Programme Guide and Manual

for

Diploma in Modern Office Practice (DMOP)

School of Vocational Education and Training (SOVET)
Indira Gandhi National Open University, Maidan Garhi, New Delhi 11 00 68

Programme Guide and Manual

Diploma in Modern Office Practice (DMOP)

ignou
THE PEOPLE'S
UNIVERSITY

School of Vocational Education and Training (SOVET)

Indira Gandhi National Open University, Maidan Garhi,
New Delhi 11 00 68

MESSAGE FROM PROGRAMME COORDINATORS

Dear Student,

We welcome you to the programme in the area of Modern Office Practice. Please read the following instructions related to the programme:

- You will be attached to a Study Centre through your Regional center which will offer counseling sessions for Practical on weekends.
- You will receive printed study/ course material
- You are advised to attend practical counseling sessions organized by the study centers/ regional centers regularly to acquire hands on practice on Computing and Stenographic Skills.
- You need to submit requisite assignments before the due dates to become eligible to appear for Term End Theory/ Practical Examinations.
- The assignments can be downloaded by the student from the IGNOU website as under:-
  "http://www.ignou.ac.in" and have to submit them at their respective study centers or he/she can obtain a copy of the same from the Study Centre or Regional Centre.

"The University sends study materials wherever prescribed, to the students by registered post and if a student does not receive the same for any reason whatsoever, the University shall not be held responsible for that." The Self learning material (SLM) is also available on e- Gyankosh.

The students are specifically instructed to adhere to Examination related details.

Programme Guide is a very important document for you, as a distance learner you may have several queries, many of them would be answered by this booklet. Preserve it until you successfully complete the Programme.

You are advised to visit IGNOU website-http://www.ignou.ac.in, and your study center regularly for latest information if any. However, you can approach us any time as per details given below. We wish you success in pursuing this programme.

Wishing you all the best!!!!

<div align="right">

Dr. Geetika S Johry & Dr. R.S.P Singh
(Programme Coordinators)
SOVET, BLOCK 15 E (FF)
New Academic Building, IGNOU,
Maidan Garhi, New Delhi- 110068
Email ID: geetikajohry@ignou.ac.in
rspsingh@ignou.ac.in

</div>

Index

---

1. ABOUT THE UNIVERSITY: IGNOU

1.1 Introduction

The Indira Gandhi National Open University was established by an Act of Parliament in 1985 to Achieve the following objectives:

- ➢ University has been Accredited with Grade A++ by NAAC (National Assessment and Accreditation Council)
- ➢ Democratizing higher education by taking it to the doorsteps of the learners
- ➢ Providing access to high quality education to all those who seek it irrespective of age,
- ➢ region, religion and gender
- ➢ Offering need-based academic programmes by giving professional and vocational Education
- ➢ orientation to the courses
- ➢ Promoting and developing distance education in India

1.2 Prominent Features

IGNOU has certain unique features such as:
- ➢ International jurisdiction
- ➢ Relaxed entry requirements and admission rules
- ➢ Individualized study: flexibility in terms of place, pace and duration of study
- ➢ Use of latest information and communication technologies
- ➢ Nationwide student support services network
- ➢ Cost-effective and Cost efficient educational operations
- ➢ Modular approach to programmes
- ➢ Resource sharing, collaboration and networking with conventional universities, open Universities and other institutions/organizations
- ➢ Socially and academically relevant programmes based on students need analysis

1.3 Important Achievements

- ➢ IGNOU has been awarded a Five Star rating by Ministry of Education's Innovation cell for promoting innovations and startup in the University
- ➢ Emergence of IGNOU as the largest Open University in the World.
- ➢ Recognition as Centre of Excellence in Distance Education by the Commonwealth of Learning (1993).
- ➢ Taking IGNOU programmes to 12 Overseas Study centers in ten countries.
- ➢ Award of Excellence for Distance Education Materials by Commonwealth of Learning (1999).
- ➢ Launch of a series of 24 hour Educational Channels 'Gyan Darshan'. IGNOU is the nodal agency for these channels and regular transmissions are done from the studio at EMPC, IGNOU.
- ➢ Launch of 'Edusat' videoconferencing channel (2 way video, 2 way audio)
- ➢ Launch of Gyan Vani and other dedicated educational FM channels.

1.4 The Schools of Studies

With a view to develop interdisciplinary studies, the University operates through its Schools of Studies. Each School is headed by a Director who arranges to plan, supervise, develop and organize its academic programmes and courses in coordination with the School staff and different academic, administrative and service wings of the University. The emphasis is on providing a wide choice of courses at different levels through various programmes.

Currently, IGNOU has 21 Schools of Studies:

1. School of Humanities (SOH)
2. School of Social Sciences (SOSS)
3. School of Sciences (SOS)
4. School of Education (SOE)
5. School of Continuing Education (SOCE)
6. School of Engineering & Technology (SOET)
7. School of Management Studies (SOMS)
8. School of Health Sciences (SOHS)
9. School of Computer & Information Sciences (SOCIS)
10. School of Agriculture (SOA)
11. School of Law (SOL)
12. School of Journalism and New Media Studies (SOJNMS)
13. School of Gender and Development Studies (SOGDS)
14. School of Tourism and Hospitality Service Management (SOTHSM)
15. School of Interdisciplinary and Trans-disciplinary Studies (SOITS)
16. School of Social Work (SOSW)
17. School of Vocational Education and Training (SOVET)
18. School of Extension and Development Studies (SOEDS)
19. School of Foreign Languages (SOFL)
20. School of Translation Studies and Training (SOTST)
21. School of Performing & Visual Arts (SOPVA)

1.5 Academic Programmes

The University offers both short-term and long-term programmes leading to Certificates, Diplomas and Degrees, which are conventional as well as innovative. Most of these programmes have been developed after an initial survey of the demand for such Programmes. They are launched with a view to fulfill the learner's needs for:

➢ Certification,
➢ Improvement of skills,
➢ Acquisition of professional qualifications,
➢ Continuing education and professional development at work place,
➢ Self-enrichment,
➢ Empowerment

1.6 Credit System

The University follows the 'Credit System' for its programmes. Each credit is of 30 hours of study comprising all learning and assessment activities such as: Reading and comprehending the study material, listening to audio, watching video, attending counseling sessions, practical sessions, writing assignments, referring books in the library, discussions with peer groups etc. Thus, a four-credit course involves 120 study hours. This helps the student to understand the academic effort one has to put into successfully completing a course. Completion of the academic programme requires successful completion of both assignments and the Term-end Examination of each course in the programme. **Credits load of each course in this programme is reflected with programme structure.**

1.7 Student Support Service

In order to provide individualized support to its learners the University has created a number of Study Centre's throughout the country for its programme. These are administratively coordinated by the Regional Centers.

The Study Centre's are the contact points for the participants on all major aspects of the programme. These include counseling sessions, practicals, and library facilities, disseminating information and advice and facilities for audio-visual training aids. The Study Centers are also equipped with some useful books on the subjects of this programme. These will be accessible to the participants during their visits to the Study Centre. The University may not always be able to communicate to all the students individually. All the important communications are sent through Regional Directors. The Coordinators would display a copy of such important circulars/notifications on the notice board of the Study Centre for the benefit of the students. You are, therefore, advised to keep in touch with your Study Centre Coordinator on a more or less regular basis so as to get advance information about assignments, submission schedule (assignments & examination forms), list of students admitted to a particular examination, declaration of results, etc. "The candidates are required to opt for only such Study Centre as is activated for the programme. As far as possible, the University will allot the Study Centre opted by the candidate. However, the University may change the Study Centre at its convenience without concurrence of the student at any time".

1.8 Instructional methodology

The methodology of instruction in this University is different from that of the conventional universities. The Open University system is more learner-centric and the student has to be an active participant in the teaching-learning process. Most of the instructions are imparted through distance rather than face-to-face communication.

The University follows a multi-channel approach for instruction. It comprises a suitable mix of:

➢ Self-instructional printed material (SIM/SLM)
➢ Audio and video cassettes (A/V)
➢ Audio-video programmes transmitted through Radio and Doordarshan

- ➢ Face-to-face counseling (limited practical counseling) at Study Centre's by academic counselors
- ➢ Web based academic support/ Technology Enabled learning support (TELS)
- ➢ Assignments
- ➢ Practical's
- ➢ Gyan Darshan Channel, EDUSAT
- ➢ Gyan Vani

The University reserves the right to change the rules from time to time. However, latest rules will be applicable to all the students irrespective of the year of registration.

1.9 Evaluation System

The system of evaluation in IGNOU is also different from that of conventional universities. IGNOU has a multi-tire system of evaluation.

1. Self-assessment exercises within each unit of study.
2. Continuous evaluation mainly through assignments which are tutor-marked, practical assignments and seminar/workshops/extended contact programmes.
3. The Term-End Examinations.
4. Practical or Project work.

The evaluation of learners depends upon various instructional activities undertaken by them. A learner has to write assignment responses compulsorily before taking term-end examination from time to time to complete an academic programme. A learner has to submit TMA responses to the Coordinator of the Study Centre concerned to which s/he is attached. A learner should keep duplicate copies of assignment responses of TMA that may be required to be produced at Student Evaluation Division on demand. Term-end examination is conducted at various examination centers spread all over the country and abroad in June and December.

1.10 Term-End Examination and Payment of Examination Fee

The University conducts Term-end Examination twice a year in the months of **June and December**. Students will be permitted to appear in term-end examination subject to the conditions that:

1. Registration for the courses, in which they wish to appear is valid,
2. Students have submitted the required number of assignment(s), if any, in those courses by the due date.
3. Students have to submit on-line exmination form as per guidelines through IGNOU website at www.ignou.ac.in with prescribed fee.

----

2. DIPLOMA IN MODERN OFFICE PRACTICE (DMOP)

2.1   About the Programme

The Indira Gandhi National University (IGNOU) is always a front –runner in identifying opportunities and designing suitable programmes for the benefit of the society and economy of the country.

Secretaries and Office assistants play an important and versatile role in the modern office environment. They are expected to have thorough knowledge of office management and procedures. They need to have excellent communication and organization skills. Thus current business environment are demanding multi talented Secretaries and Office Assistants.

The DMOP programme has combined conventional practices of secretarial and office assistant's jobs with the computer aided management techniques. The programme would generate competent and skilled office personnel at the entry level in any sector of employment.

The students would be imparted education in the fields of office procedure and practices. Student would be trained in handling office automation equipments. The programme will develop good communication skills (writing and oral) in English. It will also impart stenographic skills so that trained youths can assist their seniors in dictation and noting proceeding of meeting and minutes. This programme will update or improve performance of in -service office assistants and secretaries, computer operators. It will open new job avenues for unemployed youths.

Areas of Training:

a) Development of competency in Communication, written and oral
b) Proficiency in Stenography Skills
c) Practice in MS office and desktop printing
d) Management of office records, filing & indexing, office management methods & practices and inventory control
e) Develop Competency in handling of office machines

Job Opportunities:

1) Personal Secretary, Stenographers
2) Office Supervisor/Assistants/ Executives
3) Documentation Supervisor
4) Front Desk Officers, Receptionists, Call center assistance
5) Clerks etc.

2.2 Programme Structure with Unitization:

The programme structure of the DMOP programme along with unitization is as under:

Course Structure of Diploma in Modern office Practice

Sl.	Course Title	Credits
1.	Communication Skills	8
2.	Computer Skills (Theory + Practical)	6
3.	Secretarial Practice	4
4.	Stenographic Skills (Theory + Practical)	8
5.	Office Procedures	6
Total		32

1. BSSI- 011 : COMMUNICATION SKILLS

Block 1 : Getting to know your organization

Unit 1 - Greetings and introductions
Unit 2 - Business Organizations – Structure and Departments
Unit 3 - Jobs and responsibilities (in context of structure & department)
Unit 4 - Role of a Secretary : Past and Present
Unit 5 - Handling Public Relations

Block 2 : Tele Communication

Unit 1 - Features of Telephone Communication
Unit 2 - Making Arrangement and Appointments
Unit 3 - Leaving and Taking Messages
Unit 4 - Tele & Video Conferencing

Block 3 : Writing in Work Place

Unit 1 - Features of Good Writing
Unit 2 - Internal Correspondence-I (memos, office orders, circulars, notice, agenda)
Unit 3 - Internal Correspondence-II
Unit 4 - External Correspondence-I (Types of letter of complaint, follow up letter)
Unit 5 - External Correspondence-II (Sales letter, offer & regret letter, placing order)

Block 4 : Meeting & Discussions

Unit 1 - Listening to Discussions
Unit 2 - Learning to Summarize
Unit 3 - Note Taking and Writing Minutes

Block 5 : E- correspondence

       Unit 1 - Mechanics of e- correspondence
       Unit 2 - Web 2.0: Technology and Tools
       Unit 3 - Communicating through Web Tools

Block 6: Writing Reports & Proposals

       Unit 1 - Mechanics of report writing
       Unit 2 - Writing Reports (Long and Short Reports)
       Unit 3 - Writing Short Proposals & Recommendations

Block 7: Preparing for a Job

       Unit 1 - Responding to Advertisements
       Unit 2 - Writing a CV + Cover Letter + Acceptance & Refusal
       Unit 3 - Preparing for Interview
       Unit 4 - Facing Interviews including Phone and Walk-in Interviews

Block 8: Self Development

       Unit 1 - Body Language (Non-Verbal communication)
       Unit 2 - Personality Development
       Unit 3 - Keeping fit in work place
       Unit 4 - Etiquette, Cultural awareness and Gender perceptions
       Unit 5 - Work Ethic

---

2. BSSI-012 : COMPUTER SKILLS

Block 1

       Unit 1- Computer organization
       Unit 2- Computer input, output and storage devices
       Unit 3- Operating system
       Unit 4- Features and command of Window Operating system

Block 2

       Unit 1- Basics of MS-word
       Unit 2- Advanced features of MS-word
       Unit 3- Basic of Access
       Unit 4- Advanced features of Access

Block 3

       Unit 1- Basic of Excel
       Unit 2- Advanced features of Excel
       Unit 3- Basic of Power point
       Unit 4- Advanced features of Power Point

Block 4

       Unit 1- Information technology and society

       Unit 2- Basic of Internet

       Unit 3- Management Information System

---

3. BSSI – 013 : SECRETARIAL PRACTICE

Block 1

       Unit 1- The Secretary

       Unit 2- Communication

       Unit 3- Office Correspondence

Block 2

       Unit 1- Reception and Public Relations

       Unit 2- Meeting

       Unit 3- Report Writing

Block 3

       Unit 1- Sources of Information

       Unit 2- Travel Arrangements

       Unit 3- Handling Cash & Bank Transactions

---

4. BSSI- 014 :STENOGRAPHIC SKILLS

Block 1

       Unit 1- Introduction to Stenography

       Unit 2- Consonants

       Unit 3- Vowels

       Unit 4- Punctuation signs and abbreviated 'W',

Block 2

       Unit 1- Diphthongs and Triphones

       Unit 2- Upward and Downward R&H

       Unit 3- Phraseography

       Unit 4- Circles and Loops

Block 3

       Unit 1- Initial and Final Hooks

       Unit 2- Compound Consonants

       Unit 3- Medial-Semi Circle

       Unit 4- Diphones, Aspirate, Upward and Downward L & SH

Block 4

       Unit 1- Halving and Doubling Principles

       Unit 2- Contractions, Prefixes and Suffixes

       Unit 3- Advanced Phrases and Intersections

       Unit 4- Note Taking Techniques and Transcription

5.	BSSI- 015 : OFFICE PROCEDURE

Block 1

      Unit 1- Modern Office

      Unit 2- Modern Office Management

      Unit 3- Office Accommodation and Environment

      Unit 4- Records Management

Block 2

      Unit 1- Handling Mail

      Unit 2- Office Forms and Stationery

      Unit 3- Office Equipment & Machines

2.3   Target Groups/ Admission:

- **Target group**: Any individual with 10+2 level of education and certification from recognised Board or its Equivalent.

- **Admission:** Twice in a year <u>online</u> (January and July sessions)

2.4   Medium of Instruction: English only

2.5   Duration of the Programme:

- **Minimum Duration** of the programme is 1 year
- **Maximum Duration** of the programme is 3 years

2.6   Programme Fee Structure:

The total fees of the programme can be refereed from the Common Prospectus/ IGNOU website: www.ignou.ac.in

2.7   Counseling Session Details of Theory and Practical for all the five courses:

Counseling session is organized to clear the doubts of learners. One should come to the study center with the idea of teaching learning to be held for each chapter/ unit of the course. Learners are advised to go through the learning material on their own as per their pace of learning. However, learners can raise their doubts/ concepts in counseling session. Theory counseling will be organized under Technology Enabled Learning Support (TELS) through Gyan Vani (IRC), Gyan Darshan (Teleconferencing), Gyan Dhara, Webinar Enabled Academic Support (WEAS) and other online platforms like Google Meet, Zoom etc.

Practical Counseling for this programme will be organized in limited numbers at selected study centers (LSC).

- Theory Counseling : Annexure 1
- Practical Counseling : Annexure 2

2.8 **Academic Calendar for all the five courses:** Annexure 3

2.9 **Evaluation Methodology for all the five courses:** Annexure 4

2.10 **Instructional Manual for DMOP programme:** Annexure 5

2.11 **List of Competencies for DMOP programme:** Annexure 6

2.12 **Equipments needed for conducting Practical Training for the Students of this programme:** Annexure 7

MANUAL AND INSTRUCTION

COMMUNICATION SKILLS COURSE (BSSI-011)

Total Credits – 8

COUNSELING SESSIONS

The Self Learning Instructional Material (Study Material) of Communication Skills Course (BSSI-011) comprises of 8 Blocks.

Each counseling session is of 2 hours duration.

Blocks-wise counseling sessions are mentioned below.

	Block 1 : Getting to know your organization – 2 Sessions
1	Greetings and introductions
2	Business organizations – structure and departments
3	Jobs and responsibilities (in context of structure & department)
4	Role of a Secretary : Past and Present
5	Handling Public Relations
	Block 2 : Tele Communication – 2 Session
1	Features of telephone communication
2	Making arrangement and appointments
3	Leaving and taking messages
4	Tele & Video Conferencing
	Block 3 : Writing in work place – 2 Sessions
1	Features of good writing
2	Internal correspondence-I (memos, office orders, circulars, notice, agenda)
3	Internal correspondence-II
4	External correspondence-I (Types of letter of complaint, follow up letter)
5	External correspondence-II (Sales letter, offer & regret letter, placing order)
	Block 4 : Meeting & Discussions – 2 Sessions
1	Listening to discussions
2	Learning to summarize
3	Note taking and writing minutes
	Block 5 : E- correspondence – 2 Sessions
1	Mechanics of e- correspondence
2	Web Technology and Tools
3	Communicating through web tools

	Block 6 : Writing Reports & Proposals – 2 Sessions
1	Mechanics of report writing
2	Writing reports (Long and short reports)
3	Writing short proposals & recommendations
	Block 7 : Preparing for a job – 2 Sessions
1	Responding to advertisements
2	Writing a CV + Cover Letter + Acceptance & Refusal
3	Preparing for interview
4	Facing interviews including phone and walk-in interviews
	Block 8 : Self Development – 2 Sessions
1	Body language (Non-Verbal communication)
2	Personality development
3	Keeping fit in work place
4	Etiquette, cultural awareness and Gender perceptions
5	Work ethics

Thus there are total 16 Counseling Sessions of 2 hours each = 32 hrs.

COMMUNICATION SKILLS : BSSI-011

ACADEMIC CALENDAR FOR THEORY AND PRACTICAL COUNSELING SESSIONS

Months	01	02	03	04	05	06	07	08	09	10	11	12
Sessions	Ist Session	2nd Session	3rd & 4th sessions	5th session	6th Session	7th & 8th Sessions	9th session	10th session	11th & 12th sessions	13th & 14th Sessions	15th & 16th Sessions	Exam
Blocks to be covered	Block 01	Block 01	Block 02	Block 03	Block 03	Block 04	Block 05	Block 05	Block 06	Block 07	Block 08	

17

EVALUATION METHODOLOGY FOR THE BSSI-011
(COMMUNICATION SKILLS) COURSE UNDER THE DMOP PROGRAMME

Student will be required to secure at least 50% marks in Continues Assessment and Term End Examination (TEE) separately in the course to be declared successful.

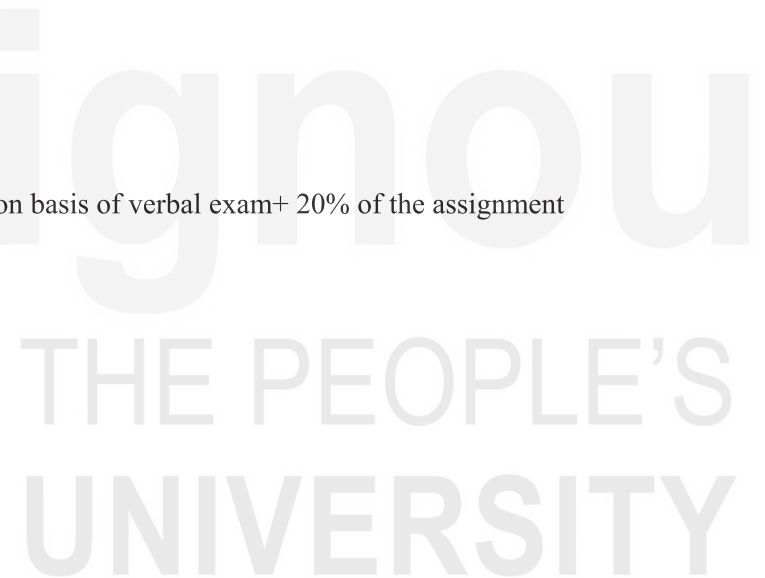Following are the requirements for each component:

I. Term End Examination (TEE – Theory)

Max Marks   : 100
Weight age   : 70%
Duration   : 3 hours

II. Assignment (Continuous Evaluation)

Max Marks   : 100
Weight age   : 30%   (10% student to be tested on basis of verbal exam+ 20% of the assignment
                  Based on each block)

Numerical marking will be followed.

COMPUTER SKILLS COURSE (BSSI-012)

THEORY COUNSELING SESSIONS

The Self Learning Instructional Material (Study Material) of Computer Skills course (BSSI-012) comprises of 4 Blocks.

Each theory counseling sessions is of 2 hours duration.

Blocks-wise theory counseling sessions are mentioned below.

Block 01
Unit 1 Computer organization
Unit 2 Computer input, output and storage devices   **2 Theory Sessions**
Unit 3 Operating system
Unit 4 Features and command of Window Operating system

Block 02
Unit 5 Basics of MS-word
Unit 6 Advanced features of MS-word   **2 Theory Sessions**
Unit 7 Basic of Access
Unit 8 Advanced features of Access

Block 03
Unit 9 Basic of Excel
Unit 10 Advanced features of Excel   **2 Theory Sessions**
Unit 11Basic of Power point
Unit 12Advanced features of Power Point

Block 04
Unit 13 Information technology and society
Unit 14 Basic of Internet   **2 Theory Sessions**
Unit 15 Management Information System

Thus there are total 8 Theory Counseling Sessions of 2 hours each = 16 hrs.

COMPUTER SKILLS COURSE (BSSI-012)

PRACTICAL COUNSELING SESSIONS

➢ Practical is an integral and vital component of the programme. The Practical sessions will be held in the Programme Study Centres / Computer Centres, which may or may not be co-located with the study centres. The student will have the facility to use the computer and software packages relevant to the syllabus which will further help them to develop competency in using computer in offices.

➢ **Each Practical Counseling Sessions is of 3 hours duration.**

Block-wise Practical Counseling Sessions are as follows:

Block 01
 Unit 1 Computer organization- **No practical**
 Unit 2 Computer input, output and storage devices - **No practical**
 Unit 3 Operating system - **No practical**
 Unit 4 Features and command of Window Operating system- **2 sessions**

Block 02

 Unit 5 Basics of MS-word – **2 sessions**
 Unit 6 Advanced features of MS-word – **2 sessions**
 Unit 7 Basic of Access – **2 sessions**
 Unit 8 Advanced features of Access – **2 sessions**

Block 03

 Unit 9 Basic of Excel – **2 sessions**
 Unit 10 Advanced features of Excel – **2 sessions**
 Unit 11 Basic of Power point – **2 sessions**
 Unit 12 Advanced features of Power Point – **2 sessions**

Block 04

 No Practical Component for Unit 13, 14 and 15.

Thus there are total 18 Practical Counseling Sessions of 3 hrs each = 54 hrs.

➢ A student needs to attend practical counseling sessions (each session is of three hours duration) organised at study centers in order to acquire hands on training/practice.

COMPUTER SKILL COURSE: BSSI-012

ACADEMIC CALENDAR FOR THEORY AND PRACTICAL COUNSELING SESSIONS

Months	01	02	03	04	05	06	07	08	09	10	11	12
Theory	1st Session, Block- 1, Units - 1, 2 & 3	2nd Session, Unit - 4	3rd Session, Block - 2, Units - 5 & 6		4th Session, Block - 2, Units - 7 & 8		5th Session, Block- 3, Units - 9 & 10		6th Session, Block- 3, Units - 11 & 12		7th & 8th Sessions, Block- 4, Units - 13, 14 & 15	Exams
Practical		1st & 2nd Sessions, Block- 1, Units - 4	3rd & 4th Sessions, Block- 2, Unit - 5	5th & 6th Sessions, Block- 2, Units - 6	7th & 8th Sessions, Block- 2, Units - 7	9th & 10th Sessions, Block- 2, Units - 8	11th & 12th Sessions, Block- 3, Units - 9	13th & 14th Sessions, Block- 3, Units - 10	15th & 16th Sessions, Block- 3, Units - 11	17th & 18th Sessions, Block- , Units - 12		Exams

EVALUATION METHODOLOGY FOR BSSI-012
(COMPUTER SKILLS) COURSE OF DMOP PROGRAMME

Student will be required to secure at least 50% marks in Continues Assessment, and Term End Practical Examination (TEPE) separately in the course to be declared successful.

Following are the requirements for each component:

I. Term End Practical Examination (TEPE-Practical)

Max Marks   : 100 (20 marks objective and 80 marks hands on practical)
Weightage   : 70%
Duration   : 3 hours

II. Assignment (Continuous Evaluation)

Max Marks   : 100
Weightage   : 30%

Numerical marking will be followed.

In order to be able to appear for Term End Practical Examination, it is required that the student should submit all assignments according to the prescribed schedule. All students are required to give an undertaking to this effect, and in case later, it is found that they had not submitted the assignments as prescribed, the results of the Term End Practical Examination may be withheld/cancelled.

SECRETARIAL PRACTICE COURSE : BSSI-013

Total Credits – 4
Weightage of Theory counseling 50% i.e. ; 2 Credits

THEORY COUNSELING SESSIONS

The Self Learning Instructional Material (Study Material) of Secretarial Practice Course (BSSI-013) comprise of 3 Blocks.

Each theory counseling session is of 2 hours duration.

Blocks-wise theory counseling sessions are mentioned below.

Block 01

Unit 1 The Secretary
Unit 2 Communication   1 Theory Session
Unit 3 Office Correspondence

Block 02

Unit 1 Reception and Public Relations
Unit 2 Meeting   2 Theory Sessions
Unit 3 Report Writing

Block 03

Unit 1 Sources of Information
Unit 2 Travel Arrangements   1 Theory Session
Unit 3 Handling cash & Bank Transactions

Thus there are total 4 Theory Counseling Sessions of 2 hours each = 8 hrs.

SECRETARIAL PRACTICE COURSE : BSSI-013

Total Credits – 4
Weightage of Practical counseling 50% i.e. ; 2 Credits

PRACTICAL COUNSELING SESSIONS

➢   Practical is an integral and vital component of the programme. The Practical sessions will be held in the Programme Study Centres, which may or may not be co-located with the study centres.

➢   Each **Practical Counseling Sessions is of 3 hours duration**.

   Block-wise Practical Counseling Sessions are as follows:

Block 01

   Unit 1 The Secretary
   Unit 2 Communication - 1 Practical   2 Practical Sessions
   Unit 3 Office Correspondence – 1 Practical

Block 02

   Unit 1 Reception and Public Relations- 1 Practical
   Unit 2 Meeting – 1 Practical   3 Practical Sessions
   Unit 3 Report Writing – 1 Practical

Block 03
   Unit 1 Sources of Information *
   Unit 2 Travel Arrangements – 1 Practical
   Unit 3 Handling cash & Bank Transactions *   2 Practical Sessions

* One Practical Session will cover Unit 01 and Unit 03)

Thus there are total 7 Practical Counseling Sessions of 3 hours each = 21 hrs.

SECRETARIAL PRACTICE : (BSSI-013)

ACADEMIC CALENDAR FOR THEORY AND PRACTICAL COUNSELING SESSION

Months	01	02	03	04	05	06	07	08	09	10	11	12
Theory		1st Session, Block-1, All units		2nd Session Block 2 Units 1, & 2			3rd Session Block 2 Units 3 & 4		4th session Block 3 All units			Exam
Practical		1st Session, Block 1 Unit 2 Communication	2nd Session, Block 1 Unit 3 Office Correspondence	3rd Session Block 2 Unit 1 Reception and public relation	4th Session Block 2 Unit 2 Meeting	5th Session Block 2 Unit 3 Report Writing	6th Session Block 2 Unit 4 Handling Cash & Bank Transactions			7th Session Block 3 Unit 2 Travel Arrangements		Exam

25

EVALUATION METHODOLOGY FOR THE BSSI -013 (SECRETERIAL PRACTICE) COURSE OF DMOP PROGRAMME

Student will be required to secure at least 50% marks in Continues Assessment and Term End Practical Examination (TEE) separately in the course to be declared successful.

Following are the requirements for each component:

I. Term End Examination (TEE – Theory)

Max Marks   : 50
Weightage   : 70%
Duration   : 2 hours

II. Assignment (Continuous Evaluation)

Max Marks   : 50
Weightage   : 30%

In order to be able to appear for Term End Examination, it is required that the student submit all assignments according to the prescribed schedule. All students are required to give an undertaking to this effect, and should it be later found that they had not submitted the assignments as prescribed, the results of the Term End Examination may be with held/cancelled.

STENOGRAPHIC SKILLS COURSE (BSSI-014)

Total Credits – 8
Weightage of Theory Counselling 25% i.e. – 2 Credits

THEORY COUNSELING SESSIONS

The Self Learning Instructional Material (Study Material) of Steno Graphic Skills Course (BSSI-014) comprise of 4 Blocks.

Each theory counseling session is of 2 hours duration.

Blocks-wise theory counseling sessions are mentioned below.

STENOGRAPHIC SKILLS
Block 01

Unit 1 Introduction to Stenography
Unit 2 Consonants   } 1 Theory Session
Unit 3 Vowels
Unit 4 Punctuation signs and abbreviated 'W',

Block 02
Unit 1 Diphthongs and Triphones
Unit 2 Upward and Downward R&H   } 1 Theory Session
Unit 3 Phraseography
Unit 4 Circles and Loops

Block 03
Unit 1 Initial and Final Hooks
Unit 2 Compound Consonants
Unit 3 Medial-Semi Circle   } 1 Theory Session
Unit 4 Diphones, Aspirate, Upward and Downward L & SH

Block 04
Unit 1 Halving and Doubling Principles
Unit 2 Contractions, Prefixes and Suffixes   } 1 Theory Session
Unit 3 Advanced Phrases and Intersections
Unit 4 Note Taking Techniques and Transcription

Thus there are total 4 Theory Counseling Sessions of 2 hours each = 8 hrs.

STENOGRAPHIC SKILLS COURSE (BSSI-014)

Total Credits:- 8
Weightage of Practical Session 75% i.e. 6 Credits

PRACTICAL COUNSELING SESSIONS

➢   Practical is an integral and vital component of the programme. The Practical sessions will be held in the Programme Study Centres, which may or may not be co-located with the study centres.

➢   Each **Practical Counseling Sessions is of 3 hours duration.**

Block-wise Practical Counseling Sessions are as follows:

Block 01

Unit 1 Introduction to Stenography
Unit 2 Consonants
Unit 3 Vowels   2 Practical Sessions
Unit 4 Punctuation signs and abbreviated 'W',

Block 02

Unit 1 Diphthongs and Triphones
Unit 2 Upward and Downward R&H   4 Practical Sessions
Unit 3 Phraseography
Unit 4 Circles and Loops

Block 03

Unit 1 Initial and Final Hooks
Unit 2 Compound Consonants   4 Practical Sessions
Unit 3 Medial-Semi Circle
Unit 4 Diphones, Aspirate, Upward and Downward L & SH

Block 04

Unit 1 Halving and Doubling Principles
Unit 2 Contractions, Prefixes and Suffixes   6 Practical Sessions
Unit 3 Advanced Phrases and Intersections
Unit 4 Note Taking Techniques and Transcription

Thus there are total 16 Practical Counseling Sessions of 3 hrs each = 48 hrs.

➢ A student needs to attend practical counseling sessions (each session is of 3 hours duration) organised at study centers in order to acquire hands on training/practice.

STENOGRAPHIC SKILLS COURSE (BSSI-014)

ACADEMIC CALENDAR FOR THEORY AND PRACTICAL COUNSELING SESSION

Months	01	02	03	04	05	06	07	08	09	10	11	12
Theory	1st Session, Block-1, All units		2nd Session Block 2 All units			3rd Sessions Block 3 All units		4th Session Block 4 All units				Exam
Practical	1st & 2nd Session, Block-1, All units	3rd, 4th, 5th & 6th Sessions, Block 2 All units			7th, 8th, 9th, 10th sessions Block 3 All units			11th, 12th, 13th, 14th, 15th & 16th sessions Block 4 All units				Exam

29

EVALUATION METHODOLOGY FOR THE BSSI-014 (STENOGRAPHIC SKILLS) COURSE OF DMOP PROGRAMME

Student will be required to secure at least 50% marks in Continues Assessment, Term End Examination (TEE) and Practical Examination separately in the course to be declared successful. Following are the requirements for each component:

I. Term End Examination (TEE – Theory)

Max Marks   : 50
Weightage   : 25%
Duration   : 2 hours

II. Term End Examination (TEE - Practical)

Max Marks   : 50
Weightage   : 50%
Duration   : 90 minutes (1:30 hrs)

- Viva in the form of reading aloud : 10 marks (Speed passages @ 80 wpm)
- Unseen passages : 25 marks (20 marks performance based and 5 marks Ergonomics)
- Keyboard Operations Speed : 15 marks (45 words per minutes)

III. Assignment (Continuous Evaluation /Assignment)

Max Marks   : 25
Weightage   : 25%

The University will provide Audio CD or link to the students having 3 to 4 recordings.

Students will transcripts any two recordings from the audio CD link as assignment exercise. Both the activities carry equal weightage. The students are required to submit these assignments to their respective study center.

Numerical marking will be followed.

OFFICE PROCEDURE (BSSI-015)

Total Credits:- 6
Weightage of Theory 60% i.e; 4 Credits

THEORY COUNSELING SESSIONS

The Self Learning Instructional Material (Study Material) of Office Procedure Course (BSSI-015) comprise of 2 Blocks.

Each theory counseling sessions is of 2 hours duration.

Blocks-wise theory counseling sessions are mentioned below.

Block 01

Unit 1 Modern Office
Unit 2 Modern Office Management   4 Theory Sessions
Unit 3 Office Accommodation and Environment
Unit 4 Records Management

Block 02

Unit 1 Handling Mail
Unit 2 Office Forms and Stationery   2 Theory Sessions
Unit 3 Units Equipment & Machines

Thus there are total 6 Theory Counseling Sessions of 2 hours each = 12 hrs.

OFFICE PROCEDURE (BSSI-015)

Total Credits:- 6
Weightage of Practical 40% i.e. 2 Credits

PRACTICAL COUNSELING SESSIONS

➢ Practical is an integral and vital component of the programme. The Practical sessions will be held in the Programme Study Centres / Computer Centres, which may or may not be co-located with the study centres.

➢ Each **Practical Counseling Sessions is of 3 hours duration**.

Block-wise Practical Counseling Sessions are as follows:

Block 01

Unit 1 Modern Office ⎤ 1 Practical
Unit 2 Modern Office Management ⎦ 3 Practical Sessions
Unit 3 Office Accommodation and Environment- 1 Practical
Unit 4 Records Management – 1 Practical

Block 02

Unit 1 Handling Mail – 1 Practical
Unit 2 Office Forms and Stationery – 1 Practical   3 Practical Sessions
Unit 3 Units Equipment & Machines – 1 Practical

Thus there are total 6 Practical Counseling Sessions of 3 hours each = 18 hrs.

OFFICE PROCEDURE (BSSI-0115)

ACADEMIC CALENDAR FOR THEORY AND PRACTICAL COUNSELING SESSION

Months	01	02	03	04	05	06	07	08	09	10	11	12
Theory	1st Session, Block-1, Unit 1 Modern Office Unit 2 Modern Office Management		2nd Session, Block 1 Unit 3 Office Accommodation and Environment		3rd Session, Block 1 Unit 4 Records Management		4th Session Block 2 Unit 1 Handling Mail		5th Session, Block 2 Unit 2 Office Forms and Stationery	6th Session, Block 2 Unit 3 Units Equipment & Machines		Exam
Practical	1st Session, Block-1, Unit 1 Modern Office Unit 2 Modern Office Management		2nd Session, Block 1 Unit 3 Office Accommodation and Environment		3rd Session Block 1 Unit 4 Records Management		4th Session Block 2 Unit 1 Handling Mail		5th Session, Block 2 Unit 2 Office Forms and Stationery	6th Session, Block 2 Unit 3 Units Equipment & Machines		Exam

33

EVALUATION METHODOLOGY FOR THE BSSI-015 (OFFICE PROCEDURE) COURSE OF DMOP PROGRAMME

Student will be required to secure at least 50% marks in Continues Assessment and Term End Examination (TEE) separately in the course to be declared successful.

Following are the requirements for each component:

I. Term End Examination (TEE – Theory)

Max Marks   : 50
Weightage   : 70%
Duration   : 2 hours

II. Assignment (Continuous Evaluation /Assignment)

Assignment I
Max Marks   : 50 (Weightage 20%)

and

Assignment II
Max Marks   : 20 (Weightage 10%)

Total Weightage : 30% (20% + 10%)

INSTRUCTIONAL MANUAL FOR DIPLOMA IN MODERN OFFICE PRACTICE (DMOP) PROGRAMME

General Guidelines:

1. Student should use shorthand pencil / fountain pen. This will enable them to differentiate between dark and light strokes.
2. Students should use shorthand / ruled note pad with broad line for practice purpose.
3. Sitting posture & ergonomics to be followed to avoid Occupational Overuse Syndromes (OOS).
4. Each practical session to acquire the following pedagogy :
   a) Students to be prepared for Dictation related to theoretical issues covered in the last session
   b) Theoretical issues as per the academic calendar issued by the school
   c) Practical aspects related to concept and theory covered in that session
5. Teachers may refer the New Courses Book & cover up short terms & phrases as per the books & for practice purpose exercise from Pitman New Course Book may be combined with IGNOU notes.

INSTRUCTION:

STENOGRAPHIC SKILLS COURSE

For this course, 5 hrs for shorthand & 1 hr for basic key board operations skills are mandatory for building speed.

Guidelines for Instructors

Block-I

- In theory counseling sessions, all the rules highlighted in the Self Learning Material (SLM) should be explained to the students with adequate number of examples. So that students can be instrumental in using these rules in shorthand.

- The unit 4 of Block 1 (titled: Punctuation sign and abbreviated 'W') comprises of two concepts 'Punctuation signs' and 'abbreviated 'W'. The theoretical concept of 'abbreviated 'W' has relevance in the Block 1. However practical application of ''abbreviated W' can be dealt and understood only after completion of the unit 1 of Block 03 ('Initial and Final hooks''). Thus, students need to refer again the 'abbreviated W' after completing of Unit 1 of the Block 3.

- Teachers should refer the (old course) Pitman's Instructions for covering Unit-1,2 & 3. At the same time students may be explained the phonographic aspect of these as well.

- In the initial practical session, students should strictly follow the touch method of key board operation i.e. home keys, guide keys, finger allocation, enter and shift, space bar, sitting posture.

Block-II

- Teachers may guide the student about finger allocation & also drill practice may be given for the suitable words of each row.
- Half an hour in each practical session should be devoted for building of keying speed as per the following schedule.

Practical sessions 1/2hr in each session)	Aspects related to fingering allocation and typing speed building covered in practical
1st and 2nd session	Home row
3rd session	Upper row
4th session	Bottom row
5th session	Number row
6th session	Numeric pad
7th to 10th session	Speed building
11th to 16th session	Speed building and proof reading

Block-III & IV

- Student should acquire shorthand speed of 80 words per minutes at the end of the last practical session. Councilors should regularly monitor the shorthand speed of students and make sure from very early stage; students have been acquiring appropriate shorthand speed to gain the targeted shorthand speed after the final practical session. Counsellor is advised to take remedial steps to support students with poor typing and shorthand speeds, at very early stage.

Expected Typing Speed

Practical session	Typing Speed (Keys/Per Minutes)
After 7th session	25
After 10th session	35
After 13th session	40
After 16th session	45

Guidelines for students

- Students to mainly focus on maintaining size thickness, direction of the strokes enabling them to do correct & speedy reading and typing.
- In the initial practical session, students should strictly follow the touch key method of key board operation i.e.home keys, guide keys, finger allocation, enter and shift, space bar, sitting posture.

SECRETARIAL PRACTICE COURSE

Interactive & Activity based practical session

Guidelines for Instructors

Block-I

- Practical sessions will be based on activities where there will be direct communication with the students in the form of role play, group discussion, debates etc. For example under office correspondence, students can be ask to draft letters, under public relations, simulation of the activities at the front end office can be designed like dealing with various kind of clients, under meeting, student may be required to arrange meeting, draft notice, agenda and minutes.

Block-II

- Telephonic conversation related activities.

Block-III

- Apprise the students how ticket booking is done including passport & visa, mock sessions to be undertaken – Preparation of Itinerary, online booking, handling of petty cash, filling vouchers, etc. related activities to be undertaken.

Guidelines for students
- Students are advised to read the Self Learning Materials (SLM) as per the schedule communicated through programme guide. In the theory counseling session, teachers may hold counseling session in which the students will be facilitated in their study and their individual problem will be resolved.

OFFICE PROCEDURES COURSE

Interactive & Activity based practical session

Guidelines for Instructors

Block-1 & II

- Counselors should conduct role play activities / group activities to simulate office work environment

Guidelines for students
- Students should be encouraged to visit atleast 3 to 4 different type of offices and share their experience with the peer groups.

List of Competencies for Diploma in Modern Office Practice (DMOP) Programme

The Diploma in Modern Office Practice (DMOP) programme will train the work force for the following positions.

1. Personal Assistant
2. Private Secretary
3. Stenographers
4. Office Managers
5. Office Executives
6. Executive Assistants
7. Front End Executives
8. Data Entry Operators
9. Computer Operators
10. Self Employment

The programme comprises of the following 5 courses. The delivery pedagogy is based on printed instructional materials (compulsory) supported with counseling and multimedia support (optional) for imparting theoretical and conceptual knowledge. The practical / hands on training will be imparted in through work centres. The aim of theory and practical component is to impart secretarial / assistant skills needed in Modern Office under the simulated work environment close to real work.

A student is expected to acquire the following competencies after successful completion of each course.

Communication Skills Course (BSSI-011)

Students will gain proficiency and acquire confidence in communicating effectively in various areas that are required at the work place. This would include basically Handling Public Relation, Using the telephone effectively, being aware of the mode of the communication such as Video and Tele conferencing, E- correspondence and Web Technology. Students will also learn the ability to write correctly at the work place both in terms of Internal Correspondence (Memo, Office Order, Circulars, Notices, and Agendas) and External Correspondence, taking down minutes of meeting, ability to write report and proposals. Students have also been given skills for upward mobility which involves responding to advertisement, writing a CV and preparing and facing interviews. Finally students will be sensitive to issues of body language, work ethics, gender awareness, etiquettes, which will further help then develop their there personality in a positive way.

Computer Skills Course (BSSI-012)

(1) Day to day care of frequently used computer related accessory such as Printer, Scanner, Keyboard, Computer etc.

(2) Operate Personal computer (PC) on Window Operating System
(3) Internal and External correspondence with the help of MS-Word
(4) Preparation of spreadsheet; ledger accounts etc. with the help of MS-Excel
(5) Preparation of presentation and demo with the help of MS-PowerPoint
(6) Maintenance of database of office records with the help of MS- Access.
(7) Competency in using web and e-mail in execution or facilitating of office work

Secretarial Practice Course (BSSI-013)

(1) Execute day to day functions relevant to post of secretary and office assistant
(2) Assisting the reporting officer in execution of day to day his / her activities, travel arrangement, accommodation booking, maintenance of daily schedule, fixing meeting etc.
(3) Secretarial works regarding conducting of meeting, conferencing, sending invitation to participants.
(4) Ensure hospitality of guest / visitors and attend telephone.
(5) Maintaining the visitor's records / dairy.
(6) Organizing and submission of paper is the form of reports,
(7) Information retrial from frequently used sources in offices such as dictionary, office manuals, air-rail time tables.

Stenographic Skills Course (BSSI-014)

(1) Acquire adequate proficiency and speed in key board operation and shorthand
(2) Practice in typing letters, reminder and memos
(3) Typing of Business letters
(4) Transcripts from audio CD
(5) Taking dictation and transcription on computer
(6) Proof reading
(7) Correcting and Typing of letter, which had mistakes and drafted poorly

Office procedures Course (BSSI-015)

(1) Filling of various routine official forms such as railway reservation forms, cash withdrawal slips, income tax returns, etc.
(2) Filling of invoices, sale notes, debit / credit notes
(3) Maintenance of official, personal, confidential files
(4) Maintaining imprest / petty cash & preparation of bills, etc
(5) Competency to operate and apply machines / instruments used in modern office environment.
(6) Sorting and maintenance of records : manually and electronically
(7) Mail Handling (Email, Postal, Fax, Telegram, etc.)
(8) Understanding about Office layout, Furniture and Equipment

Note : (i) Counselor may arrange exercises to improve awareness of students about functioning of various departments such as Personnel / Human Resource, Accounts and Finance, Administration.
(ii) Students should be encouraged to develop practical skills relevant to policy and procedures explained in the Curriculum.

Miscellaneous

(1) Students should be encouraged to frequently visit nearby offices to clarify the concept, principles and practices taught through instructional materials and counseling

(2) Regional Centres should make effort to establish linkage with local industries to train students in relevant field to produce workforce for modern office environment.

(3) Regional Centres / Study Centres should not make heavy investment on procuring expensive equipment to train students in relevant fields, rather linkage with local industries should be established for this purpose.

(4) Counselors should assign relevant and dynamic home exercise to students to develop creativity and confidence.

EQUIPMENT NEEDED FOR CONDUCTING PRACTICAL TRAINING FOR STUDENTS ENROLLED IN DIPLOMA IN MODERN OFFICE PRACTICES PROGRAMME

A. MAIL ROOM EQUIPMENT
1. Letter opener
2. Mailing Scale
3. Dating Machine
4. Stapler
5. Inward / outward register
6. Peon register

B. FILING AND INDEXING EQUIPMENT
1. Vertical filing Cabinet
2. Horizontal filing cabinet
3. Punching Machine
4. Card Index cabinet

C. COPYING AND DUPLICATING EQUIPMENTS
1. Photo copier

D. COMMUNICATION EQUIPMENT
1. Fax machine
2. Internet facility
3. Printer/Scanner

E. STENOGRAPHY EQUIPMENTS
1. Computer
2. Copy holder
3. Stop watch
4. DVD Player
5. Different types of file folders
6. Overhead Projector
7. Cutting & Binding equipment
8. Typing tutor software (10 License for each study centres)

F. COMPUTER RELATED EQUIPMENTS
1. Personal Computer (PC) with Uninterrupted Power Supply (UPS)
2. Study Centres must have Internet Connectivity
3. Printer & scanner
4. Latest operating system in each PC
5. Microsoft Office 2007 in each PC

G. CLASSROOMS
1. Well Ventilated classrooms which can accommodate at least 40 students.
2. A well equipped computer lab for conduct of practical sessions.

NOTES