

Mrs. Hemalatha

Chairperson

BOS in Secretarial Practice, Office Practice &
Management and O M & SP(Voc)

Besant Women's College
Mangalore - 575003,
Ph. 0824-2492206 (O)
Ph. 9901328624 (M)

September 28, 2018

Proceedings of the Meeting - Board of Studies (SP, OPM, OM& SP (Voc))

PART -I

Board of Studies Meeting
S P, OPM and OM & SP (Voc.)

Date: Friday, September 28, 2018 at 10.a m.

Venue: Besant Women's College, Mangalore.

Agenda: The following matters are discussed in the meeting and approved by the Board.

1. Preparation of Elective papers for CBCS
2. Massive Open Online Course(MOOCs) – Swayam Platform
3. Preparation of panel of examiners for the Subjects for the year 2018-19
4. Assessment of previous year's question papers and results.

Members Present:

1. Ms. Hemalatha - **Chairperson**, BOS, Besant Women's College, Mangalore
2. Prof. Elizabeth Roy - Associate Prof., Crossland College, Brahmavar
3. Mrs. Ranjini, M - Assistant Prof., Besant Women's College, Mangaluru
4. Mrs. Vidya Bhat - Assistant Prof., Besant Women's College, Mangaluru

Special Invitees Present:

5. Prof. John Baptist D'Souza, - Associate Prof., Sacred Hear College, Madyanthyar
6. Mrs. Jyothi, - Assistante Prof., Crossland College, Brahmavar
7. Ms. Sunitha Amin - Assistant Prof., SMS College, Brahmavar

Mrs. Hemalatha
Chairperson
Board of Studies in SP, OPM & OM&SP(Voc.)
Besant Women's College,
Mangalore.

BOARD OF STUDIES MEETING IN SECRETARIAL PRACTICE , OFFICE PRACTICE AND MANAGEMENT AND OFFICE MANAGEMENT AND SECRETARIAL PRACTICE (VOC) HELD ON FRIDAY, SEPTEMBER 28th 2018

PROCEEDINGS :

1. The Board thoroughly discusses, scrutinized and finalized the CBCS Secretarial Practice, Office Practice and Management and Office Management and Secretarial Practice (Vocational) curriculum (Syllabus) for B.A degree programme to be introduced from the Academic year 2019-2020 as per the regulations stipulated by the University. Minor changes have been done in the main syllabus also. The members entrusted the responsibility to the chairperson BOE, of handing over the approved syllabus to the Registrar Evaluation.
2. Discussed above the usefulness of massive open online course which suits to the student of Secretarial Practice, OPM and OM & SP
3. The Board discussed on the question papers for the previous examination and results:
4. The question papers were according to the guidelines given by the University. They were found correct and according to the syllabus and no complaints so far received regarding the format and contents of the question papers.
5. The results of the previous examination were good and satisfactory.
6. Prepared the Panel of Examiners for the academic year 2019-2020.

Signature


(Hemalatha)
Chairperson

MANGALORE UNIVERSITY

REVISED CURRICULUM STRUCTURE AND SCHEME OF EXAMINATIONS OF

B.A. SECRETARIAL PRACTICE DEGREE PROGRAMME

CHOICE BASED CREDIT SYSTEM (w.e.f. 2019-20)

MANGALORE UNIVERSITY

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

SECRETARIAL PRACTICE

For implementation w.e.f 2019 – 2020

I semester B.A Secretarial Practice Degree Programme

Group	Course Code	Course Title	Hrs. per week	Duration of Exams	Marks			
			Theory/ Practical	Theory/ Practical	IA	Exam	Total	Credit
1	BASSPC 131 Theory	Secretarial Skills	04	03	20	80	100	2
	BASSPP 132 Practical	Computer Based and Spoken English Skills-I (Lab)	03	03	10	40	50	1
2	BASSPEP 133 Practical	Adobe InDesign CS5 (Lab)	02	02	10	40	50	1

Group 2: Elective I- Expanded Scope

II

semester B.A Secretarial Practice Degree Programme

Group	Course Code	Course Title	Hrs. per week	Duration of Exams	Marks			
			Theory/ Practical	Theory/ Practical	IA	Exam	Total	Credit
1	BASSPC 181 Theory	Secretarial Systems	04	03	20	80	100	2
	BASSPP 182 Practical	Computer Based and Spoken English Skills-II (Lab)	03	03	10	40	50	1
2	BASSPCE 183 Theory	Employability Skill Development	02	02	10	40	50	1

Group 2: Elective II-Skill Development

III

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
1	BASSPC 231 Theory	Human Resource Management	04	03	20	80	100	2
	BASSPP 232 Practical	PowerPoint and Spoken English Skills (Lab)	03	03	10	40	50	1
2	BASSPEP 233 Practical	Adobe Illustrator CS5 (Lab)	02	02	10	40	50	1

Group 2: Elective III- Another Discipline

IV

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
1	BASSPC 281 Theory	Portfolio Management & Personal Taxation	04	03	20	80	100	2
	BASSPP 282 Practical	Tally. ERP 9 with GST & Spoken English Skills (Lab)	03	03	10	40	50	1
2	BASSPOE 283 Theory	Secretarial Administration	02	02	10	40	50	1

Group 2: Elective IV- Discipline Supportive

V

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
1	BASSPC 331 Theory	Essentials of Business Communication & Correspondence	03	03	20	80	100	2
	BASSPC 332 Theory	Business Applications of Information Technology	03	03	20	80	100	2
2	BASSPP 333 Practical	Advanced Excel & Hyper Text Markup Language (Lab)	04	03	20	80	100	2

VI

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
1	BASSPC 381 Theory	Soft Skills & Personality Development	03	03	20	80	100	2
	BASSPC 382 Theory	Computer Aided Presentations	03	03	20	80	100	2
2	BASSPP 383 Practical	Desktop Publishing (Lab)	04	03	20	80	100	2

MANGALORE UNIVERSITY
CHOICE BASED CREDIT SYSTEM
B.A. DEGREE PROGRAMME CURRICULUM
SECRETARIAL PRACTICE
For implementation w.e.f. 2019 – 20

SEMESTER	COURSE CODE	COURSE TITLE
FIRST SEMESTER	BASSPC 131 Theory	Secretarial Skills
	BASSPP 132 Practical	Computer Based and Spoken English Skills-I (Lab)
	BASSPEP 133 Practical	Adobe InDesign CS5
SECOND SEMESTER	BASSPC 181 Theory	Secretarial Systems
	BASSPP 182 Practical	Computer Based and Spoken English Skills-II (Lab)
	BASSPCE 183 Theory	Employability Skill Development
THIRD SEMESTER	BASSPC 231 Theory	Human Resource Management
	BASSPP 232 Practical	PowerPoint & Spoken English Skills (Lab)
	BASSPEP 233 Practical	Adobe Illustrator CS5 (Lab)
FORTH SEMESTER	BASSPC 281 Theory	Portfolio Management & Personal Taxation
	BASSPP 282 Practical	Tally. ERP 9 with GST & Spoken English Skills (Lab)
	BASSPOE 283 Theory	Secretarial Administration
FIFTH SEMESTER	BASSPC 331 Theory	Essentials of Business Communication & Correspondence
	BASSPC 332 Theory	Business Applications of Information Technology
	BASSPP 333 Practical	Advanced Excel & Hyper Text Markup Language (Lab)
SIXTH SEMESTER	BASSPC 381 Theory	Soft Skills & Personality Development
	BASSPC 382 Theory	Computer Aided Presentations
	BASSPP 383 Practical	Desktop Publishing (Lab)

MANGALORE UNIVERSITY
CHOICE BASED CREDIT SYSTEM
(for implementation w.e.f. 2019-20)
(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 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 September 28th 2018 approved the following syllabus specially drafted for the Choice - based Credit system, 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.

OBJECTIVES:

At the end of a six-semester Degree Course, a student of Secretarial Practice is expected to acquire a fairly reasonable competence in the following areas:

1. Secretarial skills and Soft-Skills for performing job-related tasks.
2. Practical Knowledge of Postal & Banking transactions
3. Use English confidently for both spoken and written communication as well as be able to handle correspondence independently.
4. Make presentation using audio-visual aids.
5. Knowledgeable in handling Accounting package like Tally.ERP9 with GST.
6. Able to plan, co-ordinate and conduct Meetings.
7. Develop an understanding of Stock Market and its investment options.
8. Able to operate the following Window-based Computer Applications- MS-Word, MS-Excel, HTML, Adobe PageMaker, MS PowerPoint, Adobe Illustrator, Adobe InDesign, Photoshop CS5, CorelDraw & Multi Media in general.
9. Able to work harmoniously as a contributing member of a team to achieve organizational goals.

PROGRAMME OUTCOMES:

At the end of a six-semester Degree Course, 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.
- Practical Knowledge of Postal & Banking transactions
- Use English confidently for both spoken and written communication as well as be able to handle correspondence independently.
- Make presentation using audio-visual aids.
- Knowledgeable in handling Accounting package like Tally.ERP9 with GST.
- Develop an understanding of Stock Market and its investment options.
- Able to operate the following Window-based Computer Applications- MS-Word, MS-Excel, HTML, Adobe PageMaker, MS PowerPoint, Adobe Illustrator, Adobe InDesign, Photoshop CS5, CorelDraw & Multi Media in general.

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 Tally with GST
- Knowledge of Soft skills helps them to get priority in acquiring jobs
- Language based skills makes the students to communicate confidently and work efficiently

OUR VISION: In Pursuit of Academic Excellence
OUR MISSION: Striving for Success.

Permissible Combination of Subjects:

All subjects available for Arts at the Three-Year B.A. Degree Programme
Except the following subjects:

Office Management and Secretarial Practice (Vocationalized)
Course (OM & SP)
Office Management including Data Processing (OMDP)
Computer Application (Vocationalized) Course/any other
Computer Subject.

MANGALORE UNIVERSITY
SECRETARIAL PRACTICE
(CHOICE-BASED CREDIT SYSTEM)
(For implementation w.e.f. 2019-20)
I B.A. – I SEMESTER
PAPER I: SECRETARIAL SKILLS

Max. Marks: 80

Internal Assessment: 20

Teaching Hours per week: 4 Hours

Credit: 02

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
 - Private Secretary
 - Secretary of an Association
 - Secretary of a Co-operative Society
 - Secretary of a Government Department
 - 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 Objectives:

- 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 – Micro Soft 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
6. Rapidex Computer course - Pustak Mahal Publications

BASSPC 131

SCHEME OF EXAMINATION: THEORY

SECRETARIAL PRACTICE

I.B.A I SEMESTER

Time: 3 Hrs.

Max. Marks: 80

Internal Assessment:20

PART - A

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

PART - B

UNIT- I

- | | | |
|----|-----------------------------------|-------------|
| 3. | To answer one question out of two | 10 x 1 = 10 |
|----|-----------------------------------|-------------|

4. To answer two questions out of Three 2 x 5=10

UNIT- II

5. To answer one question out of two 10 x 1=10
6. To answer two questions out of Three 2 x 5=10

UNIT- III

7. To answer one question out of two 10 x 1=10
8. To answer 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)

Max. Marks: 40

Internal Assessment: 10

Credit: 01

Teaching Hours per week: 3 Hours

1. Computer based skills

- **Typing Master: 10 words per minute**
- **MS Word**
 - a) Font Formatting: Font Style, Font Size, Font color, Word Art
 - b) Paragraph Formatting: Indentation, Alignment, Line Spacing
 - c) Inserting Bullets and Numbers
 - d) Borders, Page Border and Shading
 - e) Inserting pictures, Text wrap, Header and Footer

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 improve Communication and Typing skills
- To delve deeper into MS Word.
- To study to fill in the Banking and Postal Instruments.
- To Prepare and present welcome speech, introduction of the Guest, vote of thanks etc.

Course Outcomes:

- Improved Speed and accuracy in Typing work by typing out printed passages.
- Can evaluate the welcome speeches, vote of thanks, introduction to Guest / s etc.
- Confident in handling Table in MS Word
- Are able to Use Word to create newspaper column document with Drop Cap, End Note and Foot Note
- Can use Mail Merge feature available in MS Word.

BOOKS FOR REFERENCE:

1. Saxena Sanjay, A first course in Computers, Vikas Publishing House Pvt. Ltd.
2. Rapidex Computer course - Pustak Mahal Publikations
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)

SPOKEN ENGLISH AND COMPUTER BASED SKILLS –I (LAB)

Time: 3 Hrs.

Max. Marks: 40

Int. Ass: 10

Self-Introduction	10 marks
Typing Master (10 words per minute)	10 marks
MS Word (2 questions of 5 marks each)	10 marks
Class Record	05 marks
Viva Voce	05 marks

BASSPEP 133

SECRETARIAL PRACTICE
Elective I: ADOBE INDESIGN CS5
Computer Practical Paper (Lab)

Max. Marks: 40

Credit: 1

Internal Assessment: 10

Teaching Hours per week: 2 Hrs

- Introduction to the Workspace
- Getting to Know InDesign
- Setting Up a Document and Working with Pages, Working with Objects
- Flowing Text, Editing Text
- Working with Typography, Colour, Styles, Transparency, Long Documents
- Importing and Modifying Graphics
- Creating Tables and Adobe PDF Documents with Form Fields
- Printing and Exporting
- Exporting for E-Readers

Course Objectives:

- ☞ 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

Course Outcomes:

- ☞ Can 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

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
3. Robert Shufflebotham, (2011), InDesign in easy steps, In Easy Steps Publications

BASSPEP 133

SCHEME OF EXAMINATION

SECRETARIAL PRACTICE
Elective I :- Adobe InDesign –Computer Practical Paper(Lab)

Time: 3 Hrs.

Max. Marks: 40

Int. Assessment: 10

Adobe InDesign (3 questions of 10 marks)	30 marks
Class Record	05 marks
Viva Voce	05 marks

BASSPC 181

SECRETARIAL PRACTICE

I B A-II SEMESTER

PAPER II – SECRETARIAL SYSTEMS

Max. Marks: 80

Internal Assessment: 20

Credit:

02

Teaching Hours per week: 4 Hours

UNIT – I – RECORDS MANAGEMENT

1.1 Meaning and Objectives of Records Management

- Filing: Meaning and Objectives
- Essentials of a good Filing System
- Classification of Files and its advantages
- Centralized and Decentralized filing and its advantages

1.2 Indexing – Meaning, objectives

1.3 e-Filing

1.4 Digital signature

UNIT – II – INNOVATIVE POSTAL TRANSACTIONS

2.1 Postal Transactions:

- Speed Post and Courier Services
- Registration with AD
- Instant Money Order
- e-Post
- PIN and Post Box Number

2.2 Postal Franking Machine

2.3 Postal Financial Services (Savings Schemes)

UNIT – III – INNOVATIVE BANKING PRACTICES

3.1 Deposit Accounts: Savings/Current/Fixed/ Recurring Deposit Accounts; Account opening procedures, NRI accounts

3.2 Advances: Over Draft; Housing Loans/Vehicle loan (personal use) - Loan schemes - Current trends: Floating and Fixed rate of interest - repayment options

3.3 e-banking: Introduction; meaning; features

3.4 Credit and Debit Cards

3.5 ATM: Operation and advantages

3.6 Core Banking and its advantages; Net Banking – Mobile Banking

3.7 Cheque: Meaning, Features, Crossing, Bouncing and Dishonouring of Cheques

3.8 Demand Draft and Pay Order

Course Objectives:

- To understand the method of controlling important records
- To study the method of evaluating progress of the organization by referring previous records
- To learn the different modalities involved in the Post Office Activities meant for the Customer.
- To comprehend the meaning of innovative Banking Practices including mobile banking, Core Banking using NEFT / RTGS,

Course Outcomes:

- Manages the records more efficiently
- Provides institutional accountability and timely access to information
- Learnt the usage and importance of e-filing and Digital Signature
- Understand the terminologies and usage of Speed Post, Courier service, send letters or packages through Registered Post and getting the acknowledgment for the same., and all other postal related activities.
- Utilize the various savings Schemes available at the post offices.
- Familiarized with Innovative Banking Procedures

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. The Bank Credit Card Business – Second Edition – Indian Institute of Banks – McMillan
5. Basava K.D.–Banking Theory, Law and Practice (Modern Banking) -Vidyavahini Prakashan
6. Mutthu Swamy and Brinda, (2014) Swamy’s Post Office Guide, Swamy Publishers (P) Ltd.
7. Mutthu Swamy, Brinda and Sanjeev, Swamy’s Compilation of Postal Manual, Volume VI, Swamy Publishers (P) Ltd
8. B.V Raghunandan, Modern Banking, United Publishers

BASSPC 181

SCHEME OF EXAMINATION: THEORY

SECRETARIAL PRACTICE I.B.A II SEMESTER

Time: 3 Hrs.

Max. Marks: 80

Internal Assessment: 20

PART – A

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

PART – B

UNIT- I

3. To answer one question out of two 10 x1 = 10
4. To answer two questions out of Three 2 x 5=10

UNIT- II

5. To answer one question out of two 10 x 1=10
6. To answer two questions out of Three 2 x 5=10

UNIT- III

7. To answer one question out of two 10 x 1=10
8. To answer 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)

Max. Marks: 40

Internal Assessment: 10

Credit:01

Teaching Hours per week: 3 Hours

1. Computer Based Skills

- Typing Master: 20 words per minute
- MS Word:
 - a) Working with Tables
 - b) Tab settings
 - c) Columns, Drop cap, End Note and Foot Note
 - d) Mail merge,
 - e) Shapes, Smart Art, Text Box, Background

2. Spoken English Skills

- Introducing the guest and welcoming
- Vote of thanks

3. Postal and Banking Instruments

- e-M.O.
- Paying-in-slip
- DD form
- Postal Savings Scheme

TASKS:

1. Using Typing Master to work out printed passages, in order to improve the speed and accuracy.

2. Attending College Programmes and evaluate the welcome speeches, vote of thanks, introducing guest etc.
3. To prepare and present welcome speech, introduction of the Guest, vote of thanks etc.
4. To fill in the Banking and Postal Instruments.
5. Using Word Table handling
6. Using Word to create newspaper column document with Drop Cap, End Note and Foot Note
7. Using Word for Mail Merge
8. Creating attractive advertisements using Drawing tools

Course Objectives:

- To improve Communication and Typing skills
- To delve deeper into MS Word.
- To study to fill in the Banking and Postal Instruments.
- To Prepare and present welcome speech, introduction of the Guest, vote of thanks etc.

Course Outcomes:

- Improved Speed and accuracy in Typing work by typing out printed passages.
- Can evaluate the welcome speeches, vote of thanks, introduction to Guest / s etc.
- Confident in handling Table in MS Word
- Are able to Use Word to create newspaper column document with Drop Cap, End Note and Foot Note
- Can use Mail Merge feature available in MS Word.

BOOKS FOR REFERENCE:

1. The Bank Credit Card Business – Second Edition – Indian Institute of Banks – McMillan
2. Basava K.D.– Banking Theory, Law and Practice (Modern Banking) – Vidyavahini Prakashan
3. Mutthu Swamy and Brinda, (2014) Swamy’s Post Office Guide, Swamy Publishers (P) Ltd.
4. Mutthu Swamy, Brinda and Sanjeev, Swamy’s Compilation of Postal Manual, Volume VI, , Swamy Publishers (P) Ltd.
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

SECRETARIAL PRACTICE

I B.A - II SEMESTER - PRACTICAL

COMPUTER BASED AND SPOKEN ENGLISH SKILLS –II (LAB)

Time: 3 Hrs.

Max. Marks: 40
Internal Assessment:10

1. COMPUTER BASED SKILLS

Typing Master: 20 words per minute	10 marks
MS Word (2 questions of 5 marks each)	10 marks

2. SPOKEN ENGLISH SKILLS

Introducing the guest or welcoming or Proposing vote of thanks	5 marks
--	---------

3. POSTAL AND BANKING INSTRUMENTS

Postal Savings Schemes/e-M.O./Paying-in-slip/DD	5 marks
Class Record	5 marks
Viva Voce	5 marks

SECRETARIAL PRACTICE
Elective II: Theory Paper
EMPLOYABILITY SKILL DEVELOPMENT

Max. Marks: 40

Internal Assessment: 10
01

Credit:

Teaching Hours per week: 2 Hours

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:

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

Course Outcomes:

- ☞ Nurture them with career competencies
- ☞ Improve students’ 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

BASSPCE 183

SCHEME OF EXAMINATION: THEORY
SECRETARIAL PRACTICE
Elective II: Theory Paper
EMPLOYABILITY SKILL DEVELOPMENT

Time: 3 Hrs.

Max. Marks: 40
Internal Assessment: 10

PART - A

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

PART - B

UNIT- I

2. To answer two questions out of Three 2 x 5=10

UNIT- II

3. To answer two questions out of Three 2 x5=10

UNIT- III

4. To answer Two questions out of Three 2x5=10

BASSPC 231

SECRETARIAL PRACTICE
II B A-III SEMESTER
PAPER III – HUMAN RESOURCE MANAGEMENT

Max. Marks: 80

Internal Assessment: 20
02

Credit:

Teaching Hours per week: 4 Hours

UNIT – I – HUMAN RESOURCE MANAGEMENT

- 1.1 Human Resource Management – Meaning, objectives, Role of HR Manager
- 1.2 Human Resource Planning – Definition – Need
- 1.3 Recruitment & its Sources
 - Advertisements
 - Placement agencies
 - Recruitment Boards
 - Walk- in
 - Campus Recruitment
- 1.4 Drafting job applications – Resume/ Curriculum Vitae
- 1.5 Guidelines for facing interview: Preparations – dos & don'ts

UNIT – II SALARY ADMINISTRATION

- 2.1 Pay Scale and its components
 - Basic Pay
 - Increments – increment slabs
 - Dearness Allowance
 - House Rent Allowance
 - City Compensatory Allowance
 - Rural Allowance
- 2.2 Salary Deductions
 - Contributions to LIC/EPF/GI/GBF
 - Profession Tax
 - Income Tax – TDS
- 2.3 Gross Pay & Net Pay , Consolidated Pay, Stipend,

UNIT – III - LEAVE RULES & FRINGE BENEFITS

- 3.1 Leaves and Leave Rules
 - Casual Leave
 - Earned Leave
 - Maternity Leave
 - Paternity Leave
 - Half Pay Leave
 - Leave Encashment
- 3.2 Meaning & Types of Fringe Benefits
 - Subsidized Canteen Facility
 - Accommodation & Dormitory Facility
 - Travel/ Transportation Facilities
 - LTC/HTC
 - Medical/ Health Care Benefits with special reference to ESI

- Social Security Benefits – EPF, Gratuity and Pension Schemes

Course Objectives:

1. To enable the students to understand the objectives of Human Resource Management in the organizations and the various roles of HR Manager
2. To develop the interview facing skills and resume writing skills
3. To help the students to focus on the pay-scale, salary components and deductions
4. To integrate the knowledge of leave rules, fringe benefits and social security benefits

Course Outcomes:

On completion of this course the students will be able

1. To understand the concept of Human Resource Management and to understand its relevance in the organizations
2. To Develop interview facing and resume writing skills
3. To focus on salary administration
4. To integrate understanding of various types of leaves and other benefits provided to the employees in the organisations

BOOKS FOR REFERENCE:

1. Gupta C.B – Human Resources Management – Sulthan Chand & Sons
2. Dr. Hebbur C.K. & Dr. Devaraj K. - Human Resources Management
3. Dessler Garey, – Human Resource Management, Prentice – Hall India Ltd. New Delhi
4. Mamoria, C.B. – Personnel Management, Himalaya Publishing House, Mumbai
5. David, Monappa, etal – Human Resource Development – Crest Publishing House, New Delhi
6. KCS Rules

BASSPC 231

SCHEME OF EXAMINATION: THEORY
SECRETARIAL PRACTICE
II B.A III SEMESTER
PAPER III : HUMAN RESOURCE MANAGEMENT

Time: 3 Hrs.

Max. Marks: 80

Internal Assessment: 20

PART – A

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

PART – B

UNIT- I

- | | |
|---|-------------|
| 3. To answer one question out of two | 10 x 1 = 10 |
| 4. To answer two questions out of Three | 2 x 5=10 |

UNIT-II

5. To answer one question out of two 10 x 1=10
6. To answer two questions out of Three 2 x 5=10

UNIT- III

7. To answer one question out of two 10 x 1=10
8. To answer Two questions out of Three 2 x 5=10

BASSPP 232

SECRETARIAL PRACTICE II B.A - III SEMESTER PRACTICAL

POWERPOINT AND SPOKEN ENGLISH SKILLS – III (LAB)

Max. Marks: 40

Internal Assessment: 10

Credit: 01

Teaching Hours per week: 2 Hours

1. POWERPOINT

- Invoking Microsoft PowerPoint: Toolbars, Drawing palette, Slide layouts, working with slides, Using templates, PowerPoint views,
- Working with objects: inserting pictures, Slide show, Slide Transitions, Graphics, Tables, Organisation Charts
- Animations, Inserting sounds
- Printing

2. Key Board drill for speed and accuracy using Typing Master (30 WPM)

3. Internet and e-mail

4. Spoken English Skills:

Narrating an incident/story

TASK:

1. Pay special attention to pronunciation, tone, proper pause and gesture
2. To work out accuracy and speed building exercises using Typing Master
3. Create your own free-mail ID using any web-based free e-mail site.
4. Send messages to your teacher's account with attachment using your e-mail ID and also check the messages received.
5. Using Search engines search the given information.
6. To make a PowerPoint presentation on new-generation Automobiles/ home appliances
7. To make a PowerPoint presentation of places of Tourist-interest in your city.
8. To make a PowerPoint presentation of various activities of your college
9. To make a PowerPoint presentation on technological innovations in computers.
10. Project presentation on chosen topics.

Course Objectives:

1. To create slide presentations that include text, graphics, animation, and transitions.
2. To help the learners to develop their typing skills by recognising positions of the keys to use all fingers and to type without looking at the keys or hands
3. To gain basic knowledge of creating email ID, using search engines, browsing and sending messages with attachments.
4. To improve the fluency and confidence of the student when speaking English

Course Outcomes:

On completion of this course the students will be able

1. To create slide presentations for any topic by inserting text, pictures, animation and transition
2. To improve the typing skills by increasing speed and accuracy
3. To gain knowledge of creating email ID, browsing, downloading and sending messages through electronic mail.
4. To improve fluency, confidence and communication skills.

BOOKS FOR REFERENCE:

1. Richard J. Smith Mark Gibbs & Paul Mcfedries, Navigating the internet, Sams Net Publishing Third edition 1995
2. Echo Swinford, PowerPoint 2016, Pearson Education –published 2015
3. John Preppernau & Joyce Cox, PowerPoint 2010 step by step, Microsoft publishers
4. Bansal, R.K. & Harrison, J.B. - Spoken English, Orient Longman, Madras
5. Krishna Mohan & Singh, N.P– Speaking English Effectively, Macmillan India, New Delhi

BASSPP 232

SCHEME OF EXAMINATION: PRACTICAL - I SEMESTER

SECRETARIAL PRACTICE II B.A - III SEMESTER (PRACTICAL)

POWERPOINT AND SPOKEN ENGLISH SKILLS (LAB)

Time: 3 Hrs.

Max. Marks: 40

Internal Assessment: 10

1. COMPUTER BASED SKILLS

- PowerPoint 10 marks
- Key Board drill for speed and accuracy using Typing Master (30 WPM) 10 marks
- Internet and e-mail 5 marks

2. SPOKEN ENGLISH SKILLS:

- Narrating an incident/story 5 marks
3. Class Record 5 marks
4. Viva voce 5 marks

BASSPEP 233

SECRETARIAL PRACTICE
Elective III: ADOBE ILLUSTRATOR CS6
Computer Practical Paper (Lab)

Max. Marks: 40

Credit: 1

Internal Assessment: 10

Teaching Hours per week: 2 Hrs

- A Quick Tour of Adobe Illustrator CS5 (Menus Layout etc.)
- Getting to Know the Work Area
- Selecting and Aligning
- Creating and Editing Shapes
- Transforming Objects
- Drawing with the Pen and Pencil Tools
- Colour and Painting
- Working with Type, Layers, Perspective
- Drawing
- Blending Colors and Shapes
- Working with Brushes
- Applying Effects
- Applying Appearance Attributes and Graphic Styles
- Working with Symbols

Course Objectives:

1. To identify the components and capabilities of Adobe Illustrator
2. To capture creative vision with shapes, color, effects, and typography.
3. To demonstrate drawing and transforming objects

Course Outcomes:

On completion of this course students will be able

1. To create beautiful web designs, cartoons, logos, illustrations, story board etc.
2. To create Vector Graphic designs and brochures.

BOOKS FOR REFERENCES:

1. Elaine Weinmann & Peter Lourekas, Adobe Illustrator CS6, Peachpit Pr
2. Adobe Illustrator CS6 Classroom in a book, Adobe creative team, Pearson Adobe Press
3. Brian Wood, Adobe Illustrator CC, Classroom in a book, Adobe Press Publisher

BASSPEP 233

SCHEME OF EXAMINATION

SECRETARIAL PRACTICE
Elective III: Adobe Illustrator CS6
Computer Practical Paper (Lab)

Time: 3 Hrs.

Max. Marks: 40
Internal Assessment: 10

Adobe Illustrator (3 questions of 10 marks each)	30 marks
Class Record	05 marks
Viva Voce	05 marks

BASSPC 281

**SECRETARIAL PRACTICE
II B A-IV SEMESTER**

PAPER IV – PORTFOLIO MANAGEMENT & PERSONAL TAXATION

Max. Marks: 80

Credit: 02

Internal Assessment: 20

Teaching Hours per week: 4 Hours

UNIT – I INVESTMENT MANAGEMENT

- 1.1. Investments in Equities – Meaning and Objectives
- 1.2. Public Issues / IPOs – Price Band
- 1.3. Primary & Secondary Market
- 1.4. Stock split
- 1.5. Bonus shares
- 1.6. Dividend (Interim & Final)
- 1.7. DMAT Account
- 1.8. Capital gains
- 1.9. Mutual Funds

UNIT – II PORTFOLIO MANAGEMENT

- 2.1 Definition and Meaning of Investment Portfolio
- 2.2 Principles of Sound Investment
- 2.3 A guide to Financial Planning
- 2.4 Personal Financial Planning
- 2.5 Personal Investment Planning
- 2.6 BSE/NSE Indices – Sector Indices (Banking, IT, FMCG etc)
- 2.7 Investors Grievance Redressal Mechanism and Regulatory Bodies:
SEBI and its role

UNIT – III PERSONAL INCOME TAX CONCEPTS AND COMPUTATION

- 3.1 Concepts of Personal Income Tax
- 3.2 FY/AY
- 3.3 Prevailing rates of Income Tax
- 3.4 Deductions under Chapter VI-A
- 3.5 Profession Tax
- 3.6 House Rent Allowance u/s 10 (13 A)
- 3.7 Deductions u/c 80C, u/s 80 CCC, u/s 80 D, u/s 80 E, u/s 80 U, u/s 80 G
- 3.8 PAN and its importance
- 3.9 Computation of Personal Income Tax Liability to demonstrate the provisions specified above.
(To work out 5 simple problems)

Course Objectives:

1. To help the students understand the concept of Investment Management by learning various topics like Capital Market, Dividend, Mutual Funds etc.
2. To gain knowledge on Personal Financial Planning, Stock Exchanges and SEBI

3. To understand the computation of Personal Income Tax Liability
4. To enable the students to understand the various tax deductions under different sections of Income Tax Act

Course Outcomes:

On completion of this course students will be able

1. To understand the concept of Investment Management
2. To gain knowledge of Personal Financial Planning and its principles
3. To understand the calculation of Tax liability
4. To know the deductions under sections of Income Tax Act

BOOKS FOR REFERENCE

1. Bhalla V.K. - Investment Management – S. Chand Publication
2. Invest Analysis and Portfolio Management – Vikas Publishing House P.Ltd.
3. Rao Sadashiva K. - Business Tax -Volume I, II, III
4. Shanbagh, A.N.- In the Wonderland of Investment, Popular Prakashana Pvt. Ltd. Mumbai
5. Machiraju H.R. – The Working of Stock Exchange in India – second edition – New Age International P. Ltd. Publishers

BASSPC 281

**SCHEME OF EXAMINATION
SECRETARIAL PRACTICE
II B A-IV SEMESTER**

PAPER IV – PORTFOLIO MANAGEMENT & PERSONAL TAXATION

Time: 3 Hrs.

Max. Marks: 80

Internal Assessment: 20

PART – A

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

PART – B

UNIT- I

- | | |
|---|-------------|
| 3. To answer one question out of two | 10 x 1 = 10 |
| 4. To answer two questions out of Three | 2 x 5=10 |

UNIT- II

- | | |
|--------------------------------------|-----------|
| 5. To answer one question out of two | 10 x 1=10 |
|--------------------------------------|-----------|

6. To answer two questions out of Three

2 x 5=10

UNIT- III

7. To answer one question out of two

10 x 1=10

8. To answer Two questions out of Three

2 x 5=10

BASSPP 282

SECRETARIAL PRACTICE II B.A - IV SEMESTER PRACTICAL

TALLY ERP 9 WITH GST AND SPOKEN ENGLISH SKILLS-IV (LAB)

Max. Marks: 40

**Internal Assessment: 10
01**

Credit:

Teaching Hours per week: 3 Hours

1. Tally Accounting Package with GST

- Passing Journal entries
- Creating Company
- Checking features, configuration
- Creating Ledgers
- Identifying the Groups
- Creating Vouchers
- Working with GST
- Finding out the Gross Profit/Loss, Net Profit/Loss, Balance Sheet and GST

2. Spoken English Skills

Pick and speak

TASK:

1. Attend and listen to speeches/ programmes arranged in the college to improve pronunciation, tone, proper positions and gestures.
2. Listen and watch TV news/ programmes for improving pronunciation and interviewing skills.
3. Passing Journal entries, creating a company, creating ledgers, Vouchers and Final Accounts

Course Objectives:

1. To develop accounting skills by learning basics of Accountancy, its principles and concepts through Tally
2. Tally is accounting package which is very useful for any students to get placements in different offices as well as companies in accounts departments.
3. To gain knowledge of calculating GST

4. To improve fluency in English speaking and to improve confidence
5. To know the students perspectives on the picked topic
6. To improve public speaking skill

Course Outcomes:

On completion of this course students will be able

1. To develop accounting skills
2. To get placements
3. To gain knowledge of GST
4. To improve fluency and confidence
5. To improve public speaking skill

BOOKS FOR REFERENCE:

1. V.S. Datey, All about GST, Taxmann Publication
2. Parmar Ravindra, Tally.ERP9 with GST, Computer World Research Publication
3. Behera Ranjan Soumya, Learn Tally.ERP 9 in 30 days (A handbook to teach you everything about Tally.ERP 9), B.K.Publications Pvt. Ltd.
4. Chheda Rajesh, Learn Tally.ERP 9 with GST and E-Way Bill Paperback – 2018, Ane Books Publication
5. Nadhani, K. Asok, Tally.ERP 9 Training Guide, BPB Publications
5. Kamalesh, Sadananda, Susheela, Punitha, Spoken English – A foundation course, Orient Longman (P) Ltd.
6. Desmond W. Evans, Improving English Skills, Wheeler Publisher
7. Raman B.S. – Accountancy – I, United Publishers

BASSPP 282

SCHEME OF EXAMINATION

**SECRETARIAL PRACTICE
II B.A - IV SEMESTER
(PRACTICAL)**

TALLY ERP 9 WITH GST AND SPOKEN ENGLISH SKILLS (LAB)

Time: 3 Hrs.

Max. Marks: 40
Internal Assessment: 10

1. Computer Based Skills

Tally. ERP 9 with GST (2 questions of 10 marks each) 20 marks

2. Spoken English Skills:

Pick and speak 10 marks

Class Record 5 marks

Viva Voce 5 marks

BASSPOE 283

**SECRETARIAL PRACTICE
II BA – IV SEMESTER
OPEN ELECTIVE IV: Theory Paper
SECRETARIAL ADMINISTRATION**

Max. Marks: 40

Internal Assessment: 10

Credit:

01

Teaching Hours per week: 2 Hours

UNIT 1: OFFICE SECRETARY

1.1 Definition

1.2 Qualities

1.3 Qualification

1.4 Types of Secretaries

1.5 Secretarial Duties

UNIT 2: DOCUMENTATION SKILLS

2.1 Filing- Meaning, Objectives

2.2 Classification of files

2.3 Centralised and decentralised filing

2.4 Record Management – Objectives

2.5 E- filing

UNIT 3: COMPUTER SKILLS

3.1 MS WORD

Parts of MS Word screen, Cut, copy paste, Finding and replacing, Text formatting, Inserting Numbers and Bullets, Paragraph formatting, Inserting tables.

3.2 MS EXCEL

Procedure for opening a workbook, entering text in worksheets, Editing Excel- selecting cells, editing cell contents, Saving, Printing; Inserting/Deleting data, Rows and Columns, Worksheet ranges

3.2 POWERPOINT

Creating slides, Layouts, Designs, adding pictures, Table charts, Animation effects, Transition, Copying Presentation to pen drives and slide show

Course Objectives:

1. To understand the concept of Office Secretary by learning the qualities, qualifications and types of secretary.
2. To acquire documentation skills
3. To develop Computer Based Skills through learning Microsoft Office Applications

Course Outcomes:

On completion of this course students will be able

1. To understand the concept of Office Secretary and Secretarial Administration.
2. To acquire the knowledge of Secretarial Duties
3. To gain knowledge of window based applications like MS Word, MS PowerPoint and MS Excel

BOOKS FOR REFERENCES:

1. Arora S.P. - Office Organization and Management – second revised edition; Vikas Publishing House, New Delhi
2. Bhatia M.P. - Handbook of Practical English Grammar
3. Harrison John - Secretarial Duties
4. Kumar N. and Mittal R. - Secretarial Practice
5. Pillai Ramachandran K. –Rapidex –Professional Secretary’s Course –Pustak Mahal
6. Mohan Krishna and Raman Meenakshi – Effective English Communication
7. Chopra R.K. – Office Management – Himalaya Publishing House
8. Raman B.S. – Office Management and Communication
9. Ghosh Bishwanath – Tourism and Travel Management – Vikas Publishing House P. Ltd.
10. Batra Promod – Simple ways to become a Professional Secretary
11. Madon D.P. Khorshed; McDowell Homai – Office Administration and Management - Vikas Publishing House P. Ltd.
12. Saxena Sanjay – A first course in Computers – Vikas publishing house pvt. Ltd.
13. Rapidex Computer course – Pustak Mahal Publikations
14. Barry Press and Marcia Press – Teach yourself all about computers – IDG Book India

BASSPOE 283

SCHEME OF EXAMINATION

**SECRETARIAL PRACTICE
II BA – IV SEMESTER
OPEN ELECTIVE IV: Theory Paper
SECRETARIAL ADMINISTRATION**

Time: 3 Hrs.

**Max. Marks: 40
Internal Assessment: 10**

PART – A

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

PART - B

UNIT- I

2. To answer two questions out of Three 2 x 5 = 10

UNIT- II

3. To answer two questions out of Three 2 x 5 = 10

UNIT- III

4. To answer Two questions out of Three 2 x 5 = 10

BASSPC 331

**SECRETARIAL PRACTICE
III B.A. – V SEMESTER**

**PAPER V – ESSENTIALS OF BUSINESS COMMUNICATION &
CORRESPONDENCE**

Max. Marks: 80

Internal Assessment: 20

Credit: 02

Teaching Hours per week: 3 Hours

UNIT – I PRINCIPLES OF BUSINESS COMMUNICATION

- 1.1 Meaning, Definition & Purposes of Communication
- 1.2 Process and Types of Communication Verbal and Non-Verbal
- 1.3 Importance of Listening
- 1.4 Communication Barriers and Ways of overcoming them
- 1.5 Writing Process
- 1.6 Principles of written Business Communication: The Seven Cs - Completeness, Consideration, Clarity, Courtesy, Correctness, Concreteness, Conciseness

UNIT – II - MEETINGS

2.1 Essentials of a Valid Meeting

- Authority
- Notice: – Drafting
- Agenda
- Chairperson
- Quorum
- Points of Order
- Proxy
- Motion & Resolution
- Voting

UNIT – III - BUSINESS CORRESPONDENCE

3.1 Structure of Business Letter

- Heading
- Date
- Inside Address
- Salutation
- Subject, Reference line
- Body, Complementary close,
- Enclosure, Attention, identification mark,

3.2 Types of Business Correspondence

- Enquiries (Price/Reference/Status)
- Placing orders
- Claims/Complaints

Course Objectives:

- To gain skills and knowledge of communication in the business environment.
- Strong focus on the understanding of theory of communication and its application.
- To develop the Letter drafting skills
- To recognize effective meeting structure and techniques

Course Outcomes:

- Gains inter-personal skills across teams and cultures through effective communication
- Develops the students communication skills and knowledge in a supportive peer group environment through exchange of ideas and team work
- Capable to arrange meetings confidently
- Opportunities for personal growth

BOOKS FOR REFERENCE

1. Mohan Krishna & Banerji Meera - Developing Communication Skills
2. Sharma R.C. & Mohan Krishna– Business Correspondence & Report Writing – Second Edition
3. Paul Rajendra & Korlahalli J.S. – Essentials of Business Communication
4. Scott Bill – The Skills of Communicating
5. Presentation Skills – Techmedia Manish Plaza, 20, Ansari Road, New Delhi-2
6. Doctor Aspi; Rhoda Doctor – Principles and Practice of Business Communication – Seth Publishing P. Ltd.
7. Raman B.S. - Company Law and Secretarial Practice
8. Paul Rajendra & J.S. Corlales Essentials of Business Communication
9. Bansal, R.K. & Harrison, J.B. - Spoken English, Orient Longman, Madras
10. Bhatia, R.L. – The Executive Track
11. Krishna Mohan & Singh, N.P.–Speaking English Effectively, Macmillan India, New Delhi
12. Widowson, H.C. – Teaching Language as Communication, OUP, London
13. Wills, Jane – Teaching English through English, ELBS, Longman, England
14. Effective Communication- Rupa & Co. New Delhi
15. Michal Adelstein, E. – Contemporary Business Writing, Random House, New York
16. Balasubramanyam, M. Business Communication – Vikas Publishing, Delhi
17. Bahl, Sushil – Business Communication Today, Response Books, New Delhi
18. Bhushan, Y.K. & Mittal K. Ashok – Elements of Secretarial Practice, Chand & Co. New Delhi
19. Chaturvedi P.D. & Chaturvedi Mukesh – Business Communication: Concepts, Cases and Applications – Pearson Eduaction
20. Biswajith Das & Ipseeta Satpathy - Business Communication & Personality Development: Lessons for Paradigm Change in Personality- Excel Books
21. Shirley Taylor – Communication for Business – Third Edition- Pearson Education

BASSPC 331

SCHEME OF EXAMINATION SECRETARIAL PRACTICE III B A-V SEMESTER

PAPER V – ESSENTIALS OF BUSINESS COMMUNICATION & CORRESPONDENCE

Time: 3 Hrs.

Max. Marks: 80

Internal Assessment: 20

PART – A

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

PART – B

UNIT- I

- | | |
|---|-------------|
| 3. To answer one question out of two | 10 x 1 = 10 |
| 4. To answer two questions out of Three | 2 x 5=10 |

UNIT- II

- | | |
|---|------------|
| 5. To answer one question out of two | 10 x 1 =10 |
| 6. To answer two questions out of Three | 2 x 5 = 10 |

UNIT- III

- | | |
|---|-------------|
| 7. To answer one question out of two | 10 x 1 = 10 |
| 8. To answer Two questions out of Three | 2 x 5 = 10 |

BASSPC 332

**SECRETARIAL PRACTICE
III B.A. V SEMESTER
PAPER VI – BUSINESS APPLICATIONS OF INFORMATION
TECHNOLOGY**

Max. Marks: 80

**Internal Assessment: 20
02**

Credit:

Teaching Hours per week: 3 Hours

UNIT – I MS-EXCEL

- 1.1 Introduction to MS-Excel - Parts of MS-Excel Spreadsheet
- 1.2 Navigate Worksheet – Enter & Edit Data
- 1.3 Cell References
- 1.4 Setting the Column Width and Row height
- 1.5 Cell Formatting
- 1.6 Copying and Moving the Cell Content
- 1.7 Inserting and deleting Cells, Columns & Rows
- 1.8 Importance of Functions
 - Mathematical & Statistical Functions
 - Date & Time Functions
 - Text Functions
 - Logical Functions
 - Lookup and Reference functions
- 1.9 Operators – Arithmetic, Comparison & Text
- 1.10 Fill Handle, Auto sum, Auto fill
- 1.11 Cell Format categories
- 1.12 Charts - Types of Chart, Steps to Create a Regular Chart, Parts of chart
- 1.13 Creating Pivot Table
- 1.14 Filtering Database Records – Auto Filter & Advanced Filter and Data Sort
- 1.15 Goal Seek
- 1.16 Printing a Worksheet - Page Setup – Page Options, Margin Options, Page Headers & Footers, Sheet Options, Previewing Worksheet

UNIT II: ADVANCED EXCEL

- 2.1 Advanced paste special techniques

- Paste formulas
 - Paste Formats
 - Paste Validations
 - Transpose tables
- 2.2 Advanced charts
- Combo charts
 - Quick Analysis tool
 - Smart lookup and manage store
 - Spark lines- Lines, Columns and win/loss
 - 3D Map
- 2.3 Excel Dashboards and Slicers
- Planning and Dashboard
 - Adding tables and charts to dashboard
 - Using slicers, filter data with slicers
 - Manage Primary and Secondary Axis

UNIT –III - HTML

3.1 Introduction to HTML

- Structure of HTML Document
- Structural HTML Tags: Body, Head, HTML, Title
- Adding Comments

3.2 Formatting Text:

- Paragraph & Line Break Tag, Heading, Font, Italic, Bold, Alignment- Left, Right & Center, Bulleted List – Ordered list & Unordered List
- Creating Hyper Text Links to a File, NON – WWW Files, Same HTML File and Another HTML File

3.3 Pre- Formatted Text

3.4 Adding Image & Other Page Elements

- a) HR b) IMG c) MARQUEE

3.5 Web Page Authoring Using HTML

- Creating Tables
- Creating Frames
- Creating Forms

Course Objectives:

1. To become familiar with the Excel Workbook, navigating worksheets, entering and editing data
2. To gain knowledge of formulas and functions in Excel
3. To know about Advanced Excel and its features
4. To learn creating, validating and publishing the web page by using HTML

Course Outcomes:

On completion of this course students will be able

1. To work with Excel workbook, navigate worksheet and other parts of the screen
2. To gain knowledge of functions and formulas
3. To work with Advanced Excel
4. To learn creating web page and other features of HTML

BOOKS FOR REFERENCE

1. Chester, Thomas- Mastering Excel 5 for Windows, BPB Publications, New Delhi
2. Gupta, Vikas – Comdex Computer Course Kit, Dreamtech, New Delhi

3. Cox Joyca, Kervran Patrick – A Quick Course in Excel 4 for Windows – Jaico Publishing House, Bangalore
4. Norton, Peter, Introduction to Computers, Tata McGraw Hill, New Delhi
5. Roman, S. 2002 writing Excel Macros with VBA 2nd Edition, Sebastopol CA: O'Reilly.
6. Sengupta, C. 2004, Financial Modelling using Excel and VBA Hoboken NJ, John Wiley and Sons
7. Winston 2004, Microsoft Data Analysis and Business Modelling. 2nd Edition Redmond, WA: Microsoft Press.
8. Bayross, Ivan – Web Enabled Commercial Application Development using HTML, DHTML, Java Script, Perl, CGI, BPB Publications, New Delhi
9. Arora Ritu, Advance Excel 2016, BPB Publications
10. Jordan Goldmeier, Apress Publication
11. Jelen Bill, Advance Excel 2016 in depth, BPB Publications

BASSPC 332

SCHEME OF EXAMINATION: THEORY

SECRETARIAL PRACTICE

III B.A. V SEMESTER

PAPER VI – BUSINESS APPLICATIONS OF INFORMATION TECHNOLOGY

Time: 3 Hrs.

Max. Marks: 80

Internal Assessment: 20

PART – A

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

PART – B

UNIT- I

- | | |
|---|-------------|
| 3. To answer one question out of two | 10 x 1 = 10 |
| 4. To answer two questions out of Three | 2 x 5 = 10 |

UNIT- II

- | | |
|---|-------------|
| 5. To answer one question out of two | 10 x 1 = 10 |
| 6. To answer two questions out of Three | 2 x 5 = 10 |

UNIT- III

7. To answer one question out of two

10 x 1 = 10

8. To answer Two questions out of Three

2 x 5 = 10

BASSPP 333

**SECRETARIAL PRACTICE
III B.A. V SEMESTER (PRACTICAL)
ADVANCED EXCEL AND HYPER TEXT MARK-UP LANGUAGE**

Max. Marks: 80

Internal Assessment: 20

Credit: 02

Teaching Hours per week: 4 Hours

PRACTICAL CONTENTS

1. MS EXCEL (Spreadsheet)

Creating the sheet by formatting the cells, Changing the pattern of the cell, Inserting/deleting rows, columns, using functions for calculations, creating a graph and formatting it, inserting a chart, Filtering Records using Advanced Filter, Pivot table, Goal Seek, Advanced paste special techniques, Creating Advanced charts, working with dash boards and slicers and printing spreadsheets.

2. HYPER TEXT MARK-UP LANGUAGE

1. Write an HTML program to display the title, the various types of headings by changing the background color.
2. Write an HTML program to display some text with following formatting features:
3. a) Bold b) Center c) Underline d) Font size, color e) Face f) Superscript g) Subscript
h) Strike through i) Leaving space j) Line break k) Block quote l) Span style
4. Write an HTML program to display the images (Inserting a picture) as background with your college name as marquee effect.
5. Write an HTML program to create a "Table" with 3 rows and 3 columns and perform the following: a) Change the row height b) Change the column width c) Merge the rows d) Merge the columns e) Add the fourth row and column f) Delete the second row and column.
6. Write an HTML program to display the ordered list, unordered list and definition list with minimum of 6 to 8 items in it.
7. Write an HTML program to link one image file and one word document file.
8. Write an HTML program with the following frame set and display the various exercises in it. a) Columns : 25%, 25%,50% b)Rows: 50%, 50%
9. Write an HTML program to create the admission form for the graduation course with the following format:

ADMISSION FORM

Name:	Text
Date of Birth:	MM/DD/YY
Address	Text
City	Combo Box
Gender	Radio Box

Qualification

Check Box

Hobbies

List Box

Submit

Exit

10. Create a web page of 25% and 75% with columns, to perform the following task
- When clicked on the 25% open the relevant files in 75%
- (i) Ordered list data (ii) Admission form (iii) Tables

11. Write an HTML program to accept the details of an e-mail ID with the following information:

- User name
- Password
- Address
- City
- Gender
- Telephone
- Hobbies
- Your Ambition

Save

Cancel

Course Objectives:

- To expose students to the practical use of Advanced Excel formulas and features in intensive data analyses
- This course aims to provide practical knowledge of Filtering Records, Pivot table, Goal Seek, Advanced paste special techniques, Creating Advanced charts, working with dash boards
- To learn creating web page, Table, Forms, Frames and other features of HTML

Course Outcomes:

On completion of this course students will be able

- To work with Excel workbook, navigate worksheet and other parts of the screen
- To gain knowledge of functions and formulas
- To work with Advanced Excel
- To learn creating web page and other features of HTML

BOOKS FOR REFERENCE:

- Chester, Thomas- Mastering Excel 5 for Windows, BPB Publications, New Delhi
- Gupta, Vikas – Comdex Computer Course Kit, Dreamtech, New Delhi
- Cox Joyca, Kervran Patrick – A Quick Course in Excel 4 for Windows – Jaico Publishing House, Bangalore
- Norton, Peter, Introduction to Computers, Tata McGraw Hill, New Delhi
- Roman, S. 2002 writing Excel Macros with VBA 2nd Edition, Sebastopol CA: O Reilly.
- Sengupta, C 2004, Financial Modelling using Excel and VBA Hoboken NJ, John Willey and Sons
- Winston 2004, Microsoft Data Analysis and Business Modelling. 2nd Edition Redmond, WA: Microsoft Press.
- Bayross, Ivan – Web Enabled Commercial Application Development using HTML, DHTML, Java Script, Perl, CGI, BPB Publications, New Delhi

SCHEME OF EXAMINATION
SECRETARIAL PRACTICE
ADVANCED EXCEL AND HYPER TEXT MARK-UP LANGUAGE
III B.A - VI SEMESTER
(PRACTICAL)

Time: 3 Hrs.

Max. Marks: 80
Internal Assessment: 20

Excel (3 questions of 10 marks each)	30 marks
HTML (3 questions of 10 marks each)	30 marks
Class records	10 marks
Viva voce	10 marks

BASSPC 381

SECRETARIAL PRACTICE
III B A - VI SEMESTER
PAPER VII – SOFT SKILLS AND PERSONALITY DEVELOPMENT

Max. Marks: 80

Internal Assessment: 20

Credit: 02

Teaching Hours per week: 3 Hours

UNIT – I – SOFT SKILLS & PERSONALITY DEVELOPMENT

- 1.1 Soft Skills: Importance, Benefits
- 1.2 Self Confidence: Ways to develop self-confidence
- 1.3 Self - Esteem: High/Low self-esteem, Ways to increase self-esteem
- 1.4 SWOT Analysis
- 1.5 Coping with Stress: Meaning, Causes, Effects of Stress, Overcoming Stress

UNIT – II - INTERPERSONAL RELATIONSHIP

- 2.1 Interpersonal Relationship: Johari's Window
- 2.2 Team Building: Principles of Team Work
- 2.3 Goal setting & Prioritization
- 2.4 Time Management

UNIT – III- GROUP DYNAMICS

- 3.1 Introduction & Meaning
- 3.2 Stages of Group Development
- 3.3 Types of Groups: Formal, Informal
- 3.4 Formal Groups – Command Group, Task Group, Functional Group
- 3.5 Informal Group – Interest Group, Friendship Group, Reference Group
- 3.6 Group Dynamics

Course Objectives:

1. To encourage the all round development of students by focusing on Soft Skills
2. To bring awareness on the causes, effects of stress and few stress management techniques
3. To develop interpersonal relationship skills, Team work and Time Management skills
4. To learn Group Dynamics, Theories of Group Development and Types of Groups

Course Outcomes:

On completion of this course students will be able

1. To develop personality through soft skills
2. To know the causes and effects of stress and coping with stress
3. To become self-confident individuals by mastering inter-personal, team management, and leadership skills.
4. To work in group by understanding the types of groups and Theories of Group Development

BOOKS FOR REFERENCE

1. Wallace Harold R. & Masters L. Ann – Personality Development
2. Mithra Barun K. – Personality Development & Soft Skills – Oxford University Press
3. Verma Shalini– Soft Skills for the BPO sector – Pearson
4. Dr. Alex K. – Soft Skills – S.Chand
5. Personal Effectiveness & Development (All India Management Association) – An Excel Publishers Pvt. Ltd.
6. Team Work Skills – Viva Career Skills Library – Vikas Books P. Ltd.
7. Siddiqui H.Y. – Group Work – Theories & Practices
8. Effective Time Management - Rupa & Co. Calcutta
9. Khera, Shiv – You Can Win – Macmillan India, New Delhi
10. Biswajit Das & Ipseepa Satpathy – Business Communication & Personality Development – Lessons for Paradigm Change in Personality – Excel Books
11. Wallace Harold R. and. Masters Ann L - Personality Development

BASSPC 381

SCHEME OF EXAMINATION: THEORY

SECRETARIAL PRACTICE

III B.A. VI SEMESTER

PAPER VII – SOFT SKILLS AND PERSONALITY DEVELOPMENT

Time: 3 Hrs.

Max. Marks: 80

Internal Assessment: 20

PART – A

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

PART – B

UNIT- I

3. To answer one question out of two 10 x 1 = 10
4. To answer two questions out of Three 2 x 5 = 10

UNIT- II

5. To answer one question out of two 10 x 1 = 10
6. To answer two questions out of Three 2 x 5 = 10

UNIT- III

7. To answer one question out of two 10 x 1 = 10
8. To answer Two questions out of Three 2 x 5 = 10

BASSPC 382

SECRETARIAL PRACTICE III B A - VI SEMESTER

PAPER – VIII - COMPUTER AIDED PRESENTATIONS

Max. Marks: 80

Internal Assessment: 20

Credit: 02

Teaching Hours per week: 3 Hours

UNIT – I PRESENTATION SKILLS

- 1.1 Presentation – Meaning
- 1.2 What makes an effective presentation
- 1.3 Handling questions and answers
- 1.4 Facial expression and eye contact
- 1.5 Movements and gestures
- 1.6 Language resources
- 1.7 Presentation Aids and their uses
- 1.8 Computer-assisted presentations

UNIT – II – PAGE MAKER- I

- 2.1 Introduction and Starting Page Maker
- 2.2 The Page Maker Screen - Floating Palettes – The Rulers – Repositioning the Zero Point – Viewing the Page - Other Page Views – The Zoom Tool
- 2.3 Working with a Publication
 - Opening a Publication from Disk
 - The Page Icons
 - Inserting/ Removing Pages
 - Savings/Closing a Document
- 2.4 The Drawing Tools
 - Lines – Boxes, Ellipses, Polygons

- Selecting Multiple Elements – Grouping & Ungrouping – Manipulating using the Control Palette
 - Aligning Objects using the Align Dialog
 - Cut, Copy & Paste – Power Pasting – Paste Multiple
 - Magnetic Guidelines – Defaults
 - The Rotation Tool – Front & Back
- 2.4 Importing Graphics
- The Place Command
 - Graphic File Formats
 - The Cropping Tool
- 2.5 The Text Tool
- Adding Text, Changing Text, Manipulating Text
 - Default Text Settings
 - Working with Blocks of Text
 - Advanced Text Effects
- 2.6 Transformations
- Skewing & Reflecting
 - Cropping & Resizing with Control Palette
 - Combining Effects
 - Rotating with the Control Palette
 - Locking Elements
- 2.7 Importing Text
- Placing Text
 - Threaded Text
 - Manipulating Threaded Text Blocks
 - Auto Flow
- 2.8 Master Pages
- Multiple Master Pages
 - Column Guides

UNIT- III – PAGE MAKER - II

- 3.1 Working with Large Amount of Text
- Character & Paragraph Specification – Indents/ Tabs
 - Column & Page Breaks
 - Inline Graphics – Text Wrap
 - The Grid Manager
- 3.2 The Story Editor
- Using the Story Editor
 - The Spelling Checker – Find and Change
 - Story & Layout Views
- 3.3 Style Sheets
- Paragraph Styles
 - Using Styles
 - Changing Style
 - Style by Example
 - Style in the Story Editor
 - Copying Styles from another Document
 - Table of Contents
 - Index
- 3.4 Utilities
- The Table Editor
 - The Library Palette
 - Sorting Pages
 - Creating PDF & Keyline
 - Balancing Columns

Course Objectives

- Helps to create innovative ideas among students when they come up with effective presentation
- To build confidence
- To Enhance Designing and creativity skill
- To gain the proficiency in creating Newsletters, Flyers, Booklets, Reports, Projects etc.

Course Outcomes

- Able to communicate better in all areas of life
- Emphasize presentation skills and body gestures
- Improves competency in communication
- Through hands –on experience students are able to obtain the techniques of Desk Top Publishing

BOOKS FOR REFERENCE

1. Bridges Rebecca Altman & Altman Rick – Mastering Page Maker 5 for Windows, B.P.B Publishers, New Delhi
2. Willam Sanders, B – Page Maker 6 for Windows, Galgotia Pub. Pvt. Ltd. New Delhi
3. Sharma M.C. – Desk Top Publishing on P.C.
4. Andrew Bradbury, Successful Presentation Skills, Gardners Books Publication
5. Theo Theobald, Develop your presentation skills, Kogan Page, 2016
6. Joan Van Emden & Lucinda Becker, Presentation Skills for students, Palgrave publication

BASSPC 382

SCHEME OF EXAMINATION: THEORY

SECRETARIAL PRACTICE

III B.A. VI SEMESTER

PAPER – VIII - COMPUTER AIDED PRESENTATIONS

Time: 3 Hrs.

Max. Marks: 80

Internal Assessment: 20

PART – A

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

PART – B

UNIT- I

3. To answer one question out of two 10 x 1 = 10
4. To answer two questions out of Three 2 x 5 = 10

UNIT- II

5. To answer one question out of two 10 x 1=10

6. To answer two questions out of Three

2 x 5 =10

UNIT- III

7. To answer one question out of two

10 x 1=10

8. To answer Two questions out of Three

2 x 5 =10

BASSPP 383

SECRETARIAL PRACTICE III B.A. VI SEMESTER PRACTICAL DESKTOP PUBLISHING

Max. Marks: 80

Internal Assessment: 20

02

Teaching Hours per week: 4 Hours

Credit:

PRACTICAL CONTENTS

1. PAGEMAKER

- Introduction, Floating palettes, Rulers, repositioning the zero point, Page Views
- Working with a publication
- Drawing tools
- Importing graphics
- Tool Box
- Transformation
- Importing text
- Master pages
- Story Editor
- Style sheets
- Utilities

2. PHOTOSHOP

- Screen Environment
- Creating and saving files
- Using the Toolbox
- Working with images
- Working with colors
- Animation and Rollovers
- Color correction techniques
- Filter Controls
- Web and Multimedia images

3. CORELDRAW

- Working with tools,
- Working with text (Artistic and paragraph text, fit text to path),

- Working with Power clip
- Working with Bitmap options
- Creating brochures

TASKS :

PageMaker

- To create a publication in Page Maker and use the following options: font size and paragraph alignment.
- Create a publication in Wide orientation, write text in three columns.
- Type text to show indents, tabs, paragraph formatting
- An exercise using styles and Define styles
- An exercise to use the pointer tool, text tool, rotating tool.
- Placing picture and using the crop tool
- Inserting pictures along with text and using text wrap (Do not use Copy and Paste. Use Place instead.)
- An exercise using bullets and numbering.
- Using the Utility – the Table Editor
- An exercise using templates.
- Create a document in Kannada / Hindi

Photoshop

To work out 5 exercises referring Photoshop contents.

CorelDraw

To prepare drawing pages using different tools of CorelDraw giving special emphasis on creativity

Course Objectives:

- To gain factual knowledge of DTP
- To study all kinds of image manipulation, editing and special effects
- To create visual communications such as Brouchers, Business Cards Greeting Cards and Web Pages
- To enable students to acquire practical proficiency for work

Course Outcomes:

- Expertise in the use of the DTP Page Layout Program.
- Proficiency in Graphic Designing
- Surplus of cutting-edge tools
- Improves creativity

BOOKS FOR REFERENCE:

1. Bridges Rebecca Altman & Altman Rick – Mastering Page Maker 5 for Windows, B.P.B Publishers, New Delhi
2. Willam Sanders, B – Page Maker 6 for Windows, Galgotia Pub. Pvt. Ltd. New Delhi
3. Sharma M.C. – Desk Top Publishing on P.C.
4. Busch David D. PageMaker 7.5 for Macintosh and Windows, BPB Publications
5. Shufflebotham Robert – Photoshop CS5 for Windows and MAC in easy steps – McGraw Hill Professional
6. Prof. Jain Sathish, Jain Shalini, M Iyer Geetha - Photoshop CS5 made simple – BPB Publications
7. Bouton Gary David, CorelDraw X\$-The Official Guide, McGraw Hill Education
8. Steven Bright, CorelDraw Projects, independently published (August 8, 2018)

9. Jain Sathish & M. Geetha, CorelDraw Training Guide, BPB Publications
10. Sharma M.C., Photoshop CS5-Training Guide, BPB Publications
11. Sharma M.C., CorelDraw – Graphics Suite X4 – Training Guide, BPB Publications

BASSPP 383

SCHEME OF EXAMINATION

**SECRETARIAL PRACTICE
DESKTOP PUBLISHING
III B.A - VI SEMESTER
(PRACTICAL)**

Time: 3 Hrs.

Max. Marks: 80

Internal Assessment: 20

PageMaker (Two questions of 10 marks each)	20 Marks
Photoshop (Two questions of 10 marks each)	20 Marks
CorelDraw (Two questions of 10 marks each)	20 Marks
Class records	10 marks
Viva voce	10 marks

BASSPC 131

QUESTION PAPER PATTERN FOR CORE COURSE

I B.A I SEMESTER

Subject : Secretarial Practice

Paper I – Secretarial Skills

Time: 3 hrs.

Max. Marks: 80

PART - A

1. Answer the following questions in one sentence each 1 x 10 = 10

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

2. Answer the following questions in two sentences each 2 x 5 = 10

- a)
- b)
- c)
- d)
- e)

PART - B

UNIT- I

3. Answer any ONE of the following 10 x 1 = 10
a)
b)
4. Answer any TWO of the following 2 x 5=10
a)
b)
c)

UNIT- II

5. Answer any ONE of the following 10 x 1=10
a)
b)
6. Answer any TWO of the following 2 x 5=10
a)
b)
c)

UNIT- III

7. Answer any ONE of the following 10 x 1=10
a)
b)
8. Answer any TWO of the following 2 x 5=10
a)
b)
c)

SCHEME OF EXAMINATION: THEORY
SECRETARIAL PRACTICE

II Semester B.A. Degree Examination
Elective II: Theory Paper
EMPLOYABILITY SKILL DEVELOPMENT

Time: 3 Hrs.

Max. Marks: 40

PART - A

1. Answer the following questions in two sentence each 2 x 5= 10

- a)
- b)
- c)
- d)
- e)

PART - B

UNIT- I

2. Answer any TWO of the following 2 x 5=10

- a)
- b)
- c)

UNIT- II

3. Answer any TWO of the following 2 x 5=10

- a)
- b)
- c)

UNIT- III

4. Answer any TWO of the following 2 x 5=10

- a)
- b)
- c)
