MANGALORE UNIVERSITY

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

B.A. DEGREE PROGRAMME
SECRETARIAL PRACTICE

MODEL PROGRAMME CURRICULUM STRUCTURE

MANGALORE UNIVERSITY
NEW EDUCATION POLICY 2020

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

PREAMBLE:

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

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

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

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

PROGRAMME OUTCOMES:

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

- Secretarial skills and Soft-Skills for performing job-related tasks.
- Use English confidently for both spoken and written communication as well as be able to handle correspondence independently.
- Make presentation using audio-visual aids.
- Gain knowledge of basic Accountancy
- Knowledgeable in handling accounting package like Tally.ERP9 with GST.
- Develop an understanding of Stock Market and Personal Investment Planning, Computation of Personal Tax
- Able to operate the following Window-based Computer Applications-MS-Word, MS-Excel, Advanced Excel, MS PowerPoint, Video making in PPT, Adobe InDesign, Photoshop CC & Multi Media in general.

- Knowledge of Google Apps – working with Google Drive, Google Docs, creating Google forms, generating certificates etc.

PROGRAMME SPECIFIC OUTCOMES:

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

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

MANGALORE UNIVERSITY

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

SECRETARIAL PRACTICE

for implementation w.e.f. 2021– 2022

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
DSC-5	**Theory**	Organisation Management	04	02	40	60	100	4
DSC-6	**Practical**	Computer Based and Spoken English Skills-III **(Lab)**	04	03	25	25	50	2
OE-3	**Theory**	Career Management	03	02	40	60	100	3

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
DSC-7	**Theory**	Business Communication and Correspondence	04	02	40	60	100	4

DSC-8	**Practical**	MS Excel and Spoken English Skills-III **(Lab)**	04	03	25	25	50	2
OE-4	**Theory**	Personality Development	03	02	40	60	100	3

SUMMARY CHART

SEMESTER	COURSE	COURSE TITLE
FIRST SEMESTER	**DSC-1 Theory**	Executive Secretarial System
	DSC- 2 Practical	Computer Based and Spoken English Skills-I **(Lab)**
	Open Elective -1	Secretarial Functions
SECOND SEMESTER	**DSC-3 Theory**	Soft Skills and Personality Development
	DSC-4 Practical	Computer Based and Spoken English Skills-II **(Lab)**
	Open Elective -2	Employability Skill Development
THIRD SEMESTER	**DSC-5 Theory**	Organisation Management
	DSC-6 Practical	Computer Based & Spoken English Skills-III (Lab) (Adobe Photoshop CC & Narrating incident or Story)
	Open Elective -3	Career Management
FORTH SEMESTER	**DSC-7 Theory**	Business Communication and Correspondence
	DSC-8 Practical	MS Excel and Spoken English Skills (Describing Pictures / Objects)
	Open Elective-4	Personality Development

NEP SYLLABUS
II B A-III SEMESTER
PAPER III -ORGANISATION MANAGEMENT

Teaching Hours per week: 4 Hours   **Credit: 04**
Max. Marks: 100
(SEE-60 + I.A.-40)

UNIT – I – ORGANISATION MANAGEMNET

3.1 Organisation Management
    3.1.1 Meaning
    3.1.2 Features
    3.1.3 Need/ Objectives
    3.1.4 Styles:
        3.1.4.1   Autocratic
        3.1.4.2   Paternalistic
        3.1.4.3   Democratic
        3.1.4.4   Laissez-Faire
3.2 Organisational Structure
    3.2.1 Hierarchical
    3.2.2 Functional
    3.2.3 Horizontal(Flat)
    3.2.4 Divisional
    3.2.5 Matrix
    3.2.6 Team Based
    3.2.7 Network

UNIT – II SALARY ADMINISTRATION

3.3 Pay Scale and its components
    3.3.1 Basic Pay
    3.3.2 Increments – increment slabs
    3.3.3 Dearness Allowance
    3.3.4 House Rent Allowance
    3.3.5 City Compensatory Allowance
    3.3.6 Special Allowances

3.4 Salary Deductions
    3.4.1 Life Insurance
    3.4.2 Employee Provident Fund
    3.4.3 Group Insurance
    3.4.4 Family Benefit Fund
    3.4.5 Profession Tax
    3.4.6 Income Tax – TDS
    3.4.7 Calculation of Gross Pay & Net Pay

UNIT – III - FRINGE BENEFITS & SOCIAL SECURITY BENEFITS

3.5 Meaning & Types of Fringe Benefits
      3.5.1 Subsidized Canteen Facility
      3.5.2 Accommodation & Dormitory Facility
      3.5.3 Travel/ Transportation Facilities
      3.5.4 Medical and Health Care benefits
      3.5.5 LTC/HTC
3.6 Employees State Insurance (ESI)
      3.6.1 Medical Benefit
      3.6.2 Sickness Benefit – Extended and Enhanced
      3.6.3 Maternity Benefit
      3.6.4 Disablement Benefit – Temporary and Permanent
      3.6.5 Dependents' Benefit
      3.6.6 Other benefits – Funeral Expenses and Confinement Expenses
3.7 Social Security Benefits
      3.7.1 Employees Provident Fund
      3.7.2 Gratuity
      3.7.3 Pension Schemes

UNIT -IV LEAVE RULES

3.8 Meaning of Leave and General Rules
3.9 Types of Leaves and its rules
      3.9.1 Casual Leave
      3.9.2 Special Casual Leave
      3.9.3 Study Leave
      3.9.4 Earned Leave
      3.9.5 Procedure for Earned Leave Encashment
      3.9.6 Maternity Leave
      3.9.7 Paternity Leave

COURSE OBJECTIVES:

☞ To enable the students to understand the objectives, features and the importance of Organisation Management

☞ To know about different Management styles

☞ To learn about the different Organisational Structures

☞ To help the students to focus on the pay-scale, salary components and deductions

☞ To learn calculation of Gross pay and Net pay

☞ 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
- ☞ To understand the concept of Organisation Management
- ☞ To learn different Management Styles and Organisational Structures
- ☞ To focus on salary administration
- ☞ To integrate understanding of various types of leaves and other benefits provided to the employees in the organisations

BOOKS FOR REFERENCE:

1. Rashmi THM.Pawan Sharma -Organisational Management – Vikas Publishing
2. Stephen R.Robbins and Mary Coulter – Fundamentals of Management-Pearson Publishers
3. Dr. S.C.Saksena – Principles of Management – Sahithya Bhawan Publications, Agra
4. Guptha C.B – Human Resources Management – Sulthan Chand & Sons
5. Dr. Hebbar C.K. & Dr. Devaraj K. - Human Resources Management
6. Dessler Garey, – Human Resource Management, Prentice – Hall India Ltd. New Delhi
7. Mamoria, C.B. – Personnel Management, Himalaya Publishing House, Mumbai
8. David, Monappa, etal – Human Resource Development – Crest Publishing House, New Delhi
9. KCS Rules

Website Links
https://www.managementstudyguide.com/organization-management.htm
Leave Rules : https://youtu.be/BfwGOHuf_iM

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SCHEME OF EXAMINATION - THEORY
II B A-III SEMESTER
PAPER III -ORGANISATION MANAGEMENT

Teaching Hours per week: 4 Hours   **Credit: 04**
Max. Marks: 100
(SEE-60 + I.A 40)

UNIT- I

| 1. To answer any ONE question out of two | 1 x 5=5 |
| 2. To answer any ONE question out of two | 1 x 10= 10 |

UNIT- II

| 3. To answer any ONE question out of two | 1 x 5=5 |
| 4. To answer any ONE question out of two | 1 x 10=10 |

UNIT- III

| 5. To answer any ONE question out of two | 1 x 5=5 |
| 6. To answer any ONE question out of two | 1 x 10= 10 |

UNIT- IV

| 7. To answer any ONE question out of two | 1 x 5=5 |
| 8. To answer any ONE question out of two | 1 x 10= 10 |

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SECRETARIAL PRACTICE
II B.A   -   III SEMESTER - PRACTICAL

COMPUTER BASED AND SPOKEN ENGLISH SKILLS –III (LAB)

Teaching Hours per week: 4 Hours   **Credit: 02**
                                                        Max. Marks: 50
                                                        (SEE-25+I.A.-25)

PRACTICAL CONTENTS

1. COMPUTER BASED SKILLS

ADOBE PHOTOSHOP CC
- Place Images in the Photo Frames and reshape them.
- Move the dog in the Kennel.
- Prepare an Image with Rain Drop Effect and Rainbow Effect.
- Creating a Start Burst Effect.
- Creating Wooden Frame.
- Redressing a Giraffe with new Spots.
- Creating multiple copies of Passport size photos.
- Editing the Photos using Spot Heal Brush.
- Change a Black & white Photo to Colour.
- Project work to create and design a Poster.

2. SPOKEN ENGLISH SKILLS:

Narrating an incident/story

COURSE OBJECTIVES:
☞ To Familiarize the Photoshop Screen Basics.
☞ To Differentiate between Vector and BMP Images.
☞ To work with Different Image Types.
☞ To enhance creativity in editing and designing visual content.
☞ To demonstrate knowledge of Image resolution, Image size, Image file format.
☞ To improve the fluency and confidence of the student when speaking English

COURSE OUTCOMES:

On completion of this course the students will be able to

☞ Use Adobe Photoshop (versions CC) like a professional to create, edit, and manipulate images. Photoshop is much more than a photo editor.

☞ Use different tools and apply various methods to different applications for graphic design purpose.

☞ Enhance creative knowledge to apply image to a photograph or to a movie poster.

☞ Explore the illustration side of photoshop through the concept of design work.

☞ Create flyers, banners, brochures, Invitation cards, Logo designs etc.

BOOKS FOR REFERENCE:

1. Echo Swinford, PowerPoint 2016, Pearson Education –published 2015
2. John Prepper Nau & Joyce Cox, PowerPoint 2010 step by step, Microsoft
3. 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
6. Doug Lowe, "PowerPoint 2019 For Dummies 1st Edition" Publisher for Dummies, October 2, 2018
7. Angela Rose , "PowerPoint Basics" , November 15, 2017
8. Peter Weverka & Timothy L. Warner , "Office 365 All-in-One For Dummies 1st Edition"

9. Michael, "Office 2019 In Easy Steps Paperback" – 1 January 2019, Publisher, BPB Publication

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<u>SCHEME OF EXAMINATION: PRACTICAL - III SEMESTER</u>

SECRETARIAL PRACTICE
II B.A   -   III SEMESTER
PRACTICAL

COMPUTER BASED AND SPOKEN ENGLISH SKILLS –III (LAB)

Teaching Hours per week: 4 Hours   **Credit: 02**
Max. Marks: 50
(SEE-25 + I.A.-25)

1. **<u>COMPUTER BASED SKILLS</u>**
   Adobe Photoshop CC   10 marks

2. **<u>SPOKEN ENGLISH SKILLS</u>**
   Narrating an incident / Story   05 marks

   Class Record   05 marks
   Viva Voce   05 marks

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SECRETARIAL PRACTICE

III SEMESTER
OPEN ELECTIVE-3

<u>CAREER MANAGEMENT</u>

Teaching Hours per week: 3 Hours   **Credit: 03**
                                                                                         Max. Marks: 100
                                                                                         (SEE-60+ I.A.40)

UNIT-I CAREER MANAGEMENT

1.1 Career Management
    1.1.1 Meaning
    1.1.2 Components of Career Management
    1.1.3 Objectives
    1.1.4 Advantages
    1.1.5 Best Career Skills for Employment
1.2 Career Planning – Meaning, Process, Steps

UNIT -II COMMUNICATION SKILLS

2.1 Meaning of Communication
2.2 Process of Communication & Types of Communication
2.3 Verbal and Non-Verbal Communication
2.4 Principles of Communication – 7 C's
2.5 Barriers to Communication
2.6 Writing Skills
2.7 Listening Skills

UNIT -III COMPUTER BASED ACCOUNTING SKILL (TALLY ERP 9)

3.1 Basic of Accounting- Types of Accounts, Rules of Accounting, Passing Journal entries
3.2 Fundamentals of Tally ERP 9 – Create Company, Select Company
3.3 Checking features, configuration
3.4 Accounting Masters - Ledgers, Groups
3.5 Inventory Masters - Stock Groups, Units of Measure and Stock Items
3.6 GST-SGST, CGST, IGST

3.7 Types of Vouchers -Receipt, Payment, Purchase, Sales, Journal, Contra, Debit Note, Credit Note

Course Objectives:
- To acquire career skills and fully pursue to partake in a successful career path
- To explore desired career opportunities in the employment market in consideration of individual SWOT
- Learn to communicate effectively in the workplace
- To acquire knowledge on Accounting Package Tally

Course Outcomes:

On completion of this course students will be able to;
- Recognise the importance of Personal Skills
- Describe how good communication with other can influence their working relationships
- Do SWOT analysis and improve themselves
- Acquire Computer based Accounting skill

BOOKS FOR REFERENCE:
1. Boyes Carolyn, Career Management, Harper Collins Publishers, 2010
2. Iyer Ram, The Career Journey: A Book on Career Management, Createspace Independent Pub (3 December 2010)
3. Mohan Krishna & Banerji Meera – Developing Communication Skills
4. Sanjaya Kumar, Pushp Lata – Communication Skills, 2nd Edition, Oxford University Press
5. Patti Lind- Communication at Work – Inkwater Press
6. Shraddha Singh & Navneet Mehra, Tally ERP 9, Power of Simplicity, Kindle edition
7. TALLY ERP 9 TRAINING GUIDE - 4TH REVISED & UPDATED EDITION. by Asok K. Nadhani Paperback.
8. Ashok Nadhani, Tally ERP9 Training Guide, BPB Publications
9. CA Raj K Agrawal, Tally ERP9 Certificate Course

Tally Tutorial Links

https://www.youtube.com/watch?v=tirOxKxkbPc

https://www.youtube.com/watch?v=QC4ghSZVpsE

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SCHEME OF EXAMINATION
SECRETARIAL PRACTICE
III SEMESTER-OPEN ELECTIVE -3
CAREER MANAGEMENT

Teaching Hours per week: 3 Hours   **Credit: 03**
                                                            Max. Marks: 100
                                                            (SEE-60 + I.A.-40)

UNIT- I

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

UNIT- II

3. To answer any TWO questions out of three   2 x 5= 10
4. To answer any ONE question out of two   1 x 10=10

UNIT- III

5. To answer any TWO questions out of three   2 x 5= 10
6. To answer any ONE question out of two   1 x 10=10

SECRETARIAL PRACTICE
II B.A. – IV SEMESTER

PAPER IV – BUSINESS COMMUNICATION & CORRESPONDENCE

Teaching Hours per week: 4 Hours   **Credit: 04**
                                                            Max. Marks: 100
                                                            (SEE-60 + I.A.-40)

UNIT – I PRINCIPLES OF COMMUNICATION

4.1   Definition, Nature, Scope & Purposes of Communication
4.2   Process and Types of Communication
4.3   Verbal and Non-Verbal
4.4   Importance of Listening
4.5   Communication Barriers and Ways of overcoming them
4.6   The Writing Process

UNIT – II BUSINESS COMMUNICATION

4.7 Importance, Meaning and Objectives of Business Communication
4.8 Principles of Written Business Communication: The Seven Cs
    4.8.1 Completeness
    4.8.2 Consideration
    4.8.3 Clarity
    4.8.4 Courtesy
    4.8.5 Correctness
    4.8.6 Concreteness
    4.8.7 Conciseness

UNIT –III GROUP COMMUNICATION

4.9 Group Communication
    4.9.1 Meaning
    4.9.2 Importance
    4.9.3 Types
4.10 Committees in a Company
    4.10.1 Meaning
    4.10.2 Need
    4.10.3 Types
    4.10.4 Advantages and Weaknesses

4.11 Conferences
    4.11.1 Meaning
    4.11.2 Importance of Conferences
    4.11.3 Organizing a Conference
    4.11.4 Modern Platforms for Virtual Conferences

UNIT -IV BUSINESS CORRESPONDENCE

4.12 Parts and Format of a Business Letter
    4.12.1 Heading
    4.12.2 Date
    4.12.3 Inside Address
    4.12.4 Salutation
    4.12.5 Subject, Reference line
    4.12.6 Body, Complementary close,
    4.12.7 Enclosure, Attention, identification mark,

4.13 Drafting:
    4.13.1 Enquiry letters (Price/Reference/Status)
    4.13.2 Letter for Placing Orders
    4.13.3 Claims/ Complaints letters

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 analyse the barriers to communication

☞ To develop the Letter drafting skills

☞ To create positive impact with customers, suppliers, company

☞ To familiarize with the modern methods of conferences

☞ To have a knowledge of working with committees

COURSE OUTCOMES:

On completion of this course students will be able to

☞ Gains inter-personal skills across teams and cultures through effective communication

☞ Develops the communication skills and knowledge in a supportive peer group environment through exchange of ideas and team work

☞ Opportunities for personal growth

☞ Apply letter drafting skill efficiently in office.

☞ Communicate intelligence, professionalism and competency

☞ Organise conferences and become efficient in group communication

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

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SCHEME OF EXAMINATION - THEORY
II B A-IV SEMESTER
PAPER IV –BUSINESS COMMUNICATION & CORRESPONDENCE

Teaching Hours per week: 4 Hours   **Credit: 04**
                                                        Max. Marks: 100
                                                        (SEE-60 + I.A. 40)

UNIT- I

1. To answer any ONE question out of two   1 x 5=5
2. To answer any ONE question out of two   1 x 10= 10

UNIT- II

3. To answer any ONE question out of two   1 x 5=5
4. To answer any ONE question out of two   1 x 10= 10

UNIT- III

5. To answer any ONE question out of two   1 x 5=5
6. To answer any ONE question out of two   1 x 10= 10

UNIT- IV

7. To answer any ONE question out of two   1 x 5=5

8. To answer any ONE question out of two   1 x 10= 10

SECRETARIAL PRACTICE
II B.A - IV SEMESTER
MS EXCEL & SPOKEN ENGLISH SKILLS-PRACTICAL -IV (LAB)

Teaching Hours per week: 4 Hours   **Credit: 02**
                                              Max. Marks: 50
                                              (SEE-25 + I.A.-25)

1. MS EXCEL (Spreadsheet)
a) Creating the sheet by formatting the cells
b) Setting the Column Width and Row height
c) Fill Handle, Auto sum, Auto fill
d) Cell Formatting options
e) Inserting/deleting rows, columns
f) Using functions for calculations
   ● Mathematical & Statistical Functions
   ● Date & Time Functions
   ● Text Functions
   ● Logical Functions
   ● Lookup and Reference functions
g) Inserting a chart
h) Filtering Records using Advanced Filter
i) Pivot table
j) Goal Seek

2. SPOKEN ENLGLISH SKILLS (Describing pictures or objects)

COURSE OBJECTIVES

☞ To become familiar with the Excel Workbook, navigating worksheets, entering and editing data
☞ To gain knowledge of formulas and functions in Excel
☞ To familiarize with data entry
☞ To get knowledge of data analysis through creating graphs and charts
☞ To increase the chances of getting a well-paid job.
☞ To improve English Speaking Skills

COURSE OUTCOMES

On completion of this course students will be able to
☞ Manage accounting, business and financial data analysis

- ☞ Manage Arithmetic solutions easily
- ☞ Prepare charts for data analysis
- ☞ Save large data in one spreadsheet
- ☞ Get well paid job
- ☞ learn more about adjectives and understand how to describe feelings and perceptions

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. Sengupta.C 2004, Financial Modelling using Excel and VBA Hoboken NJ, John Willey and Sons
5. Winston 2004, Microsoft Data Analysis and Business Modelling. 2nd Edition Redmond,
WA: Microsoft Press.

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SCHEME OF EXAMINATION-PRACTICAL IV SEMESTER
SECRETARIAL PRACTICE
II B.A   -   IV SEMESTER
MS EXCEL & SPOKEN ENGLISH SKILLS

Teaching Hours per week: 4 Hours   **Credit: 02**
                                                                        Max. Marks: 50
                                                                        (SEE-25 + I.A.-25)

1. MS Excel	10 marks
2. Spoken English Skills:	
(Describe pictures/objects)	05 marks
Class Record	05 marks
Viva Voce	05 marks

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SECRETARIAL PRACTICE
IV SEMESTER-OPEN ELECTIVE -4
PERSONALITY DEVELOPMENT

Teaching Hours per week: 3 Hours   **Credit: 03**
                                                                        Max. Marks: 100
                                                                        (SEE-60 + I.A.-40)

UNIT -I PERSONALITY DEVELOPMENT

1.1 Definition of Personality
1.2 Determinants of Personality Development
1.3 Types of Personalities – Introvert, Extrovert & Ambivert,
1.4 The 7 Habits of Highly Effective People

1.5 Self - Esteem:
   1.5.1 Meaning,
   1.5.2 Ways to increase self-esteem
1.6 Positive Attitude:
   1.6.1 Advantages
   1.6.2 Ways to develop Positive Attitude

UNIT -II PRESENTATION SKILLS
2.1 Presentation – Meaning
2.2 What makes an effective presentation?
2.3 Handling questions and answers
2.4 Facial expression and eye contact
2.5 Movements and gestures
2.6 Language resources
2.7 Presentation Aids and their uses
2.8 Computer-assisted presentations

UNIT -III COMPUTER BASED SKILLS (POWERPOINT)
3.1 Invoking Microsoft PowerPoint
3.2 Features of PowerPoint: Slide layouts, Slide Design, Animations, Transitions
3.3 PowerPoint views
3.4 Inserting various elements to a slide: Clip Art, Graphs, Tables, Photographs, Charts, Media Clips, Videos
3.5 Printing Slides- Handouts

COURSE OBJECTIVES:

☞ To encourage the all-round personality development of students
☞ To build Self-confidence and develop self-esteem
☞ To understand the techniques of Presentation
☞ To develop presentation skill through PowerPoint Slides

COURSE OUTCOMES:

On completion of this course students will be able

☞ To develop their personality through learnt skills
☞ To become self-confident individuals by mastering presentation

skills
☞ To present any topic effectively through PowerPoint slides

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. Covey R. Stephen - The 7 Habits of Highly Effective People - Paperback
7. Team Work Skills – Viva Career Skills Library – Vikas Books P. Ltd.
8. Siddiqui H.Y. – Group Work – Theories & Practices
9. Effective Time Management - Rupa & Co. Calcutta
10. Khera, Shiv – You Can Win – Macmillan India, New Delhi
11. Biswajit Das & Ipseepa Satpathy – Business Communication & Personality Development – Lessons for Paradigm Change in Personality – Excel Books
12. Wallace Harold R. and. Masters Ann L - Personality Development.
13. Hurlock, E.B (2006). Personality Development, 28th Reprint. New Delhi: Tata McGraw Hill.
14. Stephen P. Robbins and Timothy A. Judge (2014), Organizational Behavior 16th Edition: Prentice Hall.
15. Mile, D.J Power of positive thinking. Delhi. Rohan Book Company, (2004).

SCHEME OF EXAMINATION
SECRETARIAL PRACTICE
II B A - IV SEMESTER-OPEN ELECTIVE -4
PERSONALITY DEVELOPMENT

Teaching Hours per week: 3 Hours   **Credit: 03**
                                                        Max. Marks: 100
                                                        (SEE-60 + I.A.-40)

UNIT- I

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

UNIT- II

3. To answer any TWO questions out of three   2 x 5= 10
4. To answer any ONE question out of two   1 x 10=10

UNIT- III

5. To answer any TWO questions out of three   2 x 5= 10
6. To answer any ONE question out of two   1 x 10=10

QUESTION PAPER PATTERN FOR DISCIPLINE SPECIFIC CORE COURSE

II B A-III / IV SEMESTER

UNIT-1

1. Answer any ONE   1 x 5 =5

   a)
   b)

2. Answer any ONE   1x 10 =10

   a)
   b)

UNIT-2

3. Answer any ONE   1 x 5 =5
   a)
   b)

4. Answer any ONE   1 x 10 =10

  a)
  b)
  c)

UNIT-3

5. Answer any ONE   1 x 5 =5

   a)
   b)

6. Answer any ONE   1 x 10 =10

  a)
  b)

c)

UNIT-4

7. Answer any ONE   1 x 5 =5

    a)
    b)

8. Answer any ONE   1 x 10 =10

   a)
   b)

QUESTION PAPER PATTERN
OPENT ELECTIVE -3 and 4

UNIT-1

1. Answer any TWO   2 x 5 =10

   a)
   b)
   c)

2. Answer any ONE   1 x 10 =10

    a)
    b)

UNIT-2

3. Answer any TWO   2 x 5 =10

   a)
   b)
   c)

4. Answer any ONE   1 x 10 =10

    a)
    b)

UNIT-3

5. Answer any TWO   2 x 5 =10

   a)
   b)
   c)

6. Answer any ONE   1 x 10 =10

    a)

b)

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

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