

**CURRICULUM  
FOR  
FIRST SEMESTER OF  
THREE-YEAR  
DIPLOMA COURSES IN  
POLYTECHNICS  
OF  
UNION TERRITORY OF  
JAMMU AND KASHMIR**

**CURRICULUM**

**FOR**

**FIRST SEMESTER**

**DIPLOMA IN**

**OFFICE MANAGEMENT & COMPUTER**

**APPLICATIONS**

**(OM)**

**SUBJECT SCHEME**

Course code	Subjects	Time in Hours				Credits			
		Theory	Tutorial	Practical	Total	Theory	Tutorial	Practical	Total
HS 101	Language and Communication Skill	3			3	3	0		3
OM 101	Business Correspondence	5			5	5	0		5
OM102	Desktop Publishing			4	4			2	2
OM103	Typing English			8	8			4	4
OM 104	Office management	4			4	4	0		4
OM 105	Office Management Practical			2	2			1	1
HS 109	Language and Communication Skill Lab			2	2			1	1
HS 110	Self Learning/Life Skills	2			2	2			2
	<b>Total</b>	<b>14</b>		<b>16</b>	<b>30*</b>	<b>14</b>		<b>8</b>	<b>22</b>

**\*Note: Three classes per week shall be utilized for sports, seminars, debates etc.**

<b>PROGRAM : THREE YEARS DIPLOMA PROGRAM IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS</b>	
Course Code : HS 101	Course Title: Language and Communication skills
Semester : 1 <sup>st</sup>	Credits: 3
Periods per week: 3 (L:3 T:0 P:0)	

**Course Objectives:** This course is designed to introduce students to various kinds of technical and professional communication. During the course, you will become familiar with technical communication, receive feedback from and provide feedback to others on writing drafts and revisions, discover the role good listening, speaking, reading, and writing skills plays in effective technical communication. The students will learn and experience ways to communicate effectively, particularly audience awareness and communication through technology and also learn ways to groom their personality. The students will find these vignettes beneficial for keeping and honing learning skills in their interpersonal communication as well as communication at workplace, and dispose them of wallowing in unhappy isolation. Above all, it will develop requisite skills among the students which in turn will enhance the employability of students. We hope the students will enjoy it with facility and felicity

**Prior learning requirements: NIL**

## **COURSE CONTENT**

### **UNIT 1: COMMUNICATION: THEORY AND PRACTICE (12 Hours)**

- Basics of communication: Introduction, meaning and definition, process of communication etc.
- Types of communication: formal and informal, verbal, non-verbal and written. Barriers to effective communication.
- 7 C's for effective communication (considerate, concrete, concise, clear, complete, correct, courteous).
- Art of Effective communication,
  - Choosing words
  - Voice o Modulation o Clarity
  - Time
  - Simplification of words
- Technical Communication

### **UNIT 2: SOFT SKILLS FOR PROFESSIONAL EXCELLENCE (12Hours)**

- Introduction: Soft Skills and Hard Skills.
- Importance of soft skills.
- Important types of soft skills : Interview skills, Presentation skills, Group Discussion
- Life skills: Self-awareness and Self-analysis, adaptability, resilience, emotional intelligence and empathy etc.
- Case Studies

### **UNIT 3: READING COMPREHENSION**

**(12 Hours)**

Comprehension, vocabulary enhancement, and grammar exercises based on reading of the following texts:

#### **Section-1**

Malgudi Days: R.K. Narayan  
The Room on Roof: Ruskin Bond  
"The Gift of the Magi" by O. Henry "  
The Cock –fight by Amin Kamil

#### **Section-2**

Night of the Scorpion by Nissim Ezekiel,  
Stopping by Woods on a Snowy Evening by Robert Frost,  
Where the Mind is Without Fear by Rabindranath Tagore,  
Ode to Tomatoes by Pablo Neruda,

### **UNIT 4: PROFESSIONAL WRITING**

**(12 Hours)**

- The art of precis writing,
- Letters: business and personal,
- Drafting e-mail, notices, minutes of a meeting, Job Application, CV/Resume writing etc.
- Filling-up different forms such as banks and on-line forms for placement etc.

**Course Outcome:**

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

**UNIT 1**

- Develop Verbal, Non Verbal Communication such as proper use of body language and gestures.
- Develop the latest trends in basic verbal activities such as presentation and other forms of oral communication.

**UNIT 2**

- Learn Soft as well as hard skills.
- Master their life skills.

**UNIT 3**

- Comprehend different words in the context which in turn will enhance their Vocabulary and grammar.
- Read Correctly.

**UNIT 4**

- Develop writing skills including proper use of Language, & Vocabulary.
- Learn different formats of writing skills.

**Recommended Books:**

- 1) J.D.O'Connor. Better English Pronunciation. Cambridge: Cambridge University Press, 1980
- 2) Kulbhushan Kumar, Effective Communication Skills, Khanna Publishing House, New Delhi (Revised Edition 2018)
- 3) M. Ashraf Rizvi. Effective Technical Communication. Mc-Graw Hill: Delhi, 2002.
- 4) John Nielson. Effective Communication Skills. Xlibris, 2008.
- 5) Oxford Dictionary
- 6) Roget's Thesaurus of English Words and Phrases
- 7) Collin's English Dictionary

**UNIT WISE TIME AND MARKS DISTRIBUTION**

<b>UNIT NO</b>	<b>TIME (HOURS)</b>	<b>MARKS</b>
01	12	25
02	12	25
03	12	25
04	12	25
<b>TOTAL</b>	<b>48</b>	<b>100</b>



<b>PROGRAM: THREE YEARS DIPLOMA PROGRAM IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS</b>	
Course Code : <b>OM 101</b>	Course Title: <b>Business Correspondence</b>
Semester : <b>1<sup>st</sup></b>	Credits: <b>5</b>
Periods per week: ( <b>L 5 T 0 P 0</b> )	

### **COURSE OBJECTIVE**

A diploma holder in Office Management and Computer Applications has to work as Private Secretary to the executives, managers and office executive in the organizations. To handle his/her job well, knowledge about techniques of correspondence is a must. In fact he/she has to acquire the skills of effective correspondence as he/she has to manage the office and has to provide help to his/her seniors and chief executives.

**COURSE OBJECTIVES** The students shall have basic knowledge about Formal Correspondence.

### **DETAILED CONTENTS**

#### **1. Introduction to Correspondence**

- Meaning and importance
- Process of Correspondence.
- Functions

#### **2. Essential of a good business letter**

- Parts of a letter
- Formats/styles of a business letter
- Special terms used in business letters

### **3. Enquiry letters**

Meaning and importance of business inquiries

Quotation

Catalogues

Replies of enquiries

### **4. Order letters**

Placing of an order

Follow up letters

Acceptance and refusal of an order

Cancellation of an order

### **5. Complaints, Claims and Adjustments**

Complaint of late delivery

Complaint of partial delivery, delivery of defective goods of inferior quality, etc.

Adjustment in reference to the different complaints

### **6. Miscellaneous letters**

Letter of Introduction

Letter of Credit

letter of status Enquires

### **COURSE OUTCOME:**

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

Unit 1: Draft a letter independently.

Unit 2&3: Draft enquiry letters, quotations etc.

Unit 4: Place an order, accept and cancel an order.

Unit 5: Draft a complaint letter and reply a complaint letter as she has to work in an office

Unit 6: Draft letter of introduction, letter of credit and letter of status enquires and will know how to introduce a person in some other concern.

### RECOMMENDED BOOKS

1. Business Communication by Pradhan Bhende and Thakur; Himalaya Publishers
2. Commercial Correspondence by Mazumdar
3. Essentials of Business Communication by Reddy Appannaiah and Raja Rao; Himalaya Publishers
4. Communication Management Theory and Practice by P. Rathnaswamy; Deep and Deep Publications
5. Communication Management by Parag Diwan; Deep and Deep Publications

### SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	15	19
2	15	19
3	15	19
4	15	19
5	10	12
6	10	12
Total	80	100

<b>PROGRAM: THREE YEARS DIPLOMA PROGRAM IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS</b>	
<b>Course Code : OM 102</b>	<b>Course Title: Desktop Publishing-I</b>
<b>Semester: 1<sup>st</sup></b>	<b>Credits: 02</b>
<b>Periods per week: L 0: T 0: P 4</b>	

**Course Objectives:**

Desktop Publishing, a student is trained on Professional Skill and Professional Knowledge related to learning outcomes. The student learn about basic tools, identifies computer peripherals, internal components, Windows interface and its related software, installation process. Students will work with MS Office package to create word document

. They will use internet to search information using browser along with official/ social communication process., the trainees also learn to use scanner and to scan documents

**Prior learning requirements:**

The students shall have basic knowledge regarding Use of Computer.

**COURSE CONTENTS:**

1. Install and set up operating system and related software in a computer following safety precautions. (8 Hrs)

- Identify different parts of computer and attached different input and output devices with the system.
- Install and configure Windows OS and application software.
- Manipulate folder/files.
- Use printer, scanner and their peripheral devices.
- Saving Data of different storages devices
- Identify different icons of Windows and use the icons to operate the machine.
- Customize Windows by using control panel.

2. Create, format, edit text file, document file and BMP file by using different Accessories of Windows. (8 Hrs)

- Create text file by Notepad and edit file by using different menu.
- Create Document file in Word and edit and format it by different tools.
- Draw basic symbols by using MS-Paint and control mouse.

3. Create, edit, format and enhance document using word processing application software. (16hrs)

- Identify Word tools in the ribbon.
- Create a resume using various tools.
- Design and print magazine covers using various tools.
- Demonstrate the use of shortcut keys, autocorrect for formatting.
- Perform Mail merge in MS Word.
- Practice typing using typing tutor.

4. Create, edit, format and enhance document using spreadsheet application software. (14 hrs)

- Introduction to Microsoft Excel
- Excel Basic Formulas — Add, Subtract, Multiply & Divide
- Excel Data Validation — Filters & Grouping in Excel
- Basic Excel Formulas & Functions — Learn with Basic Examples
- Logical Functions in Excel — IF, Nested IF
- Create Charts in Excel — Types & Examples

5. Create, edit, format and enhance document using presentation application software. (10 hrs)

- Presentation Basics- Creating and Saving a Presentation, Add Slide, Apply Themes, Change Color in Themes, Background of a Theme
- Text Basics- Delete Text, Format Font Size, Format Font Style, Format Text Color, Change Text Alignment, Insert a Text Box
- Inserting Picture- Insert Picture and Clip Art, Edit Picture and Clip Art, Numbered lists
- Working with Tables- Insert Table, Format Table, Word or Excel
- Working with Charts-Insert Chart, How to Enter Chart Data, Chart Data
- Slide Effects- Animation Effect, Custom Animation Effect, Slide Transition Effects, Set Slide Transition Sound, Set Slide Transition Speed, How to Sort Slides, Viewing Slides

6. Introduce the Networking concept including sharing of different resources, use of Internet, accessing/ browsing, downloading and e-mailing. **(8 Hrs)**

- Share a printer with Network.
- Share data and file among different nodes.
- Practice web browsing, create email id, and sending-receiving mails with attachment.
- Perform text chat and video chat using social network sites.
- Download relevant documents, images & font.

**Course Outcome:**

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

**Unit-1**

- Install and set up operating system and related software,
- identify different parts of computer, configure Windows OS and application software and Save & Manipulate folder/files.

**Unit-2**

- create file, edit and format it by different tools and control mouse.

**Unit-3**

- Identify different MS-Word tools, create a resume, Design and print magazine covers, Perform Mail merge and recall basic shortcuts.

**Unit-4**

- use of basic formulas in excel and prepare basic case study of the results of the institution.

**Unit-5**

- Create Presentation, Insert and Modify Text, Work with Graphics and Media, Final Preparations and Deliver a Presentation

**Unit-6**

- print , search and download web resources viz., documents, images, audio & video files, create email id, and sending-receiving mails& using different social media platforms.

**RECOMMEND BOOKS:**

1. Computer Fundamentals by PK Sinha; BPB Publication, New Delhi
2. A First Course in Computer by Sanjay Saxena; Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi

**SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Hrs)</b>	<b>Marks Allotted (%)</b>
1	8	13
2	8	13
3	16	24
4	14	22
5	10	15
6	8	13
<b>Total</b>	<b>64</b>	<b>100</b>

<b>PROGRAM :THREE YEARS DIPLOMA PROGRAM IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS</b>	
<b>Course Code : OM 103</b>	<b>Course Title: Typing (English)</b>
Semester : 1 <sup>st</sup>	Credits: 4
Periods per week: (L0 T0 P8)	

**Course objectives:**

The main objective of this subject is to enable the students to acquire a speed of 30 wpm on a computer keyboard, using correct technique.

**Prior Learning requirements:**

Basic awareness of Computer System.

**COURSE CONTENT:**

1. Home row key practice
2. Shift key plus home key
3. Upper row key practice
4. Shift key plus upper row keys
5. Simple word practice by home and upper keys
6. Bottom row key practice
7. Shift key and bottom row keys
8. Simple word practice by all rows
9. Fourth row numbers, symbol key, punctuation mark practice
10. Shift key plus fourth row numbers and symbol key
11. Paragraph practice
12. Application, letter writing
13. Practicing exercise for speed building, calculation speed and errors
14. Practicing typing draft for advertisement, notice, legal document, literary matter, minutes
15. Practicing paragraph, letter, speed building.



**COURSE OUTCOME:**

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

- type at a speed of at least 30wpm

**RECOMMEND SOFTWARE.**

Software Type Master or similar typing application software.

**DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Hrs)</b>	<b>Marks Allotted (%)</b>
1-15	128	100
<b>Total</b>	<b>128</b>	<b>100</b>

<b>PROGRAM:-THREE YEARS DIPLOMA PROGRAM IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS</b>	
<b>Course Code: OM 104</b>	<b>Course Title: Office Management</b>
Semester:1 <sup>st</sup>	Credits:4
Periods per week:(L4: T 0: P 0)	

**COURSE OBJECTIVES:**

To make the students understand the concept and principles of office method and procedures and develop skills in performing various office operations. This subject on office management aims at making the students well conversant with the services provided by a modern office and help them to perform efficiently and effectively.

**COURSE PREREQUISITE:**

To make students well conversant with services to perform efficiently and effectively.

**COURSE CONTENT:**

**1. INTRODUCTION**

- Meaning and Importance of office.
- Functions of Modern office.
- Changing scene: paperless office and virtual office.
- Centralization and decentralization of office service with merits and demerit.

## 2. OFFICE ACCOMMODATION AND LAYOUT

- Office building.
- Sections and subsections of office.
- Office location.
- Office furniture and fixtures.
- Office accommodation.
- Office layout-objectives, principles, private/s open office.

## 3. MODERN OFFICE APPLIANCES AND MACHINERY

- Objective, Advantage and importance of office appliances and machines
- Types of office appliances and machines i.e. computer, printer, laptop, Wi-Fi system, Internet facility, scanner, video conferencing, telephone facility, photocopier, laminating machine. over-head projector

## 4. HANDLING OFFICE CORRESPONDENCE: -

- Incoming correspondence procedures.
- Outgoing correspondence procedures
- Ordinary Post, Registered Post, Parcel, Speed Post Courier, Airmail and email etc.

### **Course Outcome:**

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

#### **Unit 1:**

- Get concept about office and how the work is done with current digital aspects. Also to get work done by distributing services.

#### **Unit 2:**

- Know about office accommodation, layout, regarding office furniture so as to get workable atmosphere.

#### **Unit 3:**

- Use modern technology regarding office oriented work. They are made well versed with new equipment so as handle efficiently.

#### **Unit 4:**

- Handle office correspondence.

RECOMMEND BOOKS:

1. Office Management:-R.S.NPillai & Bagavathi
2. Office Management:-RK Chopra and AnkitaBhati

<b>Topic No.</b>	<b>Time Allotted (Hrs)</b>	<b>Marks Allotted (%)</b>
1	16	25
2	16	25
3	16	25
4	16	25
<b>Total</b>	<b>64</b>	<b>100</b>

<b>PROGRAM:-THREE YEARS DIPLOMA PROGRAM IN OFFICE MANAGEMENT AND COMPUTER APPLICATIONS</b>	
<b>Course Code: OM 105</b>	<b>Course Title: Office Management Practical</b>
Semester: 1 <sup>st</sup>	Credits: 1
Periods per week: <b>(L: T 0: P 2)</b>	

**PRACTICAL:**

- Handling of mail, sorting, recording of inward mail and its distribution, record in dispatch book, preparation of parcel
- Preparation of hand book of all equipment and materials available in the department, helping the librarian in preparing cards for books. Assembling paper, punching, use of tags and binding machine. Appointment diary and message book. Folded letter, addressed envelopes, stamped envelopes, use of stapler, u-clip, pins ,other office stationery
- Use of modern office equipment like computer, laptop, scanner, Photostat, equipment regarding video conferencing, other equipment related to office activities.

**COURSE OUTCOME:**

- To perform general administrative tasks with well-versed knowledge about the topics

<b>PROGRAM : THREE YEARS DIPLOMA PROGRAM IN OFFICE MANAGEMENT AND COMPUTER APPLICATION</b>	
Course Code : <b>HS 109</b>	Course Title: Language and Communication skills Lab
Semester : <b>1<sup>st</sup></b>	Credits: <b>01</b>
Periods per week: <b>2 (L:0 T:0 P:2)</b>	

**Course Content:**

**Unit 1: Listening Skills**

Listening Process and Practice: Introduction to recorded lectures, poems, interviews and speeches, listening tests.

**Unit 2: Introduction to Phonetics**

Sounds: Consonant, Vowel, Diphthongs. Syllable division, word stress, intonation, voice etc.

**Unit 3: Speaking Skills**

Introducing oneself and others

Standard and formal speech: Group discussion, oral presentations, public speaking etc.

Conversation practice and role playing, mock interviews etc.

**Unit 4: Building vocabulary**

Antonyms and Synonyms, Prefix and Suffix, Phrasal verbs, idioms and phrases. Word exercises and word games to enhance self-expression and vocabulary.

**Recommended Books:**

1. James Hartman & et al. Ed. English Pronouncing Dictionary. Cambridge: Cambridge University Press, 2006.
2. Kulbhushan Kumar, Effective Communication Skills, Khanna Publishing House, New Delhi (Revised Ed. 2018)

<b>PROGRAM : THREE YEARS DIPLOMA PROGRAM IN OFFICE MANAGEMENT AND COMPUTER APPLICATION</b>	
Course Code : <b>HS 110</b>	Course Title: - Self learning/Life skills
Semester : <b>1<sup>st</sup></b>	Credits: <b>02</b>
Periods per week: <b>2 (L:2 T:0 P:0)</b>	

**Course Objective:-**

**Self Learning /Life skills :-** The self-learning plays a very important role in the learning process and needs due credit Extra learning outside Institutional timing and online/digital learning needs encouragement. Apart from this participation in debates, seminars, sports and Extra- co curricula activities shall be given due importance and credit. Participation by student in such activities needs to be given due importance and credit. Apart from knowledge and skill, developing right attitude is of great significance in the real life situations. This can be better achieved by introducing the life skills and capability of handling the real life future challenges and situations. Activities in sports, Yoga and other activities plays a role in physical and psychological development and must form a part in the institutional processes. Prior learning of the student also needs to be given due credit.

The introduction of this course is to introduce these activities and award them on choice of student.

**Contents of the Course:**

- Concept and need of life skills
- Self-awareness
- Decision making
- Problem solving
- Effective communication
- Interpersonal relations
- Stress management
- Empathy
- Critical thinking

**Course Outcome:**

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

- Identify different skills required in personal and professional life.
- Develop Consciousness of self.
- Use critical thinking and decision-making skill to solve problems.
- Communicate effectively with others.
- Establish interpersonal relations
- Apply techniques to cope with emotions and stress.

**Implementation:-** At the start of the semester the HOD/Academic in-charge may register the student for course of life skill or may be given a choice to register for any online course activity . Such course and activity needs to be monitored, evaluated and shall be given credits as prescribed.