

1. SALIENT FEATURES OF THE DIPLOMA PROGRAMME IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS

1. Name of the Programme : Diploma programme in Office Management and Computer Applications
2. Duration of the Programme : Three years
3. Entry Qualifications : Matriculation or as prescribed by State Board of Technical Education, Haryana
4. Intake : 30 (or as prescribed by the Board)
- 5) Pattern of the Programme : Semester Pattern
6. Ratio between theory and Practice : 37 : 63 (Approx.)

7) **Industrial Training:**

Six weeks of industrial training is included after IV semester during summer vacation. Internal assessment out of 50 marks and external assessment out of another 50 marks will be added in 5th semester. Total marks allotted to industrial training will be 100.

Distribution of Marks:

- Daily diary and reports of training - 50 Marks
- Viva Voce (External) - 50 Marks

8) **Ecology and Environment:**

As per Govt. of India directives, a subject on Environmental Education has been incorporated in the scheme.

9) **Entrepreneurship Development:**

A subject on Entrepreneurship Development and Management has been incorporated in the scheme.

10) **Student Centred Activities:**

A provision of 5-6 hrs per week has been made for organizing Student Centred Activities for overall personality development of students. Such activities will comprise of co-curricular activities like extension lectures, library studies, games, hobby clubs e.g. photography, painting, singing, seminars, declamation contests, educational field visits, N.C.C., NSS, Cultural Activities, Civil Defence/ Disaster Management activities etc.

2. EMPLOYMENT OPPORTUNITIES FOR DIPLOMA HOLDERS IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS

Following are the job opportunities available for the diploma holders in the Office Management and Computer Applications. Some of these positions are likely to be occupied by a diploma holder at the entry level and some after gaining work experience for a certain period of time:

a) Wage Employment

- Office Secretary /Personal Secretary
- Office Executive/Supervisor
- Documentation Executive / Supervisor/Office/Organizer/Liaison assistants in the following areas of employment
 - Public and Private Sector Enterprises, Boards and Corporations
 - Service sector establishments like Judicial Complexes, banks and other financial institutions, hotels, hospitals, Beauty and health services, insurance companies, transport systems, travel agents, Air lines, retail Sector, educational institutions etc.
 - Real Estate, Construction Office
 - Commercial establishments
 - Government departments, etc.
- Vocational teachers in ITIs, Polytechnics, Schools and Colleges.
- Call Centres, BPOs, KPOs, Medical Transcription and Data Entry establishments

b) Self Employment

In addition to above, these diploma holders can set up their own service centres or own enterprise

- Reprographic services, photostat, lamination, punching and binding, cyclostyling, laser printing, DTP, computerized accounting and other job works.
- Information Networking : PCOs : Phone, Fax, Courier, etc.
- Computer Centres, commercial institutes in typing and data entry.
- Services : Office design and layout, Accounting, Labour relations, Travel guides, etc.
- Sale and service of office machines, equipment and supply of office consumables.
- Call Centres, BPOs, Medical Transcription and Data Entry enterprises.

3. COMPETENCY PROFILE OF DIPLOMA HOLDERS IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS

Keeping in view the employment opportunities and job profile of diploma holders in Office Management and Computer Applications, following competency profile is arrived at:

1.	Development of knowledge and skills in oral and written communication for handling business and office related correspondence.
2.	Development of skills for operating/handling/ management of communication systems
3.	Development of secretarial skills by using modern office equipment
4.	Development of necessary expertise in handling clients and appreciation of value of better inter-personal relations for growth and development of the organization
5.	Development of knowledge and skills in handling modern automated equipment and gadgets like computers, fax, EAPBX, photocopying machines, DTP, franking machine and other machines/equipments which are used in modern offices
6.	Understanding the concepts and principles of management, office methods and practices, accounting procedures and business legislation to manage the office effectively and efficiently
7.	Development of competencies in information processing its storage, documentation and retrieval
8.	Development of multiple skills in handling office matters
9.	Development of a pleasing personality and better inter-personal relationship for growth and development of the organization
10.	Development of habit of learning by oneself and knowing new developments in one's field of interest and related areas/disciplines

11.	Understanding of human behaviour, group dynamics and value of team work
12.	Development of entrepreneurial attitudes
13.	Development of awareness about protection and improvement of environment
14.	<p>Development of values and attitudes such as:</p> <ul style="list-style-type: none"> - Dignity of labour - Punctuality - Planning and Execution of work systematically and neatly - Accuracy in work - Supporting spirit with colleagues - Dedication and commitment - Honesty - Flexibility and receptivity of mind etc - Physical fitness - Moral values and Nationalism

4. CURRICULUM AREAS BASED ON COMPETENCY PROFILE

1.	Development of knowledge and skills in oral and written communication for handling business and office related correspondence.	<ul style="list-style-type: none"> - Communication Skills - English and Communication Skills - Business Correspondence
2.	Development of skills for operating/handling/ management of communication systems	<ul style="list-style-type: none"> - Handling of Office Machinery and Equipment - Basics of Information Technology - Computer Applications
3.	Development of secretarial skills by using modern office equipment	<ul style="list-style-type: none"> - Shorthand (English) - Typing (English/Hindi/Punjabi) - Secretarial Practice
4.	Development of necessary expertise in handling clients and appreciation of value of better inter-personal relations for growth and development of the organization	<ul style="list-style-type: none"> - Organizational of behaviour and Personality Development - Project Oriented Professional Training - Office Management
5.	Development of knowledge and skills in handling modern automated equipment and gadgets like computers, fax, EAPBX, photocopying machines, DTP, franking machine and other machines/equipments which are used in modern offices	<ul style="list-style-type: none"> - Basics of Information Technology - Computer Applications
6.	Understanding the concepts and principles of management, office methods and practices, accounting procedures and business legislation to manage the office effectively and efficiently	<ul style="list-style-type: none"> - Principles of Management - Office Management - Book-keeping and Accountancy - Entrepreneurship and Small Business Development
7.	Development of competencies in information processing its storage, documentation and retrieval	<ul style="list-style-type: none"> - Computer based Accountancy - IT Tools and Application
8.	Development of multiple skills in handling office matters	<ul style="list-style-type: none"> - Organizational Behaviour and personality development - Project Oriented Professional Training - Multimedia Application - Web Designing

9.	Development of a pleasing personality and better inter-personal relationship for growth and development of the organization	<ul style="list-style-type: none"> - Organizational Behaviour and Personality Development - Project Oriented Professional Training
10.	Development of habit of learning by oneself and knowing new developments in one's field of interest and related areas/disciplines	<ul style="list-style-type: none"> - English and Communication Skills - Computer Applications
11.	Understanding of human behaviour, group dynamics and value of team work	<ul style="list-style-type: none"> - Organizational Behaviour and Personality Development - Professional Training/Project
12.	Development of entrepreneurial attitudes	<ul style="list-style-type: none"> - Entrepreneurship and Small Business Development
13.	Development of awareness about protection and improvement of environment	<ul style="list-style-type: none"> - Business Organization and Environment
14.	Development of values and attitudes such as: Dignity of labour Punctuality Planning and Execution of work systematically and neatly Accuracy in work Supporting spirit with colleagues Dedication and commitment Honesty Flexibility and receptivity of mind etc Physical fitness Moral values and Nationalism	<ul style="list-style-type: none"> - Personality Development - Principles of Management - Project Oriented Professional Training - Student Centred Activities

5. ABSTRACT OF THE CURRICULUM AREAS

a) General Sciences

1. Communication Skills
2. English and Communication Skills
3. Entrepreneurship Awareness Camp
4. Environmental Education
5. Personality Development Camp
6. Principles of Management
7. Business Organization and Environment
8. Entrepreneurship and Small Business Development

b) Applied Subjects

9. Data Processing (English)
10. Basics of Information Technology
11. Book-keeping and Accountancy
12. Business Correspondence
13. Office Management
14. IT Tools and Applications
15. Hindi Typing
16. Internet and Networking
17. Programming and Problem Solving Through Visual Basic
18. Stenography (English)
19. Web Design
20. Secretarial Practice
21. Principles of Management
22. Organizational Behaviour and Personality Development
23. Computer Based Accountancy
24. Multimedia Application
25. Business Organization and Environment
26. Business Laws
27. Project Oriented Professional Training

6. HORIZONTAL AND VERTICAL ORGANISATION OF THE SUBJECTS

Sr. No.	Subjects	Distribution in Hours in Various Semesters					
		I	II	III	IV	V	VI
1.	English and Communication Skills	5	5	5	5	5	-
2.	Business Correspondence	6	6	-	-	-	-
3.	Basics of Information Technology	4	-	-	-	-	-
4.	Data Processing (English)	8	-	-	-	-	-
5.	Office Management	5	5	-	-	-	-
6.	Stenography (English)	8	8	6	8	6	-
7.	IT Tools and Applications	-	6	-	-	-	-
8.	Principles of Management	-	6	-	-	-	-
9.	Computer Based Accountancy	-	-	6	5	-	-
10.	Book-keeping and Accountancy	-	-	9	9	-	-
11.	Organizational Behaviour and Personality Development	-	-	5	-	-	-
12.	Secretarial Practice	-	-	4	-	-	-
13.	Web Design	-	-	-	4	-	-
14.	Entrepreneurship and Small Business Development	-	-	-	4	-	-
15.	Multimedia Application	-	-	-	-	6	-
16.	Business Organizations and Environment	-	-	-	-	6	-
17.	Business Laws	-	-	-	-	5	-
18.	Elective	-	-	-	-	4	-
19.	Environmental Education	-	-	-	-	3	-
20.	Project Oriented Professional Training	-	-	-	-	-	40
	Student Centred Activities	4	4	5	5	5	-
	Total	40	40	40	40	40	40