

MU/ACC/CR19/2012-13/A2
ದಸ್ತಾವಳಿ / No.:

NOTIFICATION

Sub: Revised syllabus of Secretarial Practice, optional
subject for B.A. degree programme.


Ref: Academic Council decision No. 3:11(2012)
dated 22.12.2012

The revised syllabus of Secretarial Practice, optional subject for B.A.
degree programme which was approved by the Academic Council at its
meeting held on 22.12.2012 is hereby notified for implementation with
effect from the academic year 2013-14.


REGISTRAR
M.U.

To:

- 1) The Principals of the colleges concerned
- 2) The Registrar (E), Mangalore University
- 3) The Chairperson, UG BOS in Secretarial Practice, Mangalore
University.
- 4) The Superintendent (ACC), O/o the Registrar, Mangalore University
- 5) Guard File


LBOS.13
Syllabus - File
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MANGALORE UNIVERSITY
CREDIT BASED SEMESTER SYSTEM
(for implementation w.e.f. 2013-14)
For B.A. Degree Course)

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.

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

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. Handle routine Postal & Banking transactions.
2. Use secretarial skills for performing job-related tasks.
3. Gain Maturity to understand and accept personal strengths and weaknesses and be willing to learn continuously and strive for self-improvement by developing positive attitude.
4. Use English confidently for both spoken and written communication as well as be able to handle correspondence independently.
5. Make presentation using audio-visual aids.
6. Knowledgeable in handling accounts.
7. Able to plan, co-ordinate and conduct Meetings.
8. Develop an understanding of Stock Market and its investment options.
9. Able to operate the following Window-based Computer Applications- MS-Word, MS-Excel, HTML, Adobe PageMaker, Ms-PowerPoint & Multi Media in general.
10. Able to work harmoniously as a contributing member of a team to achieve organizational goals.

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 Course
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.

Academic Programme and Scheme of Examination are given in detail in the following pages.

SECRETARIAL PRACTICE
(CREDIT-BASED SEMESTER SCHEME)

(For implementation w.e.f 2013-14)

BASSPC101

I B.A. – I SEMESTER

PAPER I: SECRETARIAL SKILLS

UNIT – I SECRETARY

14 hrs

- 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

14 hrs

- 1.4 Front Office Management and attributes of Front Office Personnel
- 1.5 Business Travel
- 1.6 Modes of Transport and Travel Agencies
- 1.7 Air/Train Tickets Reservations, Booking Accommodations
- 1.8 Online Railway/Airline booking
- 1.9 Preparing Travel Itinerary
- 1.10 Documents required for International Travel

UNIT – III MEETINGS

14 hrs

- 1.11 Essentials of a Valid Meeting
 - Authority
 - Notice: – Drafting
 - Agenda
 - Chairperson
 - Quorum
 - Points of Order
 - Proxy
 - Motion & Resolution
 - Voting

PRACTICAL CONTENTS

40 Hrs

**SECRETARIAL PRACTICE
I B.A - I SEMESTER**

Spoken English Skills:

- **Self Introduction**

Computer based skills

- **Typing Master: 10 words per minute**

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

SCHEME OF EXAMINATION: THEORY

I SEMESTER

Time: 3 hrs

Max. Marks: 80

Internal Assessment: 20

PART - A

Multiple choice question comprising one word answers, match the following,

Fill in the blanks, True or False.

2 x 10 = 20

PART - B

Unit- I

To answer one question out of two

10x1 = 10

To answer two questions Two questions out of Three

2x5=10

Unit- II

To answer one question out of two

10x1=10

To answer two questions Two questions out of Three

2x5=10

Unit- III

To answer one question out of two

10x1=10

To answer Two questions out of Three

2x5=10

SCHEME OF EXAMINATION: PRACTICAL - I SEMESTER

Time: 3 Hrs.

Max. Marks: 40

Int. Ass: 10

Self Introduction

10 marks

Typing Master

10 marks

Drafting Notice / Minutes

10 marks

Viva Voce

05 marks

Class Records

05 mark

BASSPC102
SECRETARIAL PRACTICE
I B A-II SEMESTER

PAPER II – SECRETARIAL SYSTEMS

UNIT – I – RECORDS MANAGEMENT

14 Hrs.

- 2.1 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
- 2.2 Indexing – Meaning, objectives
- 2.3 e-Filing
- 2.4 Digital signature

UNIT – II – INNOVATIVE POSTAL TRANSACTIONS

14 Hrs.

- 2.5 Postal Transactions:
- Speed Post and Courier Services
 - Registration with AD
 - Instant Money Order
 - e-Post
 - PIN and Post Box Number
- 2.6 Postal Franking Machine
- 2.7 Postal Financial Services (Savings Schemes)

UNIT – III – INNOVATIVE BANKING PRACTICES

14 Hrs.

- 2.8 Deposit Accounts: Savings/Current/Fixed/ Recurring Deposit Accounts; Account opening procedures, NRI accounts
- 2.9 Advances: Over Draft; Housing Loans/Vehicle loan (personal use) - Loan schemes - Current trends: Floating and Fixed rate of interest - repayment options
- 2.10 e-banking: Introduction; meaning; features
- Credit and Debit Cards
 - ATM : Operation and advantages
 - Core Banking and its advantages; Net Banking – Mobile Banking
- 2.11 Cheque: Meaning, Features, Crossing, Bouncing and Dishonouring of Cheques
- 2.12 Demand Draft and Pay Order

PRACTICAL CONTENTS

40 Hrs

SECRETARIAL PRACTICE I B.A - II SEMESTER

Spoken English Skills

- Introducing the guest and welcoming
- Vote of thanks

Postal and Banking Instruments

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

Computer Based Skills

- Typing Master: 20 words per minute

Ms Word:

- Working with Ms word
- Parts of Ms word Screen
- File operations-Creating, saving, opening and closing files
- Formatting the Text:
- Paragraph formatting - Alignment , indents and spacing
- Columns
- Drop cap, Borders and Shading
- Bullets and Numbering,
- Text wrap
- Auto shapes, Borders and shading
- Tab stop
- Spelling and grammar
- Text Background
- Breaks
- Tables, Inserting objects
- Header/Footer
- Footnotes and Endnotes
- Mail merge, view, printing

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 to create a document with page setting and formatting
6. Using Word Table handling
7. Using Word To create newspaper column document with Drop Cap, Header/Footer, inserting an object and text wrap
8. Using Word for Tab setting
9. Using Word for Drawing objects using Drawing tools
10. Using Word for Mail Merge

BASSPC 102

SCHEME OF EXAMINATION: THEORY

II SEMESTER

Time: 3 hrs

Max. Marks: 80

Internal Assessment:20

PART - A

Multiple choice question comprising one word answers, match the following,

Fill in the blanks

2 x 10 = 20

PART - B

Unit- I

To answer one question out of two

10x1 = 10

To answer two questions Two questions out of Three

2x5=10

Unit- II

To answer one question out of two

10x1=10

To answer two questions Two questions out of Three

2x5=10

Unit- III

To answer one question out of two

10x1=10

To answer Two questions out of Three

2x5=10

SCHEME OF EXAMINATION: PRACTICAL- II SEMESTER

Time: 3 Hrs.

Max. Marks: 40

Int. Ass: 10

Spoken English Skills

- Introducing the guest or welcoming or Vote of thanks 5 marks

Postal and Banking Instruments

- Postal Savings Schemes/e-M.O./Paying-in-slip/DD 5 marks

Computer based skills

- Typing Master: 20 words per minute 10 marks
- MS Word 10 marks
- Class Record 5 marks
- Viva Voce 5 marks

BOOKS RECOMMENDED FOR I & II SEMESTERS

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. Self-Letter Drafting Course – Instant Letter Producer - Pustak Mahal – Fully Revised Edition
8. Chopra R.K. – Office Management – Himalaya Publishing House
9. Raman B.S. – Office Management and Communication
10. Ghosh Bishwanath – Tourism and Travel Management – Vikas Publishing House P. Ltd.
11. Batra Promod – Simple ways to become a Professional Secretary
12. India 2009 – Govt. of India Publication – Compiled by Research, Reference & Training Division, Ministry of Information and Broadcasting
13. Raghunandan. B.V - Modern Banking – Shrutha Books, Udipi
14. Raman B.S.– Principles and Practice of Banking – for III B.Com.- Mangalore University
15. Madon D.P. Khorshed; McDowell Homai – Office Administration and Management - Vikas Publishing House P. Ltd.
16. Narayana Satya P.V.V.; G. Krishna; Digumarti Bhaskara Rao – Curriculum Development and Management – Discovery Publishing House, New Delhi
17. The Bank Credit Card Business – Second Edition – Indian Institute of Banks – McMillan
18. Basava K.D.– Banking Theory, Law and Practice (Modern Banking) – Vidyavahini Prakashan
19. Raman B.S.– Modern Banking (For I B.Com. II semester of Mangalore University) – United Publishers
20. Saxena Sanjay – A first course in Computers – Vikas publishing house pvt. Ltd.
21. Rapidex Computer course – Pustak Mahal Publikations
22. Barry Press and Marcia Press – Teach yourself all about computers – IDG Book India
23. www.publicationsdivisions.nic.in
24. E-banking – www.internetbanking.google.com

SECRETARIAL PRACTICE
II B.A. - III SEMESTER

HUMAN RESOURCE MANAGEMENT

UNIT – I – HUMAN RESOURCE MANAGEMENT

14 Hrs.

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

UNIT – II SALARY ADMINISTRATION

14 Hrs.

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

UNIT – III - LEAVE RULES & FRINGE BENEFITS

14 Hrs.

- 3.10 Leaves and Leave Rules
 - Casual Leave
 - Earned Leave
 - Maternity Leave
 - Paternity Leave
 - Half Pay Leave
 - Leave Encashment
- 3.11 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
- 3.12 Social Security Benefits
- EPF
 - Gratuity
 - Pension Schemes

PRACTICAL CONTENTS

40 Hrs.

SECRETARIAL PRACTICE II B.A - III SEMESTER

Spoken English Skills:

- Narrating an incident/story

Key Board drill for speed and accuracy using typing Master (30 WPM)

Internet and e-mail

CorelDraw

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

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 prepare 5 drawing pages using different tools of CorelDraw giving special emphasis on creativity

SCHEME OF EXAMINATION: THEORY

III SEMESTER

Time: 3 hrs

Max. Marks: 80

Internal Assessment:20

PART - A

Multiple choice question comprising one word answers, match the following,

Fill in the blanks, true and false 2 x 10 = 20

PART - B

Unit I

Q. Two questions out of three 2 x 5 = 10

Q. Drafting CV (No choice) 1x 10 = 10

Unit II

To write Four short notes out of Five 4x 5 = 20

Unit III

Four short notes out of five from each unit 4x 5 = 20

Scheme of Examination: Practical- III SEMESTER

Time: 3 Hrs.

Max. Marks: 40

Int. Ass: 10

Spoken English Skills:

- Narrating an incident/story 5 marks

Computer based skills

- Key Board drill for speed and accuracy using Typing Master (30 WPM) 10 marks
- Internet and e-mail -5 marks
- CorelDraw 10 marks
- Class Record -5 marks
- Viva voce -5 marks

SECRETARIAL PRACTICE

II B.A. IV SEMESTER

PAPER IV – PORTFOLIO MANAGEMENT & PERSONAL TAXATION

UNIT – I INVESTMENT MANAGEMENT

14 Hrs.

- 4.1 Investments in Equities – Meaning and Objectives
- 4.2 Public Issues / IPOs – Price Band
- 4.3 Primary & Secondary Market
- 4.4 Stock split
- 4.5 Bonus shares
- 4.6 Dividend (Interim & Final)
- 4.7 DMAT Account
- 4.8 Capital gains
- 4.9 Mutual Funds

UNIT – II PORTFOLIO MANAGEMENT

14 Hrs.

- 4.10 Definition and Meaning of Investment Portfolio
- 4.11 Principles of Sound Investment
- 4.12 Categories of Investors: Retail, High net-worth individuals, Institutional Bidders, FIIs – Online trading
- 4.13 BSE/NSE Indices – Sector Indices (Banking, IT, FMCG etc)
- 4.14 Investors Grievance Redressal Mechanism and Regulatory Bodies: SEBI and its role

UNIT – III PERSONAL INCOME TAX CONCEPTS

14 Hrs.

- 4.15 Concepts of Personal Income Tax
- 4.16 FY/AY
- 4.17 Prevailing rates of Income Tax (Individuals, Women Assessee, Senior Citizens)
- 4.18 Deductions – Prevailing Provisions
- 4.19 PAN and its importance
- 4.20 Computation of Personal Income Tax Liability to demonstrate the provisions specified above.
(To work out 5 simple problems)

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

Spoken English Skills:

- Pick and speak

Computer Based Skills

Tally Accounting Package

- Company Information
- Inventory Information
- Voucher Entry
- Reports

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. Creating a company, creating ledgers, passing Journal entries and Final Accounts

BASSPC 202

SCHEME OF EXAMINATION: THEORY

IV SEMESTER

Time: 3 Hrs

Max. Marks: 80

Internal Assessment:20

PART - A

Multiple choice question comprising one word answers, match the following,

Fill in the blanks, true or false

2 x 10 = 20

PART - B

Unit I

Q. To answer four questions out of five

4 x 5 = 20

Unit II

Q. To answer four questions out of five

4 x 5 = 20

UNIT III

Q. To workout problem on income tax (compulsory)

1x15=15

Q. To Answer any one Question out of two

1*5=5

Scheme of Examination: Practical- IV SEM

Time: 3 Hrs.

Max. Marks: 40

Int. Ass : 10

Spoken English Skills:

- Pick and speak - 10 marks

Computer Based Skills

- ✓ Tally Accounting Package - 20 marks
- ✓ Class Record - 5 marks
- ✓ Viva Voce -5 marks

BOOKS RECOMMENDED FOR III SEMESTERS

1. Guptha C.B – Human Resources Management – Sulthan Chand & Sons
2. Dr. Hebbar C.K. & Dr. Devaraj K. - Human Resources Management – III Semester B.Com
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. Kher Ajay B. - Group Discussion
7. KCS Rules
8. Bhalla V.K. - Investment Management – S. Chand Publication
9. Invest Analysis and Portfolio Management – Vikas Publishing House P.Ltd.
10. Rao Sadashiva K. - Business Tax -Volume I, II, III
11. Shanbagh, A.N.- In the Wonderland of Investment, Popular Prakashana Pvt. Ltd. Mumbai
12. Raman B.A. – Accountancy – I
13. Machiraju H.R. – The Working of Stock Exchange in India – second edition – New Age International P. Ltd. Publishers
14. www.bseindia.com
15. www.sebi.gov.in
16. www.valuerearchonline.com
17. www.amfiindia.com
18. www.incometaxbangalore.org
19. www.incometaxindia.gov.in

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

PAPER V – ESSENTIALS OF BUSINESS COMMUNICATION & CORRESPONDENCE

UNIT – I PRINCIPLES OF BUSINESS COMMUNICATION

14 Hrs.

- 5.1 Meaning, Definition & Purposes of Communication
- 5.2 Process and Types of Communication
 - Verbal
 - Non – Verbal
- 5.3 Importance of Listening
- 5.4 Communication Barriers and Ways of overcoming them
- 5.5 Writing Process

UNIT – II - BUSINESS COMMUNICATION

14 Hrs.

- 5.6 Principles of written Business Communication: The Seven Cs
 - Completeness
 - Consideration
 - Clarity
 - Courtesy
 - Correctness
 - Concreteness
 - Conciseness
- 5.7 Structure of Business Letter
 - Heading
 - Date
 - Inside Address
 - Salutation
 - Compulsory Element: Body, Compulsory close, Typed system
 - Optional Elements: Reference line, attention, subject, identification mark, enclosure
- 5.8 Layout & Styles of Presenting Letter
 - Line
 - Margins
 - Block
 - Fully Block

UNIT – III - BUSINESS CORRESPONDENCE

14 Hrs.

- 5.9 Types of Business Correspondence
 - Enquiries (Price/Reference/Status)
 - Placing orders
 - Claims/Complaints
 - Circulars
 - Collection Letters

SCHEME OF EXAMINATION: THEORY

V SEMESTER

Time: 3 hrs

Max. Marks: 80

Internal Assessment: 20

PART- A

Multiple choice question comprising one word answers, match the following,

Fill in the blanks, true or false

2 x 10 = 20

UNIT I

Q To answer two questions out of three.

2 x 10 = 20

UNIT II

Q To answer four questions out of five

4 x 5 = 20

UNIT III

Q. Two letter drafting (no choice)

2 x 10 = 20

BOOKS RECOMMENDED FOR V SEMESTER

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, Darya Ganj, 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 Education
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

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

UNIT – I MS-EXCEL

14 Hrs.

- 6.1 Introduction to MS-Excel
 - To Start MS-Excel
 - Parts of MS-Excel Spreadsheet
- 6.2 Worksheets with in Workbook
- 6.3 Cell
 - Navigate Worksheet – Enter & Edit Data
 - Range of Cells
- 6.4 Entering & Coping the Formula
- 6.5 Cell References
- 6.6 Setting the Column Width
- 6.7 Cell Formatting
- 6.8 Coping and Moving the Cell Content
- 6.9 Inserting Cells, Columns & Rows
- 6.10 Importance of Functions
 - Mathematical & Statistical Functions
 - Date & Time Functions
 - Text Functions
- 6.11 Operator – Arithmetic, Comparison & Text
- 6.12 Logical Functions
- 6.13 Auto sum
- 6.14 Cell Formatting & Fill Handle
 - Cell Format categories
 - Cell Content Alignment
 - Applying Font Format & Cell Borders
 - Format Painter
 - Styles
 - Applying Background to Worksheet
 - Auto fill
- 6.15 Charts
 - Types of Chart – Creating a Quick Chart Sheet – Steps to Create a Regular Chart
 - Colouring different parts of the Chart
 - Adding a Data Series – Using Chart Menu, Using Copy & Paste Method, Drag & Drop
 - Chart Toolbar Changing the Chart Type
 - 3-D Charts
 - Data Series with Drawing Objects

UNIT – II – ADVANCED EXCEL

Hrs.

14

- 6.16 Data Base & Pivot Table, What if Analysis
 - Types of Data Base

- Creating Data Base
 - Filtering Database Records – Auto Filter & Advanced Filter
 - Data Sort
 - Creating a Pivot Table
 - Goal Seek
- 6.17 Printing a Worksheet
- Page Setup – Page Options, Margin Options, Page Headers & Footers, Sheet Options
 - Previewing Worksheet before Printing
 - Worksheet Printing Options

UNIT –III - HTML

14 Hrs.

- 6.18 Introduction to HTML
- Structure of HTML Document
 - Structural HTML Tags: Body, Head, HTML, Title
 - Adding Comments
- 6.19 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
- 6.20 Pre- Formatted Text
- 6.21 Adding Image & Other Page Elements
- a) HR b) IMG c) MARQUEE
- 6.22 Web Page Authoring Using HTML
- Creating Tables
 - Creating Frames
 - Creating Forms

SCHEME OF EXAMINATION: THEORY

V SEMESTER

PAPER VI – BUSINESS APPLICATIONS OF INFORMATION TECHNOLOGY

Time: 3 hrs

Max. Marks: 80

Internal Assessment: 20

PART - A

Multiple choice question comprising one word answers, match the following,

Fill in the blanks

2 x 10 = 20

Part - B

UNIT I

Q To answer 4 questions out of five.

4 x 5 = 20

UNIT II

Q. To answer 4 questions out of five.

4 x 5 = 20

UNIT III

Q. To answer 4 questions out of five.

4 x 5 = 20

III B.A - V SEMESTER

PRACTICAL CONTENTS 40 Hrs

PART – A: 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, Data Table, What if analysis (Goal Seek) and printing it.

PART – B: 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:
 - 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
3. Write an HTML program to display the images (Inserting a picture) as background with your college name as marquee effect.
4. 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.
5. Write an HTML program to display the ordered list, unordered list and definition list with minimum of 6 to 8 items in it.
6. Write an HTML program to link one image file and one word document file.
7. 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%
8. 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 <input type="checkbox"/> | Exit <input type="checkbox"/> |

9. Create a web page of 25% and 75% with columns, to perform the following task
 - a) When clicked on the 25% open the relevant files in 75%
 - (i) Ordered list data (ii) Admission form (iii) Tables
10. Write an HTML program to accept the details of an e-mail ID with the following information:
 - a) User name
 - b) Password
 - c) Address
 - d) City
 - e) Gender
 - f) Telephone
 - g) Hobbies
 - h) Your Ambition

Save Cancel

SCHEME OF EXAMINATION: PRACTICAL- V SEMESTER – PART - A

Time: 3 Hrs.

Max. Marks: 40

Int. Assessment: 10

Excel

3x1 = 30 marks

Class records

05 marks

Viva voce

05 marks

SCHEME OF EXAMINATION: PRACTICAL- V SEMESTER – PART - B

Time: 3 Hrs.

Max. Marks: 40

Int. Assessment: 10

HTML

3x10 = 30 marks

Class records

05 marks

Viva voce

05 marks

SECRETARIAL PRACTICE

BASSPC303

III B.A. - VI SEMSTER

PAPER VII – SOFT SKILLS AND PERSONALITY DEVELOPMENT

UNIT – I – SOFT SKILLS & PERSONALITY DEVELOPMENT

14 Hrs.

- 7.1 Soft Skills: Importance, Benefits
- 7.2 Self Confidence: Ways to develop self-confidence
- 7.3 Self Esteem: High/Low self-esteem, Ways to increase self-esteem
- 7.4 SWOT Analysis
- 7.5 Coping with Stress: Meaning, Causes, Effects of Stress, Overcoming Stress

UNIT – II - INTERPERSONAL RELATIONSHIP

14 Hrs.

- 7.6 Interpersonal Relationship: Johari's Window
- 7.7 Team Building: Principles of Team Work
- 7.8 Goal setting & Prioritization
- 7.9 Time Management

UNIT – III- GROUP DYNAMICS

14 Hrs

- 7.10 Introduction & Meaning
- 7.11 Stages of Group Development
- 7.12 Types of Groups: Formal, Informal
- 7.13 Formal Groups – Command Group, Task Group, Functional Group
- 7.14 Informal Group – Interest Group, Friendship Group, Reference Group
- 7.15 Group Dynamics

SCHEME OF EXAMINATION: THEORY

VI SEMESTER

PAPER VII – SOFT-SKILLS AND PERSONALITY DEVELOPMENT

Time: 3 hrs

Max. Marks: 80

Internal Assessment: 20

PART - A

Multiple choice question comprising one word answers, match the following,

Fill in the blanks

2 x 10 = 20

PART - B

UNIT I

Q To answer one question out of two

1 x 10=10

Q To answer two questions out of three.

2 x 5 =10

UNIT II

Q To answer one question out of two

1 x 10=10

Q To answer two questions out of three.

2 x 5 =10

UNIT III

Q To answer one question out of two

1 x 10=10

Q To answer two questions out of three.

2 x 5 =10

III B.A. - VI SEMSTER

PAPER – VIII - COMPUTER AIDED PRESENTATIONS

UNIT – I PRESENTATION SKILLS

14 Hrs.

- 8.1 Presentation – Meaning
- 8.2 What makes an effective presentation
- 8.3 Handling questions and answers
- 8.4 Facial expression and eye contact
- 8.5 Movements and gestures
- 8.6 Language resources
- 8.7 Presentation Aids and their uses
- 8.8 Computer-assisted presentations

UNIT – II – PAGE MAKER- I

14 Hrs.

- 8.9 Introduction and Starting Page Maker
- 8.10 The Page Maker Screen - Floating Palettes – The Rulers – Repositioning the Zero Point – Viewing the Page - Other Page Views – The Zoom Tool
- 8.11 Working with a Publication
 - Opening a Publication from Disk
 - The Page Icons
 - Inserting/ Removing Pages
 - Savings/Closing a Document
- 8.12 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
- 8.13 Importing Graphics
 - The Place Command
 - Graphic File Formats
 - The Cropping Tool
 - Image Control
- 8.14 The Text Tool
 - Adding Text
 - Changing Text
 - Manipulating Text
 - Default Text Settings
 - Working with Blocks of Text
 - Advanced Text Effects
- 8.15 Transformations
 - Skewing & Reflecting
 - Cropping & Resizing with Control Palette

- Combining Effects
 - Rotating with the Control Palette
 - Locking Elements
- 8.16 Importing Text
- Placing Text
 - Threaded Text
 - Manipulating Threaded Text Blocks
 - Auto Flow
- 8.17 Master Pages
- Multiple Master Pages
 - Column Guides

UNIT- III – PAGE MAKER - II

16 Hrs

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

SCHEME OF EXAMINATION: THEORY

VI SEMESTER

PAPER – VIII - COMPUTER AIDED PRESENTATIONS

Time: 3 hrs

Max. Marks: 80

Internal Assessment: 20

PART - A

Multiple choice question comprising one word answers, match the following,

Fill in the blanks

2 x 10 = 20

PART - B

UNIT I

Q To answer one question out of two

1 x 10=10

Q To answer two questions out of three.

2 x 5 =10

UNIT II

Q To answer one question out of two

1 x 10=10

Q To answer two questions out of three.

2 x 5 =10

UNIT III

Q To answer one question out of two

1 x 10=10

Q To answer two questions out of three.

2 x 5 =10

**III B.A. - VI SEMESTER
PRACTICAL CONTENTS**

PART - A

POWER POINT

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

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

TASKS :

PowerPoint

- To make a presentation on new-generation Automobiles/ home appliances
- To make a presentation of places of Tourist-interest in your city.
- To make a presentation of various activities of your college
- To make a presentation on technological innovations in computers.
- Project presentation on chosen topics.

Photoshop

To work out 5 exercises referring Photoshop contents.

PART - B

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

DREAMWEAVER

Overview, Dreamweaver workspace, creating new web pages, working with: document window, Dreamweaver web sites, Text & Graphics, Tables, Framesets & Frames, cascading styles sheets, Templates, Flash contents, HTML forms

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

Dreamweaver

To create web pages on:

- i) **Tourism: Destination in India:** (Information can be Contact details, Phone nos., Ticket booking facilities for air, train or Bus, Hotel reservations – their advts can be included with distance from nearest airport, railway station or Bus stand and room tariffs etc;)
 - ii) **Mangalore – Education Hub:** Information can be in the form of Categories – such as engineering Colleges, Degree Colleges, Medical Colleges, etc; How to reach the College, NAAC Accreditation, Marks analysis of the Exam held by Mlore University, Salient Features, Best practices, Faculty Details etc; of the Colleges also could be included)
1. The WebPages should contain
 - Textual Content
 - The look and feel of each page (use of links, frames etc;)
 - Use Marquee at appropriate Places
 - Use Tables with links and non-Links at appropriate places
 - Use of Forms – Guest Book
 - The web page designed must be informative.

SCHEME OF EXAMINATION: PRACTICAL- VI SEMESTER PART - A

| | | |
|---------------|------------------|----------|
| Time: 3 Hrs. | Max. Marks: | 40 |
| | Int. Assessment: | 10 |
| PowerPoint | | 15 marks |
| Photoshop | | 15 Marks |
| Class records | | 05 marks |
| Viva voce | | 05 marks |

SCHEME OF EXAMINATION: PRACTICAL- VI SEMESTER PART - B

| | | |
|---------------|------------------|----------|
| Time: 3 Hrs. | Max. Marks: | 40 |
| | Int. Assessment: | 10 |
| PageMaker | | 15 marks |
| Dreamweaver | | 15 marks |
| Class records | | 05 marks |
| Viva voce | | 05 marks |

BOOKS RECOMMENDED FOR VI SEMESTER

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. Bhatia S.K. – Team Leadership
6. Leadership from within
7. Personal Effectiveness & Development (All India Management Association) – An Excel Publishers Pvt. Ltd.
8. Organizational Development (New Age International Publishers)
9. Team Work Skills – Viva Career Skills Library – Vikas Books P. Ltd.
10. Dr. Kar – The Truth about Being a Leader
11. Siddiqui H.Y. – Group Work – Theories & Practices
12. McManus John – Leadership – Project & Human Capital Management
13. Larry M. Smith Elizabeth E.– Leadership Training – A Source Book of Activities
14. Dr. Hebbar C.K. & Dr. Devaraj – Organizational Behavior
15. Garey, Dessler, – Human Resource Management, Prentice – Hall India Ltd. New Delhi
16. Mamoria, C.B. – Personnel Management, Himalaya Publishing House, Mumbai
17. Monappa, David etal – Human Resource Development – Crest Publishing House, New Delhi
18. Adair, John - Effective Leadership –How to Develop Leadership Skills – Rupa & Co. New Delhi
19. Effective Time Management - Rupa & Co. Calcutta
20. Bender, Peter Urs - Leadership from Within – Macmillan India Ltd. New Delhi
21. D’Souza, Antony – Leadership, Better Yourself Books, Bombay
22. Khera, Shiv – You Can Win – Macmillan India, New Delhi
23. Osborn, Michael & Osborn, Suzanne, Public Speaking, A.I.T.B.S. Publishers, New Delhi

24. Wells, Walter – Communication in Business, Kent Publishing Co. Boston
25. Wright, Chrissie.ed – Handbook of Practical Communication Skills- Jaico Publishing, Mumbai.
26. Taylor, Shirley – Communication for Business – 3 Edition – Pearson Education Ltd.
27. Chaturvedi, P.D. & Chaturvedi Mukesh – Business Communication – Concepts Cases and Applications - Pearson Education Ltd.
28. Biswajit Das & Ipseepa Satpathy – Business Communication & Personality Development – Lessons for Paradigm Change in Personality – Excel Books
29. Peter Norton - Introduction to Computers
30. Bayross, Ivan – Web Enabled Commercial Application Development using HTML, DHTML, Java Script, Perl, CGI, BPB Publications, New Delhi
31. Dr. Maymand Mahmoudi M. - E-commerce
32. Ahmad Tabrez – Cybu e-commerce & M-commerce – APH Publishing –Mewdelhi
33. Carl, Townsend, Mastering Excel 5 for Windows, BPB Publications, New Delhi
34. Chester, Thomas- Mastering Excel 5 for Windows, BPB Publications, New Delhi
35. Gupta, Vikas – Comdex Computer Course Kit, Dreamtech, New Delhi
36. Cox Joyca, Kervran Patrick – A Quick Course in Excel 4 for Windows – Jaico Publishing House, Bangalore
37. Niederst, Jennifer, Web Design in a Nutshell, O'relly – Shroff Publishers, Calcutta
38. Norton, Peter, Introduction to Computers, Tata McGraw Hill, New Delhi
39. Smith Richerd J. Gibbs Mark & Mcfedries Paul, Navigating the internet Sams, Net Publishing Third Edition
40. Bridges Rebecca Altman & Altman Rick – Mastering Page Maker 5 for Windows, B.P.B Publishers, New Delhi
41. Willam Sanders, B – Page Maker 6 for Windows, Galgotia Pub. Pvt. Ltd. New Delhi
42. Sharma M.C. – Desk Top Publishing on P.C.
43. Wallace Harold R. and. Masters Ann L - Personality Development
44. Shufflebotham Robert – Photoshop CS for Windows and MAC in easy steps – Dreamtech press
45. Prof. Jain Sathish, Jain Shalini, M Iyer Geetha - Photoshop CS5 made simple – BPB Publications
46. Kogent Learning Solutions – Dreamweaver CS4 in simple steps – dreamtech Press

SECRETARIAL PRACTICE (CREDIT – BASED SEMESTER SCHEME)**For implementation w.e.f. 2013-14****SUMMARY CHART**

(As per the suggestion by the Mangalore University)

| Year/Paper/Title | University Exam | | Internal Assessment Marks | Total Marks | Credit | Teaching Work load Per Week |
|---|-----------------|-----------------|---------------------------|-------------|--------|-----------------------------|
| | Theory Marks | Practical Marks | | | | (Theory + Practical) |
| I Degree (I Sem) | | | | | | |
| Paper I -Secretarial Skills BASSPC101 | 80 | --- | 20 | 100 | 2 | 4 + 3 =7 Hrs |
| Practical | | 40 | 10 | 50 | 1 | |
| I Degree (II Sem) | | | | | | |
| Paper II -Secretarial Systems BASSPC102 | 80 | --- | 20 | 100 | 2 | 4 + 3 = 7 Hrs |
| Practical | --- | 40 | 10 | 50 | 1 | |
| II Degree (III Sem) | | | | | | |
| Paper III - Human Resources Planning BASSPC201 | 80 | --- | 20 | 100 | 2 | 4 + 3 = 7 Hrs |
| Practical | --- | 40 | 10 | 50 | 1 | |
| II Degree (IV Sem) | | | | | | |
| Paper IV – Portfolio Mgt. & Personal Taxation BASSPC202 | 80 | --- | 20 | 100 | 2 | 4 + 3 = 7 Hrs |
| Practical | --- | 40 | 10 | 50 | 1 | |

| | | | | | | |
|---|-------|-------|-------|-------|---|-------|
| III Degree (V Sem) | | | | | | |
| Paper V –Essentials Of Business Communication & Correspondence BASSPC301 | 80 | --- | 20 | 100 | 2 | 3 Hrs |
| III Degree (V Sem) | | | | | | |
| Paper VI – Business Applications Of Information Technology BASSPC302 | 80 | --- | 20 | 100 | 2 | 3 Hrs |
| Practical Part A and Part B | -- | 40+40 | 10+10 | 50+50 | 2 | 4 Hrs |
| III Degree - VI Sem | | | | | | |
| Paper VII – Soft Skills BASSPC303 | 80 | --- | 20 | 100 | 2 | 3 Hrs |
| III Degree - VI Sem | | | | | | |
| Paper VIII – Computer Aided Presentations BASSPC304 | 80 | --- | 20 | 100 | 2 | 3 Hrs |
| Practical | 40+40 | --- | 10+10 | 50+50 | 2 | 4 Hrs |