

# **MANGALORE UNIVERSITY**

**STATE EDUCATION POLICY 2024**  
**(w.e.f. 2024-25)**

**B.A. DEGREE PROGRAMME**  
**SECRETARIAL PRACTICE**

**MODEL PROGRAMME CURRICULUM STRUCTURE**

**MANGALORE UNIVERSITY**  
**STATE EDUCATION POLICY - 2024**

**SUBJECT: SECRETARIAL PRACTICE**  
**(Syllabus for implementation w.e.f. 2024-25)**  
**(for B.A. Degree Programme)**

**PREAMBLE:**

Secretarial Practice being a highly job-oriented subject, needs regular revision of its syllabus in order to remain relevant in the fast-changing employment market. Presently, recruiters give paramount importance to Soft Skills like effective communication, positive attitude and spirit of team-work besides competent professional skills.

Keeping this broad frame-work in mind, the BOS in Secretarial Practice prepared a draft syllabus and placed it before the BOS for consideration.

The BOS after detailed discussion of all the pertinent issues at its special meeting held on April 21, 2025 approved the following syllabus specially drafted for the State Education Policy-2024 with clearly spelt out objectives.

A Summary Chart showing the Semester-wise distribution of Academic content, Scheme of examination and Teaching work-load is given.

**PROGRAMME OUTCOMES:**

At the end of the programme a student of Secretarial Practice is expected to acquire a fairly reasonable competence in the following areas:

- Secretarial Skills and Soft Skills for performing job-related tasks.
- Develop critical and strategic thinking of HR policies and initiatives.
- Knowledge of basic Accountancy and hands-on training on Accounting Software-Tally Prime with GST.
- Understanding the role of Company Secretary, requisites of Company Meetings, Innovative Banking, Stock Market, Personal Investment Planning and computation of Personal Tax.
- Able to manage Microsoft Office Applications, Google Apps and Graphic Designing Software.
- Equip students with the knowledge of best practices in Corporate Governance and Ethical decision making.
- Mastering Spoken English Skills through narrating incident, debate, role play etc.

### **PROGRAMME SPECIFIC OUTCOMES:**

- Able to work harmoniously as a contributing member of a team to achieve organizational goals.
- Students acquire adequate knowledge of Computer Applications.
- Career Advancement as an Accountant, Office Assistant, Personal Secretary, HR Manager, PROs in Corporate Sector.
- Developing and Honing of Soft Skills will effectively enhance both personal and professional careers.

**OUR VISION : In Pursuit of Academic Excellence**

**OUR MISSION: Striving for Success.**

### **Career opportunities:**

- Company Secretary
- Executive Assistant
- Administrative Assistant
- Office Manager
- Personal Secretary
- Corporate Service Executive
- Records Manager
- HR Manager
- Customer Service Representative
- Office Assistant
- Personal Assistant
- Receptionist
- Administrative Coordinator
- Marketing Manager
- Data Entry Operator
- Data Analyst
- Freelance opportunities

# MANGALORE UNIVERSITY

## B.A. DEGREE PROGRAMME CURRICULUM STRUCTURE AND SCHEME OF EXAMINATIONS

### SECRETARIAL PRACTICE

for implementation w.e.f. 2024– 2025

#### SEP SCHEME FORMAT - SEMESTER I

SEMESTER I- DEGREE PROGRAMME – SECRETARIAL PRACTICE								
Sl. No	Course Code	Title of the Course	Category of Courses Theory/Practical	Teaching Hours per Week	SEE	IA	Total Marks	Credits
1	BASSPCS 101	Secretarial Skills	Theory Paper-I	4	80	20	100	3
2	BASSPPS 101	Computer Based and Spoken English Skills	Practical-I	4	40	10	50	2

#### SEP SCHEME FORMAT - SEMESTER II

SEMESTER II- DEGREE PROGRAMME – SECRETARIAL PRACTICE								
Sl. No	Course Code	Title of the Course	Category of Courses Theory/Practical	Teaching Hours per Week	SEE	IA	Total Marks	Credits
1	BASSPCS 201	Soft Skills and Personality Development	Theory Paper-II	4	80	20	100	3
2	BASSPPS 201	Computer Based and Spoken English Skills	Practical-II	4	40	10	50	2

#### SEP SCHEME FORMAT - SEMESTER III

SEMESTER III- DEGREE PROGRAMME – SECRETARIAL PRACTICE								
Sl. No	Course Code	Title of the Course	Category of Courses Theory/Practical	Teaching Hours per Week	SEE	IA	Total Marks	Credits
1	BASSPCS 301	Human Resource Management	Theory Paper-III	4	80	20	100	3
2	BASSPPS 301	Computer Based and Spoken English Skills	Practical-III	4	40	10	50	2
3	BASSPES 301	Career Management	Elective Theory	2	40	10	50	2

**SEP SCHEME FORMAT - SEMESTER IV**

<b>SEMESTER IV- DEGREE PROGRAMME – SECRETARIAL PRACTICE</b>								
<b>Sl. No</b>	<b>Course Code</b>	<b>Title of the Course</b>	<b>Category of Courses Theory/Practical</b>	<b>Teaching Hours per Week</b>	<b>SEE</b>	<b>IA</b>	<b>Total Marks</b>	<b>Credits</b>
1	BASSPCS 401	Business Communication and Correspondence	Theory Paper-IV	4	80	20	100	3
2	BASSPPS 401	Computer Based and Spoken English Skills	Practical-IV	4	40	10	50	2
3	BASSPES 401	Employability Skill Development	Elective Theory	2	40	10	50	2

**SEP SCHEME FORMAT - SEMESTER V**

<b>SEMESTER V- DEGREE PROGRAMME – SECRETARIAL PRACTICE</b>								
<b>Sl. No</b>	<b>Course Code</b>	<b>Title of the Course</b>	<b>Category of Courses Theory/Practical</b>	<b>Teaching Hours per Week</b>	<b>SEE</b>	<b>IA</b>	<b>Total Marks</b>	<b>Credits</b>
1	BASSPCS 501	Company Secretary and Meetings	Theory Paper-V	4	80	20	100	3
2	BASSPCS 502	Fundamentals of Accountancy	Theory Paper-VI	4	80	20	100	3
3	BASSPPS 503	Computer Based and Spoken English Skills	Practical-V	4	40	10	50	2
4		Compulsory-Practical Knowledge / Skill	Practical	2	40	10	50	2

**SEP SCHEME FORMAT - SEMESTER VI**

<b>SEMESTER VI- DEGREE PROGRAMME – SECRETARIAL PRACTICE</b>								
<b>Sl. No</b>	<b>Course Code</b>	<b>Title of the Course</b>	<b>Category of Courses Theory/Practical</b>	<b>Teaching Hours per Week</b>	<b>SEE</b>	<b>IA</b>	<b>Total Marks</b>	<b>Credits</b>
1	BASSPCS 601	Personal Investment and Tax Planning	Theory Paper-VII	4	80	20	100	3
2	BASSPCS 602	Innovative Banking	Theory Paper-VIII	4	80	20	100	3
3	BASSPPS 603	Computer Based and Spoken English Skills	Practical-VI	4	40	10	50	2

## SUMMARY CHART

SEMESTER	COURSE	COURSE TITLE
FIRST SEMESTER	<b>Theory (Paper-I)</b>	Secretarial Skills
	<b>Practical-I</b>	Computer Based and Spoken English Skills <b>(Practical-I)</b>
SECOND SEMESTER	<b>Theory (Paper-II)</b>	Soft Skills and Personality Development
	<b>Practical-II</b>	Computer Based and Spoken English Skills <b>(Practical-II)</b>
THIRD SEMESTER	<b>Theory (Paper-III)</b>	Human Resource Management
	<b>Practical-III</b>	Computer Based & Spoken English Skills <b>(Practical-III)</b>
	<b>Elective</b>	Career Management
FORTH SEMESTER	<b>Theory (Paper-IV)</b>	Business Communication and Correspondence
	<b>Practical-IV</b>	Computer Based & Spoken English Skills <b>(Practical-IV)</b>
	<b>Elective</b>	Employability Skill Development
FIFTH SEMESTER	<b>Theory (Paper-V)</b>	Company Secretary and Meetings
	<b>Theory (Paper-VI)</b>	Fundamentals of Accountancy
	<b>Practical-V</b>	Computer Based & Spoken English Skills <b>(Practical-V)</b>
	<b>Compulsory- Practical knowledge/ Skill</b>	TallyPrime with GST
SIXTH SEMESTER	<b>Theory (Paper VII)</b>	Personal Investment and Tax Planning
	<b>Theory (Paper-VIII)</b>	Innovative Banking
	<b>Practical-VI</b>	Computer Based & Spoken English Skills <b>(Practical-VI)</b>

**MANGALORE UNIVERSITY**  
**SEP 2024 Syllabus for B.A. Secretarial Practice**  
**(for implementation w.e.f. 2024-25)**  
**(for B.A. Degree Programme)**

**SECRETARIAL PRACTICE**  
**I B.A – I SEMESTER**  
**PAPER I: SECRETARIAL SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 3**  
**Max. Marks: 100**  
**(SEE-80 + I.A.-20)**

**UNIT I: SECRETARY**

- 1.1 Meaning
- 1.2 Qualities and Qualifications
- 1.3 Role of a Secretary
- 1.4 **Types of Secretaries and Functions**
  - 1.4.1 Executive Secretary
  - 1.4.2 Private Secretary
  - 1.4.3 Secretary of an Association
  - 1.4.4 Secretary of a Co-operative Society
  - 1.4.5 Secretary of a Government Department
  - 1.4.6 Company Secretary

14 Hrs.

**UNIT II: FRONT OFFICE MANAGEMENT AND TRAVEL ARRANGEMENTS**

- 2.1 Front Office Management and attributes of Front Office Personnel
- 2.2 Business Travel
- 2.3 Modes of Transport and Travel Agencies
- 2.4 Air/Train Tickets Reservations, Booking Accommodation
- 2.5 Online Railway/Airline booking
- 2.6 Preparing Travel Itinerary
- 2.7 Documents required for International Travel

14 Hrs.

### **UNIT III: RECORDS MANAGEMENT**

#### **3.1 Records and Information Management**

- 3.1.1 Meaning and Objectives
  - 3.1.2 Essentials of good filing
  - 3.1.3 Classification of files
  - 3.1.4 Advantages of filing
  - 3.1.5 Centralized and De-centralized filing
  - 3.1.6 E-filing
  - 3.1.7 Indexing – objectives and advantages
- 14 Hrs.

### **UNIT IV: ATTITUDES AND ATTRIBUTES**

#### **4.1 Attitudes**

- 4.1.1 Team Spirit
- 4.1.2 Group Dynamics
- 4.1.3 Cooperation
- 4.1.4 Professionalism
- 4.1.5 Self-Discipline
- 4.1.6 Proactive

#### **4.2 Attributes**

- 4.2.1 Self-esteem (Meaning, Importance, Technique)
  - 4.2.2 Self-confidence (Meaning, Importance, Technique)
  - 4.2.3 Punctuality
  - 4.2.4 Communication Skills
  - 4.2.5 Positive Work Ethic
  - 4.2.6 Honesty & Confidentiality
- 14 Hrs.

### **COURSE OBJECTIVES:**

- To evaluate the different types of Secretaries
- To analyze the functions discharged by the Secretary
- To understand the concept and methods of Records Management
- To analyze the Filing and Indexing systems
- To evaluate and imbibe the attitudes and attributes that need to be inculcated by the Secretary to be efficient in his/her work.
- To gain in-depth knowledge on Business travel
- To understand the importance of the documents required for domestic or foreign travel (National or International)
- To gain proficiency in preparing an Itinerary



## **COURSE OUTCOMES:**

**On completion of this course the students will be able to**

- Understand the basic concepts of Secretaryship
- Study the functions discharged by the Secretary
- Master the types of Secretaries
- Understand the concepts and methods of Records Management
- Analyze the filing and indexing systems
- Evaluate and imbibe the attitudes and attributes that need to be inculcated by the Secretary to be efficient in his/her work.
- Gain proficiency in travel arrangement

## **BOOKS FOR REFERENCE:**

1. Chopra R.K. – Office Management – Himalaya Publishing House
2. Raman B.S. – Office Management and Communication, United Publishers
3. R. C. Agarwal, Piyush Shalya, Office Management, SBPD Publishing House, Agra, Uttar Pradesh, 2021.
4. Pillai R.S.N., Office Management Paperback, S Chand & Company, Bengaluru, 2010.
5. Betty L. Schroeder (Author), Diane Routhier Graf (Author), Office Administration 5th Edition, Prentice Hall, 5th edition 2004
6. Ann-Margaret Jacob, Office Administration for CSEC, Oxford University Press; Revised ed. Edition, 2014.
7. Alex K Dr., Soft Skill, S.Chand Publishing, reprint 2010
8. Anchukandam Thomas, Kuttianimattathil Jose, Grow Free Live Free, Krishtu Jyothi Publications, Bangalore, second revised edition 1998
9. Batra Promod, Simple ways to manage stress, Think INC, 2000
10. Bharathi T Dr., Personality Development, Neelkamal Publications Pvt. Ltd., reprint 2004
11. Jois PV Dr. – Dynamics of Personality, Vijaya Publishing, Bangalore, 2010
12. Pekelis V, Realize your Potential, Mir Publishers Moscow, 1<sup>st</sup> Edition, 1987
13. Sherfield, Montgomery & Moody, Developing Soft Skills, Pearson Education, 4th Edition, 2005
14. Wallace & Masters, Personality Development, South Western Cengage Learning, Reprint 2009

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**SCHEME OF EXAMINATION: THEORY (PAPER - I)**  
**SECRETARIAL PRACTICE**  
**I.B.A I SEMESTER**

**PAPER I: SECRETARIAL SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 03**  
**Max. Marks: 100**  
**(SEE-80 + I.A 20)**

**UNIT- I**

- |                                             |           |
|---------------------------------------------|-----------|
| 1. To answer any TWO questions out of Three | 2 x 5=10  |
| 2. To answer any ONE question out of Two    | 1 x 10=10 |

**UNIT- II**

- |                                             |           |
|---------------------------------------------|-----------|
| 3. To answer any TWO questions out of Three | 2 x 5=10  |
| 4. To answer any ONE question out of Two    | 1 x 10=10 |

**UNIT- III**

- |                                             |           |
|---------------------------------------------|-----------|
| 5. To answer any TWO questions out of Three | 2 x 5=10  |
| 6. To answer any ONE question out of Two    | 1 x 10=10 |

**UNIT- IV**

- |                                            |           |
|--------------------------------------------|-----------|
| 7.To answer any TWO questions out of Three | 2 x 5=10  |
| 8.To answer any ONE question out of Two    | 1 x 10=10 |

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**SECRETARIAL PRACTICE**  
**I B.A-I SEMESTER: PRACTICAL-I**

**56 Hrs.**

**COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 02**  
**Max. Marks: 50**  
**(SEE 40+I.A.-10)**

**1. COMPUTER BASED SKILLS**

**a) Typing Master - Keyboard Skills -: 10 WPM**

- Keyboard practice: Home Row, Top Row, Bottom Row
- Special characters and numbers
- Word Drill, Sentences Drill, Paragraph Drill, Text Drill
- Practice of Typing Test Passages

**b) MS Word**

- Font Formatting: Font Style, Font Size, Font Color, Word Art
- Paragraph Formatting: Indentation, Alignment, Line Spacing
- Applying two/three Columns, Drop Cap,
- Inserting Bullets and Numbering, Find and Replace
- Borders, Page Border and Shading
- Inserting Pictures, Text Wrap, Shapes
- Inserting Header and Footer
- Foot Note, End Note
- Inserting Table
- Working with Tab Settings

**2. SPOKEN ENGLISH SKILLS**

- **Self-Introduction**

**TASKS:**

1. Working out exercises on building vocabulary.
2. Practicing speed building exercises using Typing Master to enhance accuracy.
3. Paying special attention to pronunciation, tone, pause and gesture.
4. Working with MS Office Word.

**COURSE OBJECTIVES:**

- To start learning for placing the fingers on the keyboard and gradually move to typing lengthy paragraphs accurately at a moderate typing skill.
- To focus on Touch Typing i.e. typing without seeing the keyboard.
- To learn creating, editing and formatting text documents.

- To have a knowledge of creating Tables using MS Word options.
- To learn the art of finding and replacing a text.
- To develop Public Speaking Skills and Communication Skills by strengthening the vocabulary.

### **COURSE OUTCOMES:**

**On completion of this course students will be able to**

- Operate the computer keyboard by touch method.
- Improve their typing skills and accuracy.
- Work confidently with various components of MS Office-Word.
- Present well formatted tables using all the features available in MS Office-Word.
- Develop Self-confidence through Spoken English Skills.
- Develop the Communication Skills by strengthening the vocabulary.

### **BOOKS FOR REFERENCE:**

1. Saxena Sanjay, A first course in Computers, Vikas Publishing House (P)Ltd.
2. Rapidex Computer course - Pustak Mahal Publications
3. Bansal, R.K. & Harrison, J.B. – Spoken English, Orient Longman Madra  
Presentation-TechMedia Manish Plaza, Darya Ganj, New Delhi-2
4. Wills, Jane – Teaching English through English, ELBS, Longman, England
5. N.P. Mohan & Sing, - Speaking English Effectively, Macmillan India,  
New Delhi

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## **SCHEME OF EXAMINATION**

### **SECRETARIAL PRACTICE I B.A-I SEMESTER: PRACTICAL-I**

#### **COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 02  
Max. Marks: 50  
(SEE 40+I.A.-10)**

#### **1. COMPUTER BASED SKILLS**

- |                                               |          |
|-----------------------------------------------|----------|
| a) Typing Master - Keyboard Skills - (10 WPM) | 10 marks |
| b) MS Word (3 questions of 5 marks each)      | 15 marks |

#### **2. SPOKEN ENGLISH SKILLS**

- |                     |          |
|---------------------|----------|
| • Self-Introduction | 05 marks |
| Class Record        | 05 marks |
| Viva Voce           | 05 marks |

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**SECRETARIAL PRACTICE  
I B A-II SEMESTER**

**PAPER II: SOFT SKILLS AND PERSONALITY DEVELOPMENT**

**Teaching Hours per week: 4 Hours**

**Credit: 03**

**Max. Marks: 100  
(SEE-80+ I.A.-20)**

**UNIT I: SOFT SKILLS AND EMOTIONAL QUOTIENT**

**1.1 Soft Skills**

- 1.1.1 Definition & Meaning
- 1.1.2 Importance and Attributes

**1.2 Emotional Intelligence**

- 1.2.1 Meaning
- 1.2.2 Components
- 1.2.3 Consequences of low and high EQ

**1.3 Key Skills in building EQ**

- 1.3.1 Self-awareness
- 1.3.2 Self-management
- 1.3.3 Social Awareness
- 1.3.4 Relationship Management

14 Hrs.

**UNIT II: SELF-DEVELOPMENT SKILLS**

**2.1 Stress Management**

- 2.1.1 Definition & Meaning
- 2.1.2 Causes and symptoms of Stress
- 2.1.3 Techniques for management of Stress.

**2.2 Time Management**

- 2.2.1 Definition, Meaning
- 2.2.2 Importance
- 2.2.3 Techniques for managing time effectively
- 2.2.4 Time Matrix.

**2.3 Goal Setting**

- 2.3.1 Meaning and Need
- 2.3.2 Rules for Goal Setting
- 2.3.3 SMART goals

## **2.4 Prioritization**

2.4.1 Meaning

2.4.2 Need

14 Hrs.

## **UNIT III: EFFECTIVE COMMUNICATION**

3.1 Meaning and Definition of Communication

3.2 Nature and Importance of Communication

3.3 Process of Communication

3.4 Barriers to Effective Communication

3.4.1 Physiological Barriers

3.4.2 Physical Barriers

3.4.3 Cultural Barriers

3.4.4 Language Barriers

3.4.5 Gender Barriers

3.4.6 Interpersonal Barriers

3.4.7 Psychological Barriers

3.4.8 Emotional Barriers

3.4.9 Age Barriers

3.5 Types of Communication

3.5.1 Verbal and Non-Verbal Communication

3.5.3 Formal and Informal Communication

3.5.4 Visual Communication

14 Hrs.

## **UNIT IV : INTERPERSONAL SKILLS**

### **4.1Johari Window:**

4.1.1 Meaning

4.1.2 Four Quadrants of Johari Window Model

### **4.2Team Building:**

4.2.1 Meaning, Importance

4.2.2 Principles of Team work

4.2.3 Advantages of Team work

4.2.4 Stages of formation and techniques of building efficient teams

### **4.3 Conflict resolution:**

4.3.1 Meaning, importance

4.3.2 Process of Conflict Resolution

4.3.3 Techniques of Conflict Resolution

14 Hrs.

## **COURSE OBJECTIVES:**

- To Understand the concepts related to Soft- Skills and Emotional Intelligence

- To Evaluate their impact on the individual personality through techniques taught
- To develop communication skills by understanding the importance, process and types of communication
- To study the techniques of stress and time management
- To Understand the concept of goal setting and prioritization
- To Apply golden rules to achieve personal goals
- To Analyze the tips for team building and conflict resolution.
- To Apply the techniques to enhance his/her personality

### **COURSE OUTCOMES**

**On completion of this course the students will be able to**

- Develop personality through Soft- Skills
- know the causes and effects of stress and coping with stress
- Become self-confident individuals by mastering inter-personal and team management
- Gains a thorough knowledge of Communication skills
- Manage Time effectively
- Understand the concept of goal setting and prioritization
- Achieve goals by applying golden rules of goal setting
- Analyze the tips for team building and conflict resolution.

### **BOOKS FOR REFERENCE:**

1. Alex K Dr., Soft Skill, S.Chand Publishing, reprint 2010
2. Anchukandam Thomas, Kuttianimattathil Jose, Grow Free Live Free, Krishtu Jyothi Publications, Bangalore, second revised edition 1998
3. Batra Promod, Simple ways to manage stress, Think INC, 2000
4. Bharathi T Dr., Personality Develeopment, Neelkamal Publications Pvt. Ltd., reprint 2004
5. Jois PV Dr. –Dynamics of Personality, Vijaya Publishing, Bangalore, 2010
6. Pekelis V, Realize your Potential, Mir Publishers Moscow, 1<sup>st</sup> Edition, 1987
7. Sherfield, Montgomery & Moody, Developing Soft Skills, Pearson Education, 4th Edition, 2005.
8. Wallace & Masters, Personality Development, South Western Cenage Learning, Reprint 2009.
9. Mithra Barun K. – Personality Development & Soft Skills – Oxford University Press
10. Verma Shalini– Soft Skills for the BPO sector – Pearson
11. Effective Time Management - Rupa & Co. Calcutta
12. Khera, Shiv – You Can Win – Macmillan India, New Delhi

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## **SCHEME OF EXAMINATION– THEORY**

### **SECRETARIAL PRACTICE**

#### **I B A- II SEMESTER**

#### **PAPER II: SOFT SKILLS AND PERSONALITY DEVELOPMENT**

**Teaching Hours per week: 4 Hours**

**Credit: 03**

**Max. Marks: 100**

**(SEE-80 + I.A.-20)**

#### **UNIT- I**

- |                                             |            |
|---------------------------------------------|------------|
| 1. To answer any TWO questions out of Three | 2 x 5=10   |
| 2. To answer any ONE question out of Two    | 1 x 10= 10 |

#### **UNIT- II**

- |                                             |           |
|---------------------------------------------|-----------|
| 3. To answer any TWO questions out of Three | 2 x 5=10  |
| 4. To answer any ONE question out of Two    | 1 x 10=10 |

#### **UNIT- III**

- |                                             |            |
|---------------------------------------------|------------|
| 5. To answer any TWO questions out of Three | 2 x 5=10   |
| 6. To answer any ONE question out of Two    | 1 x 10= 10 |

#### **UNIT- IV**

- |                                             |            |
|---------------------------------------------|------------|
| 7. To answer any TWO questions out of Three | 2 x 5=10   |
| 8. To answer any ONE question out of Two    | 1 x 10= 10 |

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**SECRETARIAL PRACTICE**  
**I B.A - II SEMESTER: PRACTICAL-II**

**56 Hrs.**

**COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 02**  
**Max. Marks: 50**  
**(SEE 40+I.A.-10)**

**1. COMPUTER BASED SKILLS**

- a) Typing Master - Keyboard Skills : 20 WPM
- b) Adobe InDesign
  - Familiarizing with Adobe InDesign
  - Introduction to the Workspace
  - Flowing Text, Editing Text
  - Working with Typography, Colour, Styles, Transparency, Long Documents
  - Importing and Modifying Graphics
  - Creating Tables and Adobe PDF Documents with Form Fields
  - Printing and Exporting
  - Exporting for E-Readers

**2.SPOKEN ENGLISH SKILLS**

- Welcome Address and Introducing the guest
- Proposing a Vote of Thanks

**COURSE OBJECTIVES:**

- To improve Typing skill with higher speed and more accuracy
- To describe what Adobe InDesign is and how it can be used
- To demonstrate creating and viewing documents as well navigating workspace
- To demonstrate page creation and working with type
- To demonstrate working with graphics and formatting objects
- To develop Public Speaking Skills and reduce stage fear

**COURSE OUTCOMES:**

- Students will be able to use touch typing skill with improved speed and accuracy
- Will be able to handle DTP Assignments Confidently

- Students obtain the knowledge of designing high quality Brouchers, Flyers, Business cards, Post cards, Books etc.
- They learn to create interactive forms
- Learn to create text, import text and work with text within a document
- Learns to draw shapes, alternative Layout features with just a click of mouse
- Students will be able to improve Public Speaking Skills with command over English language

### **BOOKS FOR REFERENCES:**

1. Bittu Kumar, Adobe InDesign, V & S Publishers
2. Thomas M. Hill, (2013) How to design a book using Adobe InDesign, Launchpad Press
4. Robert Shuffle Botham, (2011), InDesign in easy steps, In Easy Steps Publications
5. Kamalesh, Sadananda, Susheela, Punitha, Spoken English – A foundation course, Orient Longman (P) Ltd.
6. Desmond W. Evans, Improving English Skills, Wheeler Publisher

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## **SCHEME OF EXAMINATION**

### **SECRETARIAL PRACTICE I B.A-II SEMESTER: PRACTICAL-II**

## **COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 02**

**Max. Marks: 50**

**(SEE 40+I.A.-10)**

### **1. COMPUTER BASED SKILLS**

- |                                                          |          |
|----------------------------------------------------------|----------|
| a) Typing Master - Keyboard Skills : 20 words per minute | 10 Marks |
| b) Adobe InDesign                                        | 15 marks |

### **2. SPOKEN ENGLISH SKILLS**

- |                                                                 |          |
|-----------------------------------------------------------------|----------|
| • Introducing and welcoming the guest /Proposing Vote of Thanks | 05 marks |
| Class Record                                                    | 05 marks |
| Viva Voce                                                       | 05 marks |

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## **II B.A – III SEMESTER**

### **PAPER III: HUMAN RESOURCE MANAGEMENT**

**Teaching Hours per week: 4 Hours**

**Credit: 03**  
**Max. Marks: 100**  
**(SEE-80 +I.A.-20)**

#### **UNIT – I : HUMAN RESOURCE MANAGEMNET**

- 1.1 Human Resource Management – Meaning and Objectives
- 1.2 Role of HR Manager
- 1.3 Human Resource Planning – Definition and Need
- 1.4 Recruitment -Meaning & its Sources:
  - 1.4.1 Internal Sources-Promotion, Retirement, Former Employees, Transfer, Internal Advertisement
  - 1.4.2 External Sources-Advertisements, Placement Agencies, Recruitment Boards, Walk-in-interviews, Campus Recruitment, E-Recruitment
- 1.5 Guidelines for facing interview: Preparations – before, during and after the interview

14 Hrs.

#### **UNIT – II : SALARY ADMINISTRATION**

- 2.1 Pay Scale and its components
  - 2.1.1 Basic Pay
  - 2.1.2 Increments – increment slabs
  - 2.1.3 Dearness Allowance
  - 2.1.4 House Rent Allowance
  - 2.1.5 City Compensatory Allowance
  - 2.1.6 Rural Allowance
- 2.2 Salary Deductions
  - 2.2.1 Contributions to LIC/EPF/GI/GBF
  - 2.2.2 Profession Tax
  - 2.2.3 Income Tax-Meaning and concept of TDS
- 2.3 Gross Pay & Net Pay, simple problems to calculate Gross Pay & Net Pay

14 Hrs.

#### **UNIT – III : LEAVE RULES & FRINGE BENEFITS**

- 3.1 Leave- Meaning and General Rules
- 3.2 Types of Leaves and its rules
  - 3.2.1 Casual Leave
  - 3.2.2 Special Casual Leave
  - 3.2.3 Study Leave
  - 3.2.4 Earned Leave

- 3.2.5 Encashment of Earned Leave
- 3.2.6 Maternity Leave
- 3.2.7 Paternity Leave

14 Hrs.

## **UNIT – IV - FRINGE BENEFITS & SOCIAL SECURITY BENEFITS**

- 4.1 Meaning & Types of Fringe Benefits
  - 4.1.1 Subsidized Canteen Facility
  - 4.1.2 Accommodation & Dormitory Facility
  - 4.1.3 Travel/ Transportation Facilities
  - 4.1.4 Medical and Health Care benefits
  - 4.1.5 LTC/HTC
- 4.2 Employees State Insurance (ESI)
  - 4.2.1 Medical Benefit
  - 4.2.2 Sickness Benefit – Extended and Enhanced
  - 4.2.3 Maternity Benefit
  - 4.2.4 Disablement Benefit – Temporary and Permanent
  - 4.2.5 Dependents' Benefit
  - 4.2.6 Other benefits – Funeral Expenses and Confinement Expenses
- 4.3 Social Security Benefits
  - 4.3.1 Employees Provident Fund
  - 4.3.2 Gratuity
  - 4.3.3 Pension Schemes

14 Hrs.

### **COURSE OBJECTIVES:**

- To enable the students to understand the objectives of Human Resource Management in the organizations and the various roles of HR Manager
- To develop the interview facing skills and resume writing skills
- To help the students to focus on the pay-scale, salary components and deductions
- To integrate the knowledge of leave rules, fringe benefits and social security benefits

### **COURSE OUTCOMES:**

**On completion of this course the students will be able to**

- Understand the concept of Human Resource Management and to understand its relevance in the organizations
- Develop interview facing techniques
- Focus on salary administration
- Integrate understanding of various types of leaves and other benefits provided to the employees in the organizations

## **BOOKS FOR REFERENCE:**

1. Gupta C.B – Human Resources Management – Sulthan Chand & Sons
2. Dr. Hebbar C.K. & Dr. Devaraj K. - Human Resources Management
3. Dessler Gary, – Human Resource Management, Prentice – Hall India Ltd. New Delhi
4. Mamoria, C.B. – Personnel Management, Himalaya Publishing House, Mumbai
5. David, Monappa, et al – Human Resource Development – Crest Publishing House, New Delhi
6. KCS Rules

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## **SCHEME OF EXAMINATION -THEORY**

### **SECRETARIAL PRACTICE II B A-III SEMESTER**

#### **PAPER III – HUMAN RESOURCE MANAGEMENT**

**Teaching Hours per week: 4 Hours**

**Credit: 03**

**Max. Marks: 100  
(SEE-80 + I.A.-20)**

#### **UNIT- I**

- |                                            |            |
|--------------------------------------------|------------|
| 1.To answer any TWO questions out of Three | 2 x 5=10   |
| 2.To answer any ONE question out of Two    | 1 x 10= 10 |

#### **UNIT- II**

- |                                            |          |
|--------------------------------------------|----------|
| 3.To answer any TWO questions out of Three | 2 x 5=10 |
| 4. To answer any ONE question out of Two   | 1 x10=10 |

#### **UNIT- III**

- |                                            |            |
|--------------------------------------------|------------|
| 5.To answer any TWO questions out of Three | 2 x 5=10   |
| 6. To answer any ONE question out of Two   | 1 x 10= 10 |

#### **UNIT- IV**

- |                                            |            |
|--------------------------------------------|------------|
| 7.To answer any TWO questions out of Three | 2 x 5=10   |
| 8. To answer any ONE question out of Two   | 1 x 10= 10 |

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**SECRETARIAL PRACTICE**  
**II B.A-III SEMESTER: PRACTICAL-III**

**56 Hrs.**

**COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 02**  
**Max. Marks: 50**  
**(SEE 40+I.A.-10)**

**1. COMPUTER BASED SKILLS**

**a) CorelDraw:**

**CorelDraw Basic Tools**

- Drop Shadow Tool, Transparency Tool, Outline Pen tool, Uniform Fill and Fountain Fill Tool, Texture Fill, Interactive Fill, Mash Fill

**Working with Drawing**

- Smart Fill and Smart Drawing
- Freehand Tool
- Free Transform Tool

**CorelDraw Essentials**

- Save File, Export To jpg, pdf and import image
- Object Position
- Align and Distribute Object
- Object order
- Group, ungroup Object

**Working with Text**

- Text Effects, Fit text to path

**Working with images**

- Get Color from Images to Vector by Eyedropper tool
- power clip Images in object

**b) Google Forms**

- Setting up a new form or quiz
- Answer key and grading
- Settings and Preview
- Sending Forms, sharing with collaborators
- Organizing and analyzing responses by using Google Sheets

**2. SPOKEN ENGLISH SKILLS**

- Narrating the story / incident



## **COURSE OBJECTIVES:**

- To navigate the CorelDraw Interface.
- To form object-based logo's designs.
- To create brochures and catalogs, invitation cards and any kind of vector designs.
- To provide opportunity to the students to do collaborative work.
- To give feedback in real time.
- To share their documents on the web.
- To streamline the process of sharing files between teachers and students.
- To develop storytelling skills, including the ability to describe incidents.
- To strengthen communication skills.

## **COURSE OUTCOMES:**

**On completion of this course the students will be able to**

- Navigate the CorelDraw interface
- Outline, fill and transform objects
- Create and edit images/text
- Create Google Form and work with Google Sheet
- Do the research survey easily on Google Forms
- Summarize facts, ideas and opinions clearly.
- Extrapolate skills of communication meaningfully and clearly.
- Use appropriate vocabulary and grammar.

## **BOOKS FOR REFERENCE:**

1. Bouton Gary David, CorelDraw X\$-The Official Guide, McGraw Hill Education
2. Steven Bright, CorelDraw Projects, independently published (August 8, 2018)
3. Jain Sathish & M. Geetha, CorelDraw Training Guide, BPB Publications
4. Sharma M.C., CorelDraw – Graphics Suite X4 – Training Guide, BPB Publications
5. Emily Crawford (September 16, 2020), Google Apps for Teacher
6. Mash Cromwell (July 31, 2021), Google Apps,
7. Steven Holzner and Nancy Holzner, Kindle Edition, A Beginners guide to Google Drive and Docs (Amazon.in)
8. Ian Lamant, Google Drive and Docs in 30 minutes (Amazon.in), Kindle Edition
9. Scott La Counte, Kindle Edition, The Ridiculously Simple Guide to Google Apps (G Suite) (Amazon.in)

### **Website link for CorelDraw Tutorials**

- <https://www.udemy.com/course/coreldraw-basic-tutorial-complete-guide/?couponCode=IND21PM>
- <https://www.youtube.com/watch?v=iKfFNntfpMU>
- <https://www.youtube.com/watch?v=TpbFHCEvnpY>

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## **SCHEME OF EXAMINATION**

### **SECRETARIAL PRACTICE II B.A-III SEMESTER: PRACTICAL-III**

#### **COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 02  
Max. Marks: 50  
(SEE 40+I.A.-10)**

#### **1. COMPUTER BASED SKILLS**

- |                |          |
|----------------|----------|
| a) CorelDraw   | 15 marks |
| b) Google Form | 10 marks |

#### **2. SPOKEN ENGLISH SKILLS**

- |                                  |          |
|----------------------------------|----------|
| • Narrating the story / incident | 05 marks |
|----------------------------------|----------|

Class Record	05 marks
Viva Voce	05 marks

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**SECRETARIAL PRACTICE**  
**II B.A- III SEMESTER**  
**ELECTIVE: CAREER MANAGEMENT**

**Teaching Hours per week: 2 Hours**

**Credit: 02**  
**Max. Marks: 50**  
**(SEE-40+ I.A.10)**

**UNIT-I CAREER MANAGEMENT**

- 1.1 Meaning
- 1.2 Components of Career Management
- 1.3 Objectives
- 1.4 Advantages
- 1.5 Best Career Skills for Employment
- 1.6 Career Planning – Meaning, Process, Steps

10 Hrs.

**UNIT-II CAREER DEVELOPMENT**

- 2.1 Meaning
- 2.2 Importance of Career Development
- 2.3 Types of Career Development
- 2.4 Steps in Career Development process
- 2.5 Benefits of Career Development
- 2.6 Challenges of Career Development

10 Hrs.

**UNIT-III CAREER COUNSELLING**

- 3.1 Meaning
- 3.2 Importance of Career Counselling
- 3.3 Benefits of Career Counselling
- 3.4 Techniques for Career Counselling
- 3.5 Stages in the process of Career Counselling
- 3.5 Role of Career Counsellor

10 Hrs.

**COURSE OBJECTIVES**

- To Acquire knowledge about different Career Skills for employment
- To know about Career Planning
- To learn about the Career Development process
- To gain knowledge about Career Counselling

## **COURSE OUTCOMES**

**On completion of this course students will be able to**

- Nurture themselves with career competencies
- Plan for future career
- Develop career skills for employment

## **BOOKS FOR REFERENCE:**

1. Chandra Ramesh, Career Information and Guidance and Counselling, Isha Books Publishers,
2. Boyes Carolyn, Career Management, Harper Collins Publishers, 2010
3. Iyer Ram, The Career Journey: A Book on Career Management, CreateSpace Independent Pub (3 December 2010)
4. Dr. Dheeraj Mehrotra and Dr. Abhijeeth Banerjee, Career Planning and Development for students, Notion Press
5. Ashwini Rai and Priyanka Sengupta, Career Planning and Counselling, Pacific Books International

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**SCHEME OF EXAMINATION: THEORY**

**SECRETARIAL PRACTICE  
II B.A III SEMESTER  
ELECTIVE: CAREER MANAGEMENT**

**Teaching Hours per week: 2 Hours**

**Credit: 02  
Max. Marks: 50  
(SEE-40+ I.A.10)**

**PART-A**

1. To answer any FIVE questions out of SIX 5 x 2=10

**PART-B**

**UNIT- I**

2. To answer any TWO questions out of Three 2 x 5=10

**UNIT- II**

3. To answer any TWO questions out of Three 2 x 5=10

**UNIT- III**

4. To answer any TWO questions out of Three 2 x 5=10

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## **SECRETARIAL PRACTICE**

### **II B.A – IV SEMESTER**

#### **PAPER IV: BUSINESS COMMUNICATION AND CORRESPONDENCE**

**Teaching Hours per week: 4 Hours**

**Credit: 03**  
**Max. Marks: 100**  
**(SEE-80+ I.A.20)**

#### **UNIT-I : BUSINESS COMMUNICATION**

- 1.1 Meaning and Importance of Business communication
- 1.2 Types of Business Communication
  - 1.2.1 Internal and External Business Communication
  - 1.2.2 Upward and Downward Business Communication
  - 1.2.3 Lateral Business Communication
  - 1.2.4 One-to-One Business Communication
  - 1.2.5 One-to-Many Business Communication
  - 1.2.6 Formal and Informal Business Communication
  - 1.2.7 Synchronous and Asynchronous Business Communication
- 1.3 Importance of Listening, Guidelines to improve active listening skills

14 Hrs.

#### **UNIT-II: PRINCIPLES OF BUSINESS COMMUNICATION**

- 2.1 7 C's of Business Communication:
  - 2.1.1 Completeness
  - 2.1.2 Clarity
  - 2.1.3 Courtesy
  - 2.1.4 Consideration
  - 2.1.5 Correctness
  - 2.1.6 Concreteness
  - 2.1.7 Conciseness
- 2.2 Requisites of effective Business Communication
- 2.3 Methods of Business Communication
- 2.4 Importance of Business Writing Skills
- 2.5 Writing process

14 Hrs.

#### **UNIT –III GROUP COMMUNICATION**

##### **3.1 Group Communication**

- 3.1.1 Meaning
- 3.1.2 Importance
- 3.1.3 Types

##### **3.2 Committees in a Company**

- 3.2.1 Meaning
- 3.2.2 Need

- 3.2.3 Types
- 3.2.4 Advantages and Disadvantages

### **3.3 Conference**

- 3.3.1 Meaning
- 3.3.2 Importance of Conference
- 3.3.3 Organizing a Conference
- 3.3.4 Modern Platforms for Virtual Conferences

14 Hrs.

## **UNIT -IV BUSINESS CORRESPONDENCE**

### **4.1 Parts and Format of a Business Letter**

- 4.1.1 Heading
- 4.1.2 Date
- 4.1.3 Inside Address
- 4.1.4 Salutation
- 4.1.5 Subject, Reference line
- 4.1.6 Body of the letter
- 4.1.7 Complementary Close
- 4.1.8 Enclosure, Attention, identification mark,

### **4.2 Drafting:**

- 4.2.1 Enquiry letters (Price/Reference/Status)
- 4.2.2 Letter for Placing Orders
- 4.2.3 Claims/ Complaints letters

14 Hrs.

### **COURSE OBJECTIVES:**

- To gain skills and knowledge of communication in the business environment.
- To develop Letter drafting skills
- To familiarize with the modern methods of conferences
- To have a knowledge of working with committees

### **COURSE OUTCOMES:**

#### **On completion of this course students will be able to**

- Develop the communication skills and knowledge in a supportive peer group environment through exchange of ideas and team work.
- Get an opportunity for personal growth.
- Apply letter drafting skills efficiently in office.
- Adopt intelligence, professionalism and competency in communication.
- Organize conferences efficiently.

## **BOOKS FOR REFERENCE**

1. Mohan Krishna & Banerji Meera – Developing Communication Skills
2. Sharma R.C. & Mohan Krishna– Business Correspondence & Report Writing – Second Edition
3. Paul Rajendra & Korlahalli J.S. – Essentials of Business Communication
4. Scott Bill – The Skills of Communicating
5. Presentation Skills-TechMedia Manish Plaza, 20, Ansari Road, New Delhi-2
6. Doctor Aspi; Rhoda Doctor – Principles and Practice of Business Communication – Seth Publishing P. Ltd.
7. Raman B.S. – Company Law and Secretarial Practice
8. Paul Rajendra & J.S. Corrales Essentials of Business Communication
9. Bansal, R.K. & Harrison, J.B. – Spoken English, Orient Longman, Madras
10. Bhatia, R.L. – The Executive Track
11. Krishna Mohan & Singh, N.P.–Speaking English Effectively, Macmillan India, New Delhi
12. Widowson, H.C. – Teaching Language as Communication, OUP, London
13. Wills, Jane – Teaching English through English, ELBS, Longman, England
14. Effective Communication- Rupa & Co. New Delhi
15. Michal Adelstein, E. – Contemporary Business Writing, Random House, New York
16. Balasubramanyam, M. Business Communication – Vikas Publishing, Delhi
17. Bahl, Sushil – Business Communication Today, Response Books, New Delhi
18. Bhushan, Y.K. & Mittal K. Ashok – Elements of Secretarial Practice, Chand & Co. New Delhi
19. Chaturvedi P.D. & Chaturvedi Mukesh – Business Communication: Concepts, Cases and Applications – Pearson Education

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## **SCHEME OF EXAMINATION - THEORY**

### **II B.A- IV SEMESTER**

#### **PAPER IV: BUSINESS COMMUNICATION & CORRESPONDENCE**

**Teaching Hours per week: 4 Hours**

**Credit: 03**  
**Max. Marks: 100**  
**(SEE-80 + I.A. 20)**

#### **UNIT- I**

- |                                             |            |
|---------------------------------------------|------------|
| 1. To answer any TWO questions out of Three | 2 x 5=10   |
| 2. To answer any ONE question out of Two    | 1 x 10= 10 |

#### **UNIT- II**

- |                                             |           |
|---------------------------------------------|-----------|
| 3. To answer any TWO questions out of Three | 2 x 5=10  |
| 4. To answer any ONE question out of Two    | 1 x 10=10 |

#### **UNIT- III**

- |                                             |            |
|---------------------------------------------|------------|
| 5. To answer any TWO questions out of Three | 2 x 5=10   |
| 6. To answer any ONE question out of Two    | 1 x 10= 10 |

#### **UNIT- IV**

- |                                             |            |
|---------------------------------------------|------------|
| 7. To answer any TWO questions out of Three | 2 x 5=10   |
| 8. To answer any ONE question out of Two    | 1 x 10= 10 |

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**SECRETARIAL PRACTICE**  
**II B.A - IV SEMESTER: PRACTICAL-IV**  
**COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**56 Hrs.**

**Teaching Hours per week: 4 Hours**

**Credit: 02**  
**Max. Marks: 50**  
**(SEE-40+I.A.-10)**

**1. COMPUTER BASED SKILLS**

**a) ADOBE PHOTOSHOP CC**

- Place Images in the Photo Frames and reshape them.
- Usage of Paste and Paste-into option (Eg: Move the dog in the Kennel)
- Prepare an Image with Rain Drop Effect and Rainbow Effect.
- Creating a Start Burst Effect.
- Creating Wooden Frame.
- Redressing a Giraffe with new Spots.
- Creating multiple copies of Passport size photos.
- Editing the Photos using Spot Heal Brush.
- Change a Black & white Photo to Colour.
- Project work to create and design a Poster.

**b) POWERPOINT**

- Working with Slides
- Inserting and Formatting Pictures
- Formatting and Aligning Text
- Working with different views
- Exploring different types of Animations
- Adding Slide Transitions
- Positioning and Grouping Smart Art Graphics
- Creating WordArt & Modifying a Background
- Inserting video and audio
- Advanced techniques of PowerPoint video making
- Producing, Converting PowerPoint video for online sharing

**PRACTICAL EXERCISES: (POWERPOINT)**

Creating slides using all features of PowerPoint on any topics like;

- Mangalore University
- Festivals of India
- Tourist places in India
- Any topic chosen by the students for Making Video of the same using advanced techniques of Video Making options in PowerPoint

## **2. SPOKEN ENGLISH SKILLS**

- Describing the pictures / objects

### **COURSE OBJECTIVES:**

- To familiarize the Photoshop Screen Basics.
- To work with Different Image Types.
- To enhance creativity in editing and designing visual content.
- To demonstrate knowledge of Image resolution, Image size, Image fileformat.
- To improve creativity
- To make designing easy
- To improve ICT capabilities
- To create slides on different topics using all features of PowerPoint
- To focus applying animations, transitions to the slide
- To gain knowledge on inserting graphics, charts or tables to the slides
- To improve presentation skills using PowerPoint.
- To improve Spoken English Skills
- To enhance observational, visualization and interpretation skill

### **COURSE OUTCOMES:**

**On completion of this course the students will be able to**

- Use Adobe Photoshop (versions CC) like a professional to create, edit, and manipulate images. Photoshop is much more than a photo editor.
- Use different tools and apply various methods to different applications for graphic design purpose.
- Enhance creative knowledge to apply image to a photograph or to a movie poster.
- Explore the illustration side of Photoshop through the concept of design work.
- Create flyers, banners, brochures, Invitation cards, Logo designs etc.
- Learn more about adjectives and understand how to describe feelings and perceptions
- Create and personalize their own designs from scratch, or choose from thousands of high-quality, educational templates.
- Foster the skills like creativity, critical thinking, design and visual communication
- Complete group projects, videos and posters
- Gain knowledge on creating slides and make it creative
- Familiarize with Presentation using audio visual aids.
- Become professional in Video making from PowerPoint
- Demonstrate enhanced observational skills, articulate descriptions, and potentially interpret visual information and its context.

## BOOKS FOR REFERENCE:

1. Sharma M.C., Photoshop CS5-Training Guide, BPB Publications
2. Shuffle Botham Robert – Photoshop CS5 for Windows and MAC in easy steps –McGraw Hill Professional
3. Prof. Jain Sathish, Jain Shalini, M Iyer Geetha - Photoshop CS5 made simple – BPB Publications
4. Doug Lowe, “PowerPoint 2019 For Dummies 1st Edition” Publisher for Dummies, October 2, 2018
5. Angela Rose, “PowerPoint Basics”, November 15, 2017
6. Peter Weverka & Timothy L. Warner, “Office 365 All-in-One for Dummies 1st Edition”
7. Michael, “Office 2019 In Easy Steps Paperback” – 1 January 2019, Publisher, BPB Publication
8. Echo Swinford, PowerPoint 2016, Pearson Education –published 2015
9. John Preppernau & Joyce Cox, PowerPoint 2010 step by step, Microsoft publishers

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## **SCHEME OF EXAMINATION**

### **SECRETARIAL PRACTICE II B.A-IV SEMESTER: PRACTICAL-IV**

#### **COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 02  
Max. Marks: 50  
(SEE-40+I.A.-10)**

#### **1. COMPUTER BASED SKILLS**

- |                       |          |
|-----------------------|----------|
| a) Adobe Photoshop CC | 15 marks |
| b) PowerPoint         | 10 marks |

#### **2. SPOKEN ENGLISH SKILLS**

- |                                    |          |
|------------------------------------|----------|
| • Describing the picture / objects | 05 marks |
|------------------------------------|----------|

Class Record	05 marks
Viva Voce	05 marks

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**SECRETARIAL PRACTICE**  
**II B.A - IV SEMESTER**  
**ELECTIVE: EMPLOYABILITY SKILL DEVELOPMENT**

**Teaching Hours per week: 2 Hours**

**Credit: 02**  
**Max. Marks: 50**  
**(SEE-40 + I.A.-10)**

**UNIT 1: LEADERSHIP SKILLS**

- 1.1 Introduction
- 1.2 Definition – leadership
- 1.3 Traits of leaders
- 1.4 Types of leadership
- 1.5 Transformational leadership

10 Hrs.

**UNIT 2: SELF- MANAGEMENT SKILLS**

- 2.1 Self-reflection
- 2.2 Self-motivation
- 2.2 Self-evaluation
- 2.3 Self-discipline
- 2.4 Self-criticism
- 2.5 SWOT Analysis

10 Hrs.

**UNIT 3: DRAFTING SKILLS**

- 3.1 Resume writing
- 3.2 Letter of Appointment
- 3.3 Duty Joining Report
- 3.4 Leave Requisition Letter
- 3.5 Resignation letter
- 3.6 Thank you letter

10 Hrs.

**COURSE OBJECTIVES**

- To Acquire knowledge about different soft skills for employability
- To Identify one's strengths and weakness
- To Improve Life skills and Personality Development
- To explore drafting skills

**COURSE OUTCOMES**

**On completion of this course students will be able to**

- Nurture them with career competencies
- Improve their performance in specific professional skills
- Gain clear knowledge of letter drafting skills

## **BOOKS FOR REFERENCES:**

1. Ramesh Gopaldaswamy and Mahadevan, The Ace of Soft Skills, Pearson
2. Bhatnagar Nitin, Effective Communication and Soft Skills, Pearson
3. Dr. Alex K. – Soft Skills – S.Chand & co.,
4. Wallace Harold R. & Masters L. Ann – Personality Development
5. Mithra Barun K. – Personality Development & Soft Skills – Oxford University Press
6. Verma Shalini– Soft Skills for the BPO sector – Pearson
7. Wright, Chrisssie.ed – Handbook of Practical Communication Skills- Jaico Publishing, Mumbai
8. Fredrick H. Wentz, Soft skills Training – A workbook to develop skills for employment
9. Barun K. Mitra Personality Development and Soft skills, Oxford University Press
10. R. Alec Mackenzie, The Time Trap: The Classic book on Time Management
11. Jo Owen, (2012), The Leadership Skills Hand Book, 50 Essential Skills you need to be a leader, London Philadelphia, New Delhi
12. John Adair, (2007), Develop your Leadership Skills, Harvard Business School Publishers

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## **SCHEME OF EXAMINATION**

### **SECRETARIAL PRACTICE II B.A- IV SEMESTER**

#### **ELECTIVE: EMPLOYABILITY SKILL DEVELOPMENT**

**Teaching Hours per week: 2 Hours**

**Credit: 02  
Max. Marks: 50  
(SEE-40+ I.A.10)**

#### **PART-A**

1. To answer any FIVE questions out of SIX 5 x 2=10

#### **PART-B**

##### **UNIT- I**

3. To answer any TWO questions out of Three 2 x 5=10

##### **UNIT- II**

4. To answer any TWO questions out of Three 2 x 5=10

##### **UNIT- III**

10. To answer any TWO questions out of Three 2 x 5=10

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**SECRETARIAL PRACTICE**  
**III B A - V SEMESTER - THEORY**  
**PAPER V: COMPANY SECRETARY AND MEETINGS**

**Teaching Hours per week: 4 Hours**

**Credit: 03**  
**Max. Marks: 100**  
**(SEE-80 + I.A.-20)**

**UNIT I – COMPANY SECRETARY**

- 1.1 Definition & Meaning
- 1.2 Qualifications: Statutory and General
- 1.3 Role of a Company Secretary
- 1.4 Functions of a Company Secretary
- 1.5 Duties and Responsibilities: Statutory and General
- 1.6 Legal position of a Company Secretary: Actual and Legal
- 1.7 Rights and Liabilities: Statutory and Contractual

14 Hrs.

**UNIT II – COMPANY MEETINGS**

- 2.1 Meaning
- 2.2 Types of Meetings
  - 2.2.1 Statutory Meeting
  - 2.2.2 Board Meeting
  - 2.2.3 Annual General Meeting
  - 2.2.4 Extra-Ordinary General Meeting
- 2.3 Secretarial duties before, during and after the Annual General meeting
- 2.4 Preliminary work and procedure of Annual General Meeting

14 Hrs.

**UNIT III – REQUISITES OF VALID MEETING -PART I**

- 3.1 Authority
- 3.2 Notice - Drafting
- 3.3 Agenda - Drafting
- 3.4 Proxy
- 3.5 Quorum

14 Hrs.

**UNIT IV – REQUISITES OF VALID MEETING -PART II**

- 4.1 Chairperson-Duties and Responsibilities
- 4.2 Points of Order
- 4.3 Motion - essentials of a valid motion
- 4.4 Resolution - types
- 4.5 Voting - Methods
- 4.6 Minutes - Drafting

14 Hrs.



### **COURSE OBJECTIVES:**

- To understand the concept of Company Secretary and their role
- To analyze the functions performed by the Company Secretary
- To know the roles and responsibilities of a chairperson
- To understand differences between duties and rights
- To gain knowledge of different types of meetings
- To know the procedure to conduct the meetings
- To identify and evaluate the contents and format of drafting Notices and Minutes of meetings

### **COURSE OUTCOMES:**

#### **On completion of this course students will be able to**

- Understand the concept of Company Secretary and their role
- Analyze the rights, duties and functions of the Company Secretary
- Organize meetings, draft Notices, Resolutions and Minutes of the meeting
- Understand the responsibilities of a chairperson during meeting

### **BOOKS FOR REFERENCE:**

1. Kuchhal, M.C Secretarial Practice, Vikas Publishing House, New Delhi 1992
2. Singh, S.P. & Singh B. Office Management & Secretarial Practice, Gyan Publishing House, Delhi 1987

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## **SCHEME OF EXAMINATION – THEORY**

### **III B A - V SEMESTER PAPER V: COMPANY SECRETARY AND MEETINGS**

**Teaching Hours per week: 4 Hours**

**Credit: 03  
Max. Marks: 100  
(SEE-80 + I.A 20)**

#### **UNIT- I**

- |                                             |            |
|---------------------------------------------|------------|
| 1. To answer any TWO questions out of Three | 2 x 5=10   |
| 2. To answer any ONE question out of Two    | 1 x 10= 10 |

#### **UNIT- II**

- |                                             |           |
|---------------------------------------------|-----------|
| 3. To answer any TWO questions out of Three | 2 x 5=10  |
| 4. To answer any ONE question out of Two    | 1 x 10=10 |

#### **UNIT- III**

- |                                             |            |
|---------------------------------------------|------------|
| 5. To answer any TWO questions out of Three | 2 x 5=10   |
| 6. To answer any ONE question out of Two    | 1 x 10= 10 |

#### **UNIT- IV**

- |                                             |            |
|---------------------------------------------|------------|
| 7. To answer any TWO questions out of Three | 2 x 5=10   |
| 8. To answer any ONE question out of Two    | 1 x 10= 10 |

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**SECRETARIAL PRACTICE**  
**III B A -V SEMESTER - THEORY**  
**PAPER VI: FUNDAMENTALS OF ACCOUNTANCY**

**Teaching Hours per week: 4 Hours**

**Credit: 03**  
**Max. Marks: 100**  
**(SEE-80 + I.A.-20)**

**UNIT – I BOOK KEEPING AND ACCOUNTING**

- 1.1 Book Keeping
  - 1.1.1 Meaning
  - 1.1.2 Features
- 1.2 Accounting
  - 1.2.1 Meaning
  - 1.2.2 Features
- 1.3 Accounting Principles
  - 1.3.1 Concepts
  - 1.3.2 Conventions

14 Hrs.

**UNIT – II DOUBLE ENTRY SYSTEM OF BOOK KEEPING**

- 2.1 Meaning
- 2.2 Features
- 2.3 Advantages
- 2.4 Classification of Accounts and its rules
- 2.6 Journal Entries
- 2.7 Ledger

14 Hrs.

**UNIT – III TRIAL BALANCE AND FINAL ACCOUNTS**

- 3.1 Preparation of Trial Balance
- 3.2 Preparation of Trading and Profit/Loss Account
- 3.3 Preparation of Balance Sheet

14 Hrs.

**UNIT – IV ACCOUNTING SOFTWARE- TALLY PRIME WITH GST**

- 4.1 Fundamentals of TallyPrime
  - 4.1.1 Creating Company
  - 4.1.2 Company Features
  - 4.1.3 Configuration
- 4.2 Accounting Masters
  - 4.2.1 Ledgers
  - 4.2.2 Groups
- 4.3 Inventory Masters
  - 4.3.1 Stock Groups
  - 4.3.2 Units of Measure
  - 4.3.3 Stock Items

4.4 Types of Vouchers

4.5 GST- Meaning, Types, Advantages and Disadvantages

14 Hrs.

### **COURSE OBJECTIVES:**

- To understand the basics of accountancy through its concepts and conventions
- To comprehend the concept of Book Keeping
- To familiarize the principles of Journal and Ledger recording in Accounting
- To acquire the knowledge of preparing Final Accounts
- To gain theoretical knowledge of Tally Prime- Accounting package

### **COURSE OUTCOMES:**

**On completion of this course students will be able to**

- Understand the concepts and conventions of accounting
- Journalize the transactions and post entries to the ledger
- Prepare Trial Balance and Final accounts
- Work with Accounting package- Tally Prime

### **BOOKS FOR REFERENCE:**

1. Gupta R. L. and Gupta V. K, Principles and Practice of Accountancy, 3<sup>rd</sup> editions. Chand and Sons, New Delhi, 2013
2. T.S. Grewal, Double entry book keeping, Sultan Chand & Sons, New Delhi, 2017
3. Raman B.S, Basic Accounting, 5<sup>th</sup> edition, United Publishers, Mangalore, 2015
4. Grewal T. S, Introduction to Accountancy, 9<sup>th</sup> edition, S. Chand and Sons, New Delhi, 2003
5. Gupta R. L. and Gupta V. R, Introduction to Accountancy, 5<sup>th</sup> edition, S. Chand and Sons, New Delhi,

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**SCHEME OF EXAMINATION - THEORY**  
**III B A-V SEMESTER**  
**PAPER VI: FUNDAMENTALS OF ACCOUNTANCY**

**Teaching Hours per week: 4 Hours**

**Credit: 03**  
**Max. Marks: 100**  
**(SEE-80 + I.A 20)**

**UNIT- I**

- |                                             |            |
|---------------------------------------------|------------|
| 1. To answer any TWO questions out of Three | 2 x 5=10   |
| 2. To answer any ONE question out of Two    | 1 x 10= 10 |

**UNIT- II**

- |                                            |           |
|--------------------------------------------|-----------|
| 3.To answer any TWO questions out of Three | 2 x 5=10  |
| 4. To answer any ONE question out of Two   | 1 x 10=10 |

**UNIT- III**

- |                                             |            |
|---------------------------------------------|------------|
| 5. To answer any TWO questions out of Three | 2 x 5=10   |
| 6. To answer any ONE question out of Two    | 1 x 10= 10 |

**UNIT- IV**

- |                                             |            |
|---------------------------------------------|------------|
| 7. To answer any TWO questions out of Three | 2 x 5=10   |
| 8. To answer any ONE question out of Two    | 1 x 10= 10 |

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**SECRETARIAL PRACTICE**  
**III B.A-V SEMESTER: PRACTICAL-V**

**56 Hrs.**

**COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 02**  
**Max. Marks: 50**  
**(SEE-40 + I.A.-10)**

**1. COMPUTER BASED SKILLS**

**a) INNOVATIVE PHOTO AND VIDEO EDITING TECHNIQUES**

**PHOTO EDITING:**

- Capture Photos
- Importing photo files into the editing software
- Crop and resize the photos
- Using spot healing and clone tools to remove blemishes and unwanted objects
- Applying Filters and Effects
- Use the background eraser to erase and replace background
- Applying Text Effects and Animation
- Photo Collage
- Record and add Voiceover

**VIDEO EDITING:**

- Creating Video
- Importing video and audio files into the editing software
- Applying basic transitions
- Sorting and Filtering media by various attributes
- Trimming the clips
- Labelling and tagging clips
- Adjusting speed
- Applying video effects and filters
- Record and add Voiceover

**(b) CANVA**

- Using Templates
- Working with Text
- Photo Backgrounds
- Working with different elements
- Layouts and using Frames
- Adding pages to design

(Creating Table of contents, Class schedules, Brochures, Invitations, Advertisements)

## **2. SPOKEN ENGLISH SKILLS**

### **Debate**

- Choose interesting topics. A topic that is current or has huge relevance to the college or community can also work well. Avoid such topics that are likely to be too personal.
- 2 students can take one topic. One student talking for and the other talking against the same topic.

(E.g. Any topics can be chosen under Education, Environment, Society, Science, Politics, Technology etc.)

### **COURSE OBJECTIVES:**

- To learn how to incorporate text and graphic elements into photos for creative and informative compositions
- To develop proficiency in making basic photo adjustment and correction
- To explore creative possibility through filters, effects and overlays.
- To develop skills of importing and organizing media for editing project
- To learn fundamental cutting and trimming techniques
- To understand and apply different types of transitions to enhance video flow
- To learn fundamental graphic design principles like typography, layout, color palettes, and image editing in Canva.
- To become proficient in using the Canva interface, including the homepage, dashboard, and project management tools.
- To familiarize with selecting, customizing and adapting templates for various applications, such as social media posts, presentations, marketing materials, and more.
- To develop proficiency in using Canva's core features, including text manipulation, color palettes, layering, and image editing tools.
- To create professional-quality graphics that align with specific brand or project requirements.
- To improve public speaking and debating skills.
- To develop the ability to present a persuasive argument effectively.

### **COURSE OUTCOMES:**

#### **On completion of this course students will be able to**

- Acquire the knowledge to incorporate text and graphic elements into photos for creative and informative compositions
- Become proficient in making basic photo adjustment and correction
- Explore creative possibility through filters, effects and overlays.
- Develop skills of importing and organizing media for editing project

- Learn fundamental cutting and trimming techniques
- Apply different types of transitions
- Create and personalize their own designs from scratch, or choose from thousands of high-quality, educational templates in Canva.
- Foster the skills like creativity, critical thinking, designing and visual communication.
- Become a good debater
- Justify one's own view points

## BOOKS FOR REFERENCE:

1. Maxim Jago, Adobe Premiere Pro CC Classroom in a Book
2. Bruce Mamer, The Art of Video Editing: A Practical Guide
3. Michael Wohl, Editing Techniques with Final Cut Pro
4. Walter Murch, In the Blink of an Eye: A Perspective on Film Editing
5. Alexis Van Hurkman, Color Correction Handbook: Professional
6. Techniques for Video and Cinema

### YouTube links to learn Photo and Video Editing

<https://youtu.be/RIYYnG997JE?si=Wi6mJfmd604z9ii9>

### YouTube link to learn Canva

- [https://www.youtube.com/watch?v=cev-A0st0q4&ab\\_channel=DesignwithCanva](https://www.youtube.com/watch?v=cev-A0st0q4&ab_channel=DesignwithCanva)
- <https://www.canva.com/designschool/tutorials/new-features/>
- <https://www.canva.com/learn/a-step-by-step-guide-to-designing-from-scratch/>
- <https://www.canva.com/learn/10-ways-to-take-your-lessons-to-the-next-level-with-canva/>

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## **SCHEME OF EXAMINATION**

### **SECRETARIAL PRACTICE**

#### **III B.A-V SEMESTER: PRACTICAL-V**

#### **COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 02**

**Max. Marks: 50**

**(SEE-40 + I.A.-10)**

#### **1. COMPUTER BASED SKILLS**

- |                                       |          |
|---------------------------------------|----------|
| a) Innovative Photo and Video editing | 15 marks |
| b) Canva                              | 10 marks |

#### **2. SPOKEN ENGLISH SKILLS**

- |          |          |
|----------|----------|
| • Debate | 05 marks |
|----------|----------|

Class Record	05 marks
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Viva Voce	05 marks
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**SECRETARIAL PRACTICE**  
**COMPULSORY-PRACTICAL KNOWLEDGE / SKILL**

**30 Hrs.**

**III B A - V SEMESTER**  
**TALLYPRIME WITH GST**

**Teaching Hours per week: 2 Hours**

**Credit: 02**  
**Max. Marks: 50**  
**(SEE-40 + I.A.-10)**

**INTRODUCTION TO TALLYPRIME**

- Working TallyPrime in Educational Mode
- Company Creation and Setting up Company Features in TallyPrime
- Getting started with TallyPrime
- Navigating from Anywhere to Anywhere in TallyPrime
- Configuration in TallyPrime (F12)
- Features in TallyPrime (F11)
- Alter Company Details
- Shut the Company

**CREATION OF MASTERS**

- Accounting Masters
- Inventory Masters
- Ledger Creation
- Creation of Stock Groups, Stock Items and Units of Measure

**RECORDING ACCOUNTING VOUCHERS**

- Purchase Voucher (F9)
- Sales Voucher (F8)
- Receipt Voucher (F6)
- Payment Voucher (F5)
- Contra (F4)
- Debit Note (Alt +F5)
- Credit Note (Alt +F6)
- Journal Voucher (F7)

Working with SGST, CGST, IGST

**GENERATING FINANCIAL STATEMENT**

- Trial Balance
- Profit and Loss Account
- Balance Sheet

**COURSE OBJECTIVES:**

- To navigate the TallyPrime interface efficiently.
- To understand the basic setup and configurations in TallyPrime.

- To understand the procedures of creating a company and configuration in TallyPrime.
- To understand the use of ledgers, groups, and voucher types in TallyPrime.
- To set up GST in Tally Prime, including GSTIN and tax details.
- To manage the Inventories in TallyPrime.

### **COURSE OUTCOMES:**

**On completion of this course the students will be able to**

- Equip with the skills necessary for using TallyPrime to manage accounting and GST-related tasks effectively.
- Understand the basic setup and configuration

### **BOOKS FOR REFERENCES:**

1. Shraddha Singh & Navneet Mehra, Tally ERP 9, Power of Simplicity, Kindle edition
2. TALLY ERP 9 TRAINING GUIDE - 4TH REVISED & UPDATED EDITION. by Asok K. Nadhani Paperback.
3. Ashok Nadhani, Tally ERP9 Training Guide, BPB Publications
4. CA Raj K Agrawal, Tally ERP9 Certificate Course

### **Tally Tutorial Links**

<https://www.youtube.com/watch?v=tirOxKxkbPc>  
<https://www.youtube.com/watch?v=QC4ghSZVpsE>  
<https://youtu.be/Sw2H56aMe-g?si=jG58k2J3Lb2Fwsaa>  
<https://youtu.be/fRIItV43W11k?si=jbRDPPDPEEFzEpEq>

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## **SCHEME OF EXAMINATION**

### **SECRETARIAL PRACTICE**

### **III B.A-V SEMESTER**

### **COMPULSORY-PRACTICAL KNOWLEDGE / SKILL**

### **TALLYPRIME WITH GST**

**Teaching Hours per week:2 Hours**

**Credit: 02**

**Max. Marks: 50**

**(SEE-40 + I.A.-10)**

TWO Questions on TallyPrime with GST

2 x 15 =30

Class Record :

05 Marks

Viva Voce :

05 Marks

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**SECRETARIAL PRACTICE**  
**III B A-VI SEMESTER – THEORY**  
**PAPER VII – PERSONAL INVESTMENT AND TAX PLANNING**

**Teaching Hours per week: 4 Hours**

**Credit: 03**  
**Max. Marks: 100**  
**(SEE-80 + I.A.-20)**

**UNIT – I: PERSONAL FINANCIAL PLANNING**

- 1.1 Definition and Meaning of Investment Portfolio
- 1.2 Principles of Sound Investment
- 1.3 A guide to Financial Planning
- 1.4 Personal Investment Planning
- 1.5 Personal Financial Planning vs. Personal Investment Planning

14 Hrs

**UNIT – II FINANCIAL MARKETS AND INVESTMENT TOOLS**

- 2.1 Investments in Equities- Meaning and Objectives
- 2.2 Public Issues / IPOs
- 2.3 Price Band-Book Building- Cap Price, Floor Price, and Cut-off Price
- 2.4 Primary & Secondary Market
- 2.5 Stock Split, Bonus Shares, Dividend (Interim & Final)
- 2.6 DMAT Account
- 2.7 Capital Gains
- 2.8 BSE and NSE Indices

14 Hrs.

**UNIT – III INVESTMENT AVENUES:**

- 3.1 National Pension Scheme (NPS)
- 3.2 Equity Linked Savings Scheme (ELSS)
- 3.3 Mutual Fund Schemes
- 3.4 Debentures
- 3.5 Post Office Saving Schemes – S.B., NSC, KVP, RD, TD, MIS, SCSS, PLI, SSA  
Bank Deposits – S.B., R.D., F.D., PPF

14 Hrs.

**UNIT – IV PERSONAL INCOME TAX CONCEPTS AND COMPUTATION**

- 4.1 Concepts of Personal Income Tax
- 4.2 Assessee, Person, Previous Year and Assessment Year
- 4.3 Prevailing rates of Income Tax
- 4.4 Deductions under Chapter VI-A
- 4.5 Professional Tax
- 4.6 House Rent Allowance u/s 10 (13 A)
- 4.7 Deductions u/c 80C, u/s 80 CCC, 80 CCD, u/s 80 D, u/s 80 E, u/s 80 G, u/s 80 U
- 4.8 PAN and its importance

#### 4.9 Computation of Personal Income Tax Liability

14 Hrs.

#### **COURSE OBJECTIVES:**

1. To help the students understand the concept of Investment Management by learning various topics like Capital Market, Dividend, Mutual Funds etc.
2. To understand differences between Personal Investment Planning and Personal Financial Planning
3. To learn the various Post Office and Banking Saving Schemes
4. To acquire the knowledge on computation of Personal Income Tax Liability
5. To enable the students to understand the various tax deductions under different sections of Income Tax Act

#### **COURSE OUTCOMES:**

##### **On completion of this course students will be able**

1. To acquire knowledge of Indian Corporate World
2. To understand the concept of Investment Management and various savings schemes
3. To gain knowledge of Personal Financial Planning and its principles
4. To understand the calculation of Tax liability

#### **BOOKS FOR REFERENCE:**

1. Bhalla V.K. – Investment Management – S. Chand Publication
2. Invest Analysis and Portfolio Management – Vikas Publishing House P. Ltd.
3. Rao Sadashiva K. – Business Tax -Volume I, II, III
4. Shanbagh, A.N.- In the Wonderland of Investment, Popular Prakashana Pvt. Ltd. Mumbai
5. Machiraju H.R. – The Working of Stock Exchange in India – second edition – New Age International P. Ltd. Publishers
6. Ahuja, G. K. & Gupta, Ravi, Systematic Approach to Income Tax, Bharat Law House.
7. Aggarwal, K., Direct Tax Planning and Management, Atlantic Publications.
8. Lakhotia, R.N., Income Tax Planning Handbook, Vision Books.
9. Singhania, V. K. & Singhania, Kapil, Direct Taxes law & Practice. Taxmann Publications.
10. Srinivas E. A., Handbook of Corporate Tax Planning, Tata McGraw Hill.
11. Singh Preeti, Investment Management Security Analysis and Portfolio Management, 12<sup>th</sup> revised Edition, Himalaya Publishing House, Mumbai, 2004
12. U Nagaraj, Investment Management, United Publishers, Mangalore, 2009

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**SCHEME OF EXAMINATION - THEORY**  
**III B A-VI SEMESTER**  
**PAPER VII: PERSONAL INVESTMENT AND TAX PLANNING**

Teaching Hours per week: 4 Hours

Credit: 03  
Max. Marks: 100  
(SEE-80 + I.A 20)

**UNIT- I**

- |                                             |            |
|---------------------------------------------|------------|
| 1. To answer any TWO questions out of Three | 2 x 5=10   |
| 2. To answer any ONE question out of Two    | 1 x 10= 10 |

**UNIT- II**

- |                                             |           |
|---------------------------------------------|-----------|
| 3. To answer any TWO questions out of Three | 2 x 5=10  |
| 4. To answer any ONE question out of Two    | 1 x 10=10 |

**UNIT- III**

- |                                             |            |
|---------------------------------------------|------------|
| 5. To answer any TWO questions out of Three | 2 x 5=10   |
| 6. To answer any ONE question out of Two    | 1 x 10= 10 |

**UNIT- IV**

- |                                             |            |
|---------------------------------------------|------------|
| 7. To answer any TWO questions out of Three | 2 x 5=10   |
| 8. To answer any ONE question out of Two    | 1 x 10= 10 |

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**SECRETARIAL PRACTICE**  
**III BA-VI SEMESTER – THEORY**  
**PAPER VIII: INNOVATIVE BANKING**

**Teaching Hours per week: 4 Hours**

**Credit: 03**  
**Max. Marks: 100**  
**(SEE-80 + I.A.-20)**

**UNIT I: INTRODUCTION OF BANKING**

- 1.1 Meaning of Banking
  - 1.2 Features of Banking
  - 1.3 Classifications of Banks in India
  - 1.4 Functions of Banks
    - 1.4.1 Primary functions
    - 1.4.2 Secondary / Subsidiary functions
  - 1.5 Functions of RBI
- 14 Hrs.

**UNIT II: BANK DEPOSITS AND NEGOTIABLE INSTRUMENTS**

- 2.1 Savings, Current, Fixed and Recurring Deposit Accounts
    - 2.1.1 Meaning
    - 2.1.2 Features
    - 2.1.3 Benefits
    - 2.1.4 Account Opening Procedures
  - 2.2 Cheques, Demand Draft, Pay Order
    - 2.2.1 Meaning
    - 2.2.2 Features
    - 2.2.3 Benefits
- 14 Hrs.

**UNIT III: LOANS AND ADVANCES**

- 3.1 Advances: Cash Credit, Overdrafts
  - 3.2 Loans: Personal loans, Housing loan, Educational Loan, Loan for EDP
    - 3.2.1 Meaning
    - 3.2.2 Features
    - 3.2.3 Benefits
    - 3.2.4 Procedure for availing
    - 3.2.5 Interest rates
    - 3.2.6 Types of security
    - 3.2.7 Repayment options.
- 14 Hrs.

**UNIT IV: INNOVATIVE BANKING PRACTICES**

- 4.1 Credit Card, Debit Card and Smart Cards
  - 4.1.1 Meaning
  - 4.1.2 Features
  - 4.1.3 Functions

## 4.2 Custodial Services

### 4.2.1 Meaning

### 4.2.2 Features

### 4.2.3 Benefits

## 4.3 Automated Teller Machine

### 4.3.1 Operating procedure

### 4.3.2 Advantages

## 4.4 Electronic Fund Transfer, ECS, RTGS, Net Banking, Mobile Banking, Tele banking, Digital Payment Apps (Paytm, Google Pay, PhonePe)

### 4.4.1 Meaning

### 4.4.2 Features

### 4.4.3 Benefits

### 4.4.4 Procedure

14 Hrs.

## **COURSE OBJECTIVES:**

- To create awareness about the various functions of banks
- To understand the process involved in opening different categories of bank accounts.
- To gain knowledge of various types of loans and procedure to avail them
- To update the students with the latest technologies used in banking
- To familiarize various bank instruments

## **COURSE OUTCOMES:**

**On completion of this course students will be able to**

- Develop a comprehensive understanding and proficiency in key banking operations and practices.
- Adopt latest technologies used in banking.

## **BOOKS FOR REFERENCE:**

1. Gordon & Natarajan, Banking Theory Law and Practice, HPH, 24th Edition
2. S. P Srivastava (2016), Banking Theory & Practice, Anmol Publications
3. Maheshwari. S.N. (2014), Banking Law and Practice, Kalyani Publishers, 11 editions
4. Shekar. K.C (2013), Banking Theory Law and Practice, Vikas Publication, 21st Edition.
5. Dr. Alice Mani (2015), Banking Law and Operation, SBH.
6. Prof. Raghunandan B.V, Modern Banking, Sushrutha Books Ltd., Udupi, 2006
7. Raman B.S, Modern Banking, 2<sup>nd</sup> edition, United Publishers, Mangalore, 2007.

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## **SCHEME OF EXAMINATION – THEORY**

### **III B A-VI SEMESTER PAPER VIII: INNOVATIVE BANKING**

**Teaching Hours per week: 4 Hours**

**Credit: 03  
Max. Marks: 100  
(SEE-80 + I.A 20)**

#### **UNIT- I**

- |                                             |            |
|---------------------------------------------|------------|
| 1. To answer any TWO questions out of Three | 2 x 5=10   |
| 2. To answer any ONE question out of Two    | 1 x 10= 10 |

#### **UNIT- II**

- |                                             |           |
|---------------------------------------------|-----------|
| 3. To answer any TWO questions out of Three | 2 x 5=10  |
| 4. To answer any ONE question out of Two    | 1 x 10=10 |

#### **UNIT- III**

- |                                             |            |
|---------------------------------------------|------------|
| 5. To answer any TWO questions out of Three | 2 x 5=10   |
| 6. To answer any ONE question out of Two    | 1 x 10= 10 |

#### **UNIT- IV**

- |                                             |            |
|---------------------------------------------|------------|
| 7. To answer any TWO questions out of Three | 2 x 5=10   |
| 8. To answer any ONE question out of Two    | 1 x 10= 10 |

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## SECRETARIAL PRACTICE

56 Hrs.

### III B.A-VI SEMESTER: PRACTICAL-VI

## COMPUTER BASED AND SPOKEN ENGLISH SKILLS

Teaching Hours per week: 4 Hours

Credit: 02

Max. Marks: 50

(SEE-40 + I.A.-10)

### 1. COMPUTER BASED SKILLS

#### (a) ADVANCED EXCEL

- Creating the sheet by formatting the cells, Conditional Formatting
- Setting the Column Width and Row Height
- Fill Handle, Auto Sum, Auto fill
- Advanced Paste Special Techniques
- Inserting / Deleting rows, columns
- Using functions for calculations-Mathematical & Statistical Functions, Date & Time Functions, Text Functions, Logical Functions, Lookup and Reference functions
- Filtering Records using Advanced Filter
- Pivot Table
- Goal Seek
- Inserting Column Chart, Area Graph, Combo Chart and Sparkline Charts
- Data Validation
- Dashboards with Pivot Table, Slicers and Pivot Charts

#### (b) POWER BI DESKTOP

- **Data Sources and Connections:** Connecting to different types of data sources (databases, spreadsheets, cloud services, etc.). Importing and transforming data using Power Query Editor.
- **Data Modeling:** Creating relationships between tables. Building data models with calculated columns and measures using DAX (Data Analysis Expressions).
- **Data Transformation:** Cleaning and shaping data using Power Query Editor. Removing duplicates, handling missing values, and data type conversion.
- **Data Visualization:** Creating a variety of visualizations (charts, graphs, tables, maps, etc.). Formatting and customizing visuals to convey insights effectively.

- **Report Creation:** Building interactive reports with multiple pages. Adding slicers, filters, and drill-through functionality.
- **Dashboard Design:** Creating interactive dashboards that combine multiple visuals from different reports. Using Q&A (natural language querying) to allow users to ask questions of the data.

### 3. SPOKEN ENGLISH SKILLS

#### **Role Play**

Role plays for practical situations: (Examples)

#### **Example 1 - Hotels and Hospitality:**

The tutor is the receptionist and the student, the person checking into the hotel.

**The tutor asks for information such as the persons:**

- Surname
- Date-of-birth
- Type of room
- Breakfast options
- ID
- Signature

**The student must complain to the receptionist about the following situations.**

- The room is not the size they wanted.
- The Wi-Fi does not work in their room.
- Their neighbour has the TV on very loud and they cannot sleep.
- They have been overcharged on their check out bill.

**The student must make the following requests.**

- Ask about the best way to reach the town centre: directions, methods of transport etc.
- Which monuments to see and how much they cost.
- How to use the Business Centre, (login details, printer policy, opening times etc).

#### **Example-2 (Enacting as a famous personality)**

Film Actors, Politicians or any other personalities (with changed names)

#### **COURSE OBJECTIVES:**

- To become familiar with the Excel Workbook, navigating worksheets, entering and editing data
- To gain knowledge of advanced formulas and functions in Excel
- To familiarize with data entry
- To get knowledge of data analysis through creating dashboards with Pivot Table, Charts and Slicers

- To equip learners with the skills to import, transform, and visualize data using Power BI
- To understand building data models using Power BI
- To learn creating reports and dashboards in Power BI
- To gain the knowledge of publishing and sharing
- To understand and identify emotional situations
- To develop language and communication skills.

### **COURSE OUTCOMES:**

**On completion of this course students will be able to**

- Master complex formulas (e.g., financial, statistical, lookup, logical, and text functions) for in-depth data analysis.
- Efficiently work with large datasets using sorting, filtering, and PivotTables.
- Implement data validation techniques to ensure data accuracy and consistency.
- Build dynamic dashboards using Excel's features and Pivot Charts to present data visually.
- connect to various data sources, transform data using Power Query
- Build interactive reports and dashboards
- Share their findings with others, ultimately enabling data-driven decision-making.
- Interact in various situations
- Improve language and communication skills
- Develop other important skills like problem solving, decision making for future use.

### **BOOKS FOR REFERENCE:**

1. Chester, Thomas- Mastering Excel 5 for Windows, BPB Publications, New Delhi
2. Gupta, Vikas – Comdex Computer Course Kit, Dreamtech, New Delhi
3. Cox Joyca, Kervran Patrick – A Quick Course in Excel 4 for Windows – Jaico Publishing House, Bangalore
4. Norton, Peter, Introduction to Computers, Tata McGraw Hill, New Delhi
5. Sengupta.C 2004, Financial Modelling using Excel and VBA Hoboken NJ, John Willey and Sons
6. Winston 2004, Microsoft Data Analysis and Business Modelling. 2<sup>nd</sup> Edition Redmond, WA: Microsoft Press.

#### **Excel Tutorial Link**

[https://youtu.be/8Ob8Hre\\_SnI?si=H25csrcsVqH6c05A4](https://youtu.be/8Ob8Hre_SnI?si=H25csrcsVqH6c05A4)

#### **Power BI Tutorial Links**

<https://youtu.be/e6QD8IP-m6E?si=MOgPKD52uxUvbuzs>

[https://youtu.be/cyWVzAQF9YU?si=GYypgF\\_kVmgYrHhO](https://youtu.be/cyWVzAQF9YU?si=GYypgF_kVmgYrHhO)

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**SCHEME OF EXAMINATION**  
**SECRETARIAL PRACTICE**  
**III B.A-VI SEMESTER: PRACTICAL-VI**  
**COMPUTER BASED AND SPOKEN ENGLISH SKILLS**

**Teaching Hours per week: 4 Hours**

**Credit: 02**  
**Max. Marks: 50**  
**(SEE-40 + I.A.-10)**

**1. COMPUTER BASED SKILLS**

- |    |                  |          |
|----|------------------|----------|
| a) | Advanced Excel   | 15 marks |
| b) | Power BI Desktop | 10 marks |

**2. SPOKEN ENGLISH SKILLS**

- |   |              |          |
|---|--------------|----------|
| • | Role Play    | 05 marks |
|   | Class Record | 05 marks |
|   | Viva Voce    | 05 marks |

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## **QUESTION PAPER PATTERN**

### **I / II / III / IV / V / VI SEMESTER**

**Time: 3 Hours**

**Max. Marks: 80**

#### **UNIT-I**

1. Answer any TWO out of Three

2 x 5 =10

- a)
- b)
- c)

2. Answer any One

1x 10 =10

- a)
- b)

#### **UNIT-II**

3. Answer any TWO out of Three

2 x 5 =10

- a)
- b)
- c)

4. Answer any One

1x 10 =10

- a)
- b)

#### **UNIT-III**

5. Answer any TWO out of Three

2 x 5 =10

- a)
- b)
- c)

6. Answer any One

1x 10 =10

- a)
- b)

#### **UNIT-IV**

7. Answer any TWO out of Three

2 x 5 =10

- a)
- b)
- c)

8. Answer any ONE

1x 10 =10

- a)
- b)

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### **QUESTION PAPER PATTERN FOR ELECTIVES**

#### **PART-A**

1. To answer any FIVE questions out of SIX

5 x 2=10

- a)
- b)
- c)
- d)
- e)
- f)

#### **PART-B**

#### **UNIT- I**

2. To answer any TWO questions out of Three

2 x 5=10

- a)
- b)
- c)

#### **UNIT- II**

3 To answer any TWO questions out of Three

2 x 5=10

- a)
- b)
- c)

### UNIT- III

4. To answer any TWO questions out of Three

2 x 5=10

- a)
- b)
- c)

\*\*\*\*\*

#### Methods of Evaluation:

##### **Paper I/II/III/IV/V/VI (Theory)- Internal Assessment Plan**

<b>CIE Components</b>	Test - 10 Marks
	Assignment - 10 Marks
<b>SEE</b>	80 Marks

##### **Practical (Semester I /II/III/IV/V/VI)- Internal Assessment Plan**

<b>CIE Components</b>	Computer Based Skills 05 Marks
	Presentation 05 Marks
<b>SEE</b>	Examination-Proper 30 Marks
	Viva 05 Marks
	Record 05 Marks

##### **Elective Papers-Internal Assessment Plan**

<b>CIE Components</b>	Test 05 Marks
	Assignment 05 Marks
<b>SEE</b>	40 Marks

**Compulsory Practical Knowledge / Skill  
Tally Prime with GST**

<b>CIE Components</b>	Test	05 Marks
	Viva Voce	05 Marks
<b>SEE</b>	Examination-Proper	30 Marks
	Viva	05 Marks
	Record	05 Marks

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**Model for reference:**

**MANGALORE UNIVERSITY**

**Suggested programme structure for the Under Graduate Programmes Bachelor of Arts (B.A.) with one course with Practicals**

Semester	Course 1	Course 2	Course 3	Elective / Optional	Language	Compulsory	Total Credit	Total Working hours
I	5	5	5(3T+2P)		3+3	2	23	6+6+4+4+4+4+3=31
II	5	5	5(3T+2P)		3+3	2	23	6+6+4+4+4+4+3=31
III	5	5	5(3T+2P)	2	3+3		23	6+6+4+4+2+4+4=30
IV	5	5	5(3T+2P)	2	3+3	2	25	6+6+4+4+2+4+4+2=32
V	4+4	4+4	8[(2x3T)+2P]			2	26	5+5+5+5+4+4+4+2=34
VI	4+4	4+4	8[(2x3T)+2P]			2	26	5+5+5+5+4+4+4+2=34
						Total	146	192

\* 5 credit course – 6 contact hours

\* 4 credit course – 5 contact hours

\* Languages 3 credit – 4 contact hours

**QUALIFICATION FOR TEACHERS TO TEACH SECRETARIAL PRACTICE SUBJECT:**

1. M. Com with 55% marks
2. Post Graduate Diploma in Computer Applications.