

MANGALORE UNIVERSITY

NEW EDUCATION POLICY 2020
(w.e.f. 2021-22)

B.A. DEGREE PROGRAMME
SECRETARIAL PRACTICE

MODEL PROGRAMME CURRICULUM STRUCTURE

MANGALORE UNIVERSITY
NEW EDUCATION POLICY 2020

SUBJECT: SECRETARIAL PRACTICE
(Syllabus for implementation w.e.f. 2021-22)
(for B.A. Degree Programme)

PREAMBLE:

Secretarial Practice being a highly job-oriented subject, needs regular revision of its syllabus in order to remain relevant in the fast-changing employment market. Presently, recruiters give paramount importance to Soft Skills like effective communication skills, positive attitude and spirit of team-work besides competent professional skills.

Keeping this broad frame-work in mind, the BOS in Secretarial Practice prepared a draft syllabus and placed it before the BOS for consideration.

The BOS after detailed discussion of all the pertinent issues at its special meeting held on October 21st 2021 approved the following syllabus specially drafted for the National Education Policy-2020 with clearly spelt out objectives.

A Summary Chart showing the Semester-wise distribution of Academic content, Scheme of examination and Teaching work-load is given.

PROGRAMME OUTCOMES:

At the end of the programme a student of Secretarial Practice is expected to acquire a fairly reasonable competence in the following areas:

- Secretarial skills and Soft-Skills for performing job-related tasks.
- Use English confidently for both spoken and written communication as well as be able to handle correspondence independently.
- Make presentation using audio-visual aids.
- Gain knowledge of basic Accountancy
- Knowledgeable in handling accounting package like Tally.ERP9 with GST.
- Develop an understanding of Stock Market and Personal Investment Planning, Computation of Personal Tax

- Able to operate the following Window-based Computer Applications- MS-Word, MS-Excel, Advanced Excel, MS PowerPoint, Video making in PPT, Adobe InDesign, Photoshop CC & Multi Media in general.
- Knowledge of Google Apps – working with Google Drive, Google Docs, creating Google forms, generating certificates etc.

PROGRAMME SPECIFIC OUTCOMES:

- Able to work harmoniously as a contributing member of a team to achieve organizational goals.
- Competent to present effectively using Audio- visual aids
- Students acquire adequate knowledge of computer applications
- They are able to work as an Accountant since they learn basics of Accountancy and Tally with GST
- Knowledge of Soft skills helps them to get priority in acquiring jobs
- Spoken English Skills makes the students to communicate confidently and work efficiently

OUR VISION: In Pursuit of Academic Excellence

OUR MISSION: Striving for Success.

MANGALORE UNIVERSITY

B.A. DEGREE PROGRAMME CURRICULUM STRUCTURE AND SCHEME OF EXAMINATIONS

SECRETARIAL PRACTICE

for implementation w.e.f. 2021–2022

I semester B.A Secretarial Practice Degree Programme

Group	Course Code	Course Title	Hrs. per week	Duration of Exams	Marks	Marks and credit		
			Theory/ Practical	Theory/ Practical	IA	Exam	Total	Credit
DSC 1	BASSPC 131 Theory	Executive Secretarial System	04	02	40	60	100	4
DSC-2	BASSPP 132 Practical	Computer Based and Spoken English Skills-I (Lab)	04	03	25	25	50	2
OE-1	BASSPEP 133	Secretarial Functions Theory	03	02	40	60	100	3
SEC-1	Skill Based	Application of Google Apps – Theory + Practical	01+02	02	30	20	50	2

II semester B.A Secretarial Practice Degree Programme

Group	Course Code	Course Title	Hrs. per week	Duration of Exams	Marks	Marks and credit		
			Theory/ Practical	Theory/ Practical	IA	Exam	Total	Credit
DSC-3	BASSPC 181 Theory	Soft Skills & Personality Development	04	02	40	60	100	4
DSC-4	BASSPP 182 Practical	Computer Based and Spoken English Skills-II (Lab)	04	03	25	25	50	2
OE-2	BASSPEP 183 Theory	Employability Skill Development	03	02	40	60	100	3

SUMMARY CHART

SEMESTER	COURSE	COURSE TITLE
FIRST SEMESTER	DSC-1 Theory	Executive Secretarial System
	DSC- 2 Practical	Computer Based and Spoken English Skills-I (Lab)
	Open Elective -1	Secretarial Functions
	SEC-1 Skill Based	Application of Google Apps
SECOND SEMESTER	DSC-3 Theory	Soft Skills and Personality Development
	DSC-4 Practical	Computer Based and Spoken English Skills-II (Lab)
	Open Elective -2	Employability Skill Development

THIRD SEMESTER	DSC-5 Theory	Organisation Management
	DSC-6 Practical	Computer Based & Spoken English Skills-III (Lab)
	Open Elective -3	Personality Development
	SEC-2 Skill Based	Adobe PageMaker 7.0
FORTH SEMESTER	DSC-7 Theory	Business Communication and Correspondence
	DSC-8 Practical	MS Excel and Keyboard Skill
	Open Elective-4	Career Management
FIFTH SEMESTER	DSC-9 Theory	Company Secretary and Meetings
	DSC-10 Practical	Adobe Photoshop CC and Advanced Excel
	SEC-3 Skill Based	PowerPoint to Video
SIXTH SEMESTER	DSC-11 Theory	Personal Investment, Tax Planning and Accounting
	DSC-12 Practical	Tally ERP 9 with GST
	SEC-4 Skill Based	Mathematical Aptitude and Reasoning Skills

MANGALORE UNIVERSITY
NEP 2020 Syllabus for B.A. Secretarial Practice
(for implementation w.e.f. 2021-22)
(for B.A. Degree Programme)

BASSPC 131

I B.A. – I SEMESTER

PAPER I: EXECUTIVE SECRETARIAL SYSTEM

Teaching Hours per week: 4 Hours

Credit: 04
Max. Marks: 100
(SEE-60 + I.A.-40)

UNIT I: SECRETARY

- 1.1 Meaning
- 1.2 Qualities and qualifications
- 1.3 Role of a Secretary
- 1.4 Types of Secretaries and Functions**
 - 1.4.1 Executive Secretary
 - 1.4.2 Private Secretary
 - 1.4.3 Secretary of an Association
 - 1.4.4 Secretary of a Co-operative Society
 - 1.4.5 Secretary of a Government Department
 - 1.4.6 Company Secretary

UNIT II: ATTITUDES AND ATTRIBUTES OF A SECRETARY

- 1.5 Attitudes**
 - 1.5.1 Team-spirit, Group dynamics, Cooperation
 - 1.5.2 Tolerance, Appreciation of diversity
 - 1.5.3 Safety conscious
 - 1.5.4 Environmental awareness
 - 1.5.5 Social Responsibility
- 1.6 Attributes**
 - 1.6.1 Regularity, Punctuality
 - 1.6.2 Positive work ethic
 - 1.6.3 Ethics, Integrity, Honesty, Confidentiality
 - 1.6.4 Willingness
 - 1.6.5 Deportment
 - 1.6.6 Self-esteem, Confidence. (Meaning, importance, technique)

UNIT III: RECORDS AND APPOINTMENT MANAGEMENT:

1.7 Records and Information Management

- 1.7.1 Meaning and Objectives
- 1.7.2 Filing: meaning and Essentials and classification of files
- 1.7.3 E-filing
- 1.7.4 Indexing – Objectives and advantages

1.8 Managing appointments

- 1.8.1 Making and cancelling appointments
- 1.8.2 Maintaining a diary
- 1.8.3 Rescheduling and reminders

UNIT IV: FRONT OFFICE MANAGEMENT AND TRAVEL

ARRANGEMENT:

- 1.9 Front Office Management and attributes of Front Office Personnel
- 1.10 **Travel Arrangements**
 - 1.10.1 Types of information and services required for travel
 - 1.10.2 Time differences between two or more countries
 - 1.10.3 Online Railway/Airline booking
 - 1.10.4 Booking Accommodation
 - 1.10.5 Procedure for making travel arrangements and schedules: Itinerary
 - 1.10.6 Business Travel
 - 1.10.7 Various valid travel documents.

COURSE OBJECTIVES:

- ☞ To evaluate the different types of secretaries
- ☞ To analyse the functions discharged by a secretary
- ☞ To understand the concept and methods of Records Management
- ☞ Analyse the filing and indexing systems
- ☞ Evaluate and imbibe the attitudes and attributes that need to be inculcated by a secretary to be efficient in his/her work.
- ☞ To Get an in-depth knowledge on Business Travel
- ☞ To Understand the importance of the Documents required for domestic or foreign travel (National or International)
- ☞ To gain proficiency in preparing an Itinerary

COURSE OUTCOMES

On completion of this course the students will be able to

- ☞ Understand the basic concepts of Secretaryship
- ☞ Analyse the functions discharged by a secretary
- ☞ Distinguish between the types of secretaries

- ☞ Understand the concepts and methods of records management
- ☞ Analyse the filing and indexing systems
- ☞ Evaluate and imbibe the attitudes and attributes that need to be inculcated by a secretary to be efficient in his/her work.
- ☞ Gain proficiency in travel arrangement

BOOKS FOR REFERENCE:

1. Chopra R.K. – Office Management – Himalaya Publishing House
2. Raman B.S. – Office Management and Communication, United Publishers
3. R. C. Agarwal, Piyush Shalya, Office Management, SBPD Publishing House, Agra, Uttar Pradesh, 2021.
4. Pillai R.S.N., Office Management Paperback, S Chand & Company, Bengaluru, 2010.
5. Betty L. Schroeder (Author), Diane Routhier Graf (Author), Office Administration 5th Edition, Prentice Hall, 5th edition 2004
6. Ann-Margaret Jacob, Office Administration for CSEC, Oxford University Press; Revised ed. Edition, 2014.
7. Alex K Dr., Soft Skill, S.Chand Publishing, reprint 2010
8. Anchukandam Thomas, Kuttianimattathil Jose, Grow Free Live Free, Krishtu Jyothi Publications, Bangalore, second revised edition 1998
9. Batra Promod, Simple ways to manage stress, Think INC, 2000
10. Bharathi T Dr., Personality Development, Neelkamal Publications Pvt. Ltd., reprint 2004
11. Jois PV Dr. – Dynamics of Personality, Vijaya Publishing, Bangalore, 2010
12. Pekelis V, Realize your Potential, Mir Publishers Moscow, 1st Edition, 1987
13. Sherfield, Montgomery & Moody, Developing Soft Skills, Pearson Education, 4th Edition, 2005
14. Wallace & Masters, Personality Development, South Western Cengage Learning, Reprint 2009

BASSPC 131

SCHEME OF EXAMINATION: THEORY
SECRETARIAL PRACTICE
I B.A I SEMESTER

PAPER I: EXECUTIVE SECRETARIAL SYSTEM

Teaching Hours per week: 4 Hours

Credit: 04

Max. Marks: 100
(SEE-60 + I.A.-40)

PART - A

- | | |
|---|-------------|
| 1. To answer TEN questions in one sentence each | 1 x 10 = 10 |
| 2. To answer any FIVE questions in two sentences each | 5 x 2 = 10 |

PART - B

UNIT- I

- | | |
|---|------------|
| 3. To answer any TWO questions out of three | 2 x 5 = 10 |
|---|------------|

UNIT- II

- | | |
|---|------------|
| 4. To answer any TWO questions out of three | 2 x 5 = 10 |
|---|------------|

UNIT- III

- | | |
|---|------------|
| 5. To answer any TWO questions out of three | 2 x 5 = 10 |
|---|------------|

UNIT- IV

- | | |
|---|------------|
| 6. To answer any TWO questions out of three | 2 x 5 = 10 |
|---|------------|

BASSPP 132

SECRETARIAL PRACTICE
I B.A - I SEMESTER
(PRACTICAL)

COMPUTER BASED AND SPOKEN ENGLISH SKILLS –I (LAB)

Teaching Hours per week: 4 Hours

Credit: 02
Max. Marks: 50
(SEE 25+I.A.-25)

1. COMPUTER BASED SKILLS

- **Keyboard Skills -Typing Master: 10 words per minute**
 - a) Keyboard practice: Home Row, Top Row, Bottom Row
 - b) Special characters and numbers
 - c) Word drill, Sentences Drill, Paragraph Drill, Text Drill
 - d) Practice of Typing Test Passages
- **MS Word**

- a) Font Formatting: Font Style, Font Size, Font color, Word Art
- b) Paragraph Formatting: Indentation, Alignment, Line Spacing
- c) Applying two/three columns, Drop cap, Foot Note, End Note
- d) Inserting Bullets and Numbering, Find and Replace
- e) Borders, Page Border and Shading
- f) Inserting pictures, Text wrap, Shapes
- g) Inserting Header and Footer
- h) Inserting Table
- i) Working with Tab settings

2. SPOKEN ENGLISH SKILLS:

● Self-Introduction

TASKS:

1. Working out exercises on building vocabulary.
2. To pay special attention to pronunciation, tone, proper pause and gesture.
3. To work out accuracy and speed building exercises using Typing Master
4. To work with MS word documents

COURSE OBJECTIVES:

- ☞ To start learning for placing the fingers on the keyboard and gradually move to typing lengthy paragraphs accurately at a moderate typing skill.
- ☞ To focus on Touch Typing i.e. typing without seeing the keyboard.
- ☞ To learn Creating, editing and formatting text documents.
- ☞ To have a knowledge of creating Tables using MS Word options
- ☞ To Search a required text in a voluminous document made simple by learning the art of finding and replacing a text or Paragraph
- ☞ To develop Public Speaking Skills and communication skills by strengthening the vocabulary and framing of sentences

COURSE OUTCOMES:

On completion of this course students will be able to

- ☞ Complete practice of maneuver of the computer keyboard by touch method.
- ☞ Students can improve their typing skills and accuracy.
- ☞ work fluently with various components of MS Word.
- ☞ Present well formatted tables using all the features available in MS Word.
- ☞ Students develop Self-confidence through Spoken English Skills.

☞ Students develop the Communication Skills using English Language by strengthening the vocabulary and framing of sentences.

BOOKS FOR REFERENCE:

1. Saxena Sanjay, A first course in Computers, Vikas Publishing House (P)Ltd.
2. Rapidex Computer course - Pustak Mahal Publications
3. Bansal, R.K. & Harrison, J.B. – Spoken English, Orient Longman
MadraPresentation-Techmedia Manish Plaza, Darya Ganj, New Delhi-2
4. Wills, Jane – Teaching English through English, ELBS, Longman, England
5. N.P. Mohan & Sing, - Speaking English Effectively, Macmillan India,
New Delhi

BASSPP 132

SCHEME OF EXAMINATION: PRACTICAL - I SEMESTER

SECRETARIAL PRACTICE

I B.A - I SEMESTER (PRACTICAL)

COMPUTER BASED AND SPOKEN ENGLISH SKILLS –I (LAB)

Teaching Hours per week: 4 Hours

Credit: 02
Max. Marks:50
(SEE-25 + I.A.-25)

2. COMPUTER BASED SKILLS

Keyboard Skills - Typing Master (10 words per minute)	05 marks
MS Word (2 questions of 2.5 marks each)	05 marks

3. SPOKEN ENGLISH SKILLS

Self-Introduction	05 marks
Class Record	05 marks
Viva Voce	05 marks

BASSPEP 133

SECRETARIAL PRACTICE

I B.A. – I SEMESTER

OPEN ELECTIVE-1

PAPER I: SECRETARIAL FUNCTIONS

Teaching Hours per week: 3 Hours

Credit: 03
Max. Marks: 100
(SEE-60 + I.A.-40)

UNIT – I SECRETARY

- 1.1 Secretary – Definition and Role
- 1.2 Qualities and Qualifications of a Secretary
- 1.3 Types of Secretaries and their duties
 - 1.3.1 Private Secretary
 - 1.3.2 Secretary of an Association
 - 1.3.3 Secretary of a Co-operative Society
 - 1.3.4 Secretary of a Government Department
 - 1.3.5 Company Secretary

UNIT II – FRONT OFFICE MANAGEMENT AND TRAVEL ARRANGEMENT

- 2.1 Front Office Management and attributes of Front Office Personnel
- 2.2 Business Travel
- 2.3 Modes of Transport and Travel Agencies
- 2.4 Air/Train Tickets Reservations, Booking Accommodation
- 2.5 Online Railway/Airline booking
- 2.6 Preparing Travel Itinerary
- 2.7 Documents required for International Travel

UNIT – III MS WORD BASICS

- 3.1 Parts of MS Word screen
- 3.2 File operations: Creating, Saving, Opening and Closing file
- 3.3 Font Formatting: Font Style, Font Size, Font color, Word Art
- 3.4 Paragraph Formatting: Indentation, Alignment, Line Spacing
- 3.5 Inserting Bullets and Numbers
- 3.6 Borders, Page Border and Shading
- 3.7 Inserting pictures, Text wrap
- 3.8 Find and Replace
- 3.9 Printing options, Page setup, Print Preview

COURSE OBJECTIVE:

- ☞ To Get familiar with Secretarial skills
- ☞ To understand the Significance of a Secretary in an Organisation and the Essential Qualifications and Qualities one should possess to become an Efficient Secretary.
- ☞ To Get an in-depth knowledge on Business Travel, selection of the different modes of transport and travel agencies available and the process of making all required arrangements such as reservations, arranging suitable accommodation, Booking of Air / Train / Bus Tickets using online or offline modes.
- ☞ Understanding the importance of the Documents required for domestic or foreign travel (National or International)
- ☞ Proficiency in Preparing an Itinerary.
- ☞ To learn the process of Creating, saving, Opening and Closing a Word File

COURSE OUTCOMES:

- ☞ Secretarial skills reflect in student's career level and goals while setting them apart from other applicants.
- ☞ The student gains comprehensive knowledge related to the use of the powerful Word Processor namely MS WORD.
- ☞ The acquire practical knowledge of one-line reservation for Bus, Train and flight
- ☞ Competent in drafting Travel Itinerary by guiding others regarding the documents required for international travel
- ☞ Gains a thorough knowledge of Computer based skills – Microsoft Word

BOOKS FOR REFERENCE:

1. Chopra R.K. – Office Management – Himalaya Publishing House
2. Raman B.S. – Office Management and Communication
3. M C Kuchhal, Secretarial Practice, 18th Edition, Vikas Publication House Pvt. Ltd.
4. Saxena Sanjay, A first course in Computers, Vikas Publishing House Pvt. Ltd.
5. Norton, Peter, Introduction to Computers, Tata McGraw Hill, New Delhi
Rapidex Computer course - Pustak Mahal Publications

BASSPEP 133

SCHEME OF EXAMINATION: THEORY
SECRETARIAL PRACTICE

I B.A I SEMESTER
OPEN ELECTIVE-1
SECRETARIAL FUNCTIONS

Teaching Hours per week: 3 Hours

Credit: 03
Max. Marks: 100
(SEE-60 + I.A.-40)

PART - A

- | | |
|---|-------------|
| 1. To answer TEN questions in one sentence each | 1 x 10 = 10 |
| 2. To answer FIVE questions in two sentences each | 5 x 2 = 10 |

PART - B

UNIT- I

- | | |
|---|----------|
| 3. To answer any TWO questions out of three | 2 x 5=10 |
|---|----------|

UNIT- II

- | | |
|---|----------|
| 4. To answer any TWO questions out of three | 2 x 5=10 |
|---|----------|

UNIT- III

- | | |
|---|----------|
| 5. To answer any TWO questions out of three | 2 x 5=10 |
|---|----------|

UNIT- IV

- | | |
|---|----------|
| 6. To answer any TWO questions out of three | 2 x 5=10 |
|---|----------|

SECRETARIAL PRACTICE

I B.A I SEMESTER

SEC-1 SKILL BASED (THEORY + PRACTICAL)
APPLICATION OF GOOGLE APPS

Teaching Hours per week: 1 + 0 + 2

Credit: 02
Max. Marks: 50
(SEE-30 + I.A.-20)

UNIT I: Google Drive and Google Docs

- 1.1 Creating a Google Account
- 1.2 Accessing Google Drive
- 1.3 Creating new Google Doc file
- 1.4 Text Basics, Formatting Text and adding Hyperlinks
- 1.5 Working with Tables
- 1.6 Inserting images, Text Box or Shapes
- 1.7 Sharing and Collaborating
- 1.8 Adding and Replying to Comments
- 1.9 Version History
- 1.10 Email a doc as an attachment

UNIT II: Google Forms

- 2.1 Setting up a new form or quiz
- 2.2 Answer key and grading
- 2.3 Settings and Preview
- 2.4 Sending Forms, sharing with collaborators
- 2.5 Organising and analysing responses by using Google Sheets
- 2.6 Generating E-Certificates

UNIT III: Google Classroom

- 3.1 Accessing Google Classroom and adding students to a class
- 3.2 Joining a Google Classroom
- 3.3 Viewing the stream page, Classwork page, People page
- 3.4 Creating assignments
- 3.5 Attachments shared in Google Classroom
- 3.6 Providing feedback and Grades

PRACTICAL CONTENTS

- Creating tables, documents with images and links in Google Docs
- Creating a quiz or questionnaire in Google form and Sharing
- Formatting the responses in Google Sheets
- Generating E-Certificates

COURSE OBJECTIVES

- ☞ To enable the students to work simultaneously but independently on the same artefact
- ☞ To track the development of students work
- ☞ To provide opportunity to the students to do collaborative work

- ☞ To give feedback in real time
- ☞ To share their documents on the web
- ☞ To streamline the process of sharing files between teachers and students.

COURSE OUTCOMES

On completion of this course the students will be able to

- ☞ Navigate Google Drive Files with fluency
- ☞ Collaborate their projects with the teacher online
- ☞ Do the research survey easily on Google Forms
- ☞ Generate e-certificate by using Google Slides
- ☞ Manage Google Classroom effectively by easily sharing their files

BOOKS FOR REFERENCE:

- Boniface Benedict (December 19, 2020), Google App for Beginners
- Emily Crawford (September 16, 2020), Google Apps for Teacher
- Mash Cromwell (July 31, 2021), Google Apps,
- Steven Holzner and Nancy Holzner, Kindle Edition, A Beginners guide to Google Drive and Docs (Amazon.in)
- Ian Lamant, Google Drive and Docs in 30 minutes (Amazon.in), Kindle Edition
- Scott La Counte, Kindle Edition, The Ridiculously Simple Guide to Google Apps (G Suite) (Amazon.in)

YouTube Links:

- <https://youtu.be/OBITNezSmLY>
- <https://youtu.be/aPX59syJ27Y>

Website link for Google App Tutorials

- <https://edu.gcfglobal.org/en/topics/googleapps/>

**SCHEME OF EXAMINATION
SECRETARIAL PRACTICE
I B.A I SEMESTER**

**SEC-1 SKILL BASED (THEORY + PRACTICAL)
APPLICATION OF GOOGLE APPS**

Teaching Hours per week: 1 + 0 + 2

**Credit: 02
Max. Marks:50
(SEE-30 + I.A.-20)**

UNIT- I

1. To answer any TWO questions out of three 2 x 5=10

UNIT- II

2. To answer any TWO questions out of three 2 x 5=10

UNIT- III

3. To answer any TWO questions out of three 2 x 5=10

BASSPC 181

SECRETARIAL PRACTICE I B A-II SEMESTER

PAPER II – SOFT SKILLS AND PERSONALITY DEVELOPMENT

Teaching Hours per week: 4 Hours

Credit: 04

Max. Marks: 100

(SEE-60+ I.A.-40)

UNIT I: SOFT SKILLS AND EMOTIONAL QUOTIENT

2.1 Soft Skills

- 2.1.1 Definition & Meaning
- 2.1.2 Importance and Attributes

2.2 Emotional Intelligence

- 2.2.1 Meaning,
- 2.2.2 Components,
- 2.2.3 Consequences of low and high EQ,

2.3 Key skills in building EQ

- 2.3.1 Self-awareness
- 2.3.2 Self-management
- 2.3.3 Social Awareness
- 2.3.4 Relationship Management

UNIT II: UNDERSTANDING SELF AND OTHERS:

2.4 Factors in understanding self and others:

- 2.4.1 Image
- 2.4.2 Esteem
- 2.4.3 Confidence
- 2.4.4 Intelligence

- 2.4.5 Response,
- 2.4.6 Tolerance
- 2.4.7 Ego
- 2.4.8 Self-Discipline.

2.5 Personal SWOC Analysis

UNIT III: SELF-DEVELOPMENT SKILLS

2.6 Stress Management

- 2.6.1 Definition & Meaning
- 2.6.2 Causes and symptoms distress;
- 2.6.3 Techniques for management of stress.

2.7 Time Management

- 2.7.1 Definition, Meaning
- 2.7.2 Importance
- 2.7.3 Techniques for managing time effectively
- 2.7.4 Time matrix.

2.8 Goal setting

- 2.8.1 Need
- 2.8.2 Rules for Goal Setting
- 2.8.3 SMART goals

2.9 Prioritization

- 2.9.1 Meaning
- 2.9.2 Need

UNIT IV : INTERPERSONAL SKILLS

2.10 Johari Window

2.11 Team Building: Meaning, Importance

- 2.11.1 Stages of formation and techniques of building efficient teams

2.12 Conflict resolution: Meaning, importance, process, techniques

2.13 Problem solving: Meaning, importance, process, techniques

COURSE OBJECTIVES:

- ☞ To Understand the concepts related to Soft Skills and Emotional Intelligence
- ☞ To Evaluate their impact on the individual personality through techniques taught

- ☞ To study the techniques of stress and time management
- ☞ To Understand the concept of goal setting and prioritization
- ☞ To Apply golden rules to achieve personal goals
- ☞ To Analyse the tips for team building and conflict resolution.
- ☞ To Apply the techniques to enhance his/her personality

COURSE OUTCOMES

On completion of this course the students will be able to

- ☞ Develop personality through soft skills
- ☞ know the causes and effects of stress and coping with stress
- ☞ Become self-confident individuals by mastering inter-personal and team management
- ☞ Manage Time effectively
- ☞ Understand the concept of goal setting and prioritization
- ☞ Achieve goals by applying golden rules of goal setting
- ☞ Analyse the tips for team building and conflict resolution.

BOOKS FOR REFERENCE:

1. Alex K Dr., Soft Skill, S.Chand Publishing, reprint 2010
2. Anchukandam Thomas, Kuttianimattathil Jose, Grow Free Live Free, Krishtu Jyothi Publications, Bangalore, second revised edition 1998
3. Batra Promod, Simple ways to manage stress, Think INC, 2000
4. Bharathi T Dr., Personality Deveelopment, Neelkamal Publications Pvt. Ltd., reprint 2004
5. Jois PV Dr. –Dynamics of Personality, Vijaya Publishing, Bangalore, 2010
6. Pekelis V, Realize your Potential, Mir Publishers Moscow, 1st Edition, 1987
7. Sherfield, Montgomery & Moody, Developing Soft Skills, Pearson Education, 4th Edition, 2005.
8. Wallace & Masters, Personality Development, South Western Cenage Learning, Reprint 2009.
9. Mithra Barun K. – Personality Development & Soft Skills – Oxford University Press
10. Verma Shalini– Soft Skills for the BPO sector – Pearson
11. Effective Time Management - Rupa & Co. Calcutta
12. Khera, Shiv – You Can Win – Macmillan India, New Delhi
13. Biswajit Das & Ipseepa Satpathy – Business Communication & Personality Development – Lessons for Paradigm Change in Personality – Excel Books

BASSPC 181

SCHEME OF EXAMINATION– THEORY

SECRETARIAL PRACTICE

I B A-II SEMESTER

PAPER II – SOFT SKILLS AND PERSONALITY DEVELOPMENT

Teaching Hours per week: 4 Hours

Credit: 04

**Max. Marks: 100
(SEE-60 + I.A.-40)**

PART - A

- | | |
|---|-------------|
| 1. To answer TEN questions in one sentence each | 1 x 10 = 10 |
| 2. To answer any FIVE questions in two sentences each | 5 x 2= 10 |

PART - B

UNIT- I

- | | |
|---|----------|
| 3. To answer any TWO questions out of three | 2 x 5=10 |
|---|----------|

UNIT- II

- | | |
|---|----------|
| 4. To answer any TWO questions out of three | 2 x 5=10 |
|---|----------|

UNIT- III

- | | |
|---|----------|
| 5. To answer any TWO questions out of three | 2 x 5=10 |
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UNIT- IV

- | | |
|---|----------|
| 6. To answer any TWO questions out of three | 2 x 5=10 |
|---|----------|

BASSPP 182

SECRETARIAL PRACTICE

I B.A - II SEMESTER - PRACTICAL

COMPUTER BASED AND SPOKEN ENGLISH SKILLS –II (LAB)

Teaching Hours per week: 4 Hours

Credit: 02

**Max. Marks: 50
(SEE-25+I.A.-25)**

1. COMPUTER BASED SKILLS

- Keyboard Skills - Typing Master: 20 words per minute
- Adobe InDesign
 - a) Introduction to the Workspace
 - b) Getting to Know InDesign
 - c) Setting Up a Document and Working with Pages, Working with Objects
 - d) Flowing Text, Editing Text
 - e) Working with Typography, Colour, Styles, Transparency, Long Documents
 - f) Importing and Modifying Graphics
 - g) Creating Tables and Adobe PDF Documents with Form Fields
 - h) Printing and Exporting
 - i) Exporting for E-Readers

2.SPOKEN ENGLISH SKILLS

- Introducing and welcoming the guest
- Proposing a Vote of Thanks

COURSE OBJECTIVES:

- ☞ To improve Typing skill with higher speed and more accuracy
- ☞ To describe what Adobe InDesign is and how it can be used
- ☞ To demonstrate creating and viewing documents as well navigating workspace
- ☞ To demonstrate page creation and working with type
- ☞ To demonstrate working with graphics and formatting objects
- ☞ To develop Public Speaking Skills and reduce stage fear

COURSE OUTCOMES:

- ☞ Students will be able to use touch typing skill with improved speed and accuracy
- ☞ Will be able to handle DTP Assignments Confidently
- ☞ Students obtain the knowledge of designing high quality Brouchers, Flyers, Business cards, Post cards, Books etc
- ☞ They learn the to create interactive forms
- ☞ Learn to create text, import text and work with text within a document

- ☞ Learns to draw shapes, alternative Layout features with just a click of mouse
- ☞ Students will be able to improve Public Speaking Skills with command over English language

BOOKS FOR REFERENCES:

1. Bittu Kumar, Adobe InDesign, V & S Publishers
2. Thomas M. Hill, (2013) How to design a book using Adobe InDesign, Launchpad Press
4. Robert Shuffle Botham, (2011), InDesign in easy steps, In Easy Steps Publications
5. Kamalesh, Sadananda, Susheela, Punitha, Spoken English – A foundation course, Orient Longman (P) Ltd.
6. Desmond W. Evans, Improving English Skills, Wheeler Publisher

BASSPP 182

SCHEME OF EXAMINATION: PRACTICAL - II SEMESTER

SECRETARIAL PRACTICE

I B.A - II SEMESTER - PRACTICAL

COMPUTER BASED AND SPOKEN ENGLISH SKILLS –II (LAB)

Teaching Hours per week: 4 Hours

Credit: 02
Max. Marks: 50
(SEE-25+I.A.-25)

1. COMPUTER BASED SKILLS

Keyboard Skills - Typing Master (20 words per minute)	05 marks
Adobe InDesign	05 marks

2. SPOKEN ENGLISH SKILLS

Introducing and welcoming the guest / Proposing Vote of Thanks	05 Marks
Class Record	05 marks
Viva Voce	05 marks

BASSPEP 183

**SECRETARIAL PRACTICE
I BA- II SEMESTER-OPEN ELECTIVE-2
EMPLOYABILITY SKILL DEVELOPMENT**

Teaching Hours per week: 3 Hours

**Credit: 03
Max. Marks: 100
(SEE-60 + I.A.-40)**

UNIT 1: LEADERSHIP SKILLS

- 1.1 Introduction
- 1.2 Definition – leadership
- 1.3 Traits of leaders
- 1.4 Types of leadership
- 1.5 Transformational leadership

UNIT 2: SELF- MANAGEMENT SKILLS

- 2.1 Self- Awareness
- 2.2 Self-Evaluation
- 2.3 Self-Discipline
- 2.4 Self- criticism
- 2.5 Personal SWOT Analysis

UNIT 3: DRAFTING SKILLS

- 3.1 Resume writing
- 3.2 Letter of Appointment
- 3.3 Duty Joining Report
- 3.4 Leave Requisition Letter
- 3.5 Resignation letter
- 3.6 Thank you letter

COURSE OBJECTIVES

- ☞ To Acquire knowledge about different soft skills for employability
- ☞ To Identify one's strengths and weakness
- ☞ To Improve Life skills and Personality Development

COURSE OUTCOMES

On completion of this course students will be able to

- ☞ Nurture them with career competencies
- ☞ Improve their performance in specific professional skills
- ☞ Gain clear knowledge of letter drafting skills

BOOKS FOR REFERENCES:

1. Ramesh Gopaldaswamy and Mahadevan, The Ace of Soft Skills, Pearson
2. Bhatnagar Nitin, Effective Communication and Soft Skills, Pearson
3. Dr. Alex K. – Soft Skills – S.Chand & co.,
4. Wallace Harold R. & Masters L. Ann – Personality Development
5. Mithra Barun K. – Personality Development & Soft Skills – Oxford University Press
6. Verma Shalini– Soft Skills for the BPO sector – Pearson
7. Wright, Chrissie.ed – Handbook of Practical Communication Skills- Jaico Publishing, Mumbai
8. Fredrick H. Wentz, Soft skills Training – A workbook to develop skills for employment
9. Barun K. Mitra Personality Development and Soft skills, Oxford University Press
10. R. Alec Mackenzie, The Time Trap: The Classic book on Time Management
11. Jo Owen, (2012), The Leadership Skills Hand Book, 50 Essential Skills you need to be a leader, London Philadelphia, New Delhi
12. John Adair, (2007), Develop your Leadership Skills, Harvard Business School Publishers

BASSPEP183

SCHEME OF EXAMINATION SECRETARIAL PRACTICE

I BA- II SEMESTER-OPEN ELECTIVE-2 EMPLOYABILITY SKILL DEVELOPMENT

Teaching Hours per week: 3 Hours

Credit: 03
Max. Marks: 100
(SEE-60 + I.A.40)

PART - A

1. To answer TEN questions in one sentence each 1 x 10 = 10
2. To answer FIVE questions in two sentences each 5 x 2 = 10

PART - B

UNIT- I

3. To answer any TWO questions out of three 2 x 5=10

UNIT- II

4. To answer any TWO questions out of three 2 x 5=10

UNIT- III

5. To answer any TWO questions out of three 2 x 5=10

UNIT- IV

6. To draft any TWO letters out of three 2 x 5=10

QUESTION PAPER PATTERN FOR DISCIPLINE SPECIFIC CORE COURSE

I B.A I / II SEMESTER

Time: 2 Hours

Max. Marks -60

PART - A

1. To answer TEN questions in one sentence each 1 x 10 = 10
a. b. c. d. e. f. g. h. i. j.
2. To answer any FIVE questions in two sentences each 5 x 2= 10
a.
b.
c.
d.
e.
f.

PART - B

UNIT- I

3. To answer any TWO questions out of three 2 x 5=10
a.
b.
c.

UNIT- II

4. To answer any TWO questions out of three 2 x 5=10
a.
b.
c.

UNIT- III

5. To answer any TWO questions out of three 2 x 5=10
- a.
 - b.
 - c.

UNIT- IV

6. To answer any TWO questions out of three 2 x 5=10
- a.
 - b.
 - c.

QUESTION PAPER PATTERN FOR OPEN ELECTIVE -1
I B.A I SEMESTER
OPEN ELECTIVE-1
SECRETARIAL FUNCTIONS

Time:2 Hours

Max. Marks:60

PART - A

1. To answer TEN questions in one sentence each 1 x 10 = 10
a. b. c. d. e. f. g. h. i. j.
2. To answer FIVE questions in two sentences each 5 x 2 =10
- a.
 - b.
 - c.
 - d.
 - e.
 - f.

PART - B

UNIT- I

3. To answer any TWO questions out of three 2 x 5=10

- a.
- b.
- c.

UNIT- II

4. To answer any TWO questions out of three 2 x 5=10

- a.
- b.
- c.

UNIT- III

5. To answer any TWO questions out of three 2 x 5=10

- a.
- b.
- c.

UNIT- IV

6. To answer any TWO questions out of three 2 x 5=10

- a.
- b.
- c.

QUESTION PAPER PATTERN FOR OPEN ELECTIVE -2

I B.A II SEMESTER

OPEN ELECTIVE-2

EMPLOYABILITY SKILL DEVELOPMENT

Time: 2 Hours

Max. Marks:60

PART - A

1. To answer TEN questions in one sentence each 1 x 10 = 10

- a. b. c. d. e. f. g. h. i. j.

2. To answer FIVE questions in two sentences each 5 x 2 = 10

PART - B

UNIT- I

3. To answer any TWO questions out of three 2 x 5=10
- a.
 - b.
 - c.

UNIT- II

4. To answer any TWO questions out of three 2 x 5=10
- a.
 - b.
 - c.

UNIT- III

5. To answer any TWO questions out of three 2 x 5=10
- a.
 - b.
 - c.

UNIT- IV

7. To draft any TWO letters out of three 2 x 5=10
- a.
 - b.
 - c.

QUESTION PAPER PATTERN FOR SKILL BASED (SEC-1)

I B.A I SEMESTER

SEC-1 SKILL BASED (THEORY + PRACTICAL)

APPLICATION OF GOOGLE APPS

Time : 2 Hours

Max. Marks:30

UNIT- I

1. To answer any TWO questions out of three 2 x 5=10

UNIT- II

2. To answer any TWO questions out of three

2 x 5=10

UNIT- III

3. To answer any TWO questions out of three

2 x 5=10

B.A. PROGRAMME

**Proposed Scheme of Teaching & Evaluation for B.A.
(Basic/Hons) with**

**SECRETARIAL PRACTICE AS CORE SUBJECT
(WITH PRACTICAL)**

Semester I								
Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week (L + T + P)	SEE	CIE	Total Marks	Credits
1	Lang.	Language - I	AECC	3+1+0	60	40	100	3
2	Lang.	Language - II	AECC	3+1+0	60	40	100	3
3			DSC	3+0+0 3+0+0	60 60	40 40	100 100	3 3
4	DSC	Theory: Executive Secretarial System Practical: Computer Based & Spoken English Skills	DSC	4+0+0 0+0+4	60 25	40 25	100 50	4 2
5	OE-1	Secretarial Functions	Open Elective-1	3+0+0	60	40	100	3
6	SEC-1	Application of Google Apps	Skill Based - Digital Fluency	1+0+2	30	20	50	2
7	SEC	Physical Education- Yoga	Value Based	0+0+2=2	-	25	25	1
8	SEC	Health and Wellness	Value Based	0+0+2=2	-	25	25	1
								25

Semester II								
Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week (L + T + P)	SEE	CIE	Total Marks	Credits
8	Lang.	Language – I	AECC	3+1+0	60	40	100	3
2	Lang.	Language -II	AECC	3+1+0	60	40	100	3
3	DSC		DSC	3+0+0	60	40	100	3
				3+0+0	60	40	100	3
4	DSC	Theory: Soft Skills & Personality Development	DSC	4+0+0	60	40	100	4
		Practical: Computer Based & Spoken English Skills		0+0+4	25	25	50	2
5	OE-2	Employability Skill Development	Open Elective -2	3+0+0	60	40	100	3
6	AECC	Environmental Studies	AECC	1+0+2=2	30	20	50	2
7	SEC	Physical Education - Sports /	Value Based	0+0+2=2	-	25	25	1
8	SEC	NCC/NSS/R&R(S&G)/ Cultural	Value Based	0+0+2=2	-	25	25	1
Sub –Total (A)								25

Exit option with Certificate- with ability to solve well defined problems (50 credits)

Semester III								
Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week (L + T + P)	SEE	CIE	Total Marks	Credits
1	Lang.	Language - I	AECC	3+1+0	60	40	100	3
2	Lang.	Language - II	AECC	3+1+0	60	40	100	3
3	DSC		DSC	3+0+0 3+0+0	60 60	40 40	100 100	3 3
4	DSC	Theory: Organisation Management Practical: Computer Based Skills & Spoken English Skills	DSC	4+0+0 0+0+4	60 25	40 25	100 50	4 2
5	OE-3	Personality Development	Open Elective -3	3+0+0	60	40	100	3
6	SEC-2	Adobe PageMaker 7.0	Skill Based	1+0+2=2	30	20	50	2
7	SEC	Physical Education- Sports	Value Based	0+0+2=1	-	25	25	1
8	SEC	NCC/NSS/R&R(S&G)/ Cultural	Value Based	0+0+2=1	-	25	25	1
								25

Semester IV								
Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week (L + T + P)	SEE	CIE	Total Marks	Credits
1	Lang.	Language - I	AECC	3+1+0	60	40	100	3
2	Lang.	Language - II	AECC	3+1+0	60	40	100	3
3	DSC		DSC	3+0+0 3+0+0	60 60	40 40	100 100	3 3

4	DSC	Theory: Business Communication & Correspondence	DSC	4+0+0	60	40	100	4
		Practical: MS Excel & Keyboard Skill		0+0+4	25	25	50	2
5	OE-4	Career Management	Open Elective -4	3+0+0	60	40	100	3
6	AECC	Constitution of India	AECC	1+0+2=2	30	20	50	2
7	SEC	Physical Education- Sports	Value Based	0+0+2=2	-	25	25	1
8	SEC	NCC/NSS/R&R(S&G)/ Cultural	Value Based	0+0+2=2	-	25	25	1
								25

Exit option with Diploma – with ability to solve broadly defined problems (100 credits)

Semester V								
Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week (L + T + P)	SEE	CIE	Total Marks	Credits
1	DSC		DSC	4+0+0	60	40	100	4
				4+0+0	60	40	100	4
2	DSE		DSE	3+0+0	60	40	100	3
3	DSC	Theory: Company Secretary & Meetings	DSC	3+0+0	60	40	100	3
		Practical: Adobe Photoshop & Advanced Excel		0+0+4	25	25	50	2
4		Vocational Course		3+0+0	60	40	100	3
5	SEC-3	PowerPoint to Video	Skill Based	1+0+2=2	25	25	50	2
7	SEC	Physical Education- Yoga/Sports	Value Based	0+0+2=2	25	25	50	1

8	SEC	NCC/NSS/R&R(S&G)/ Cultural	Value Based	0+0+2=2	25	25	50	1
								23
Semester VI								
Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week (L + T + P)	SEE	CIE	Total Marks	Credits
1	DSC	Theory: Personal Investment, Tax Planning and Accounting	DSC	3+0+0	60	40	100	3
		Practical: Tally ERP 9 with GST		0+0+4	25	25	50	2
2	DSC		DSC	4+0+0	60	40	100	4
				4+0+0	60	40	100	4
4	DSE		DSE	3+0+0	60	40	100	3
5		Vocational Course		3+0+0	60	40	100	3
6	SEC-4	Mathematical Aptitude & Reasoning Skills	Skill Based	1+0+2=2	25	25	50	2
7	SEC	Physical Education- Sports	Value Based	0+0+2=2	25	25	50	1
8	SEC	NCC/NSS/R&R(S&G)/ Cultural	Value Based	0+0+2=2	25	25	50	1
9		Internship		3 to 4 weeks	25	25	50	2
								25

Exit option with Bachelor of Arts, B.A.(148 credits)
