitment and Orientation 1	4

18	Recruitment and Orientation 2	4
19	Recruitment and Orientation 3	4
20	Recruitment and Orientation 4	4
21	Office Stationery and Supplies 1	4
22	Office Stationery and Supplies 2	4
23	Office Stationery and Supplies 3	4
24	issue of stationery and supplies, control 1	4
25	issue of stationery and supplies, control 2	4
26	issue of stationery and supplies, control 3	4
27	issue of stationery and supplies, control 4	4
28	Office Accommodation, Preparing the Layout,	4
29	Open and Private Offices, New Trends in Office Layout 1	4
30	Open and Private Offices, New Trends in Office Layout 2	4

**Paper VII: - Practical Based on Paper III (30 P)**

1	Business Law and Ethics 1	4
2	Business Law and Ethics 2	4
3	Business Law and Ethics 3	4
4	Business Law and Ethics 4	4
5	Organisation of the Meetings 1	4
6	Organisation of the Meetings 2	4
7	Organisation of the Meetings 3	4
8	Organisation of the Meetings 4	4
9	Organisation of the Meetings 5	4
10	Records Management 1	4
11	Records Management 2	4

12	Records Management 3	4
13	Records Management 4	4
14	Records Management 5	4
15	Classification and Arrangement of Files 1	4
16	Classification and Arrangement of Files 2	4
17	Classification and Arrangement of Files 3	4
18	Classification and Arrangement of Files 4	4
19	Classification and Arrangement of Files 5	4
20	Classification and Arrangement of Files 6	4
21	Communication, Spoken English,	4
22	Filing Equipment 1	4
23	Filing Equipment 2	4
24	Filing Routine 1	4
25	Filing Routine 2	4
26	Letter writing	4
27	Minutes	4
28	Reports	4
29	Advertisement	4
30	Notice writing	4

**Paper VIII: - Practical Based on Paper V (30 P)**

1	Cyber Security 1	4
2	Cyber Security 2	4
3	Cyber Security 3	4
4	Internet surfing 1	4
5	Internet surfing 2	4
6	Internet surfing 3	4
7	Internet surfing 4	4
8	Internet surfing 5	4
9	Email, Messaging 1	4
10	Email, Messaging 2	4



<b>11</b>	Email, Messaging 3	<b>4</b>
<b>12</b>	Email, Messaging 4	<b>4</b>
<b>13</b>	Email, Messaging 5	<b>4</b>
<b>14</b>	Email, Messaging 6	<b>4</b>
<b>15</b>	Down Loading, Up Loading 1	<b>4</b>
<b>16</b>	Down Loading, Up Loading 2	<b>4</b>
<b>17</b>	Down Loading, Up Loading 3	<b>4</b>
<b>18</b>	Down Loading, Up Loading 4	<b>4</b>
<b>19</b>	Down Loading, Up Loading 5	<b>4</b>
<b>20</b>	Down Loading, Up Loading 6	<b>4</b>
<b>21</b>	Projector, Printer, Xerox, Scanning 1	<b>4</b>
<b>22</b>	Projector, Printer, Xerox, Scanning 2	<b>4</b>
<b>23</b>	Projector, Printer, Xerox, Scanning 3	<b>4</b>
<b>24</b>	Projector, Printer, Xerox, Scanning 4	<b>4</b>
<b>25</b>	Projector, Printer, Xerox, Scanning 5	<b>4</b>
<b>26</b>	Projector, Printer, Xerox, Scanning 6	<b>4</b>
<b>27</b>	Calls, Zoom meetings 1	<b>4</b>
<b>28</b>	Calls, Zoom meetings 2	<b>4</b>
<b>29</b>	Calls, Zoom meetings	<b>4</b>
<b>30</b>	Calls, Zoom meetings	<b>4</b>