

2.1 ENGLISH AND COMMUNICATION SKILLS - II

L T P
3 - 2

RATIONALE

Language is the most commonly used and effective medium of self-expression in all spheres of human life – personal, social and professional. A student must have a fair knowledge of English language and be able to pursue the present course of study and handle the future jobs in industry. The objective of this course is to assist the diploma holders to acquire proficiency, both in spoken (oral) and written language. At the end of the course, the student will be able to develop comprehension, improve vocabulary, develop grammatical ability, enhance writing skills, correspond with others, enhance skills in spoken English.

DETAILED CONTENTS

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| 1. | Comprehension | (6 hrs) |
| 2. | Translation and retranslation (sentences and small passages) | (8 hrs) |
| 3. | Precis | (8 hrs) |
| 4. | Paragraph Writing of about 100 words | (6 hrs) |
| 5. | Technical Report Writing | (6hrs) |
| 6. | Communication | (6 hrs) |
| | a) Meaning of Communication. | |
| | b) Importance of Communication | |
| | c) Essentials of effective Communication | |
| | d) Types of Communication | |
| 7. | Text book : A novel “The Guide” by MR Anand | (8 hrs) |
| | a) Textual based essay type question | |
| | b) Short answer essay type question | |
| | c) Vocabulary from the text | |

LIST OF PRACTICALS

1. Answering short questions after comprehending a short paragraph communicated by the examiner.
2. Oral translation & re-translation.
3. Communication on various current topics.

4. Reporting orally on topics related to Office Management.
5. Holding Mock-interview sessions
6. Students should be made to read (aloud) a paragraph or so from the prescribed novel. 'The Guide'. They should also be encouraged to read other famous novels so that their reading as well as Communication skills are improved.

RECOMMENDED BOOKS

1. Essentials of Business Communication by Pal and Roruailling; Sultan Chand and Sons
2. The Essence of Effective Communication, Ludlow and Panthon; Prentice Hall of India
3. New Design English Grammar, Reading and Writing Skills by AL Kohli (Course A and course B), Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh,
4. New Design English Reading and Advanced Writing Skills for Class XI and XII by MK Kohli and AL Kohli; Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh,
5. A Practical English Grammar by Thomson and Marlinet
6. Spoken English by V Sasikumar and PV Dhamija; Tata McGraw Hill
7. English Conversation Practice by Grount Taylor; Tata McGraw Hill
8. Developing Communication Skills by Krishna Mohan and Meera Banerji; MacMillan India Ltd., Delhi
9. Business Correspondence and Report Writing by RC Sharma and Krishna Mohan; Tata McGraw Hill Publishing Company Ltd. New Delhi
10. Communication Skills by Ms R Datta Roy and KK Dhir; Vishal Publication, Jalandhar

2.2 IT TOOLS AND APPLICATIONS

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RATIONALE

The aim of this subject is to focus on detailed knowledge about computer organisation. It also familiarizes the student with various operating system i.e. DOS, Windows and Linux. In addition to this, the student will be made familiar with MS PowerPoint.

DETAILED CONTENTS

Note: Relevant theory instructions should be imparted along with the practicals in each topic.

1. Computer Appreciation (6 hrs)

Characteristics of Computers, Input, Output, storage units, CPU, computer system, Binary number system, Binary to decimal conversion, Decimal to Binary Conversion, Binary Coded Decimal (BCD) Code, ASCII Code.
2. Computer Organisation (26 hrs)
 - 2.1 Central Processing Unit

Control Unit, arithmetic Unit, Instruction Set, Register, Processor Speed
 - 2.2 Memory

Main memory, Storage Evaluation, Criteria, Memory Organisation, capacity, RAM, Read only Memories, Secondary Storage Devices:- Magnetic Disks, Floppy and Hard Disks, Optical Disks CD- ROM, Mass Storage Devices.
 - 2.3 Input Devices

Keyboard, Mouse, trackball, joystick, Scanner, OMR, Bar-code reader, MICR, Digitiser, Card Reader, Voice Recognition, web cam, video camers.
 - 2.4 Output Devices

Monitors, Printers-Dot Matrix, Inkjet, Laser, Plotters, Computer Output Micro-Film (COM), Multimedia Projector, speech synthesiser; dumb, smart and intelligent terminal.
 - 2.5 Multimedia:

What is Multimedia, Text, Graphics, Animation, Audio, Images, Video; Multimedia Application in Education, Entertainment, Marketing.
 - 2.6 Computer Software

Relationship between Hardware and software; System Software, Application Software, compiler Names of some high level languages, Free domain software.

2.7 Information Technology and Society

Applications of Information in Railways, Airlines, Banking, Insurance, Inventory Control, Financial systems, Hotel management, Education, Video games, Telephones exchanges, Mobile phones

Note: The underlying concepts may be illustrated using MS Office package.

LIST OF PRACTICALS

1. Operating System

1.1 Disk Operating system

Executing simple DOS Commands, Simple file operations, Directory related commands.

1.2 Microsoft Windows

Performing file management through windows. Using essential accessories: System tool-Disk cleanup, Disk defragmenter, Entertainment, Games, calculator, Imaging-Fax, Notepad, Paint and WordPad.

1.3 Presentation Package

Creating, Opening and saving Presentations, Creating, the Look of Your Presentation, Working in Different Views, Working with Slides Adding and Formatting Text, Formatting Paragraphs, Checking Spelling and Correcting typing Mistakes, Making Notes Pages and Handouts, Drawing and Working with Objects, Adding Clip Art and other Pictures, Designing Slide Shows, Running and Controlling a Slide Show, Printing Presentations.

Note: The underlying concepts may be illustrated using MS Office package. The underlying concepts and theory may be taught along with the practicals.

RECOMMENDED BOOKS

MAIN READING

1. P.K. Sinha and P. Sinha, "Foundations of Computing" First Edition, 2002, BPB Publication.
2. S. Sgman, "Microsoft Office 2000 for Windows," Second Indian Print, 2001, Perason Education

SUPPLEMENTARY READING

1. Turban, Mclean and Webherbe, "Information Technology and Management," Second Edition, 2001 Wiley & Sons.

2.3 DATA PROCESSING

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RATIONALE

Computer is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of computer, which is having similar key positions that of manual type writer. The proficiency in typing will enable the students to perform in the written communication necessary for modern offices, efficiently and effectively. Through the series of courses in typing, data processing and computer applications in modern office, the necessary skills shall be developed in the students of this diploma programme.

DETAILED CONTENTS

Note The student will practice on the computer.

1. Development of speed to attain accurate speed of 30 wpm.
2. Display of different types of business letters (indented, semi-blocked and fully blocked letters)
3. Typing from a manuscript.
4. Typing practice using different fonts on computer.

Attainment

30 WPM speed test and – business letters

RECOMMENDED BOOKS

A. For Practicals

1. Typewriting Made Easy for beginners (Book-I) by OP Kuthiala : Pitman Publications
2. Typewriting Speed and Accuracy (Book-II) by OP Kuthiala: Pitman Publications
3. Commercial Typewriting by Welmslay

B. For Theory

1. A Hand Book or Type Writing – Government of India Publications
2. English Typewriting Instructor by Dr GD Bist: Published by Short hand House
3. Typewriting Theory and Practice by R C Bhatia; Sterling Publishers Pvt Ltd.

2.4 PERSONALITY AND HUMAN RESOURCE DEVELOPMENT

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RATIONALE

Organizational growth and success are a direct result of utilization of individual's talent and mobilization of group efforts. Every individual is different in his or her own characteristics that are unique to the person. An individual needs to constantly improve his/her knowledge, skills and attitudes.

The Study and practice of personality development and human relation development approach will help an individual to understand himself/herself and develop all round personality to give optimum results in conjunction with his/her environment. Their commitment, motivation level and enthusiasm for excelling in work will thus be aroused and the students will develop sensitivity to their own strengths and weaknesses. They will experience and gain insight into the process of self development, team building and utilizing individual strengths through improved human relations. The course will also benefit the students through identification of their own behaviour and learn to modify, when necessary, for self and organizational growth.

DETAILED CONTENTS

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| 1. | Understanding Personality | (15 hrs.) |
| | 1.1 Meaning of personality | |
| | 1.2 Various stages of personality development | |
| | 1.3 Major determinants of personality | |
| | 1.4 Improvement of personality | |
| 2. | Group Behaviour | (15 hrs.) |
| | 2.1 Meaning and importance of group | |
| | 2.2 Types of groups | |
| | 2.3 Inter and intra group conflicts and resolving conflicts | |
| | 2.4 Group Dynamics | |
| 3. | Transactional Analysis | (20 hrs.) |
| | 1.1 Interpersonal Behaviour | |
| | 1.2 Basic life positions and life scripts | |
| | 1.3 Analysis of ego states | |
| | 1.4 Benefits of Transactional Analysis | |
| 4. | Human Relations | (10 hrs.) |
| | 4.1 Meaning and Importance of human relations | |
| | 4.2 Tools and Techniques for improving human relations | |

5. Organization, Culture and Climate (10 hrs.)
Impact of organization culture and climates in improving personal effectiveness.
6. Stress Management (10 hrs.)
 - 6.1 Meaning of stress
 - 6.2 Causes of Stress
 - 6.3 Removing/overcoming stress

ASSIGNMENTS

1. Discuss case studies and role play different interpersonal issues.
2. Extension lecture may be arranged from industry/field

RECOMMENDED BOOKS

1. Management Development and Appraisal by Chakarborty; Macmillan
2. Organisational Development for Executive by Ramaswamy, Macmillan
3. Personal Management and Human Resources by C.S. Venkta, Ratnamer B., Srinivasan, Tata Mc Graw Hill
4. Human Relation and Organisation Behaviour by Dharam Vir Aggarwal, Deep and Deep Publication
5. Principles and Practice of Management by Sgymal Banerjee; Oxford and IBH
6. Organisational Behaviour by Fred Lutharas (2nd Edition) Chapter 14 (for Personality Development)

2.5 BOOK-KEEPING AND ACCOUNTANCY – II

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RATIONALE

Diploma holders working in offices as Office Assistants or Private Secretaries has to deal with financial and banking transactions of the institute/industry/company/ organization. This subject will provide sufficient knowledge and skill to the students related to accounting procedure.

DETAILED CONTENT

Note: Tutorial Classes may be organized along with theoretical instructions.

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| 1. | Bank Reconciliation Statement | (10 hrs) |
| 2. | Depreciation | (18 hrs) |
| | <ul style="list-style-type: none"> - Meaning and Definition - Necessity for Depreciation - Methods of Depreciation - Straight Line Method - Written Down Value Method. | |
| 3. | Final Accounts | (36 hrs) |
| | <ul style="list-style-type: none"> - Trading Account - Profit and Cost account - Balance Sheet (with adjustments) | |
| 4. | Errors and their Rectification | (14 hrs) |
| 5. | Accounts from Incomplete Records | (20 hrs) |
| 6. | Accounts of Non-Profit Organization | (30 hrs) |
| | 6.1 Receipt and Payment A/C. | |
| | 6.2 Income and Expenditure A/C. | |
| | 6.3 Balance Sheet. | |

Assignment: (Tutorial exercises on following should be taken up)

1. Bank Reconciliation Statement
2. Depreciation: Straight Line Method, Written Down Value Method

3. Final Accounts and Adjustments
4. Errors and their Rectification
5. Statement of Affairs, Accounting from Incomplete Records
6. Non-Profit Organisations

Note: Students must be exposed to popular accounting software like Tally, Ex, Easy etc.

RECOMMENDED BOOKS

1. Introduction to Accountancy by Grewal, T.S; Sultan Chand & Sons, New Delhi.
2. Advanced Accounts (Complete) by Shukla, M.C.; Sultan Chand and Sons, New Delhi.
3. Elements of Book-keeping by Juneja, C.M. and Saksena, R.K.; Kalyani Publications.
4. Accountancy – Theory and Practice by Juneja, C.M. and Saksena, R.K.; Kalyani Publications.
5. Accountancy by Jain, S.P. and Narang, K.L.; Kalyani Publications
6. Principles of Management Accounting by Man Mohan and Dr. Goyal; Sahitya Bhawan Publications.
7. Principles and Practice of Book-keeping by Patil, V.A. and Kortahalli, J.S.: Sultan Chand & Sons, New Delhi.
8. Book-keeping and Accountancy by Gupta and Sharma; Dhanpat Rai and Sons.
9. Fundamentals of Accountancy for 10+1 by H.S. Punia and V.P. Sharma, Unistar Books Private Ltd., Chandigarh

2.6 OFFICE MANAGEMENT

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RATIONALE

One of the main objective of the diploma programme in Office Management and Computer Application is to make the students understand the concepts and principles of office methods and procedures and develop skills in performing various office operations. This subject on office management aims at making the students well conversant with the services provided by a modern office and help them to perform efficiently and effectively.

DETAILED CONTENTS

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| 1. | Introduction | (6 hrs) |
| | 1.1 Meaning of Office | |
| | 1.2 Importance | |
| | 1.3 Functions | |
| | 1.4 Relation with other departments | |
| | 1.5 Centralization and decentralization of office service- their merits and demerits | |
| | 1.6 Allocation and distribution of work | |
| 2. | Office Accommodation and Layout | (6 hrs) |
| | 2.1 Office location | |
| | 2.2 Office accommodation | |
| | 2.3 Office layout- objectives, principles and type | |
| 3. | Office Environment | (8 hrs) |
| | 3.1 Significance of external surroundings and internal environment | |
| | 3.2 Working facilities – lighting arrangements, seating arrangement, recreational facilities, safety and sanitary arrangement, pollution control, etc. | |
| 4. | Handling Office Correspondence | (26 hrs) |
| | 4.1 Incoming correspondence procedures | |
| | 4.2 Outgoing correspondence procedures | |
| | 4.3 Equipment, furniture and accessories required. | |
| | 4.4 Ordinary post, Resgistered post, Parcel, Registered Parcel, Speed post, Courier, Airmail and e-mail etc. | |

5. **Office Records** (20 hrs)
- 5.1 Meaning and significance
 - 5.2 Essentials of a good filing system
 - 5.3 Classifications of files
 - 5.4 Traditional and modern filing methods and equipment
 - 5.5 Indexing- Meaning, importance and methods
6. **Office Forms** (14 hrs)
- 6.1 Meaning and significance
 - 6.2 Types of forms
 - 6.3 Form designing

ASSIGNMENTS

1. Handling of mail- sorting, recording of inward mail and its distribution. Preparation of envelopes, use of stamps, folding machine, franking machine, record in dispatch book and open book, preparation of parcels.
2. Practice of filing and indexing – filing papers in the appropriate files, arranging files alphabetically, numerically, subject wise and geographically. Taking out a particular file from a filing cabinet.
3. Retrieving of paper/ documents/ records
4. Preparation of hand-book of all the equipment and material available in the department, helping the librarian in preparing cards for books. Displaying given information on strip index and card index.
5. Assembling papers, punching, use of tags and binding machine.
6. Peon book, receipt register, dispatch register, appointment diary, message book application.
7. Folded letters, addressed envelopes, stamped envelopes, use of staples, u-cip, all pins and other stationary/office materials used in offices.

RECOMMENDED BOOKS

1. Office Management by P.K. Gupta.
2. Office Management by Ghosh and Agarwal.
3. Office Management by Gupta, Bansal, Jain, Malik.
4. Modern Office Management by Dr. I. M. Sahai.
5. Office Practice Made Simple by Geoffrey White Head.
6. Office Management and Practices by R.K. Sharma, Shashi Kr. Gupta, Sushil and Nayyer