

1.1 ENGLISH AND COMMUNICATION SKILLS - I

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3 - 2

RATIONALE

Language is the most commonly used and effective medium of self-expression in all spheres of human life – personal, social and professional. A student must have a fair knowledge of English language and be able to pursue the present course of study and handle the future jobs in industry. The objective of this course is to assist the diploma holders to acquire proficiency, both in spoken (oral) and written language. At the end of the course, the student will be able to develop comprehension, improve vocabulary, develop grammatical ability, enhance writing skills, correspond with others and enhance skills in spoken English.

DETAILED CONTENTS

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| 1. | Eight parts of speech comprising of Noun, Pronoun, Verb, Adjective, Adverb, Preposition, Conjunction, Interjection. | (8 hrs) |
| 2. | (a) Tense (Present, Past & Future)
(b) Finites & non- finites.
(c) Gerunds. | (6 hrs) |
| 3. | Voice – Active & Passive | (4 hrs) |
| 4. | Punctuation | (6 hrs) |
| 5. | Articles | (6 hrs) |
| 6. | Translation & Retranslation (Simple sentences) | (12hrs) |
| 7. | About 300 commonly used terms in office management. | (6 hrs) |

LIST OF PRACTICALS

1. Self introduction by students.
2. Oral and written Communication in various tenses.
3. Oral translation & re-translation of simple sentences
4. Identifying various parts of speech.
5. Paper reading (aloud) of a paragraph from any book of prose.

RECOMMENDED BOOKS

1. Essentials of Business Communication by Pal and Rorualling; Sultan Chand and Sons
2. The Essence of Effective Communication, Ludlow and Panthon; Prentice Hall of India
3. New Design English Grammar, Reading and Writing Skills by AL Kohli (Course A and course B), Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh,
4. New Design English Reading and Advanced Writing Skills for Class XI and XII by MK Kohli and AL Kohli; Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh,
5. A Practical English Grammar by Thomson and Marlinet
6. Spoken English by V Sasikumar and PV Dhamija; Tata McGraw Hill
7. English Conversation Practice by Grount Taylor; Tata McGraw Hill
8. Developing Communication Skills by Krishna Mohan and Meera Banerji; MacMillan India Ltd., Delhi
9. Business Correspondence and Report Writing by RC Sharma and Krishna Mohan; Tata McGraw Hill Publishing Company Ltd. New Delhi
10. Communication Skills by Ms R Datta Roy and KK Dhir; Vishal Publication, Jalandhar

1.2 BASICS OF INFORMATION TECHNOLOGY

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- - 4

RATIONALE

Information technology has great influence on all aspects of life. Almost all work places and living environment are being computerized. In order to prepare diploma holders to work in these environments, it is essential that they are exposed to various aspects of information technology such as understanding the concept of information technology and its scope; operating a computer; use of various tools of MS office; using internet etc. form the broad competency profile of diploma holders. This exposure will enable the students to enter their professions with confidence, live in a harmonious way and contribute to the productivity.

Note:

1. *Teaching of theory should be dovetailed with practical work*
2. *The following topics may be taught in the laboratory along with the practical exercises.*

DETAILED CONTENTS

1. Information Technology – its concept and scope
2. Computers for information storage, information seeking, information processing and information transmission
3. Elements of computer system, computer hardware and software; data – numeric data, alpha numeric data; contents of a program, processing
4. Computer organization, block diagram of a computer, CPU, memory
5. Input devices; keyboard, mouse etc; output devices; VDU and Printer, Scanner, Plotter
6. Electrical requirements, inter-connections between units, connectors and cables
7. Secondary storage; magnetic disks – tracks and sectors, optical disk (CD and DVD Memory), primary and secondary memory: RAM, ROM, PROM etc., Capacity; device controllers, serial port, parallel port, system bus
8. Exercises on file opening and closing; memory management; device management and input – output (I/O) management with respect of windows

9. Installation concept and precautions to be observed while installing the system and software
10. Introduction about Operating Systems such as MS-DOS and Windows
11. Special features, various commands of MS word and MS-Excel
12. About the internet – server types, connectivity (TCP/IP, shell); applications of internet like: e-mail and browsing
13. Various Browsers like WWW (World wide web); hyperlinks; HTTP (Hyper Text Transfer Protocol); FTP (File Transfer Protocol)
14. Basics of Networking – LAN,WAN, Topologies

LIST OF PRACTICALS

1. Given a PC, name its various components and list their functions
2. Identification of various parts of a computer and peripherals
3. Practice in installing a computer system by giving connection and loading the system software and application software
4. Installation of DOS and simple exercises on TYPE, REN, DEL, CD, MD, COPY, TREE, BACKUP commands
5. Exercises on entering text and data (Typing Practice)
6. Installation of Windows 98 or 2000 etc.
 - (1) Features of Windows as an operating system
 - Start
 - Shutdown and restore
 - Creating and operating on the icons
 - Opening closing and sizing the windows
 - Using elementary job commands like – creating, saving, modifying, renaming, finding and deleting a file
 - Creating and operating on a folder
 - Changing setting like, date, time color (back ground and fore ground)
 - Using short cuts
 - Using on line help
7. MS-WORD
 - File Management:
Opening, creating and saving a document, locating files, copying contents in some different file(s), protecting files, Giving password protection for a file
 - Page Set up:
Setting margins, tab setting, ruler, indenting
 - Editing a document:
Entering text, Cut, copy, paste using tool- bars

- Formatting a document:
Using different fonts, changing font size and colour, changing the appearance through bold/ italic/ underlined, highlighting a text, changing case, using subscript and superscript, using different underline methods
- Aligning of text in a document, justification of document ,Inserting bullets and numbering
- Formatting paragraph, inserting page breaks and column breaks
- Use of headers, footers: Inserting footnote, end note, use of comments
- Inserting date, time, special symbols, importing graphic images, drawing tools
- Tables and Borders:
Creating a table, formatting cells, use of different border styles, shading in tables, merging of cells, partition of cells, inserting and deleting a row in a table
- Print preview, zoom, page set up, printing options
- Using Find, Replace options
- Using Tools like:
Spell checker, help, use of macros, mail merge, thesaurus word content and statistics, printing envelopes and labels
- Using shapes and drawing toolbar,
- Working with more than one window in MS Word,
- How to change the version of the document from one window OS to another
- Conversion between different text editors, software and MS word

8. MS-EXCEL

- Starting excel, open worksheet, enter, edit, data, formulas to calculate values, format data, create chart, printing chart, save worksheet, switching from another spread sheet
- Menu commands:
create, format charts, organise, manage data, solving problem by analyzing data, exchange with other applications. Programming with MS-Excel, getting information while working
- Work books:
Managing workbooks (create, open, close, save), working in work books, selecting the cells, choosing commands, data entry techniques, formula creation and links, controlling calculations, working with arrays
- Editing a worksheet, copying, moving cells, pasting, inserting, deletion cells, rows, columns, find and replace text, numbers of cells, formatting worksheet

- Creating a chart:
Working with chart types, changing data in chart, formatting a chart, use chart to analyze data
- Using a list to organize data, sorting and filtering data in list
- Retrieve data with MS – query: Create a pivot table, customising a pivot table. Statistical analysis of data
- Customised MS-Excel:
How to change view of worksheet, outlining a worksheet, customise workspace, using templates to create default workbooks, protecting work book
- Exchange data with other application: linking and embedding, embedding objects, linking to other applications, import, export document.

9. Internet and its Applications

- a) Log-in to internet
- b) Navigation for information seeking on internet
- c) Browsing and down loading of information from internet
- d) Sending and receiving e-mail
 - Creating a message
 - Creating an address book
 - Attaching a file with e-mail message
 - Receiving a message
 - Deleting a message

RECOMMENDED BOOKS

1. Fundamentals of Computer by V Rajaraman; Prentice Hall of India Pvt. Ltd., New Delhi
2. Computers Today by SK Basandara, Galgotia publication Pvt ltd. Daryaganj, New Delhi
3. MS-Office 2000 for Everyone by Sanjay Saxena; Vikas Publishing House Pvt. Ltd., New Delhi
4. Internet for Every One by Alexis Leon and Mathews Leon; Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi
5. A First Course in Computer by Sanjay Saxena; Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi
6. Mastering Windows 95, BPB Publication, New Delhi
7. Computer Fundamentals by PK Sinha; BPB Publication, New Delhi
8. Fundamentals of Information Technology by Leon and Leon; Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi

1.3 TYPING (ENGLISH)

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RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of manual and electronic typewriters and computer systems, which have similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing, data processing & Computer application in Modern Office, the necessary skills to operate key-board shall be developed in the students of this diploma programme. Speed and accuracy must be sole aim of the student in this subject.

DETAILED CONTENTS

Note An Introduction and demonstration of following may be given to the students before starting practicals:

1. Importance of typewriting and scope of job opportunities
2. Makes, categories and sizes of typewriters
3. Sitting posture
4. Insertion and removal of paper
5. Fixing and releasing margin stops
6. Carriage operation
7. Touch Vs sight typing and rhythm in typing
8. Knowledge of essential parts of typewriter
9. Carbon copy
10. Stencil cutting.

LIST OF PRACTICALS

1. Operation of the Key Board and location of various parts on the typewriter
2. Insertion of paper, margin fixing

3. Carriage return
4. Line space adjustment
5. Operation of Bichrome switch
6. Operation of home keys on the typewriter with repetitive practice/exercises
7. Operation of top row keys on the typewriter with repetitive exercises.
8. Operation of bottom row keys on the typewriter with repetitive exercises
9. Operation of numeric keys on the typewriter with repetitive exercises.
10. Operation of special signs and additional keys on the typewriter with repetitive exercises.
11. Operation of shift keys
12. Speed practice from various drills given in the book starting from sentences to paragraphs etc.
13. Punctuation marks, spacing after punctuation, syllabification

Attainment

At the end of the semester the student should be able to operate the typewriter correctly.

Speed: 15 w.p.m.

Note: The teacher must consistently take care that the correct habit of typing with touch system be inculcated amongst the students so that the necessary skill of speed and accuracy may be developed.

RECOMMENDED BOOKS

A. For Practicals

1. Typewriting Made Easy for beginners (Book-I) by OP Kuthiala : Pitman Publications
2. Typewriting Speed and Accuracy (Book-II) by OP Kuthiala: Pitman Publications
3. Commercial Typewriting by Welmslay

B. For Theory

1. A Hand Book or Type Writing – Government of India Publications
2. English Typewriting Instructor by Dr GD Bist: Published by Short hand House
3. Typewriting Theory and Practice by R C Bhatia; Sterling Publishers Pvt Ltd.

1.4 BUSINESS ORGANIZATIONS

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RATIONALE

Since the diploma holders in office management and computer applications have to work in different types of organizations, the study of the subject is very important for the students of this diploma in understanding the various types of business organizations. The course includes nature, scope and forms of business organizations. This will enable the student get familiar with the environment of an organization and working of different forms of organizations.

DETAIL CONTENTS

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|----|---|----------|
| 1. | Introduction | (20 hrs) |
| | 1.1 Meaning and scope of business | |
| | 1.2 Business and Profession | |
| | 1.3 Qualities of good businessman | |
| | 1.4 Business ethics | |
| 2. | Forms of Business Organization | (50 hrs) |
| | 2.1 Sole Proprietorship: Meaning, features, merits and demerits | |
| | 2.2 Partnership: Meaning, partnership-deed, types of partnerships, merits and demerits | |
| | 2.3 Company: Meaning, features types of companies, difference between private and public company, Merits and demerits | |
| | 2.4 Cooperative Societies: Meaning, types of societies - their functioning, advantages and disadvantages | |
| 3. | Introduction to Sources of Finance | (26 hrs) |
| | Owned and borrowed capital, financial institutions (state industrial development corporation, commercial and state cooperative banks etc) | |

Assignments

1. Collect reports from Newspapers and Magazines regarding various types of business organizations.
2. Chart showing different types of companies.

RECOMMENDED BOOKS

1. Fundamentals of Business Organization and Management by Bhushan, Y.K; Sultan Chand and Sons, New Delhi
2. Business Organization and Management by Gupta, C.B; Sultan Chand and Sons, New Delhi
3. Business Organization Principles and Practices by Katyal, J.C. and Sharma R.K
4. Business Organization and Management by M.C. Shukla

1.5 BOOK-KEEPING AND ACCOUNTANCY - I

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RATIONALE

Diploma holders working in offices as Office Assistants or Private Secretaries has to deal with financial and banking transactions of the institute/industry/company/ organization. This subject will provide sufficient knowledge and skill to the students related to accounting procedure.

DETAILED CONTENTS

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

1. Introduction (25 hrs)
 - Definition of Book-Keeping and Accountancy. Need / Importance of Book Keeping and Accountancy. Double entry system of Book Keeping
 - Accounting Equations
 - Types of Accounts Rules for debit and credit
 - Accounting Terms:
 - a. Capital
 - b. Liability
 - c. Asset
 - d. Revenue
 - e. Expense
 - f. Purchase
 - g. Sales
 - h. Stock
 - i. Debtors
 - j. Creditor
2. Journal including compound entries and special Transactions (30 hrs)
3. Ledger (18 hrs)
4. Cash Book: Single Column, Double Column and Three Column Cash Book (Including Petty Cash Book) (24 hrs)
4. Subsidiary Book – Purchase Book, Sales Book Purchase Return Book, Sales Return Book (12 hrs)
6. Trial Balance (10 hrs)

7. Final Accounts: (25 hrs)

Meaning and Importance of Trading account Profit and Loss account and Balance Sheet (without Adjustments) and then Preparation

ASSIGNMENTS (Tutorial exercises on following should be taken-up):

1. Journal and Subsidiary Book
2. Ledger and Trial Balance
3. Cash Book, Petty Cash Book
4. Final Account.

RECOMMENDED BOOKS

1. Introduction to Accountancy by Grewal, T.S; Sultan Chand & Sons, New Delhi.
2. Advanced Accounts (Complete) by Shukla, M.C.; Sultan Chand & Sons, New Delhi.
3. Elements of Book-keeping by Juneja, C.M. and Saksena, R.K.; Kalyani Publications.
4. Accountancy – Theory and Practice by Juneja, C.M. and Saksena, R.K; Kalyani Publications.
5. Accountancy by Jain, S.P. and Narang, K.L.; Kalyani Publications
6. Principles of Management Accounting by Man Mohan and Dr. Goyal; Sahitya Bhawan Publications.
7. Principles and Practice of Book-keeping by Patil, V.A. and Kortahalli, J.S: Sultan Chand and Sons, New Delhi.
8. Book-keeping and Accountancy by Gupta and Sharma; Dhanpat Rai and Sons.
9. Fundamentals of Accountancy for 10+1 by H.S. Punia and V.P. Sharma, Unistar Books Private Ltd., Chandigarh.

1.6 PRINCIPLES OF MANAGEMENT

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RATIONALE

The study and understanding of principles of management concepts and different functions of management is very essential for the students of this diploma. The subject includes elementary knowledge of concepts of management viz. planning, organizing, staffing, directing and controlling. The basic knowledge of various functions of management will enable the students to take effective steps for performing various office duties.

DETAILED CONTENTS

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|----|---|----------|
| 1. | Introduction | (10 hrs) |
| | 1.1 Meaning and Importance of management | |
| | 1.2 Role and objectives of management | |
| | 1.3 Principles and Functions of management | |
| 2. | Planning | (15 hrs) |
| | 2.1 Meaning and importance | |
| | 2.2 Planning process | |
| | 2.3 Meaning, importance and Objectives of Short term, Long term and strategic planning | |
| | 2.4 Meaning, importance and process of Decision Making | |
| 3. | Organizing | (20 hrs) |
| | 3.1 Meaning and importance | |
| | 3.2 Concepts of Formal, Informal, Functional, line and staff and Committee type organizations | |
| | 3.3 Concepts, Importance and difference between Delegation and Decentralization | |
| 4. | Staffing | (15 hrs) |
| | 4.1 Man Power planning - Meaning and importance | |
| | 4.2 Recruitment and Selection Process | |
| | 4.3 Concept Need and importance of staff training | |
| | 4.4 Introduction to 'on the job' 'off the job' and 'continuing training' | |
| 5. | Directing | (15 hrs) |
| | 5.1 Concept and Importance | |

- 5.2 Leadership- Concept, Importance, Types of Leaders, Qualities of good leader
 - 5.3 Motivation – Meaning, Types and Importance
 - 5.4 Communication – Concepts, Importance, process and types of Communication.
6. Controlling (14 hrs)
- 6.1 Meaning Importance and process of Control
 - 6.2 Monitoring and Evaluation – Concepts only
7. Time Management and Total Quality Management (7 hrs)
- 7.1 Time Management- Concepts, Importance and technique of time management
 - 7.2 Total Quality Management – Meaning and importance

ASSIGNMENTS

1. Preparation of Organization Charts for Commercial and industrial organizations
2. Visit to industrial Organization and preparation of report
3. Role of playing exercises on Motivation
4. Discuss Case studies
5. Discuss the leadership styles and determine an appropriate style for a given situation

NOTE:Teacher may invite experienced Managers from industries and other organizations to deliver extension lectures. The teacher should plan and prepare appropriate tutorial assignments for the students. Students may be encouraged to prepare and present the case studies.

RECOMMENDED BOOKS

1. Principles and practices of Management- Prasad L.M.; Sultan Chand & Sons, New Delhi.
2. Management – Theory and Practice by Gupta, C.B
3. Fundamentals of Business Organization and Management by Bhushan Y.K; Sultan Chand & Sons, New Delhi.
4. Principles of Management by R.K. Sharma
5. Business Organization and Management by M.C. Shukla.

6. Business Organization and Management by Gupta C.B.; Sultan Chand & Sons, New Delhi.
7. Principles of Business Organization and Management by Reddy, P.N. and Gulshan, S.S.; Sultan Chand and Sons, New Delhi.
8. A text book of Business Organization by Vinayakam, N., Radhaswami, M. and Vasudevan.
9. Business Organization Principles and Practices by Katyal, J.C by Gupta C.B; Sultan Chand & Sons, New Delhi.
10. Principles of Management – An Analysis of Managerial Functions by Koontz, O Donnel: McGraw Hill Book Company.
11. Principles of Management by Terry, G.R.; Donnel; Sultan Chand & Sons, New Delhi.
12. Principles of Management by R.K. Sharma.
13. Management- Text and Case Studies by Satyaraju Parthsarthy; published by Prentice Hall of India Ltd., New Delhi
14. Management by Robbins and Coulter published by Prentice Hall of India Ltd., New Delhi.
15. Basic Managerial Skills for All by McGrath; published by Prentice Hall of India Ltd., New Delhi
16. Entrepreneurship by Robbins and Coulter published by Prentice Hall of India Ltd., New Delhi
17. Engineering Management by Fraidon Mazda; Published by Addison – wlsdey, Longmen Delhi.