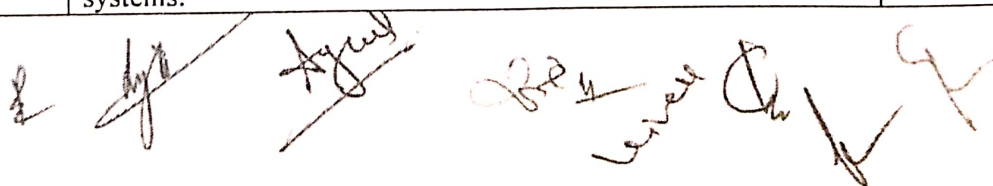


Programme: BBA.		Year: 2 nd	Semester: 3 rd Sem.
Course Code: VOC169		Course Title: Office Automation and Secretarial Practices	
Course outcomes: On completion of the course, the learner will be able to: understand the basic concepts of office management and office automation in modern workplaces * develop practical skills in filing, indexing, record keeping, and office documentation understand the use of office forms, communication systems, and routine office procedures * acquire vocational skills related to secretarial functions, business correspondence, and conduct of meetings * understand the role of secretary, directors, chairman, and office personnel in organizational functioning * apply practical knowledge of office administration in business, commercial, and service sector organizations.			
Credits (3):		Minor Paper	
Max. Marks: 40+60		Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-0 P-0			
Unit	Topics	No. of Lectures 30	
		TOTAL	
I	Meaning and importance of office, functions of an office, office organization, role of office staff, office manager and support services. Concept of modern office, paperless office, virtual office, front office and back office. Basics of office layout, office environment, workplace ethics, and use of office machines and equipment. Filing and Indexing: Meaning, objectives and importance of filing, essentials of a good filing system, centralized and decentralized filing, practical filing methods and indexing systems.	8	
II	Office Forms and Record Management: Meaning and importance of office forms, types of forms used in business organizations, objectives of forms, principles of forms design, control of forms, and preparation of common office forms. Record Management: Meaning, need and importance of record keeping, methods of maintaining records, classification and preservation of records, centralization and decentralization of record keeping, use of digital record systems in offices.	7	
III	Secretarial Practice and Business Communication: Meaning and importance of secretary, kinds of secretaries, qualifications, qualities, duties and responsibilities of a secretary. Drafting of business letters, notices, agenda, office memoranda, circulars and email communication. Reception and handling of visitors, telephone etiquette, appointment scheduling, mail handling, inward and outward correspondence, and office communication systems.	8	



IV	Company Office Procedures and Meeting Management: Secretary - appointment, qualifications, functions and position in office and company setup. Basic knowledge of directors, chairman and auditor, their roles and responsibilities. Meaning and types of meetings, duties of secretary before, during and after meetings, notice, agenda, quorum, voting, motions and resolutions. Minutes writing, types of minutes, minutes book, contents of minutes, and practical training in meeting documentation and office procedure.	7
Suggested Readings:		
1. Chhabra, T.N., Modern Business Organisation, New Delhi, 2. Dhanpat Rai & Sons. 3. Duggal, Balraj, Office Management and Commercial Correspondence, Kitab Mahal, New Delhi. 4. P.K. Ghosh, Office Management, Sultan Chand & Sons. New Delhi 5. R.K. Chopra, Office Management, Himalaya Publishing House 6. Bhatia, R.C. Office Management - Galgotia Publishers, New Delhi. 7. P.K. Ghosh & V. Balachandran, Company Secretarial Practice, Sultan Chand & Sons, New Delhi 8. M.C. Kuchhal, Secretarial Practice, Vikas Publications 9. Garg, K.C., Gupta, Vijay & Dhingra, Joy, Company Law & Secretarial Practices (Revised as per Companies Act 2013), Kalyani Publishers 10. N.D. Kapoor, Elements of Company Law, Sultan Chand & Sons, New Delhi 11. Bovee & Thill, "Business Communication Essentials A Skill – Based Approach to Vital Business English", Pearson.		
Suggested Continuous Evaluation Methods: In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions and Case Studies. This will instill in student a sense of problem identification, generating solution, decision making and practical learning. Student learning will be evaluated through Written Tests, Projects and Field Assignments, Quizzes.		
Suggested equivalent online courses: Swayam		



