



BACHELOR OF ARTS (B.A.)

(THREE YEAR DEGREE COURSE)

SUBJECT

**OFFICE MANAGEMENT &
SECRETARIAL PRACTICE**

B.A.

(OFFICE MANAGEMENT & SECRETARIAL PRACTICE)

COURSE STRUCTURE

FIRST YEAR

PAPER – 101: TYPE WRITING	20 MARKS
PAPER – 102: SHORT HAND	20 MARKS
PAPER – 103: PRACTICAL (BASED ON Paper 101 & 102)	60 MARKS

SECOND YEAR

PAPER – 201: OFFICE PRACTICE - I	20 MARKS
PAPER – 202: TYPEING & SHORT HAND – I	20 MARKS
PAPER – 203: PRACTICAL (BASED ON Paper 201 & 202)	60 MARKS

THIRD YEAR

PAPER – 301: OFFICE PRACTICE – II	20 MARKS
PAPER – 302: TYPEING & SHORT HAND – II	20 MARKS
PAPER – 303: PRACTICAL (BASED ON Paper 301 & 302)	60 MARKS

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FIRST YEAR DETAILED SYALLBUS

PAPER – 101

TYPE WRITING

Unit I

Type writing and its Maintenance

- i. Typewriter its use and importance, a standard typewriter.
- ii. Make and categories of typewriter.
- iii. Essential parts of typewriter and their use.
- iv. Care and upkeep of a typewriter.
- v. Ribbon changing and ribbon economy.

Unit II

Methods of Type writing

- i. Touch
- ii. Sight
- iii. Approach of typing
- iv. Horizontal
- v. Vertical

Unit III

Key Board Operation

- i. Need for proper type and size of tables and chairs for use.
- ii. Sitting Posture
- iii. Materials required

- iv. Insuction and removal of paper.
- v. Learning the second row (home row – guide keys and home keys)
- vi. Learning the third row (upper row)

Unit IV

Key Board Operations

- i. Learning the first row (bottom row).
- ii. Learning the fourth row (number row).
- iii. Special sign and symbols in the keyboard and their use.

Unit V

Display in Type writing

- i. Centering – Horizontal, vertical.
- ii. Types of headings.
- iii. Margin and line spacing.
- iv. Use of punctuation marks.
- v. Figures – Arabic & Roman.
- vi. Paragraphs – Types and Styles, Numbering, Pagination.
- vii. Styles of typing different types of letters.
- viii. Arrangements of tabular statements.
- ix. Syllabification.
- x. Foot – notes.

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FIRST YEAR DETAILED SYALLBUS

PAPER – 102

SHORT HAND

Unit I

Introduction

Origin of shorthand with particular emphasis on podium shorthand, definition and importance of stenography, qualities of a successful stenographer, writing techniques and materials.

Unit II

Consonants

Definitions, number, forms, classes, size, thinness, thickness, directions and joining strokes.

Unit III

Vowels, Diphthongs and Diaphones.

Vowels – definitions, number, sounds, signs, places, positions of outlines, interviewing vowels. Introduction of up words / down words strokes in stenography.

Diphthongs – definition, name, signs, placed, joined diphthongs and triphones.

Use of Vowels – Diphthongs and Diaphones in plural in stenography.

Unit IV

Grammalogues and Phraseography.

Grammalogues – definition of grammalogues and logogram, list of grammalogues, punctuation signs.

Phraseography – definition, of phrase, how a phrase is written, qualities of a good phraseogram, list of simple phrase.

Unit V

Circle, Loops & Hooks.

Circles – Size and direction, application in phraseography, attachment with straight and curved strokes, exception to use of circle.

Loops – size and direction.

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PAPER – 201

OFFICE PRACTICE – I

Unit I

Office meaning, functions, importance, concepts of an organization, centralization vs decentralization of office service, principle departments of a modern office, correspondence, typing and duplicating, filling, mailing, general office.

Filling – meaning and importance, essentials of a good filling system, centralized vs decentralized filling system, methods of filling, filling equipments.

Unit II

Office Applications and Machines : a study of various types of commonly used appliances and machines, duplicator, accounting mechanism, calculator, addressing machines, punch card machines, franking machine, weighing and folding machine, sealing machine, Dictaphone machine, cheque protector, cash register, coins sorter, time recorder and such other machines.

Unit III

Modern Office Machines : Photocopier, Computer, Word Processor, Scanner – their operation and use in the office set up. Introduction of computer, importance, history and types of computers, computers hardware and software, computer operation.

Word Processor – A concept of word procession, creating and editing documents, taking print out, do's and don'ts in details form application point of view.

Scanner – Introduction of scanner, its importance and use in office.

Unit IV

Mailing Department: meaning and importance of mailing, centralization of mailing handling of works, its advantages, mail room equipment, sorting tables and racks, letter openers, time and stumps, postal franking machine, addressing machines, mailing scales, post office guide, inward mail – receiving, shorting, opening, recording, marking, distributing.

Outward mailing – folding of letters, preparation of envelopes, sorting, sealing, weighting, stamping, entering the letter, sent book or peon book, dispatching, rail parcel service, air mail service, courier service.

Unit V

Office Correspondents – Essentials of a good letter, drafting of business, letter, enquiry, quotation, order, advice, making payment, trade reference complainants, circular letters, follow up letters, official letters and demo official letters.

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SECOND YEAR DETAILED SYALLBUS

PAPER – 202

TYPING AND SHORT HAND – I

Unit I

Carbon Main folding – Carbon papers and their kinds carrying out corrections on carbon copies. Use of eraser, erasing shield, white correcting fluid etc. squeezing and spreading, carbon economy.

Unit II

Stencil cutting and duplicating – techniques of stencil cutting, corrections of errors on stencil paper, use of correcting fluids, grafted methods and use of gum coated paper method, signature and lining on stencil paper with help of pen and backing sheets.

Duplicator – kinds of duplicators, taking out copies on duplicators, duplicating ink.

Unit III

Electric and electronic typewriters – importance and use of electric typewriters, advantages of electric typewriters.

Salient features of electronic typewriters.

Unit IV

Correspondence : Business Official

Unit V

Practicing the use of halving and doubling principles, prefixes, suffixes from text boxes.

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THIRD YEAR DETAILED SYALLBUS

PAPER – 301

OFFICE PRACTICE – II

Unit- I OFFICE STATIONERY

Type of papers and envelopes, control of consumption of papers, ink typewriting ribbons, carbon papers, pins clips, erasers etc. issue there of, stock and stock record.

Unit- II DUPLICATION METHODS

Photocopying

Unit- III MEETING

Notice, Agenda, Physical facilities, forum, Providing Secretarial Assistance.

Unit- IV USING INFORMATION

Working Knowledge of making of information from different sources.

Telephone Directory, Post Office Guide, Railway Time Table, Teleprinter,

Telex, facemilla

Unit- V

Making Travel arrangements: Preparing tour Programme Railway and Air Reservation, Booking Hotel accommodation, Filing of forum for Tour advance, preparing T.A. Bills.

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PAPER – 302

TYPING & SHORTHAND – II

Unit- I TYPING:

Manuscripts:

Proof Correction, Signs and their meaning, Process of typing manuscripts, corrections of drafts.

Tabulation:

Definition and Importance, part of tabulation, procedure for typing tabulation, Typing of book notes, Typing of Balance Sheet.

Unit- II Typing

Syllabification of Combination:

Rules for division of words at line ends, exceptions, formation of Special sign with combination of characters.

Unit- III Typing

Correspondence:

Typing with proper display.

Typing of business letters.

Typing of Official letters.

Unit- III Typing

UNIT IV SHORTHAND:

Advanced Phraseography, Phrasology related to business, banking, insurance and administration.

Special list of words.

UNIT V SHORTHAND:

Arrangement of Materials on typewriter. Desk to facilitate transcription.

Checking and Proof Reading transcription.