B.COM.PROGRAM

Proposed Scheme of Teaching & Evaluation for B.Com(Basic/Hons)with Office Management and Secretarial Practiceas Core subject

SemesterIII

Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week (L+T+P)	SEE	CIE	Total Marks	Credits
16	Lang.1.1	Language-I	AECC	3+1+0	60	40	100	3
17	Lang.1.2	Language-II	AECC	3+1+0	60	40	100	3
18	B.Com.3.1	Corporate Accounting	DSC	3+0+2	60	40	100	4
19	B.Com.3.2	Human Resource Management	DSC	3+0+2	60	40	100	4
20	B.Com.3.3	Secretarial Management	DSC	3+0+2	60	40	100	4
21	B.Com.3.4	Artificial Intelligence	SEC	1+0+2	30	20	50	2
22	B.Com 3.5	NCC/NSS & others(ANY TWO)	SEC			50	50	2
23	B.Com.3.6	Advertising Skills/EntrepreneurialSkills	OEC	3+0+0	60	40	100	3
Sub–Total(C)					390	260	700	25

Semester IV

Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week (L+T+P)	SEE	CIE	Total Marks	Credits
23	Lang.1.1	Language-I	AECC	3+1+0	60	40	100	3
24	Lang.1.2	Language-II	AECC	3+1+0	60	40	100	3
25	B.Com.4.1	Advanced Corporate Accounting	DSC	3+0+2	60	40	100	4
26	B.Com.4.2	Soft Skills and Personality Development	DSC	3+0+2	60	40	100	4
27	B.Com.4.3	Self -Management Skills	DSC	3+0+2	60	40	100	4
28	B.Com.4.4	Constitution of India	AECC	2+0+0	30	20	50	2
29	B.Com.4.5	Sports/NCC/NSS/others (any Two)	SEC-VB	1+0+2	-	50	50	2
30	B.Com.4.6	Business Ethics/ Corporate Governance	OEC	3+0+0	60	40	100	3

Sub –Total(D)		390	310	700	25

Name of the Program: Office Management and Secretarial Practice		
Course Code:B.Com.3.2		
Name of the Course:Human Resource Management		
Course Credits	**No. of Hours per Week**	**Total No. of Teaching Hours**
4 Credits	**4 Hrs**	**60 Hrs**

Pedagogy: Classrooms lecture, Case studies, Group discussion, Seminar & field work, MCQ through Google forms, Role Play etc.,

Course Outcomes: On successful completion of the course, the Students will be able to

- To acquire and understand concepts rules or procedures of HRM

- The student familiarizes with personal strategies to think organize, learn and behave

- To effectively manage and plan Human Resource functions within the organization

- To be aware of the role, functions and functioning of human resource department of the organizations.

- To Design and formulate various HRM processes such as Recruitment, Selection, Training, Development and Performance appraisal.

- Format documents effectively using Microsoft Word Styles

- Create and Manage Table Layouts

- Perform Mail Merges to create Mailing Labels and Form Letters

Syllabus:	Hours
Module No. 1: HUMAN RESOURCE MANAGEMENT	**10**
▪ Human Resource Management - Meaning, Definition ▪ Objectives, Scope and Importance of HRM ▪ Functions of HRM- Management and Operative Functions ▪ Qualities of HR Manager ▪ Duties & Role of HR Manager	
Module No. 2: : RECRUITMENT AND SELECTION	**12**
▪ Recruitment and Selection - Meaning and Definition ▪ Factors affecting Recruitment ▪ Sources of Recruitment ▪ Selection - Meaning and Definition, Types of Selection Test ▪ Interviews – Meaning and Types of Interviews ▪ Guidelines for facing Interviews	
Module No. 3: STRESS MANAGEMENT	**10**
▪ Meaning & Definition, ▪ Causes of stress, ▪ Coping with stress, ▪ Concept of Counseling- Definitions, Types of Counseling,	

▪ Objectives of employee counseling,	
▪ Process of counseling,	
▪	
Module No. 4 : Word Processing	**13**
▪ Meaning of Word Processor, ▪ Need and Uses of Word Processing, ▪ Advantages and Limitations of Word Processing, ▪ Software used for Word Processing.	
Module No. 5 : MSWord interface	**15**
▪ Selecting text and editing text. ▪ Formatting text. ▪ Bullets and Numbering ▪ Creation of Table and charts	

Skill Developments Activities:

1. To carry out role play with respect to recruitment and selection

2. To train the students in resume writing

3. To conduct stress interview and how to cope with it

4. The students will acquire skill in counseling techniques.

5. Creating a table merging rows and columns

6. Generation of Three columns and two columns

7. Creation of variety of charts

References:

1) S.K Bhatia Human Resource Essentials of Human Resource Management by T.N.Chhabra and Monica S.Chhabra

2) Human Resource Management by Aswathappa 8th Edition

3) Human Resource Management Text and Cases by Dr. S.S. Khanka

4) Basic and Advanced MS Word by Dr.Daziye Kulkarni

5) Microsoft Word by Labyrnth

6) Microsoft Word 2019 step by step

Name of the Program: Office Management and Secretarial Practice		
Course Code:B.Com.3.3		
Name of the Course: Secretarial Management		
Course Credits	**No. of Hours per Week**	**Total No. of Teaching Hours**
4 Credits	**4 Hrs**	**60 Hrs**

Pedagogy: Classrooms lecture, Case studies, Group discussion, Seminar & field work, Role Play etc

Course Outcomes: On successful completion of the course, the Students will be able to

a) Get familiar with Secretarial skills for managing the office.

b) To gain knowledge on the public relationship to deal with the clients.

c) Employ a proactive role in handling job responsibilities within a team environment

d) Capability of the students to work independently on railway ticket reservations

e) Students will learn to handle inward and outward mails.

f) To handle independently the auditing and banking in offices

g) Mastering in designing logos and images.

Syllabus:	Hours
Module No. 1: SECRETARIAL MANAGEMENT	**10**

- Meaning of Secretarial Management

- Importance &Characteristics

- Skills of a Secretary- Entry level, Mid-level & Senior level secretary skills,

- Public Relation- Needs & features

- Functions and Developments

- General principles regarding Income Tax

- Auditing and Banking in the Offices.

Module No. 2 :HANDLING OF MAIL AND POSTAL SERVICES	**10**

- Meaning of Mail

- Need for establishing inward and outward mail routines

- Nature of Mail – E mail and Physical Mail

- Types of Mail – Inward Mail, Outward Mail and Inter-departmental Mail

- Handling of Inward and Outward Mail

- Mechanizing of Mail Services

- Mail room Equipment

▪ Postal Services &Services provided by Courier Companies	
Module No. 3:APPOINTMENTS AND TRAVEL ARRANGEMENTS	**15**
▪ Meaning of Appointments ▪ Scheduling Appointments ▪ Duties of Secretary before, during and after Appointment ▪ Modes of travel ▪ How to make railway reservations ▪ Air travel ▪ E-ticket and Paper tickets ▪ Role and selection of travel agency ▪ Hotel reservations ▪ Preparation of itinerary ▪ Organising travel ▪ Tour advance and tour claim ▪ Overseas travel arrangements	
Module No. 4:INKSCAPE	**10**
▪ Meaning and Characteristics ▪ Importance ▪ Master tools ▪ Edit objects and Manage colour ▪ Boolean functions ▪ Tracing, ▪ Create clones, ▪ Add symbols.	
Module No. 5 :INKSCAPE EXERCISES	**15**
▪ Interface and Basic Drawing ▪ Drawing Landscapes ▪ Inkscape Deep dive ▪ Logo Designing ▪ Floral designing ▪ Drawing Cup and Saucer	

Skill Developments Activities:

1. To carry out activities like role play

2. Demo of handling inward and outward mails

3. Practical exposure of auditing and banking in offices

4. Training in maintenance of stock register

5. To train in the working of courier services

6. Prepare Itinerary and make travel arrangements

7. Practical experience on railway reservations

8. Logo and floral designing

References:

1. The Definitive Personal Assistant & Secretarial Handbook: A Best Practice Guide for All Secretaries, PAs, Office Managers and Executive Assistants by Sue France

2. Administrative Assistant's & Secretary's Handbook by James Stroman

3. Secretarial Practice 18th Edition by Kuchhal M.C.

4. Office Management and Secretarial Practice by Dr. I M Sahai

5. Office Organisation and Management Including Secretarial Work by Lawrence Robert Dicksee

6. An Introduction to Office Management for Secretaries by Desiree Cox

7. The Professional Secretary by J. L. Spencer

8. Office Management by Pillai R. S. N

Note: Latest edition of text books may be used.

Name of the Program: Office Management and Secretarial Practice		
Course Code:B.Com.4.2		
Name of the Course: Soft Skills and Personality Development		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
4 Credits	4 Hrs	60 Hrs

Pedagogy: Classrooms lecture, Case studies, Group discussion, Seminar & field work, etc.,

Course Outcomes: On successful completion of the course, the Students will be able to

a) Develop personality through soft skills

b) Become self-confident individuals by mastering inter-personal and team management

c) Analyze the tips for team building and conflict resolution.

d) Navigate Google Drive Files with fluency

e) Collaborate their projects with the teacher online

f) Do the research survey easily on Google Forms Generate e-certificate by using Google Slides

g) Manage Google Classroom effectively by easily sharing their files

Syllabus:	Hours
Module No. 1: SOFT SKILLS AND EMOTIONAL QUOTIENT	10

- Soft Skills
- Definition & Meaning
- Importance and Attributes

Module No. 2: Emotional Intelligence	10

- Meaning
- Components
- Consequences of low and high EQ,
- Key skills in building -Self-awareness ,Self-management ,Social Awareness , Relationship Management

Module No. 3: INTERPERSONAL SKILLS	10

- Johari Window – Meaning and Importance
- Groups – Difference between group and teams
- Team Building: Meaning and Importance
- Stages of formation and techniques of building efficient and effective teams
- Conflict resolution: Meaning, importance, process, techniques
- Problem solving: Meaning, importance, process, techniques

Module No. 4:Google Docs	

- Creating a Google Account
- Accessing Google Drive
- Creating new Google Doc file
- Text Basics, Formatting Text and adding Hyperlinks
- Working with Tables 1.6 Inserting images, Text Box or Shapes

Module No. 5:Google Forms	10

- Setting up a new form or quiz
- Answer key and grading
- Settings and Preview
- Sending Forms, sharing with collaborators

- Organizing and analyzing responses by using Google Sheets
- Generating E-Certificates

Skill Developments Activities:

1) Learning to draft letters independently

2) Trained to prepare resumes, circulars, job notification and other letters.

3) Field work to track financial changes of an organization

4) To develop interpersonal skills, time management, spreadsheet proficiency.

5) Analytical and problem solving skill.

6) To independently design logos, brochures and business cards.

References:

1. Alex K Dr., Soft Skill, S.Chand Publishing, reprint 2010

2. Anchukandam Thomas, Kuttianimattathil Jose, Grow Free Live Free, KrishtuJyothi Publications, Bangalore, second revised edition1998

3. BatraPromod, Simple ways to manage stress, Think INC, 2000

4. Bharathi T Dr., Personality Develeopment, Neelkamal Publications Pvt. Ltd., reprint 2004

5. Jois PV Dr. –Dynamics of Personality, Vijaya Publishing, Bangalore, 2010

6. Pekelis V, Realize your Potential, Mir Publishers Moscow, 1st Edition, 1987

7. Sherfield, Montgomery & Moody, Developing Soft Skills, Pearson Education, 4th Edition, 2005.

8. Wallace & Masters, Personality Development, South Western Cenage Learning, Reprint 2009.

9. MithraBarun K. – Personality Development & Soft Skills – Oxford University Press

10. VermaShalini– Soft Skills for the BPO sector – Pearson

11. Effective Time Management - Rupa& Co. Calcutta

12. Khera, Shiv – You Can Win – Macmillan India, New Delhi

13. Biswajit Das &IpseepaSatpathy – Business Communication & Personality Development – Lessons for Paradigm Change in Personality – Excel Books *

Steven Holzner and Nancy Holzner, Kindle Edition, A Beginners guide to Google Drive and Docs (Amazon.in)

Boniface Benedict (December 19, 2020), Google App for Beginners

Note: Latest edition of text books may be used.

<table>
<tr><td colspan="3">Name of the Program: Office Management and Secretarial Practice
Course Code:B.Com.4.3
Name of the Course:Self - Management Skills</td></tr>
<tr><td>Course Credits</td><td>No. of Hours per Week</td><td>Total No. of Teaching Hours</td></tr>
<tr><td>4 Credits</td><td>4 Hrs</td><td>60 Hrs</td></tr>
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Pedagogy: Classrooms lecture, Case studies, Group discussion, Seminar & field work, etc.,

Course Outcomes: On successful completion of the course, the Students will be able to

  a. To work independently on Google classroom

  b. To manage time

  c. To solve problems effectively

  d. To adapt to the changes faced in the working environment

  e. Preparing and schedule tasks, assignments, and quizzes across multiple classes

Syllabus:	Hours
Module No. 1: SELF-MANAGEMENT SKILLS & MOTIVATION	10

- Meaning&Definition
- Importance of Self- Management skills
- Types of Self- Management skills
- Features of Self-Management Skills
- Motivation- Meaning &Characteristics
- Types& Importance of Motivation
- Theories of Motivation -   Maslow's Theory of Hierarchical Needs , Hertzberg's two-factor Theory, McClelland's Theory of Needs, Vroom's Theory of Expectancy, McGregor's Theory X and Theory Y, Alderfer's ERG Theory

Module No. 2: Time Management & Learning	15

- Meaning &Definition
- Importance & Objectives
- Elements of Time Management
- Time Management Principles
- Time Management techniques and tools
- Time management skills &Strategies
- Keys to time management
- Learning- Meaning & Importance
- Characteristics & Types
- Multimedia learning &E-learning
- Augmented learning &Rote learning
- Formal and Informal learning

▪ Tangential learning ▪ factors affecting learning ▪ Process of learning	
Module No. 3: **Problem Solving and Adaptability**	**10**
▪ Meaning&Characteristics ▪ Process of problem solving ▪ Techniques of Problem Solving ▪ Principles of Problem Solving ▪ Barriers to Problem solving ▪ Collective Problem Solving ▪ Adaptability- Meaning &Importance ▪ Adaptability skills ▪ Ways to improve adaptability skills ▪ Self-awareness - Meaning ▪ Self-awareness Development& Types ▪ Importance &Levels of self-awareness ▪ Ways to improve self-awareness	
Module No. 4:GOOGLE CLASSROOM	**10**
▪ Meaning &Features, ▪ Purpose, ▪ Benefits, ▪ Applicability ▪ Challenges of Google Classroom	
Module No. 5 : WORKING WITH GOOGLE CLASSROOM	**15**
▪ Assignment submission ▪ Tracking student progress in gradebook and exporting scores to student information system ▪ Storing frequently used phrases in a customizable comment bank ▪ Preparing and schedule tasks, assignments, and quizzes across multiple classes	

Skill Developments Activities:

1. Learning to prepare and schedule tasks, assignments and quizzes.

2. To learn and develop the ways of solving problems.

3. Building interpersonal skills & time management

4. Developing self- management skills.

5. Analytical and problem solving skill.

6. To independently work on Google Classroom.

7. Adaptability skills.

Text Books:

1. Develop Your Interpersonal and Self-Management Skills by Karen Stainsby&HussainGandhi

2. How to Improve Self- Management Skillsby Parthasarathy G
3. Self-Management: Time Management, Life Management and Personal Management by André Iland
4. People and Self- Management by Sally Palmer
5. Professionalism and Self-Management by GodfredBoahen
6. Developing Management Skills, 10th edition by David A. Whetten

Note: Latest edition of text books may be used.