VIDYASAGAR UNIVERSITY

OFFICE MANAGEMENT & SECRETARIAL PRATICE
(MAJOR)

Under Graduate Syllabus
(3 Tier Examination Pattern)
w.e.f. 2014-2015

REVISED

Vidyasagar University
Midnapore 721 102
West Bengal

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Under Graduate Syllabus

OFFICE MANAGEMENT & SECRETARIAL PRACTICE

Part-I Vocational Group I			
	Half-I	**Half-II**	
Paper-I:	Secretarial Practice	Office Practice	(50+50) = 100 Marks
Paper-II:	Book-keeping	Fundamentals of Accounting	(50+50) = 100 Marks
		TOTAL	**200 Marks**
Part-II Vocational Group II			
Paper-III	Stenography Theory	Stenography Practical - including viva 5 Marks	(50+50) = 100 Marks
Paper-IV	Fundamentals of Computer	Computerized Typing (Practical) – including viva 5 Marks	(50+50) = 100 Marks
Paper-V	Personality Development – Practical	Communicative English – Practical	(50+50) = 100 Marks
		TOTAL	**300 Marks**
Part-III Vocational Group III			
Paper-VI	Computer Application (Practical) – including viva 10 Marks		100 Marks
Paper-VII	Office Practice (Practical) – including viva 5 Marks		50 Marks
Paper-VIII	Stenography Practical – including viva 10 Marks		100 Marks
Paper-IX	E-Commerce (Practical) – including viva 5 Marks		50 Marks
		TOTAL	**300 Marks**

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PART-I
Vocational Group-I
Paper – I : Secretarial Practice & Office Practice (100 Marks)
Half I: Secretarial Practice (50 Marks)

1. **Secretarial Functions**
   Definition & importance of Secretary
   Types or different classes of Secretaries
   Private Secretary
   Company Secretary
   Secretary of Panchayat Samity

2. **Secretary's Office Organization**
   Definition, Importance & Functions of Office
   Organization Charts & Manuals
   Departmentation: Definition, purpose, bases, different departments in an office

3. **Office Accommodation and Environment**
   Meaning & importance of Office Accommodation
   Factors or Guiding Principles in selection of Office Accommodation
   Principles of Office Layout
   Steps for Planning Office Layout
   Office furniture & fixtures
   Working Condition & environment
   Office Stationary

4. **Meeting**
   Definition & Classification of meeting

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Requisites of a valid meeting
Preparation for meeting:
a) Notice
b) Agenda
c) Quorum
Chairman – Qualification, Powers & Duties
Motion, Resolutions
Ascertaining the sense of the meeting
Minutes & proceedings

Half II: Office Practice (50 Marks)

1. **Office Correspondence**: Meaning, types, centralized & decentralized correspondence system – their advantages & disadvantages, Handling of Inward & Outward mail, Typist's or Stenographic Pool.
2. **Maintenance of Records**: Filing – its importance & functions, principles of good filing system, classification of filing, methods of filing.
   Indexing – meaning, methods and their advantages & disadvantages.
3. **Some Important Postal Information**: Money order, Postal Order, VPP, Book Post, Certificate of Posting, Post Box & Post Bag, Speed Post, Registration, E-mail.
4. **Some important Secretarial Functions**:
   a. Using the telephone: How to answer the telephone, Rules for the efficient use of the telephone.
   b. Sending out telegrams: Preparing telegram, Telegram forms and structure, counting or words in telegrams.

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c. Handing of visitors: Types of visitors, How to handle visitors, structure of visitors slip.
d. Travel Arrangements: Itineries, preparation of itinery, the duties of Secretary to his executive on return from business tour, preparation of T.A. bill.

5. **Office Machines & Labour Saving Devices**: Meaning, objectives and advantages of mechanization, Types of office machines.

References:

1. An ouline of Secretarial Practice – J.P. Bose, New Central Book Agency
2. Secretarial Practice and Office Procedure – Jayanta Mitra and Tarun Kanti Ghosh, TEEDEE Publications
3. A New Handbook of Secretarial Practice and Office Procedure – Ghosh & Ghosh
4. Secretarial Practice – K.C. Garg & V. Gupta, Kalyani Publishers.
5. Modern Office Practices – N. Malhotra & A. Kapoor, Kalyani Publishers.

Paper-II: Book-keeping and Fundamental of Accounting (100 Marks)

Half-I : Book-keeping (50 Marks)

1. Basic terminologies in Accounting: assets, liabilities, capital, income, expense, profit, loss, purchase, sales, stock, debtors, creditors, capital expenditure, revenue expenditure
2. Accounting equation: Concept

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3. Golden rule of accounts in double entry system: real accounts, nominal accounts and personal accounts
4. Books of original entry: Journal, Cash Book, Petty Cash Book and Day Book
5. Ledger accounts and ledger posting
6. Trial balance and suspense accounts

Half-II: Fundamentals of Accounting (50 Marks)

1. Bank Reconciliation Statement
2. Final Accounts of Trading concern: Manufacturing Account, Trading Account, Profit and Loss Account and Balance Sheet
3. Final Accounts of Non-Trading Concern: Receipts and Payments Account, Income and Expenditure Account, Balance Sheet

References:

- Gupta, S. C., Grewal, T. S. and Shukla, M.C.; Advanced Accounts, S Chand & Co Ltd., New Delhi
- Jain, S. P. and Narang, K. L., Financial Accounting, Kalyani Publishers, Delhi
- Paul, S. K., Financial Accounting, New Central Book Agency (P) Ltd., Delhi
- Gupta, R. L., and Radhaswami, M., Financial Accounting, Sultan Chand & Sons, New Delhi

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PART-II

Paper-III Stenography Theory and Stenography Practical (100 Marks)

Half-I : Stenography Theory (FM - 50 Marks)

1. Consonants
2. Vowels
3. Use of Upward and Downward stroke, Stroke 'R', Stroke Upward 'H', Downward 'H'
4. Dipthongs
5. Grammalogues
6. Phraseography
7. Circles
8. Loops
9. Hooks
10. Large Hooks
11. Extended use of – (i) Aspirates, (ii) Upward and Downward 'R' and (iii) Upward and Downward 'L' & 'SH'
12. Compound Consonants

Half-II : Stenography Practical (FM – 50 Marks)

1. A question paper to be set containing:
   - i) Grammalogues
   - ii) Phraseography
   - iii) Give the outline of some special unknown words.

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2. Dictation & Transcription:
   i) Dictation of unknown or unseen passage (not from Pitman's shorthand book) for dictation containing 400 words at the speed of 80 w.p.m. strictly maintaining the theory syllabus (theory part upto Prefix & suffix).
   ii) The transcription to be done in longhand in 20 minutes.

Distribution of Marks:

• Passage dictation	20 Marks
• Letter dictation	10 Marks
• Grammalogues	5 Marks
• Phraseography	5 Marks
• Distinct outlines and special shorthand words	5 Marks
Practical (Total)	**45 Marks**
Viva	**5 Marks**
	50 Marks

Paper-IV Fundamentals of Computer and Computerized Typing (Practical) (100 Marks)

Half-I : Fundamentals of Computer (FM – 50 Marks)

1. Fundamental of Computer and its application, Computer types and computer generations, Input/output device, memories, C.P.U., Binary arithmetic, Logic circuits using gates.

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2. Basic concept of operating system
3. Basic concepts about network: Definition, Advantages of computer network, Different types of networks (Local Area, World Area, Metropolitan Area, Global Area)
4. Knowledge about computer viruses: Definition, Activities of virus, symptoms of a virus attack, Prevention of virus attack
5. E-Commerce: Meaning and concept; E-Commerce and E-Business, Need for E-Commerce, E-Banking, Debit and Credit Card, Smart Card

Half-II : Computerized Typing (Practical) - FM - 50 Marks

1. Knowledge of computerized typing
2. Tabulation work

Distribution of Marks for Typing (Practical)

• Speed test	15 Marks
• Letter typing	10 Marks
• Tabulation work	10 Marks
• Passage containing errors	10 Marks
Practical (Total)	**45Marks**
Viva	5 Marks
	50 Marks

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Paper V Personality Development (Practical) and Communicative English (Practical) (100 Marks)

Half-I : Personality Development (Practical) - 50 Marks

1. **Group Discussion**: On any topic/issue related to office management, Business communications or any other subject of the syllabus and even to any topic on important current economic and business affairs.
2. **Developing Personality**: Practice to face Assessment Officer, Auditor, Inspector, Investigator, Public Administrator, Appropriate Authority of Service Providers, etc.

Evaluation Procedure: Evaluation will be done at the college jointly by the internal and external examiners.

Half-II : Communicative English (Practical) - 50 Marks

1. **Reading and listening skills:**
- Comprehensive (Newspaper / Story book)
- Audio-visual clipping

2. **Communication skills:**
- Interview and interviewing skills
- Presentation
- Business correspondence
- Group discussions

3. **Writing skills:**
    - Remedial grammar
    - Notices, agenda, minutes
    - CV

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- Application

References:

1. Synergy: Communication in English and Study Skills (for students of Commerce and Business Management, Board of Editors, OBS.
2. Spoken English: A Foundation Course (Part 1 & 2) – Kamalesh Sadanand & Susheela Punitha, OBS.

PART-III
Paper-VI : Computer Application (Practical) (100 Marks)

1. MS Office – Word, Excel, Power Point and Access
2. Fox-Pro
3. Tally
4. Pay-Roll

Distribution of Marks:

Practical	: 90 Marks
Viva	: 10 Marks
	100 Marks

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Paper-VII : Office Practice (Practical) (50 Marks)

1. Filing and Indexing
   - i) Arrangement of files according to its classification
   - ii) Searching for a particular file to keep the document
   - iii) Developing card indexing
2. Drafting of Letter
   - i) Application for a job
   - ii) Appointment letter
   - iii) Letter of enquiry, quotation, order
   - iv) Insurance letter
   - v) Issue of office circular, memo, order
3. Recording & Maintaining
   - i) Inward & outward mail registers

Distribution of Marks:

Practical	: 45 Marks
Viva	: 5 Marks
	: 50 Marks

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Paper-VIII : Stenography Practical (100 Marks)

1. A question paper to be set containing:

i) Grammalogues
ii) Advanced Phraseography
iii) Special Contractions.
iv) Essential Vowels.
v) Outlines of some Cities and Towns.
vi) Intersections.
vii) Suffix and Prefixes

2. Dictation & Transcription

i) Dictation of unknown or unseen passage (not from Pitman's shorthand book) for dictation containing 600 words at the speed of 100 w.p.m. strictly maintaining the theory syllabus (theory part upto Prefix & suffix).
ii) Dictation of unknown or unseen passage (not from Pitman's shorthand book) for dictation containing 400 words at the speed of 80 w.p.m. strictly maintaining the theory syllabus (theory part upto Prefix & suffix).
iii) The transcription to be done in longhand in 30 minutes for both dictations.

Distribution of Marks:

- Passage dictation 100 w.p.m. 25 Marks
- Passage dictation 80 w.p.m. 30 Marks
- Grammalogues 05 Marks
- Advanced Phraseography 05 Marks
- Special Contractions 05 Marks
- Outlines of Cities & Towns 05 Marks

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- Intersections 05 Marks
- Suffix & Prefixes 05 Marks
- Essential Vowels 05 Marks

Viva : 10 Marks

100 Marks

Paper-IX : E-Commerce (Practical) (50 Marks)

1. Internet banking
2. Creating e-mail ID, E-mail access and forward
3. HTML

Distribution of Marks:

Practical : 45 Marks

Viva : 5 Marks

50 Marks

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