सत्यमेव जयते

Three-year Diploma Curriculum
As Per
National EducationPolicy 2020
(3rd Semester)

Department of Skill Development
UT of Jammu & Kashmir

First of its kind Exercise undertaken in the country to develop Curriculum in accordance with NSQF Guidelines and as per NEP-2020 for AICTE approved Three year Diploma Courses in UT of Jammu & Kashmir.

CURRICULUM
FOR
THIRD SEMESTER
DIPLOMA IN
OFFICE MANAGEMENT
AND
COMPUTER
APPLICATIONS

Curriculum for Third Semester Of Three Year Diploma Courses In Polytechnics of UT Of J&K

SUBJECT SCHEME   **SEMESTER: 3ʳᵈ**

Course Code	Subjects	Time In Hours				Credits			
		Lecture	Tutorial	Practical	Total	Lecture	Tutorial	Practical	Total
PC 301	English and Communication skill	2	--	--	2	2	--	0	2
PC302	English and Communication skill Lab	--	--	4	4	--	--	2	2
PC303	Principles of Management	4	--	--	4	4	--	--	4
PC304	Book Keeping-I	2	2	--	4	2	2	--	4
PC305	Stenography-II	0	--	6	6	0	--	3	3
ES306	Computer Based Accounting-I	0	--	6	6	0	--	3	3
PE307	Banking and Insurance/E-Commerce	1	--	--	1	1	--	--	1
PE308	Banking and Insurance Lab/E-Commerce Lab	--	--	4	4	--	--	2	2
309	Self Learning and Self skill	0	0	2	2	0	--	1	1
	Total	09	2	22	33	09	2	11	22

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS	
Course Code: **PC301**	Course Title**: ENGLISH AND COMMUNICATION SKILLS**
Semester:**3 RD**	Credits: **02**
Periods per week: **02(L:02, T:00, P:00)**	

COURSE OBJECTIVE:

The main objective of this course is to improve the English language proficiency of the students, by developing their reading, comprehending, writing, listening and speaking skills.

COURSE CONTENT:

1. Literature (Facets of Literature)
1.1 Short Stories
1.1.1 The Reward by Lord Dunsany
1.1.2 The story of an Hour by Kate Chopin
1.2 Prose
1.2.1 The Fly by Katherine Mansfield
1.2.2 Advice to Young Men by William Hazlitt
1.3 Poems
1.3.1 How Soon Hath Time by John Milton
1.3.2. All the World's a stage by W. Shakespeare

2. Grammar
2.1 Articles
2.2 Tag Questions
2.3 Homonyms (words liable to be confused) – 100 words

3. Communication

3.1 Silence in communication
3.2 Essentials of effective communication
3.3 Body Language extend with some details
3.4 Assertiveness in Communication
3.5 Presentation skills

4. Writing Skills

4.1 Report Writing
4.2 Note making
4.3 Note Taking

COURSE OUTCOME:

After the completion of the course, the students will be able to:

1. Make themselves proficient in literary contexts.
2. Comprehend a given text
3. Analyze the content words.
4. Restate the vocabulary to express in verbal and written communication
5. Use correct grammar / analyze the structure of language
6. Describe various essentials of effective communication
7. Acquire knowledge about various aspects of body language.
8. Develop consideration and compassion towards fellow beings.
9. Enhance their presentation and writing skills.

RECOMMENDED BOOKS:

1. English Grammar and Usage by D.K. Sebas; Tata McGraw Hill Publishing Co. Ltd.
2. Essential of Business Communication by Pal and Korualli; Sultan Chand & Sons
3. Kulbhushan Kumar," Effective Communication Skills", Khanna Publishing House, New Delhi (Revised Edition 2018)
4. M. Ashraf Rizvi,"Effective Technical Communication". Mc-Graw Hill: Delhi, 2002
5. Meenakshi Raman &Sangeeta Sharma, "Technical Communication: Principle and Practice". New Delhi:OUP, 2011.

UNIT WISE TIME AND MARKS DISTRIBUTION

UNIT NO.	TIME (HOURS)	MARKS
1.	12	45
2.	06	15
3.	08	25
4.	06	15
TOTAL	**32**	**100**

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS	
Course Code: **PC302**	Course Title**: ENGLISH AND COMMUNICATION SKILLS -LAB**
Semester:**3RD**	Credits: **02**
Periods per week: **04 (L:00 T:00 P:04)**	

COURSE OBJECTIVE:

A student must have a fair knowledge of English language and skills to communicate effectively to handle future jobs in industry. The objective of this course is to develop effective communication skills among the students in professional and inter-personal communications facilitating their all-around development of personality.

LIST OF PRACTICALS:

1. Oral presentation of a report
2. Presentation on a given theme using PowerPoint
3. Reading aloud of Newspaper headlines & important articles with feedback from the peer Group
4. Practice on Conducting Meetings, Writing Minutes, Sending Memos and Notices
5. Practice decision-making on different problems on available options.
6. Learning to Appreciate and Give Praise; Presenting Bad News
7. Letter Writing Practice
8. Humour, Jokes and Anecdotes in Effective Communication Comprehensions.
9. Neutralization of Mother Tongue Influence and Conversation Practice.

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS	
Course Code: **PC303**	Course Title**: Principles of Management**
Semester: **3ʳᵈ**	Credits: **04**
Periods per week: **04 (L:04, T:00, P:00)**	

COURSE OBJECTIVE:

The main objective of this course is to acquaint Knowledge about the elementary concepts of management viz: planning, organizing etc. which will enable the students to take effective steps for performing various office duties.

COURSE CONTENT:

1. Introduction
1.1   Meaning , and features and importance of management
1.2   Fayol's principles of management
1.3   Functions and process of management
1.4   Levels of management

2. Planning
2.1   Meaning, features and importance
2.2   Planning process
2.3   Limitations

3. Organizing
3.1   Meaning, importance and process
3.2   Concept of formal and informal organization
3.3   Concept, importance and difference between delegation and decentralization

4. Staffing
4.1.   Concept and importance of staffing
4.2   Recruitment and Selection process
4.3   Concept, importance and requirement for effective learning
4.4   Different methods of "on the job" and "of the job" training

5. Directing

5.1   Concept, importance
5.2   Leadership _ Concept, importance, types of leaders, Qualities of good leader
5.3   Motivation_ Meaning, importance and types

6. Controlling

6.1   Concept, importance
6.2   Relationship between planning and controlling
6.3   Steps in process of control

COURSE OUTCOME:

After the completion of the course, the students will be able to

1. Explain process, principles, importance and levels of management.
2. Describe planning, staffing, recruitment & selection process ; different methods of "on the job" and "of the job" training.
3. Acquire knowledge about formal and informal organization, delegation and decentralization.
4. Direct, lead and motivate.
5. Explain controlling, its process & importance

RECOMMENDED BOOKS:
1.   Management Concepts and Organisational Behaviour by Dr. NK Sahni, Kalyani Publications
2.   Business studies by RK Singla, VK Publishers
3   Management- Theory and Practice by Gupta, C.B

UNIT WISE TIME AND MARKS DISTRIBUTION

UNIT NO.	TIME (HOURS)	MARKS
1	12	20
2	10	15
3	12	20
4	10	15
5	10	15
6	10	15
TOTAL	**64**	**100**

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS	
Course Code: **PC304**	Course Title**: Book Keeping-I**
Semester: **3rd**	Credits: **04**
Periods per week: **04 (L:02, T:02, P:00)**	

COURSE OBJECTIVE:
The main objective of this course is to acquaint Knowledge about the Book –keeping and Accountancy concepts and procedures, and also help the students in assisting finance department of an organization

COURSE CONTENT:
1. Introduction to Book Keeping and Accountancy
    1.1   Concept, Objectives, Importance and utility of accountancy
    1.2   Difference between Book-keeping and Accountancy.
    1.3   Theoretical base of Accounting – Concepts, Conventions and Principles.
    1.4   Meaning, rules and types of accounts.

2. Accounting terminology
    2.1   Basic Accounting Terms- Entity, Business Transaction, Capital, Drawings.
    2.2   Liabilities (Non-Current and Current). Assets (Non-Current, Current)
    2.3   Expenditure (Capital and Revenue), Expense, Revenue
    2.4   Income, Profit, Gain, Loss, Purchase, Sales, Goods,
    2.5   Stock, Debtor, Creditor, Voucher, Discount (Trade discount and Cash Discount)

3. Double Entry Book Keeping
    3.1   Concept, Fundamentals of double entry Book-Keeping.
    3.2   Source documents required for Accounting – Cash and Petty Cash Voucher, Pay in slip Cash and Credit Memo, Debit and Credit Note
    3.3   Withdrawal Slip, Cheque (Bearer, Order, Crossed), Bank Pass Book, Bank Statements.

4. Journals
    4.1   Journal- Meaning, Importance and Utility of Journal, Specimen of Journal,
    4.2   Illustrations Passing Journal Entries.
    4.3   Difference between Journal and ledger with illustrations

5. Cash Book
    5.1   Cash Book with single, Double and triple columns with illustrations.
    5.2   Petty Cash Book.
    5.3   Information about Other Subsidiary Books. Sales Return Book, Purchase Return Book   , Sales Book, Purchase Book with illustrations

COURSE OUTCOME:

After the completion of the course, the students will be able to:

- Explain account, accountancy and book keeping.
- Describe different terms used in accountancy.
- Acquire knowledge regarding the use of double entry system and different source documents.
- Pass journal entries, special journal and their transactions.

RECOMMENDED BOOKS:

1. Elements of Book-keeping by Juneja, C.M. and Saksena, R.K.; Kalyani Publications.
2. Accountancy – Theory and Practice by Juneja, C.M. and Saksena, R.K; Kalyani Publications.
3. Accountancy by Jain, S.P. and Narang, K.L.; Kalyani Publications

UNIT WISE TIME AND MARKS DISTRIBUTION

UNIT NO.	TIME (HOURS)	MARKS
1	12	20
2	10	15
3	09	15
4	15	25
5	18	25
TOTAL	**64**	**100**

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS	
Course Code: **PC305**	Course Title: **Stenography-II**
Semester: **3rd**	Credits:**03**
Periods per week: **06 (L:00, T:00, P:06)**	

COURSE OBJECTIVE:
To make the students understand the concept of strokes so that secret message has limited unauthorized access.

COURSE CONTENT:
1. Circle S and Z
   1.1 Left and right motion
   1.2 Stroke L
   1.3 Stroke S & Z

2. Large circle and loops
   2.1 SW Circle
   2.2 SS Circle
   2.3 Circle in Phraseography
   2.4 Loop ST
   2.5 Loop STR

3. Initial Hooks
   3.1 Double Consonant
   3.2 R Hook to straight strokes and curves strokes
   3.3 L Hook to straight strokes and curves strokes
   3.4 SHR & SHL
   3.5 Small Hook to NG

4. Alternative form and intervening vowel
   4.1 Additional sign for FR, VR
   4.2 Additional sign for FL, VL
   4.3 Intervening vowel

5. Circles and loops to initial and final hook
   5.1 S before straight stroke hooked for R
   5.2 S before other hooked stroke
   5.3 Straight strokes followed by NS
   5.4 Curves followed by NS
   5.5 Medial NS or NZ

 6. N & F Hooks
   6.1   N Hook

6.2   F -V Hoo
6.3   LN and SHN
6.4   Hooks used medially
6.5   N&F Hooks in phraseography

COURSE OUTCOME:

After the completion of the course, the students will be able to:

- Get Accustomed with different form of S/Z
- Acquired Knowledge regarding Hooks and Loops
- Know different alternative forms

RECOMMENDED BOOKS:
1. Pitman Shorthand   Instructor and Key

UNIT WISE TIME AND MARKS DISTRIBUTION

UNIT NO.	TIME (HOURS)	MARKS
1.	18	20
2.	18	20
3.	18	20
4.	12	10
5.	18	20
6	12	10
TOTAL	**96**	**100**

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS	
Course Code: **ES306**	Course Title**: COMPUTER BASED ACCOUNTANCY-I**
Semester: **3ʳᵈ**	Credits: **03**
Periods per week: **06(L:00,T:00, P:06)**	

COURSE OBJECTIVE:

The main objective of this course is to acquaint the students with well-known accounting software i.e. Tally ERP. Students will learn to create company, enter accounting voucher entries including advance voucher entries, do reconcile bank statement, do accrual adjustments, and also print financial statements, etc. in Tally ERP.9 software. Accounting with Tally is not just theoretical program, but it also includes continuous practice, to make students ready with required skill for employability in the job market.

1. **User Interface and Company Management**
   1.1 Introduction to Tally ERP9
   1.2 Installing Tally ERP9
   1.3 Creating a Company
   1.4 Data Path for Tally ERP9 Companies
   1.5 Altering and Deleting Company
   1.6 Gateway of Tally and User Interface

2. **Masters –Ledgers**
   2.1 Understanding Ledgers
   2.2 Creating Ledgers
   2.3 Creating Multiple Ledgers
   2.4 Altering and Deleting Ledgers
   2.5 Practical Examples

3. **Masters –Groups**
   3.1 Understanding Groups
   3.2 Creating Groups
   3.3 Altering and Deleting Groups
   3.4 Practical Examples

4. **Masters –Bill wise Debtors and Creditors Ledgers**
   4.1 Using Practice Files
   4.2 Configuring Bill wise Details
   4.3 Examples on Creating Bill wise Ledger

5. **Payment Voucher**
   5.1 Understanding Default Vouchers
   5.2 Payment in Single Entry Mode (Examples)
   5.3 Payment in Double Entry Mode (Examples)

6. Day Book
      6.1 Understanding Day Book Reports
      6.2 Altering and Deleting Transactions

7. Receipt Voucher
      7.1 Understanding Receipt Vouchers
      7.2 Practical Examples

8. Contra and Journal Voucher
      8.1 Understanding Contra for Banking
      8.2 Practical Examples on Contra Vouchers
      8.3 Practical Examples on Journal Vouchers

COURSE OUTCOME:

After the completion of the course, the students will be able to:

- Work with well-known accounting software i.e. Tally ERP.
- Create their own company, enter accounting voucher entries including advance voucher entries, do reconcile bank statement, do accrual adjustments, and also print financial statements, etc. in Tally ERP.9 software

RECOMMENDED BOOKS:

1.   Tally ERP.9 Training guide by Asok K. Nadhani
2.   Tally ERP 9 course kit by Dr. Namrata Agrawal
3**.**   Tally ERP 9 (with GST and E-Way bill) books by Rajesh Chheda

UNIT WISE TIME AND MARKS DISTRIBUTION

UNIT NO.	TIME (HOURS)	MARKS
1.	15	20
2.	12	10
3.	12	10
4.	15	20
5.	10	10
6.	10	10
7.	10	10
8.	12	10
TOTAL	**96**	**100**

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS	
Course Code: **PE307**	Course Title: **Banking and Insurance**
Semester:**3ʳᵈ**	Credits:**01**
Periods per week:**01 (L:01, T:00, P:00)**	

COURSE OBJECTIVE:
The main objective of this course is to acquaint Knowledge about Banking and Insurance system prevailing in India to excel in this system.

COURSE CONTENT:

1. **Introduction to Banking**
   1.1 Banking Regulation Act,1949
   1.2 Introduction of Banking
   1.3 History, social control
   1.4 Objective and function of Bank
   1.5 Kinds of Bank

2. **Lending function of Bank**
   2.1 Types of advances- secured/unsecured
   2.2 Loan – short, medium & long term
   2.3 Methods of Granting advances
   - Cash credit
   - Over draft
   - Bill discounted and purchased
   -

- **Utility service of Bank**
   3.1 Remittance through Bank Draft
   3.2 E- Banking
   - ECS
   - RTGS
   - NEFT
   - Internet Banking
   3.3 Safe Deposit Locker

- **Life Insurance Product**
   4.1 Life Insurance meaning
   4.2 Features of Life Insurance
   4.3 Advantage of Life Insurance
   4.4 Importance/Types of Life Insurance Policies.
   4.5

- **General Insurance**
    - 5.1 General Insurance meaning
    - 5.2 Importance of General Insurance
    - 5.3 Types of General Insurance policies
    - 5.4 Fire Insurance
    - 5.5 Marine Insurance
    - 5.6 Motor and vehicle Insurance
    - 5.7 Health Insurance
    - 5.8 Theft & Burglary Insurance
    - 5.9 Procedure for taking fire insurance / marine insurance

- **Business Ethics and Corporate Governance in Banking**
    - 6.1 Introduction to ethics
    - 6.2 Banking ethics
    - 6.3 Ethical decisions
    - 6.4 Ethical issues in the banking areas
    - 6.5 Environmental ethics and its issues.

COURSE OUTCOME

After completion of the course the student will be able to :-

- Understand various aspects regarding money dealing
- Be aware of different policies by insurance companies
- Know about different banking system
- Know ethical values regarding banks.

RECOMMENDED BOOKS:

1. Fundamental Principle of Insurance by Eswari
2. Banking and Insurance by Dr. Sunil Kumar
3. Essentials of Banking Insurance by Sreelakshmi Anand and Greeshma

UNIT WISE TIME AND MARKS DISTRIBUTION

UNIT NO.	TIME (HOURS)	MARKS
1.	10	15
2.	10	15
3.	10	15
4.	10	15
5.	20	20
6	20	20
TOTAL	**80**	**100**

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS

Course Code: **PE308**	Course Title: **Banking and Insurance Lab**
Semester:**3rd**	Credits:**02**
Periods per week:**04 (L:00, T:00, P:04)**	

COURSE OBJECTIVE:

The main objective of this course is to acquaint Knowledge about Banking and Insurance system prevailing in India to excel in this system.

PRACTICALS TO BE CONDUCTED
1. How to open different types of a/c.
2. Procedure for different types of loans.
3. Methods of granting advance, overdraft.
4. Different types of standing instruction.
5. E-banking (ECS, RTGS, NEFT, internet Banking).
6. Procedure for different types of insurance i.e Life insurance &- Gene.

1.

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS	
Course Code: **PE307**	Course Title: **E-Commerce**
Semester: **3rd**	Credits: **01**
Periods per week: **01 (L:01, T:00, P:00)**	

COURSE OBJECTIVE:
  The main objective of this course is to acquaint the students with digital scenario of business.

COURSE CONTENT

1. **Introduction to E-Commerce**
   1.1   The revolution is just beginning, E-commerce.
   1.2   A Brief History, Understanding E-commerce: organizing Themes

2. **E-commerce business models**
   2.1   E-commerce Business Models
         2.1.1   Major Business to Consumer (B2C) business models
         2.1.2   Major Business to Business (B2B) business models
   2.2   Business models in emerging E-commerce areas

3. **Building an e-commerce web site, Security and payment**
   3.2   Building an E-commerce Web Site: A systematic Approach
   3.3   The e-commerce security environment, Security threats in the e-commerce environment, Technology solution, Management policies, Business procedures, and public laws
   3.4   Payment system, E-commerce payment system, Electronic billing presentment and Payment.

4. **E-commerce marketing concepts, Online retailing and services**
   4.1   Consumer online: The Internet Audience and Consumer Behaviour
   4.2   Basic Marketing Concepts
   4.3   Internet Marketing Technologies, B2C and B2B E-commerce marketing and business strategies
   4.4   The Retail sector, Analyzing the viability of online firms, E-commerce in action: E-tailing Business Models, Common Themes in online retailing
   4.5   The service sector: offline and online, Online financial services
   4.6   Online Travel Services, Online career services

5. **Social networks, auctions, and e-portals**
   5.1   Social networks and online communities
   5.2   Online auctions
   5.3   E-commerce portals

COURSE OUTCOME

After completion of the course the student will be able to:

- Concept of E-Commerce
- Acquire knowledge regarding various business models
- Obtain acquaintance about e-commerce website building and integrating payment system & publishing
- Acquire knowledge of concept of E-Commerce and its services
- Attain information about Social networks, auctions, and e-commerce portals

BOOKS RECOMMENDED:

1. Kenneth C. Laudon, E-Commerce: Business, Technology, Society, 4th Edition, Pearson
2. S. J. Joseph, E-Commerce: An Indian perspective, PHI
3. Essentials of E-Commerce by Dr. Amit Kumar and Dr. Saurabh Sen

UNIT WISE TIME AND MARKS DISTRIBUTION

UNIT NO.	TIME (HOURS)	MARKS
1.	15	20
2.	10	10
3.	30	40
4.	15	20
5.	10	10
TOTAL	**80**	**100**

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS	
Course Code: **PE308**	Course Title: **E-Commerce Lab**
Semester: **3rd**	Credits: **01**
Periods per week: **04 (L:00, T:00, P:04)**	

COURSE OBJECTIVE:
   The main objective of this course is to acquaint the students with digital scenario of business.

PRACTICALS TO BE CONDUCTED

1. Creation of E-Commerce Website,
2. Applying various website themes
3. Integrating Payment Gateways
4. Publishing E-Commerce Website

PROGRAM THREE YEAR DIPLOMA IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS	
Course Code: **309**	Course Title: Self Learning and Self skill
Semester: **3rd**	Credits: **01**
Periods per week: **02 (L:00, T:00, P:02)**	

COURSE OBJECTIVE

The "Self-Learning" course is designed to equip participants with essential skills, strategies, and techniques to become effective self-learners. In today's rapidly evolving world, the ability to independently acquire new knowledge, skills, and competencies is a valuable asset. This course aims to empower learners to take control of their learning journey and develop a lifelong learning mindset.

COURSE CONTENT/LIST OF PRACTICALS

1. **Understand the Concept of Self Learning:**
   1.1 Gain a clear understanding of what self-learning entails, its significance in personal and professional development, and how it differs from traditional learning methods.

2. **Enhance Self-Motivation and Discipline:**
   2.1 Learn techniques to boost intrinsic motivation, set goals, and develop self-discipline to stay committed to the learning process over the long term.
3. **Effective Information Retrieval and Evaluation:**
   1.1 Develop skills to efficiently locate and assess reliable sources of information, critically evaluate their credibility, and discern relevant content.
2. **Strategies for Active Learning:**
   2.1 Explore various active learning strategies such as summarization, concept mapping, note-taking, and reflection to deepen understanding and retention of the material.
3. **Time Management and Prioritization:**
   3.1 Acquire time management skills to allocate dedicated learning time, set priorities, and balance self-learning with other responsibilities.
4. **Adaptability and Continuous Improvement:**
   4.1 Cultivate the ability to adapt to new learning environments, technologies, and resources, while constantly refining self-learning methods based on feedback and experience.
5. **Problem Solving and Critical Thinking:**
   5.1 Foster analytical and critical thinking skills to solve complex problems, integrate knowledge from different sources, and apply learning to real-world scenarios.

6. **Building a Personal Learning Network (PLN):**
   6.1 Explore strategies for connecting with like-minded learners, mentors, experts, and utilizing online platforms to create a supportive learning community.
7. **Overcoming Challenges and Self-Assessment:**
   7.1 Develop resilience in the face of challenges, setbacks, and distractions, and learn how to assess and reflect on personal learning progress and achievements.
8. **Creating a Self Learning Plan:**
   8.1 Develop a comprehensive self learning plan that outlines learning objectives, resources, milestones, and strategies for continuous improvement.