

### 3.1 ENGLISH AND COMMUNICATION SKILLS - I

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3 - 2

#### RATIONALE

It is important for Diploma holders in Office Management and Computer Application to acquire proficiency in oral and written communication skills. Hence, this subject is incorporated in the curriculum.

#### DETAILED CONTENTS

1. Reading Skills (10 hrs)
  - I. Basic purpose of reading
  - II. Right approach to reading
    - Deep reading
    - Slow reading
    - Rapid reading
    - Skimming and types of skimming
    - Tabling

Reading of unseen stories and passages. Make your own choice.

  - a) Homecoming – R.N. Tagore
  - b) Kabuliwalla - R.N. Tagore
  - c) The Conqueror's Revenge – Stephen Hacock
  - d) The Best Investment I Ever Made – A.J. Cronin
  - e) God Lives in the Panch – Prem Chand
2. Oral Communication Skills (10 hrs)
  - a) Expressing a disagreement
  - b) Expressing your agreement
  - c) Expressing you regret for coming late
  - d) Thanking a subordinate for doing a job
  - e) Excusing oneself for an early exit
3. Writing Skills (16 hrs)
  - a) Condolence letter
  - b) A congratulatory letter
  - c) A letter for invitation to a marriage
  - d) Writing a letter for declining an invitation
  - e) Writing a letter describing a function
  - f) Note taking and not making exercise

4. Grammar and Usage (12 hrs)
- a) Revising items of grammar covered in first and second semesters
  - b) Forming objectives from nouns
  - c) Modals and auxiliaries
  - d) Correction of sentences (100)

### **LIST OF PRACTICALS**

1. Oral presentation of a report
2. Presentation on a given theme using PowerPoint
3. Reading aloud of Newspaper headlines and important articles with feedback from the peer group
4. Practical exercises based on oral communication skills mentioned in theory

### **INSTRUCTIONAL STRATEGY**

This subject is one of the most important subjects for diploma holders in Modern Office Practice. The teachers should lay special emphasis on developing, written and oral skills in the students. Teachers may encourage students to present seminars on given themes, on paper reading and recitation of poems etc. Students may also be encouraged to converse in English language during and after classes. Teachers need to make special effort in designing tutorials/assignments on various topics. Experts may also be invited to deliver lectures to additionally motivate students.

### **RECOMMENDED BOOKS**

1. English and Communication Skills, Book-III By Kuldeep Jaidka, Alwinder Dhillon and Parmod Kumar Singla, Prescribed by NITTTR, Chandigarh Published By Abhishek Publication, 57-59, Sector-17, Chandigarh
2. English Grammar and Usage by D.K. Sebas; Tata McGraw Hill Publishing Co. Ltd.
3. Essential of Business Communication by Pal and Korualli; Sultan Chand & Sons
4. Fifteen Poets - Oxford University Press
5. English Grammar and Composition by Rajinder Pal & Sen; Sultan Chand and Sons
6. Word Power made easy - Norman Lewis
7. Advances Learner's Dictionary
8. Speaking English Effectively by Krishna Mohan and N.P. Singh; Macmillan India Ltd.
9. A Course in Phonics and Spoken English by Sethi and Dhamija published by Prentice Hall of India Ltd., New Delhi

10. Complete Course in English by Dixson; published by Prentice Hall of India Ltd., New Delhi
11. Effective Business Communication by Kaul; published by Prentice Hall of India Ltd., New Delhi
12. The Essence of Effective Communication, Ludlow and Panthon; published by Prentice Hall of India Ltd., New Delhi
13. The Complete Idiot's Guide to Speaking in Public by Rozakis; published by Prentice Hall of India Ltd., New Delhi
14. Everyday Dialogues in English by Dixson; published by Prentice Hall of India Ltd., New Delhi

#### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Hrs)</b>	<b>Marks Allotted (%)</b>
1	10	20
2	10	20
3	16	36
4	12	24
<b>Total</b>	<b>48</b>	<b>100</b>

### 3.2 COMPUTER BASED ACCOUNTANCY - 1

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- - 6

#### RATIONALE

There is a lot of demand for computer-based accountancy at all levels of employment. The contents of this subject are designed to make the students aware and competent to use computer software for simple accountancy problems.

#### DETAILED CONTENTS

**Note :** The teachers will give relevant theoretical instructions along with practicals.

1. Introduction: - Some Exercises of spreadsheet using Excel,
2. Introduction of Tally (Latest Versions)
  - 2.1 Installation of Software
  - 2.2 Use of Tally
  - 2.3 Features of tally (7.2,9.0, ERP)
3. Invoicing on Computer
  - 3.1 Voucher entries creating statements like bills, point on sale, TDS, TCS
5. Posting and Ledger Accounts on computer
6. Preparation of subsidiary books on computer
  - 6.1 Cash book-simple cash book, double cash book and triple Cash book.
  - 6.2 Petty Cash Book
6. Preparation of trial balance on computer
7. Preparation of bank reconciliation statements on computer

#### INSTRUCTIONAL STRATEGY

The emphasis should be given on maximum practice to do accountancy exercises/problems, using latest softwares such as Tally, Ex and Easy etc.

#### RECOMMENDED BOOKS

1. Computer Based Accountancy by Chawla, Juneja and Garg : Kalyani Publishers, New Delhi.

**Note: The Board will set question paper for external evaluation**

### 3.3 BOOK-KEEPING AND ACCOUNTANCY - I

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#### RATIONALE

The students of this diploma will get thorough knowledge of accounting practices, which are used by every type of organization. This subject will help the students in understanding not only the accounting concepts and procedures, but also will help in assisting the finance department of an organization.

#### DETAILED CONTENTS

1.	Introduction	(20 hrs)
	1.1 Meaning, definition and features of accounting	
	1.2 Accounting principles and concepts	
	1.3 Significance/Need of accounting	
	1.4 Double entry system of bookkeeping	
	1.5 Meaning and types of accounts	
	1.6 Limitations of Accounting	
2.	Accounting terms	(10 hrs)
3.	Journal and subsidiary books	(30 hrs)
4.	Recording transactions in different types of cash books	(14 hrs)
5.	Ledger and posting	(25 hrs)
6.	Trial Balance	(15 hrs)
7.	Error and their Rectification- Preliminary Aspects	(15 hrs)
8.	Bank Reconciliation Statement	(15 hrs)

Assignments (Tutorial exercises on following should be taken up)

1. Journal and subsidiary books
2. Ledger and Trail Balance
3. Cash book and petty cash book
4. Error and their Rectification
5. Bank Reconciliation Statement
6. Students must practice on latest accounts software such as Tally, Ex and Easy etc.

## INSTRUCTIONAL STRATEGY

The lectures on various topics should be followed by solution of practical problems relating to concerned aspects of book-keeping and accountancy. The teacher should identify proper tutorial assignments and students may be given small quiz at the end to each topics. Visits to companies and organizations should be arranged for imparting practical knowledge of various accounts maintained by such concerns.

## 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.

## SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	20	15
2	10	05
3	30	15
4	14	14
5	25	15
6	15	12
7	15	12
8	15	12
<b>Total</b>	<b>144</b>	<b>100</b>

### 3.4 ORGANIZATIONAL BEHAVIOUR AND PERSONLITY DEVELOPMENT

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#### RATIONALE

Organizational growth and success are a direct result of utilization of individual's talent and mobilization of group efforts. Every individual is different in his or her own characteristics that are unique to the person. An individual needs to constantly improve his/her knowledge, skills and attitudes.

The Study and practice of personality development and human relation development approach will help an individual to understand himself/herself and develop all round personality to give optimum results in conjunction with his/her environment. Their commitment, motivation level and enthusiasm for excelling in work will thus be aroused and the students will develop sensitivity to their own strengths and weaknesses. They will experience and gain insight into the process of self development, team building and utilizing individual strengths through improved human relations. The course will also benefit the students through identification of their own behaviour and learn to modify, when necessary, for self and organizational growth.

#### DETAILED CONTENTS

1. Organizational Behaviour (10 hrs.)
  - 1.1 Meaning and features of organizational behaviour
  - 1.2 Objectives
  - 1.3 Challenges of organizational behaviour
2. Perceptions and Attitudes (12 hrs)
  - 2.1 Meaning, features and importance of perception
  - 2.2 Factors affecting perception
  - 2.3 Meaning and importance of attitudes
  - 2.4 Factors affecting attitude formation
3. Group Behaviour (12 hrs.)
  - 3.1 Meaning and importance of group
  - 3.2 Types of groups
  - 3.3 Reasons for joining groups
  - 3.4 Group Dynamics – Components

4. Organization Development (10 hrs.)
  - 4.1 Meaning, features and factor affecting organizational culture
  - 4.2 Meaning, techniques and importance of organizational development.
5. Human Resource Management (12 hrs.)
  - 5.1 Meaning and Importance of Human Resource Management
  - 5.2 Objectives and Functions of Human Resource Management
6. Stress Management (10 hrs.)
  - 6.1 Meaning and types of stress
  - 6.2. Causes of Stress
  - 6.3. Techniques for managing stress
- 7 Personality Development (10 hrs)
  - 7.1. Meaning and feature of personality
  - 7.2. Determinants of personality.
  - 7.3. Importance of personality development
  - 7.4. Techniques for personality development
8. Time Management (04 hrs)
  - 8.1. Meaning, importance of time management
  - 8.2. Techniques for managing time

### **ASSIGNMENTS**

1. Discuss case studies and role playing on different interpersonal issues.
2. Extension lecture may be arranged from industry/management experts on personality development and stress management.

### **INSTRUCTIONAL STRATEGY**

1. The student may be asked to perform practical in all the above areas and their proficiency may be evaluated by their teacher and external examiner
2. The students will be required to participate in group discussions and case studies
3. The students may be exposed to world of work during the course of their study by visiting Multinational Companies and Foreign Banks .
4. The students should be given knowledge and skills for dealing with manpower and how to motivate them

- The teacher should give demonstration and repetitive practical exercises for dealing employee based day-to-day problems in the industries

### **RECOMMENDED BOOKS**

- Management Concepts and Organizational Behaviour by Dr. NK Sahni, Kalyani Publications
- Organisational Behaviour by Singh and Chhabra, Dhanpat Rai Publishing Pvt. Ltd., New Delhi
- Organisational Behaviour by Stephen Roghins
- Organisational Behaviour by Kanika, Sultan Chand and Sons
- Personal Management and Human Resources by C.S. Venkta, Ratnamer B., Srinivasan, Tata Mc Graw Hill
- Human Relation and Organisation Behaviour by Dharam Vir Aggarwal, Deep and Deep Publication
- Principles and Practice of Management by Sgymal Banerjee; Oxford and IBH

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Hrs)</b>	<b>Marks Allotted (%)</b>
1.	10	12
2.	12	15
3.	12	15
4.	10	12
5.	12	12
6.	10	12
7.	10	12
8	04	10
<b>Total</b>	<b>80</b>	<b>100</b>

### 3.5 STENOGRAPHY (ENGLISH) – III

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**2 - 4**

#### **RATIONALE**

Five minutes and ten minutes speed tests (attainment is to acquire ability to take notes in neat accurate style at the rate of 60 W.P.M. and transcription of the same at the rate of 10 words per minute.

#### **DETAILED CONTENTS (LIST OF PRACTICALS)**

Note: The teacher will give brief introduction/theoretical details before engaging the students into practicals:

- |     |                                     |         |
|-----|-------------------------------------|---------|
| 1.  | The Aspirate                        | (2 hrs) |
| 2.  | Upward and downward ‘R’             | (2 hrs) |
| 3.  | Upward and downward ‘L’ and ‘Sh’    | (2 hrs) |
| 4.  | Compound Consonants                 | (2 hrs) |
| 5.  | Vowel Indication                    | (2 hrs) |
| 6.  | The Halving Principle (Section –I)  | (4 hrs) |
| 7.  | The Halving Principle (Section –II) | (4 hrs) |
| 8.  | The Doubling principle              | (6 hrs) |
| 9.  | Diaphonic or Two vowel signs        | (4 hrs) |
| 10. | Medial Semicircle                   | (4 hrs) |

#### **ASSIGNMENTS/PRACTICALS**

- 1) Dictation from Seen Passages upto Revisionary Exercise ‘C’ and Ex.No.-110 and then transcription on Typewriter or Computer, if typewriters are not available.
- 2) 5-10 minutes speed tests (attainment to develops ability to take dictation @ 60 words per minute to be transcribed @ 10 words per minute

#### **INSTRUCTIONAL STRATEGY**

The teacher should make sure that while forming the upward and downward forms of strokes, the position of the hand of the student moves in the right direction. While giving dictation in the class, the teacher should keep moving and should ensure the right movement of outlines. Each exercise should be read by each student fluently before taking dictation of the same exercise. Student must take dictation first in shorthand and later transcribe the same in long hand on typewriter/computer. Each exercise should be read by each students fluently before giving dictation of the same exercise.

### SUGGESTED DISTRIBUTION OF MARKS

<b>Topic No.</b>	<b>Time Allotted (Hrs)</b>	<b>Marks Allotted (%)</b>
1	02	08
2	02	08
3	02	08
4	02	09
5	02	06
6	04	14
7	04	14
8	06	15
9	04	09
10	04	09
<b>Total</b>	<b>32</b>	<b>100</b>

### 3.6 SECRETARIAL PRACTICES

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#### RATIONALE

The main aim of diploma holders is to perform secretarial duties for and on behalf of the boss. Therefore one must be well conversant with duties and responsibilities of various types of secretaries especially the personal secretary for conducting the meetings , for obtaining relevant sources of information and should have the preliminary knowledge regarding promotion, conformation and resignation of employees. He should be able to fill the TA/DA forms and Medical Bills of the Boss. He should know about the sanctity of maintaining confidential records and attending the visitors at the front office.

#### DETAILED CONTENTS

1. Secretarial Functioning (10 hrs)
  - 1.1 Introduction
  - 1.2 Meaning and definition of Secretary
  - 1.3 Types of secretary
  - 1.4 Qualification, duties and responsibilities of secretary
  
2. Personal Secretary (12 hrs)
  - 2.1 Introduction and meaning
  - 2.2 Significance and role
  - 2.3 Duties and responsibilities
  - 2.4 Qualification
  - 2.5 Qualities
  - 2.6 Scope of Secretarial work
  
- 3 Meeting (14 hrs)

Elementary knowledge of Procedure with regard to the content, format and their detail in respect to the conduct of meeting

  - 3.1 Importance , types and purposes of meetings
  - 3.2 Notice/Invitation
  - 3.3 Agenda
  - 3.4 Proxy
  - 3.5 Quorum
  - 3.6 Motion
  - 3.7 Resolution'
  - 3.8 Minutes
  - 3.9 Terms used in conduct of meeting like adjournment, amendments, point of order etc.

3.10 Responsibility of secretarial staff - prior, during and after the meeting to make necessary arrangement.

4 Sources of Information (12 hrs)

Working knowledge to make use of information from different sources such as:

- 4.1 Telephone Directories
- 4.2 Post Office Guide
- 4.3 Indian Railway/IRCTC Web-sites
- 4.4 Government Report
- 4.5 Encyclopedia
- 4.6 Travel information; air, road, sea on internet
- 4.7 Yellow Pages and directories of different trade organization
- 4.8 Internet: Search engines for information collection (such as google, ask me etc).

5 Administrative Functions (16 hrs)

Elementary knowledge of administrative terms such as:

- 5.1 TA/DA, leave, pensionary benefit, staff conveyance, medical allowance, GPF, CPF, GIS
- 5.2 Service matter pertaining to confirmation, seniority, promotion, confidential reports and resignation

### INSTRUCTIONAL STRATEGY

The teacher is expected to develop in the students the skill of procuring information, rail, air and sea. Reservation of the accommodation in the hotel and guesthouse, filling of various forms and bills etc. Also drafting of notice, agenda and minutes of various meetings should be given exhaustive practical coverage in tutorial assignments. The experts may be invited from relevant organizations to deliver extension lectures. The students should prepare reports of field visits and of expert lectures.

### RECOMMENDED BOOKS

- 1. Secretarial Practice by Prasanta K. Ghosh

### SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	10	16
2	12	18
3	14	22
4	12	18
5	16	26
<b>Total</b>	<b>64</b>	<b>100</b>

