

## 2.1 ENGLISH AND COMMUNICATION SKILLS – II

	L	T	P
Periods/Week	3	2/2	2

### **RATIONALE**

Interpersonal communication is a natural and necessary part of organizational life. Yet, communicating effectively can be challenging because of our inherent nature to assume, overreact to and misperceive what actually is happening. Poor communication or lack of communication is often cited as the cause of conflict and poor teamwork. In today's team-oriented workplace, managing communication and developing strategies for creating shared meaning are crucial to achieve results and create successful organizations. The goal of the Communicating Skills course is to produce civic-minded, competent communicators. To that end, students must demonstrate oral as well as written communication proficiency. These include organizational and interpersonal communication, public address and performance. The objectives of this subject are understanding how communication works, gaining active listening and responding skills, understanding the importance of body language, acquiring different strategies of reading texts and increasing confidence by providing opportunities for oral and written expressions.

### **DETAILED CONTENTS**

#### **Section A**

1. FACETS OF LITERATURE (22 Periods)
  - 1.1 Fiction
    - 1.1.1 The Portrait of a Lady - Khushwant Singh
    - 1.1.2 The Doll's House – Katherine Mansfield
    - 1.1.3 The Refugees – Pearl S. Buck
  - 1.2 Prose
    - 1.2.1 Of Truth – Francis Bacon
    - 1.2.2 Praises of Solitude – Samuel Johnson
    - 1.2.3 A Gentleman – John Henry Newman
  - 1.3 Poems
    - 1.3.1 All The World's A Stage – W. Shakespeare
    - 1.3.2 A Solitary Reaper – William Wordsworth

#### **Section B**

2. READING SKILLS (08 Periods)

Unseen comprehension passages (at least 3 passages).

### 3. WRITING SKILLS

(16 Periods)

- 3.1 Writing Notice
- 3.2 Writing Circular
- 3.3 Writing a Memo
- 3.4 Agenda for a Meeting
- 3.5 Minutes of the Meeting
- 3.6 Press release
- 3.7 Telephonic Messages
- 3.8 Paragraph writing:  
Simple and Current Topics should be covered.

### 4. Correspondence

(06 Periods)

- 4.1 Business Letters
- 4.2 Personal Letters

### 5. Communication

(12 Periods)

- 5.1 Media and Modes of Communication
- 5.2 Channels of Communication
- 5.3 Barriers to Communication
- 5.4 Listening Skills
- 5.5 Body language
- 5.6 Humour in Communication

## LIST OF PRACTICALS

**(Note: The following contents are only for practice. They should not be included in the final theory examination)**

### 1. LISTENING COMPREHENSION

- 1.1 Locating Main Ideas in a Listening Excerpt
- 1.2 Note-taking

### 2. DEVELOPING ORAL COMMUNICATION SKILLS

- 2.1 Offering-Responding to Offers
- 2.2 Requesting-Responding to Requests
- 2.3 Congratulating
- 2.4 Expressing Sympathy and Condolences
- 2.5 Expressing Disappointments
- 2.6 Asking Questions-Polite Responses
- 2.7 Apologizing, Forgiving
- 2.8 Complaining
- 2.9 Persuading
- 2.10 Warning
- 2.11 Asking for and Giving Information

- 2.12 Giving Instructions
- 2.13 Getting and Giving Permission
- 2.14 Asking For and Giving Opinions
- 2.15 Group Discussion

### **LIST OF REFERENCE BOOKS**

1. Communicating Effectively in English, Book-I by Revathi Srinivas; Abhishek Publications, Chandigarh.
2. High School English Grammar and Composition by Wren & Martin; S. Chand & Company Ltd., Delhi.
3. Communication Techniques and Skills by R. K. Chadha; Dhanpat Rai Publications, New Delhi.

### **SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted for Lectures and Tutorials (Periods)</b>	<b>Marks Allotted (%)</b>
1	22	34
2	08	12
3	16	24
4	06	10
5	12	20
<b>Total</b>	<b>64</b>	<b>100</b>

# INTERNET AND NETWORKING

L T P  
3 - 4=7

## DETAILED CONTENTS

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

- 1. Introduction to Internet (6 hrs)**  
Internet basics, Growth of Internet, Anatomy of Internet, ARPANET and Internet history of the World Wide Web, Basic Internet Terminology, Net etiquette. Internet Applications-commerce on the Internet, Governance on the Internet, Impact of Internet on Society-Crime on/through the internet
- 2. Internet Technology and Protocols (8 Hrs)**
  - Introduction to Internet Protocols, TCP/IP; IP Address and its format, SLIP, PPP
  - Network and Network devices: Network Architecture, Network Topologies
  - Characteristics of Local Area Network and Wide Area Network; Protocols and Media, Implementation, Transmission, Access method and Technologies
  - Addressing in Internet: DNS Domain name and their organisation, understanding the internet protocol address
  - Client Server Concepts and applications
- 3. World Wide Web (8 hrs)**  
Evolution of WWW, Basic features, WWW Browsers, WWW servers, HTTP, Universal Resource Locator (URL), Search Engines and their Categories,
- 4. Browsers (8 hrs)**  
Basic features, Bookmarks, history, Progress indicators, Customization of browsers, Saving and Printing web pages, Netscape Communicator, Internet Explorer.
- 5. Electronic Mail (8 hrs)**
  - Introduction to e-mail, E-mail Servers, Email protocols-SMTP, POP3
  - Structure of an Email, Email Address, Email Header, Body and Attachments.
  - Email Client: Netscape Mail Clients, Outlook Express, Web based E-mail. Email encryption-Address Book, Signature File.
- 6. File Transfer Protocol (only concepts) (6 hrs)**  
Introduction to FTP and Terminology, FTP Servers and Authentication, GUI Based FTP Clients, Browser Based FTP Clients, overview of Telnet, Telnet protocol
- 7. Wireless LAN (4 hrs)**
  - Wireless LAN requirement
  - Wireless LAN applications

**48 Hrs**

## **PRACTICAL**

### **LIST OF PRACTICALS**

1. Browsing Internet
2. Using Search Engines
3. Creating E-mail Account and Sending E-mail using Netscape Mail Clients or Outlook Express respectively
4. Using FTP and Telnet
5. Connecting and sharing Internet

## शार्टहैंड हिन्दी 2 (सैद्धान्तिक)

L T P  
2 - 6 =08

### DETAILED CONTENTS---

1. वाक्यांश	02 घंटे
1.1 वाक्यांश बनाने के नियम	
1.2 क्रिया विभक्तियों का प्रयो	
2. प्रारम्भिक आंकड़े (हुक) प्रयोग	06 घंटे
2.1 प्रारम्भिक 'र' 'ल' आंकड़े के प्रयोग ।	
2.2 सरल व्यंजनों संकेतों के साथ प्रारम्भिक आंकड़े के प्रयोग	
2.3 व्यंजन संकेतों के साथ प्रारम्भिक आंकड़े के प्रयोग	
2.4 क्व, ग्व, आंकड़े के प्रयोग	
3. अन्तिम आंकड़े (हुक)	06 घंटे
3.1 अन्तिम छोटे आंकड़े न/ण व 'त' के प्रयोग	
3.2 सरल व्यंजन संकेतों के साथ अन्तिम आंकड़े के प्रयोग	
3.3 व्यंजन संकेतों के साथ अन्तिम आंकड़े के प्रयोग	
4 अन्तिम बड़े आंकड़े शन, षन, हन के प्रयोग ।	06 घंटे
5. सर्वनाम प्रयोग	06 घंटे
6. अर्धकरण सिद्धांत	06 घंटे
6.1 हल्के तथा गहरे व्यंजनों को आधा करना	
6.2 म्प, म्व के प्रयोग	
	32 घंटे

## शार्टहैंड हिन्दी . 2 (व्यवहारिक)

### DETAILED CONTENTS

<b>1. वाक्यांश</b>	<b>08 घंटे</b>
1.1 वाक्यांश अभ्यास	
1.2 क्रिया विभक्तियों चिन्हों का अभ्यास	
<b>2. प्रारम्भिक हुक प्रयोग</b>	<b>25 घंटे</b>
2.1 प्रारम्भिक 'र' 'ल' आंकड़े के प्रयोग ।	
2.2 सरल व्यंजनों संकेतों के साथ प्रारम्भिक आंकड़े के प्रयोग	
2.3 व्यंजन संकेतों के साथ प्रारम्भिक आंकड़े के प्रयोग	
2.4 क्व, ग्व, आंकड़े के प्रयोग	
<b>3. अन्तिम आंकड़े (हुक)</b>	<b>25 घंटे</b>
3.1 अन्तिम छोटे आंकड़े न/ण व 'त' के प्रयोग	
3.2 सरल व्यंजन संकेतों के साथ अन्तिम आंकड़े के प्रयोग	
3.3 व्यंजन संकेतों के साथ अन्तिम आंकड़े के प्रयोग	
<b>4. अन्तिम बड़े आंकड़े शन, षन, हन के प्रयोग के अभ्यास</b>	
<b>5. सर्वनाम चिन्हों का अभ्यास</b>	<b>18 घंटे</b>
<b>6. अर्धकरण सिद्धांत</b>	<b>20 घंटे</b>
6.1 हल्के तथा गहरे व्यंजनों को आधा करने के अभ्यास	
6.2 म्प, म्व के प्रयोग अभ्यास	_____
	<b>96 घंटे</b>

#### परीक्षा :

- (1) प्रयोगात्मक परीक्षा बोर्ड द्वारा नियुक्त परीक्षक के द्वारा सम्पन्न कराई जाएगी जिसमें 40 शब्द प्रति मिनट की गति से 05 मिनट का एक पठित उदहरण लिखकर उसकी अनुलिपि करना ।
- (2) अपठित गद्यांश से 05 मिनट का डिक्टेसन लेकर 40 शब्द प्रति मिनट की गति से (1 घण्टा में उसकी अनुलिपि करना)

नोट: 05 मिनट का हिन्दी टाइपिंग ट्यूटर टैस्ट 20 शब्द प्रति मिनट की गति से बोर्ड द्वारा व्यावहारिक टैस्ट अनिवार्य है ।

# **SHORTHAND (ENGLISH) - II**

**L T P**  
**2 - 6 = 8**

## **RATIONALE**

The main aim of diploma holders is to perform secretarial duties for and on behalf of the boss. Therefore, one must be well conversant with relevant sources of information and be alert and active with detailed knowledge to perform assignment as per direction of the office.

## **DETAILED CONTENTS**

- |  |         |
|--|---------|
| 1. Alternative forms of FR and VR                | (2 hrs) |
| 2. Initial Hook                                  | (4 hrs) |
| 3. Final hooks                                   | (4 hrs) |
| 4. Circles and loops for preceding initial hooks | (4 hrs) |
| 5. Circle and loops to final hooks               | (4 hrs) |
| 5. Aspirate "H"                                  | (2 hrs) |
| 6. Upward and Downward 'L' and 'SH'              | (2 hrs) |
| 7. Shun hooks                                    | (2 hrs) |
| 8. Compound consonants                           | (2 hrs) |
| 9. Vowel indication                              | (2 hrs) |
| 10. Halving principle                            | (4 hrs) |

**32 Hours**



# SHORTHAND (ENGLISH) – II PRACTICAL

L T P

- - 06=06

## PRACTICE (40- 60 Words per minute)

Note: Substantial practice of all above mentioned theory exercises

- |   |         |
|---|---------|
| 1. Practicing final hooks and alternative forms   | 16 Hrs. |
| 2. Practice of halving principle  | 16Hrs   |
| 3. Daily dictation from the book after reading the exercise and its transcription thereof into long hand  | 30 Hrs  |
| 4. Dictation from seen passages, including correspondence and transcription on the computer ( words contained should be related to the topics covered)  | 30 Hrs  |
| 5. Five minutes and ten minutes speed tests (attainment to develop ability to take notes in neat accurate style at the rate of 50 words per minute (w.p.m.) and transcription of the same at the rate of 20 words per minute (w.p.m.) and on the Computer | 16 Hrs  |

- Students dictate to the class from shorthand book

- Reading printed shorthand material

- Transcription

## INSTRUCTIONAL STRATEGY

This is a practical oriented subject. Teachers should develop practical exercises and provide for sufficient repetitive practice time to the students so that the students attain desired level of competency.

### SPECIAL NOTE:

1. All students should be divided into two groups. Each group should comprise of maximum 15-20 students
2. Assignments will be based on Pitman shorthand Instructor & key by Sir Isaac

**96 Hrs**

# **BOOK-KEEPING AND ACCOUNTANCY**

L T P

5 - -=5

**RATIONALE**

## **DETAILED CONTENTS**

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

### **1. Introduction (12 hrs)**

- Definition of Book-Keeping and Accountancy: Need and importance of Book Keeping and Accountancy. Double entry system of Book Keeping
- Accounting Equations
- Types of Accounts Rules for debit and credit
- Accounting Terms:
  - i) Capital
  - ii) Liability
  - iii) Asset
  - iv) Revenue
  - v) Expense
  - vi) Purchase
  - vii) Sales
  - viii) Stock
  - ix) Debtors
  - x) Creditor
  - xi) Drawing
  - xii) Discount (cash discount and trade discount)
  - xiii) Bad debts
  - xiv) Purchase Return
  - xv) Sales Return
  - xvi) BIR
  - xvii) BIP
  - xviii) Loans
  - xix) Bank Overdraft

### **2. Journal including compound entries and special Transactions: Omissions, Commissions and Rectifications (16 hrs)**

### **3. Ledger (10 hrs)**

### **4. Cash Book: Single Column, Double Column and Three Column Cash Book (Including Petty Cash Book and Office Cash Book) (10 hrs)**

### **5. Trial Balance (6 hrs)**

### **6. Final Accounts: (26 hrs)** Meaning and Importance of Trading account Profit and Loss account and Balance Sheet (without Adjustments) and then its Preparation

**80 Hrs**

**ASSIGNMENTS (Tutorial exercises on following should be taken-up):**

1. Journal and Subsidiary Book
2. Ledger and Trial Balance
3. Cash Book, Petty Cash Book
4. Final Account.

72

# COMPUTER TYPING (HINDI)

## PRACTICAL

L T P  
- - 6=06  
RATIONALE

### DETAILED CONTENTS

1. कम्प्यूटर के सम्मुख बैठने की स्थिति का अभ्यास 1 घंटे
2. कम्प्यूटर को खोलना/बन्द करने का अभ्यास । 1 घंटे
3. कम्प्यूटर के बाहरी भागों का प्रारम्भिक ज्ञान एवं संचालन विधि का अभ्यास। 2 घंटे
4. कुंजीपटल (key board) संचालन की जानकारी एवं अभ्यास
  - 4.1 आधार पंक्ति (Home Line) का अभ्यास । 5 घंटे
  - 4.2 प्रथम पंक्ति (Upper Line) का अभ्यास । 5 घंटे
  - 4.3 द्वितीय पंक्ति (Lower Line) का अभ्यास । 5 घंटे
  - 4.4 नम्बर पंक्ति (Number Line) का अभ्यास । 2 घंटे
  - 4.5 बैक स्पेस, कैप्सलॉक एवं ऐरो कीज, एन्टर की का अभ्यास। 4 घंटे
  - 4.6 शिफ्ट की (key) का प्रयोग, Tab key का प्रयोग करने का अभ्यास 4 घंटे
5. कुंजियों के प्रकार के आधार पर Functional Key, Ded Key and Adjustable Key and shortcut keys का अभ्यास । 4 घंटे
6. कम्प्यूटर पर टंकण करने की प्रणालियों की जानकारी के आधार पर 10 घंटे
  - 6.1 (दृश्य प्रणाली के द्वारा टाइप का अभ्यास)
  - 6.2.(स्पर्श प्रणाली के द्वारा टाइप का अभ्यास)
7. कम्प्यूटर में M.S Word छोटे-छोटे शब्दों का अभ्यास । 4 घंटे
  - M.S Word में छोटे-छोटे वाक्यों का अभ्यास । 4 घंटे
  - M.S Word में छोटे -छोटे पैराग्राफ का अभ्यास । 4 घंटे
- 8 .हाशिया बनाने का अभ्यास करना ।
  - 9.1 ऊपरी हाशिया 2 घंटे
  - 9.2 नीचे वाला हाशिया 2 घंटे
  - 9.3 बायां हाशिया 2 घंटे
  - 9.4 दायां हाशिया 2 घंटे
  - 9.5 दायां एक समान हाशिया निर्धारण 2 घंटे
- 9... शीर्षक तथा उपशीर्षक टंकित करने का अभ्यास करना । 2 घंटे
10. अशुद्धियों को ठीक करने का अभ्यास करना 2 घंटे
11. विराम चिन्हों का उचित प्रयोग करने का अभ्यास करना । 2 घंटे
13. डाक्यूमेंट को सेव करना, फान्ट बदलना, साइज बदलना, कापी करना, कापी कट करना आदि का अभ्यास 3 घंटे
14. पावर पॉइंट (Power Point), (Paint) and (Excel) की प्रयोग विधि द्वारा । 6 घंटे
  - 14.1 (Power Point) में स्लाइड बनाने का अभ्यास ।
  - 14.2 (Excel) में सारणी संबंधी कार्य करने का अभ्यास ।

14.3 (Paint) में कार्य करने की विधि का अभ्यास।

15. 20/25 शब्द प्रति मिनट के अनुसार हिन्दी में **Seen And Unseen Matter** टाइप करने का अभ्यास । 8 घंटे
16. 15/20 शब्द प्रति मिनट के अनुसार हिन्दी में विभिन्न प्रकार के पत्रों को टाइप करने का अभ्यास । 8 घंटे

**96 घंटे**

परीक्षा— बोर्ड द्वारा नामित परीक्षक द्वारा प्रयोगात्मक परीक्षा का आयोजन किया जायेगा । जिसमें

परीक्षा: 15 शब्द प्रति मिनट की गति से 150 शब्द की एक उर्दरण एवं एक व्यक्तिगत अथवा सरकारी पत्र, 15 शब्द प्रति मिनट की गति से बोर्ड द्वारा निर्धारित अंक और समय के अनुसार टंकित करना होगा।

# SECRETARIAL PRACTICE

L T P  
4 - =04

## DETAILED CONTENTS

- 1 Secretarial Functions of Personal & Private Secretaries (8 hrs)**  
- Qualification, Qualities Duties and Responsibility of various types of Secretaries
- 2. Public Relations (12 hrs)**  
**2.1 Work involved at reception desk**  
2.2 Reception/public relation officer job profile  
2.3 Fixing of appointments, maintenance of desk diaries/Register/Digital diary.  
2.4 Telephone handling/etiquette  
2.5 Fax and internet handling
- 3. Travel Arrangements (10 hrs)**  
- Planning journey  
- Schedule/Itinerary  
- Reservation of hotels and transports, on line reservation of trains , airways.  
- Documents-passport-visa, health check up, money and insurance
- 4 Using Various Sources of Information (12 hrs)**  
- Dictionaries, encyclopaedia, directories, railway time table, air time table/schedule, year book, tourist guide ready recknor, government reports/gazettes, office manuals, TIM (Travel Information Manual- Practical Aspects)
- 5. Store Purchase and Establishment Work (8 hrs)**  
5.1 Store records  
5.2 Purchase procedures  
5.3 Establishment work – Personal files, service book, leave rules
- 6. Meetings (10 hrs)**  
6.1 Notice, Agenda, Minutes  
6.2 Resolutions, Motion, quorum
- 7. Company Secretary (4 hrs)**  
7.1 Qualifications, duties and appointments  
7.2 Rights and Liabilities of a company secretary

**64 Hrs**