

SHRI VISHWAKARMA SKILL UNIVERSITY
(Enacted by the Act 25 of 2016, State of Haryana)
DUDHOLA, PALWAL



D. Voc Office Management

Batch 2024-2026 and onwards

D.Voc Scheme and Syllabus-For Academic Session 2024 and onwards

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D. Voc Office Management

NCRF Level 4

Batch 2024-26

Scheme and Syllabus - D. Voc Office Management

1.1 Introduction

The National Education Policy (NEP) 2020 (hereafter referred to as NEP or the policy) envisages a new and forward-looking vision for India's higher education system. It recognizes that higher education plays an extremely important role in promoting human as well as societal well-being and in developing India as envisioned in its Constitution - a democratic, just, socially conscious, cultured, and humane nation upholding liberty, equality, fraternity, and justice for all. The NEP 2020 notes that "higher education significantly contributes towards sustainable livelihoods and economic development of the nation" and "as India moves towards becoming a knowledge economy and society, more and more young Indians are likely to aspire for higher education."

The National Higher Education Qualifications Framework (NHEQF) envisages increased flexibility and choice of courses of study by students, particularly at the undergraduate level. A wide choice of subjects and courses, from year to year, will be the new distinguishing feature of undergraduate education. Students who wish to change one or more of the opted courses within the programme(s) of study that they are pursuing may do so at the beginning of each year, as long as they are able to demonstrate the required prerequisites and the capability to attain the defined learning outcomes after going through the chosen programme and course(s) of study.

2.0 Levels of Awards

Award	Duration	Corresponding NCRF Level
Diploma Certificate	1 Year	3.5
Diploma	2 Year	4.0

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3.0 About the Programme

The Diploma in Office Management includes the management of all office work which includes planning, Organising, leading and controlling. It enables students to be professionally trained in different aspects of Day-to-Day Office

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Management. They are prepared to move into such positions as Typist/Stenographer, Computer Operator, Office Co-Ordinator, Office Secretary etc.

4.0 Programme Outcomes

The Programme outcomes are as follows:

Student will be able to:

PO1: Understanding of office management, office operations, space management, workplace environment and functions of management.

PO2: Produce official documents containing graphics, layouts, styles and tables with relative speed and efficiency.

PO3: Ability to analyse individual needs and engage in updating in the context of technological changes.

PO4: Acquire proficiency in discharging secretarial jobs with industry interface and improve rapidly writing, reading and translation of scripts.

PO5: Learn best practices for streamlining office processes and workflow.

PO6: Formulate business problems and provide innovative solutions thus, molding them into future visionaries, management leaders & entrepreneurs with values

Programme Specific Outcome

The Programme Specific Outcomes are as follows: Students will be able to

1. Learn to manage time effectively, prioritize tasks, and handle multiple responsibilities to ensure smooth workflow and meet deadlines in a dynamic office environment.
2. Develop effective communication skills, both written and verbal, to facilitate clear and professional correspondence within the office and with external stakeholders.
3. Understand the importance of maintaining confidentiality, ethics, and professionalism in office settings, and adhere to legal and ethical standards in handling sensitive information.
4. Enhance organizational and administrative skills, including record keeping, document management, and office supply management, to maintain an efficient and well-organized office.
5. Demonstrate proficiency in utilizing various office software applications and technology tools to enhance productivity and efficiency in the workplace.

Details: Scheme of the Programme

Semester 1: 20 Credits

Semester 2: 20 Credits

Semester 3: 20 Credits

Semester 4: 20 Credits



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D. Voc. Office Management Scheme and Syllabus

Semester 1

Subject Code	Title	Category	Theory	Tutorial	Practical	Total	Internal	External	Total	Credits
24DOFM01	Fundamentals of Management & Organisational Behaviour	DSC	3	1	0	4	30	70	100	4
24DENG01	English Language & Communication Skills	AEC	1	0	0	1	15	35	50	1
24DENG02	English Language & Communication Skills	AEC	0	0	1	1	35	15	50	1
24DOFM02	Office Operations –I	DSC	3	0	1	4	30	70	100	4
24DOFM03	Typing Skills- I	SEC	0	0	4	4	70	30	100	4
24DOFM04	Management & Secretarial Practice	DSC	3	1	0	4	30	70	100	4
24DVAC01	Understanding India Skills	VAC	2	0	0	2	30	70	100	2

Semester 2

Subject Code	Title	Category	Theory	Tutorial	Practical	Total	Internal	External	Total	Credits
24DOFM05	Spreadsheet Modelling	SEC	0	0	4	4	70	30	100	4
24DOFM06	Office Operations –II	DSC	0	0	4	4	70	30	100	4
24DOFM07	Typing Skills- II	SEC	0	0	4	4	70	30	100	4
24DOFM08	Soft Skills	MD	2	1	0	3	30	70	100	3
24DEVS01	Environmental Science	VAC	2	0	0	2	30	70	100	2
24DFOC01	Fundamentals of Computer	FOC	1	0	0	1	15	35	50	1
24DFOC02	Fundamentals of Computer	FOC	0	0	2	2	35	15	50	2

Job Role (Level 3): Front Office Assistant (THC/N0129 &v2.0)

Brief Job Description: The individual at work assists front office associate in performing front office activities and also provides assistance in bell desk activities if required.



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Semester 3

Subject Code	Title	Category	Theory	Tutorial	Practical	Total	Internal	External	Total	Credits
24DOFM09	Networking Skills	SEC	3	1	0	4	30	70	100	4
24DOFM10	e-Office Operations Lab.	SEC	0	0	4	4	70	30	100	4
24DOFM11	Fundamentals of Accounting	DSC	3	1	0	4	30	70	100	4
24UENG03	Employability Skills	AEC	1	0	0	1	15	35	50	1
24UENG04	Employability Skills Practical	AEC	0	0	1	1	35	15	50	1
24DOFM12	Project	SEC	0	0	3	3	50	50	100	4
24DOFM13	Introduction to Statistics	MD	2	1	0	3	30	70	100	3

Semester 4

Subject Code	Title	Category	Theory	Tutorial	Practical	Total	Internal	External	Total	Credits
24DOFM14	OJT	SEC	0	0	16	16	245	105	350	16
24DOFM15	Project	Project	0	0	3	3	50	50	100	04

Job Role (Level 3.5): Secretarial Office Assistant (HYC/N9401)

Brief Job Description: Individual at this job is responsible for collecting information from different offices/plants and compiling those for the preparation of daily reports, MIS reporting, interpretation of data and making presentations, managing communication, coordinating meetings & events, schedule appointments, maintain records & documentation, taking minutes, making travel arrangements, assisting with project coordination, managing office supplies & equipment, Drafting and editing documents, handling confidential information, providing general administrative support to the reporting officer in an oil & gas industry.



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Syllabus

Fundamentals of Management & Organisational Behaviour

Course Code: 24DOFM01

Course Credit: 04 (3-1-0)

Max. Marks: 100(30I+70E)

Course Objectives: The purpose of this course is to provide fundamental knowledge and exposure to the concepts, theories and practices in the field of management. It aims to understand individual and group behaviour at work place.

Learning Outcome:

LO No.	LO Statement
1	Provide the understanding about basic management functions.
2	Outline the notion of managerial skills.
3	Make different types of organisation structure
4	Understand organizational behaviour and motivation at work place.
5	Understand leadership quality and personality of individual.

Unit	Contents
Unit I LO 1	Concept, Nature, Process and Significance of management; Managerial levels, Skills, Functions and Roles.
Unit II LO 2	Management Vs. Administration; Management theories by - F. W. Taylor, Henry Fayol and Elton Mayo.
Unit III LO 3	Centralization – decentralization, Organization structures - Line & Staff – functions, Leading and Staffing; Controlling – Definition, Nature, Importance, Steps, Techniques.
Unit IV LO 4	Organisation Behaviour - Definition, Scope, Importance, Concepts of Organisation Behaviour; Motivation- Definition, Theories of motivation, Mc Gregor, A.H. Maslow, Herzberg.
Unit V LO 5	Definition, Importance, qualities of leaders, types of leaders – autocratic, democratic, free – rein; Personality- Attributes of personality, Types, Johari window.

Suggested Readings

1. Organizational Behaviour by Stephen Robbins, Timothy A. Judge, Pearson Publication.
2. Principles and Practices of Management by L.M. Prasad, Sultan Chand and Sons Publications.
3. Essential of management by Harold Koontz and Heinz Weitrich, McGraw-Hill Education (India) Pvt Limited.
4. Principles and Practices of Management by T. N. Chabra, Dhanpat Rai and Co.



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English Language & Communication Skills

Course Code: 24DENG01

Course Credit: 1(1-0-0)

Max Marks: 50 (15I+35E)

Objectives:

- To enhance the language and communication competence of learners with an emphasis on English for Specific Purposes (ESP) through communication skills related activities.

Learning Outcomes: After this course, the learners will be able to

1. Communicate effectively in diverse situations.
2. Frame sentences for their professional and personal communication needs.
3. Draft meticulous resumes, letters, minutes and presentations.
4. Comprehend and understand intermediate level of passages and audios.

Units	Topics
I Communication Skills	Meaning, Process and Types of Communication; Principles of Effective Communication;
II Grammar and Vocabulary	Use of Tenses, Articles, Prepositions, Conjunctions, Subject-verb concord, Word formation: Base, Prefixes, Suffixes, Synonyms, Antonyms, One-word substitutes
III Listening Skills	Process and types of listening, deterrents to listening process, Essentials of good listening. Listening Comprehension and Note-Taking
IV Writing Skills	Report writing, Agenda and Minutes; Letter Writing: Business letters, Cover letters, Electronic mail; Resume Writing
V Speaking Skills	Preparing for interviews- Types of interviews, Group discussion; Effective ways of performing well in interviews; Public Speaking

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Recommended Readings:

- Joseph, C. J., Myall, E. G., and A. Biswas, eds. *A Comprehensive Grammar of Current English*. New Delhi: InterUniversity P, 2014.
- Lata, Pushp, and Sanjay Kumar. *Communication Skills*. 2nd ed. New Delhi: OUP, 2019.
- Monippally, Matthukutty, M. *Business Communication: From Principles to Practice*. New Delhi: McGraw HillPub., 2018.
- Mukerjee, H. S. *Business Communication: Connecting at Workplace*. New-Delhi: Oxford University Press, 2012.
- Murphy, H. A., Hildebrandt, H.W., and Thomas, J.P. *Effective Business Communication*. Boston: McGraw-HillCompanies, 1997.
- Ramesh, Gopalaswamy, and Mahadevan Ramesh. *The Ace of Soft Skills: Attitude, Communication and Etiquette for Success*. Noida: Pearson, 2019.
- Sandra, M. O. *Handbook of Corporate Communication and Strategic Public Relations: Pure and Applied*. New Delhi: Routledge, 2004.
- Sinha, K. K. *Taxmann's Business Communication*. 4th Revised ed. New Delhi: Taxmann's Pub., 2018.
- Sinha, R. P. *Current English and Usage with Composition*. New Delhi: OUP, 2013.
- Taylor, Grant. *English Conversation Practice*. Indian ed. Chennai: McGraw Hill Education Pvt. Ltd., 2017.

English Lanaguage & Communication Skills Practical

Course Code: 24DENG02

Course Credit: 1(0-0-1)

Max Marks: 50 (35I+15E)

Course Objective: This course is designed to strengthen the communication abilities of the learners by providing them hands-on practice.

Learning Outcomes: After completing this course, the learners will be able to

- 1) Demonstrate knowledge and understanding of a range of professional or public communication situations.
- 2) Perform effectively in diverse professional and public communication situations like interviews and negotiations, drafting emails and resume etc.

Details:

1. Situational Conversations
2. Listening Skills
3. Resume Writing
4. Mock Interviews
5. Group Discussion
6. Presentation Skills
7. Negotiation Skills
8. Email Writing
9. Public Speaking

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Note: The teacher should play the role of the facilitator and allow the learners maximum time to practice these activities. The focus should be primarily on helping the learners overcome the LSWR barrier and gradually move towards honing these skills to enable the learners use them in professional communication situations.

Office Operations -I

Course Code: 24DFOM02

Course Credit: 04 (3-0-1)

Max. Marks: 100 (30I+70E)

Course Objectives: The purpose of this course is to familiarize the students with the activities in a modern office. Smooth functioning of any organization depends upon the way various activities are organized, facilities provided to the staff working in the office, the working environment and the tools and equipments used in office.

Learning Outcome- After going through this course students are very much gain knowledge regarding office with front office management system.

LO No.	LO Statement
1	Explain the concepts and functions of Office.
2	Identify filing system.
3	Importance of e-mail writing.
4	Describe layout of forms.
5	Understand the functioning of office equipment.

Unit	Contents
Unit I LO 1	Office and Office Management: Meaning of office, Functions of office, importance of office, duties and responsibilities of the supervisor.
Unit II LO 2	Filing and Indexing: essentials of good filing, centralized vs. decentralized filing, system of classification, methods of filing and filing equipment.
Unit III LO 3	Mail and Mailing Procedures: meaning and importance of mail, time and date stamps, postal franking machine, addressing machine, mailing scales, mailing through post, courier, email, inward and outward mail.
Unit IV LO 4	Forms: <i>Introduction, meaning, importance of forms, types of forms, factors affecting forms design.</i>
Unit V LO 5	Modern Office Equipment-Introduction, meaning and importance of office automation, Kind of office machine, Computers, Photocopiers, Fax, Telephone, Telephone Answering Machine, Dictating Machine, Audio Visual Aids.

Suggested Readings:

1. Principles of Office Management-R.C.Bhatia
2. Text book of Office Management-Leffingwell and Robinson
3. Office Management & Control-Terry and R.George
4. Office Management and Commercial Correspondence-B.Duggal
5. Principles of Management—P. C. Tripathi& P. N. Reddy
6. *Essentials of Management-An International Perspective*—H. Koontz, Heinz Weihrich

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Activity 1: Simulated Office Setup

- **Objective:** Understand office layout and functions.
- **Task:** Students design a model of an office (on paper or software like Canva or MS Word) including departments, reception, filing area, and manager's office.
- **Materials:** Chart paper/software, ruler, markers

Activity 2: Manager for a Day

- **Objective:** Learn about office manager duties.
- **Task:** Role-play activity where students act as office managers for a scenario (e.g., handling a crisis, organizing a meeting, evaluating staff).
- **Follow-up:** Write a brief report on the experience.

Activity 3: Create a Filing System

- **Objective:** Practice classification and indexing.
- **Task:** Provide students with a list of documents (e.g., invoices, memos, reports). Ask them to file using alphabetical and subject classification.
- **Materials:** File folders, labels, printed documents

Activity 4: Centralized vs. Decentralized Filing Debate

- **Objective:** Understand filing systems.
- **Task:** Divide students into two groups. Each group argues the advantages of one system. End with a class discussion.

Activity 5: Mail Handling Simulation

- **Objective:** Practice sorting, stamping, and recording mail.
- **Task:** Provide mock letters/parcels and tools (stamps, scales, registers). Students sort mail into inward and outward and log details.
- **Bonus:** Include fake "emails" or "courier slips" and let them decide the method of sending

Activity 6: Email Drafting & Etiquette

- **Objective:** Learn professional email communication.
- **Task:** Students write and send a professional email (job inquiry, complaint, or meeting request) using proper formatting and tone.

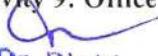
Activity 7: Design a Business Form

- **Objective:** Understand the structure of forms.
- **Task:** Students design a form (e.g., leave form, expense claim, visitor log) on paper or digitally. Evaluate based on clarity and completeness.

Activity 8: Form-Filling Practice

- **Objective:** Practice filling real-life forms.
- **Task:** Provide sample forms (application, bank, feedback). Ask students to fill them accurately.

Activity 9: Office Equipment Demo Day


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- **Objective:** Understand the use of various machines.
- **Task:** Arrange a classroom "exhibition" where students present on different office machines (e.g., show how a fax or copier works, use a projector or video demo).
- **Alternative:** If actual machines are unavailable, use images/videos or create posters.

Activity 10: Office Automation Survey Project

- **Objective:** Research real office practices.
- **Task:** Students interview office staff (in person or virtually) or research how automation has changed office work. Present findings as a report or presentation.

Typing Skills-1

Course Code: 24DOFM03

Course Credit: 4(0-0-4)

Max. Marks: 100(70I+30E)

Course Objective: The aim of the course is to provide knowledge of typewriting, explain various keys of typewriter and introductory knowledge on keyboard mastery.

Learning Outcome:

LO	LO Statement
1	Explain the functions of typewriting.
2	Describe the keyboard.
3	Identify various parts of a typewriter.
4	Mastery on keyboard.
5	Hands-on practice.

Unit	Contents
Unit I LO 1	Essential parts of a Typewriting and their use, System of Typing, Key Board Mastery, Use of different keys.
Unit II LO 2	Maintenance of a Typewriter including simple mechanism, Typing of Official letters, Commercial letters, D.O. Letters, Tabular Statement.
Unit III LO 3	Advertisement, Typing from badly written Manuscript, Paragraph writing, newspaper article writing
Unit IV LO 4	Manual & Electronic & Vernacular typewriting, Efficient use of fingers, Knowledge of Hindi and English typing.
Unit V LO 5	Practice with typing tutor.

Management & Secretarial Practice

Course Credit: 4(3-1-0)

Course Code: 24DOFM04

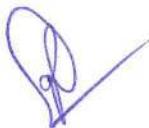
Max. Marks: 100(30I+70E)

Course Objective: To acquaint student with office management and secretarial practice

Learning Outcome:

LO No.	LO Statement
1	Describe office management and company

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2	Summarise planning, controlling and personal management practices
3	Explain the functions of a company secretary.
4	Explain minutes, resolution, agenda.
5	Identify different duties of a secretary

Unit	Contents
Unit I LO 1	Office- Introduction of Modern Office, Elements of the Office Management, Environment of an Office, Security of the Office, Knowledge of Stationery Items and Maintenance, Introduction to Company, types of companies
Unit II LO 2	Planning and Controlling of Office Functions- Planning of Office System and Routines, Work Flow, Need of Office System and Routine, Personnel Management- Definition and Importance, Selection of the Employees, Training, Remuneration, Employee Welfare; Time Management
Unit III LO 3	Types of secretary-Definition of secretary, Duties, right and liabilities of Company Secretary, Private Secretary, Secretarial Functions-Routine office duties, Receptionists duties
Unit IV LO 4	Company meetings and their types-Meaning and Importance., Scope of Company Meetings, Annual, General, Statutory and Extraordinary Meeting Secretarial duties in connection with Board Meeting; Stress Management
Unit V LO 5	Drafting of minutes, notice, agenda, proceedings etc. Resolution, Office Manuals & Emergency Services; Conflict Management

Suggested Readings:

1. A First Course in Secretarial Practice - V.K. Jain
2. Secretarial Practice and Office Management - Shukla & Gulshan
3. Manual of Secretarial Practice - B.N. Tandon

Pedagogy:

Lecture, Discussion, Oral questions, Debate, Roleplay, Picture Making, Brainstorming, Mind Mapping, Management games, Group Discussion

Understanding India Skills

SUBJECT	Understanding India	Credit	Hours	I	E	T
CODE	24UUIN01	2	30	30	70	100
CATEGORY	Value Added Course					
COURSE OBJECTIVE	This course aims to provide students with a comprehensive understanding of India by examining its geographical, historical, cultural, social, and political dimensions.					
COURSE OUTCOMES	<p>On completion of this course, students will be able to:</p> <p>CO1: Critically analyze India's geographical position on the world map, including its neighboring countries, and articulate the diverse geographical features of India.</p> <p>CO2: Demonstrate an understanding of the concept of Bharatvarsha and evaluate the key elements of ancient Indian literature and religious philosophies, including Vedic traditions, Buddhism, and Jainism.</p> <p>CO3: Assess the significance of oral narratives such as myths, tales, and folklore, and examine the cultural richness of tribal communities within India.</p> <p>CO4: Students will be able to Analyze the continuity and transformation of India' over time, with a focus on caste, community, class, and gender dynamics.</p> <p>CO5: Students will be able to explain the importance of India's freedom struggle, the making of the Indian Constitution, and the key features of the Constitution, such as Fundamental Rights and Duties.</p>					

Course Content

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Unit I	Geography of India
	<ul style="list-style-type: none"> India on the map of the world and its neighboring countries Geographical diversities
Unit II	History of India
	<ul style="list-style-type: none"> The idea of Bharatvarsha, Ancient Indian literature- Sanskrit, Pali, Prakrit, Tamil Religions and philosophies of ancient India: Vedic, Buddhism, Jainism
Unit III	Communicating Culture
	<ul style="list-style-type: none"> Oral narratives: Myths, tales and folklore Introduction to the Tribal Cultures of India
Unit IV	Indian Social Structure
	<ul style="list-style-type: none"> Continuity and Change of the Indian Social Structure: Caste, Community, Class, and Gender
Unit V	Understanding Indian Polity
	<ul style="list-style-type: none"> India's Nationalism and Freedom Struggle Making of the Indian Constitution Basic features of the Indian constitution: Fundamental rights and Duties, Directive Principles

Reading List

Unit I: Geography of India

1. Tirtha, Ranjit 2002: Geography of India, Rawat Publs., Jaipur & New Delhi.
2. Tiwari, R.C. (2007) Geography of India. Prayag Pustak Bhawan, Allahabad

Unit II: History of India

1. <https://iksindia.org>
2. Husain, S. Abid. (2003). *The National Culture of India*, National Book Trust, New Delhi.
3. *The Cultural Heritage of India Series*, 8 Volumes (2002), Ramakrishna Mission Institute, Calcutta.

Unit III: Communicating Culture: Tellings, Representations, and Leisure

1. Kanak Mital, "A Santhal Myth, Five Elements" & M.D. Subash Chandran, "Peasant Perception of Bhutas, Uttara Kannada" in Prakrti, The Integral Vision, Vol. 1 (Primal Elements – The Oral Tradition, edited by Baidyanath Saraswati), pp. 119-125; 151-166.
2. K. Ramanujan, "'A Flowering Tree': A Woman's Tale," Oral Tradition, 12/1 (1997): 226-243.
3. Stuart H. Blackburn, "The Folk Hero and Class Interests in Tamil Heroic Ballads," Asian Folklore Studies, Vol. 37, No. 1 (1978), pp. 131-149.
4. Beatrix Hauser, "From Oral Tradition to "Folk Art": Reevaluating Bengali Scroll Paintings," in Asian Folklore Studies, Vol. 61, No. 1 (2002), pp. 105-122.
5. Komal Kothari, "Myths, Tales and Folklore: Exploring the Substratum of Cinema" pdf.

Unit IV: Indian Social Structure

1. Singh, Y. (1968). Caste and Class: Some Aspects of Continuity and Change. Sociological Bulletin, 17(2), 165-186. <https://doi.org/10.1177/0038022919680205>
2. Singh, Y. (1986). Modernization of Indian Tradition: A Systemic Study of Social Change. India: Rawat Publications.
3. Gupta, D. (2000). Interrogating caste: understanding hierarchy and difference in Indian society. India: Penguin Books.
4. Xaxa, V (2008). State, Society, and Tribes: Issues in Post-colonial India. India: Dorling Kindersley (India), licensees of Pearson Education in South Asia.
5. Uberoi, P. (1994). Family, Kinship, and Marriage in India. India: Oxford University Press.
6. Robinson, R. (2004). Sociology of Religion in India. India: SAGE Publications.
7. Srinivas, M. N. (2000). Caste: Its 20Th Century Avatar. India: Penguin Books Limited.
8. Jamil, G. (2021). Women in Social Change. SAGE Publishing India.
9. Bhasin, K. (2000). Understanding Gender.

Unit V: Understanding Indian Polity

1.  Madhav Khosla. *The Indian Constitution*. New Delhi, Oxford University Press, 2012.

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2. Ramachandra Guha. *Makers of Modern India*. Cambridge, Mass., The Belknap Press of Harvard University Press, 2013.
3. Venkataraghavan Subha Srinivasan. *The Origin Story of India's States*. Penguin Random House India Private Limited, 25 Oct. 2021.
4. J Sai Deepak. *India That Is Bharat: Coloniality, Civilisation, Constitution*. New Delhi, Bloomsbury, 2021.

Semester 2

Spreadsheet Modelling

Course Code: 24DOFM05

Course Credit: 04(0-0-4)
Max. Marks: 100 (70I+30E)

Course Objective: To handle volume of data in an effective manner, improve their analytical skills and help them understand about the role of data in a business.

Learning Outcomes

LO	Statement
1	Work with spreadsheets and save them in different formats for developing proper formats
2	Choose, create and format charts to communicate information meaningfully.
3	Create mathematical and logical formulas using standard spreadsheet functions
4	Understand the ways to collect the data (Online Surveys & Business tools).
5	Work with tables and lists to analyze, filter and sort data to analyse the results for different data sets.

Unit	Content
I LO1	Introduction to MS-Excel: Introduction to Electronic Spreadsheets, Feature of MS-Excel, Entering Data, Entering Series, Editing Data, Cell Referencing, Ranges
II LO2	Functions & Formulae: Date and time Functions, AutoSum, Copying Formula, Formatting Data, Creating Charts, formatting charts, Creating Database, Sorting Data, Filtering, Coding of Data in Excel,
III LO3	Functions & Formulae: Statistical functions (Sum, Min, Max, Average, SD, variance, count, sumif, averageif, countif, countblank, rank), Text functions (left, right, mid, trim, concatenate, upper, lower, proper), Financial functions (pv, fv, pmt, etc), Lookup functions (hlookup, vlookup, xlookup), Two-level nested functions
IV LO4	Data Visualisation: Creating dashboard in excel, Using Tables, Pivot Table, Pivot Chart, Create and Modify a pivot table/data pilot, Filter, Sort data in a pivot table/data pilot, Use one-input, two-input data tables/multiple operations tables, Conditional Formating
V LO5	Analysis: Sorting and filtering: Sort data by multiple columns at same time, Create a customized list and perform a custom sort, macros, Customer feedback analysis using Google Doc., Google form creation, encryption of worksheets

Suggest Readings:

Text Books

1. Excel Data Analysis: Modeling and Simulation 2010. Springer, by Hector Guerrero. (Lt. Ed.)
2. Excel 2019 Bible, by Michael Alexander, Richard Kusleika, John Walkenbach, Wiley. (Lt. Ed.)
3. Excel Data Analysis For Dummies, by Stephen L. Nelson, E. C. Nelson. John Wiley & Sons. (Lt. Ed.)

Reference Books

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1. Excel Formulas and Functions For Dummies, by Ken Bluttman, Peter G. Aitken. John Wiley & Sons. (Lt. Ed.)
2. Excel VBA Programming For Dummies, by Michael Alexander and John Walkenbach. John Wiley & Sons. (Lt. Ed.)
3. Power Pivot and Power BI: The Excel User's Guide to DAX, Power Query, Power BI & Power Pivot in Excel 2010-2016, by Rob Collie and Avi Singh. Holy Macro Books. (Lt. Ed.)
4. Microsoft Excel 2016 Step by Step" by Curtis Frye, Microsoft Press. (Lt. Ed.)

List of activities:

- Open Excel, name and save a file
- Enter data (e.g., student names and marks)
- Use auto-fill to enter a series (days, months, numbers)
- Use a dataset with regions, products, monthly sales
- Add charts (bar, pie, line), slicers, and KPIs
- Use basic and advanced filter options
- Filter data with specific text, numbers, or dates
- Create a Google Form to collect feedback
- Export data to Excel or Google Sheets for analysis
- Use charts to present results
- Use multiple sheets (employee data, attendance, salary)
- Apply formulas, lookup functions, charts, and pivot tables

Office Operations -II

Course Code: 24DOFM06

Course Credit: 04 (0-0-4)

Max. Marks: 100 (30I+70E)

Course Objective: The aim of the course is to make student acquainted regarding preparation of a business and official letter, preparation of table and modifying records.

Learning Outcomes:

LO No.	LO Statement
1	Prepare a document using word processing.
2	Understand to create a table for storing tabular data
3	Prepare a presentation for a seminar or workshop
4	Design a desk top publishing page which contains text, chart and graphics
5	Know to generate report in English and Hindi.

Unit	Contents
Unit I LO 1	Word Processing: Open and Create a document, Editing Text, Formatting Text, Formatting Table, Insert: Header, Footer, Bookmark, Hyperlink, Picture, File, Table, Mail Merge and Printing Document, Design: Marksheets, Invitation Card, google doc.
Unit II LO 2	Electronic Spreadsheet: Introduction, Open and Create a Worksheet, Insert Formula and Function, Chart, Data Entry Form, Design: a Salary Bill, an Invoice, Profit -Loss Chart, Progress Report Chart, Google sheet, form.
Unit III LO 3	Introduction to Presentation, Insert: Slide, Picture, Chart, Movie, Sound file, Hyperlink, Page -number, Date and Time, Slide Master, Slide Show, Custom

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	Animation, Slide Transition, Rehearsal Timing, Design: Prepare a Presentation, google slides.
Unit IV LO 4	Desk Top Publishing: Pagemaker, Open and Create a Page, Master Page, Editing and Formatting Text, Tab setting, Page Setting, Column Setting, Insert Text & Graphics, Handling Table, Draw Simple Graphics.
Unit V LO 5	Typing in English and Hindi Fonts, Create a Magazine Page, Create a Logo, Create an Invitation Card in Local Language, Google calender.

List of Practical

1. Word processing using MS Word / *Open office - Write
2. Electronic Spreadsheet using MS-Excel /*Open office-Calc
3. Computerized presentation using Power point /*Open office-Impress
4. CorelDraw / *Draw
5. PageMaker / *Math

Suggest Readings:

1. Office 2013 Simple Steps – Dream Tech Press.
2. Office 2010 Simple Steps – Dream Tech Press.

Typing Skills-II

Course Code: 24DOFM07

Course Credit: 4(0-0-4)
Max. Marks: 100(70I+30E)

Course Objective: The aim of the course is to provide knowledge of typewriting, explain various keys of typewriter and introductory knowledge on keyboard mastery.

Learning Outcome:

LO	LO Statement
1	Explain the functions of typewriting.
2	Typing of documents.
3	Create documents with figures and symbols.
4	Mastery on keyboard.
5	Hands-on practice.

Unit	Contents
Unit I LO 1	Graded Speed Building including typing different types of Government and Commercial letters.
Unit II LO 2	Sentence writing, Typing of different passages, letters, notice, articles etc. Speed practice.
Unit III LO 3	Learn to control and manipulate all aspects of the keyboard, including letters, figures, symbols, and all special manipulative parts, create tabular statements. Speed Practice.
Unit IV LO 4	Typing of Tender Notice, Typing of Memorandum. Recognition of errors, and their prevention. Speed Practice.

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Unit V LO 5	Typing tutor speed practice.
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Practical component

List of activities:

- Practice the home row, top row, bottom row, number row, and special symbols.
- Use online typing tools (like keybr.com, 10fastfingers.com)
- Track progress in WPM (Words Per Minute)
- Record daily speed and accuracy in a table
- Practice typing grammatically correct sentences with varied punctuation
- Practice typing **Official Government Formats**:
 - Letter to Municipal Corporation
 - Notice from District Collector
 - Circular from Education Department
 - Include elements like **Subject Line, Reference Number, Signature block**
 - Letter of complaint
 - Enquiry letter
 - Order placement
 - Sales or business promotion letters

Practice on Computer keyboard.

Soft Skills

Course Code: 24DOFM08

Course Credit: 03 (2-1-0)
Max. Marks: 100 (30I+70E)

Course Objective: Courses on soft skills are intended to improve the communication skills, enrich personality development and knowledge of the students.

Learning Outcomes

LO	Statement
1	Make use of the important elements of Soft Skills in the workplace
2	Make use of verbal and non-verbal communication wherever required at the workplace.
3	Demonstrate behaviours that promote professionalism in the learning environment
4	Handle customers over telephone and direct them on the phone
5	Outline the various procedures for developing body language and teamwork.

Unit	Content
I LO1	Importance of Soft Skills: Soft Skills, Active Listening, Empathy, Building Assertiveness, Service No. Types of Customers/Dealing with Irate Customers, Apology, Building Rapport.
II LO2	Transactional Analysis: Attention Grabber, Verbal and Non-Verbal Communication, workplace Communication, Ego States, Role Play.
III LO3	Demonstrate behaviours: Assertive Behaviour, Handling Different Types of Customers, Giving and Receiving feedback, Importance of Communication skills, Effective listening skills, Emotional Intelligence.
IV LO4	Handling customers: Dos and Don'ts, Communicating effectively, Opening and Closing a Customer Service call, Paraphrasing, Directing a Customer, Handling Customer Queries, The Call Flow, Business Meetings.
V LO5	Personal Outlook: Dress and appearance, problem-solving in intercultural communication, Character building, Teamwork.

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List of Activities:

- Presentation Skill
- Role Plays
- Effective listening skill
- Call Flow
- Directing a Customer Over the Phone
- Handling an Angry Customer
- Business Meetings
- Team work
- Dress and appearance
- Case study

Suggested Readings**Text Book**

1. Sector IT-ITeS, NSQF Level 4, Student Workbook – Vol. 1, PSS Central Institute of Vocational Education, Bhopal
2. Concentrix Material

Environmental Science

Course Code: 24DEVS01

Course Credit: 2 (2-0-0)

Max Marks: 100 (30I+70E)

Course Objective

To create awareness among the students about our ecosystem, related problems and our role in that.

Course Outcome:

- CO1: Understand our environment.
- CO2: Comprehend ecosystems and biodiversity.
- CO3: Analyze atmospheric and climate dynamics.
- CO4: Evaluate urbanization and agricultural practices.
- CO5: Develop strategies for environmental pollution control.

Unit 1: Indian Knowledge System- Indigenous Practices, Understanding our Environment

Environment: Definition, Scope and Importance, Natural Resources management: Forest Resources, Water Resources, Mineral Resources, Energy Resources, Food Resources, Land Resources., Traditional agricultural practices - Organic farming, Crop rotation, Intercropping), Water management techniques - Stepwells, Tankas, Baolis, Forest management and conservation methods - Sacred groves, Agroforestry

Unit 2: Ecosystem

Ecosystem: Introduction, structure, functions & Kinds of ecosystem. Energy flow in ecosystem, Biogeochemical cycles, Habitat and Ecological Niche, Species Interactions, Bio-geographic zones of India.

Unit 3: Atmosphere and Environmental Pollution

Atmosphere: Introduction, layers of the atmosphere, Climate Change: Greenhouse effect, Global warming, Ozone layer depletion, Deforestation, Air pollution: major air pollutants, classification of air


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pollutants, impact of air Pollution, controlling measures. Acid Rain. Water Pollution: Introduction, causes, impacts & waste water treatment.

Unit 4: Urbanization

Urbanization: Introduction, Manifestations of Urbanization, social economic and environmental problems in urbanization, Agriculture: Introduction, unsustainable patterns of modern industrialized agriculture, Green revolution, Soil erosion.

Field Work:

- Visit to a local area to document environmental assets river/forest/grassland/hill/mountain
- Visit to a local polluted Site-Urban/Rural/Industrial/Agricultural
- Participation in plantation drive and nature camps.
- Campus environmental management activities such as solid waste disposal, water Management and sanitation, and sewage treatment.

Text Books:

1. Singh, J.S., Singh, S.P. & Gupta, S.R. (2006). Ecology, Environment and Resource Conservation. Anamaya Publications.
2. Odum, E.P., Odum, H.T. & Andrews, J. (1971). Fundamentals of Ecology. Philadelphia: Saunders.
3. Gilbert M. Masters and W. P. (2008). An Introduction to Environmental Engineering and Science, Ela Publisher (Pearson).

References:

1. Deevedi M. (2021). Environment and ecology in the Indian knowledge system. Vidyanidhi prakashan.
2. Melissa K. Nelson and Daniel Shilling. (2018). Traditional Ecological Knowledge: Learning from Indigenous Practices for Environmental Sustainability. Cambridge University Press.
3. Krishnamurthy, K.V. (2003) Textbook of Biodiversity, Science Publishers, Plymouth, UK.
4. Manahan, S.E. (2022). Environmental Chemistry (11th ed.). CRC Press.
5. Central Pollution Control Board Web page for various pollution standards. <https://cpcb.nic.in/standards/>
6. Ahluwalia, V. K. (2015). Environmental Pollution, and Health. The Energy and Resources Institute (TERI).

Fundamentals of Computer

Course Code: 24DFOC01

Course Credit: 1 (1-0-0)

Max Marks: 50 (15I+35E)

Course Objective

The aim of the course is to make students learn about applications of computer and management.

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Learning Outcomes

LO1: Fundamentals of Computers, basics of computer function, MS-Windows basic fundamentals

LO 2: Understanding of MS-Office operations

LO3: Knowledge of social media

LO 4: Understanding of Internet Operations

Unit	Topics
I (LO 1)	Computer Fundamentals: Introduction to Computer, MS-Windows
II (LO 2)	MS-Word: Starting MS-Word, Working with Symbols and Pictures, Working with Tables, Working with Headers, Footers & other Controls, Working with Shortcuts
III (LO 2)	MS-PowerPoint: Starting MS-PowerPoint, Working with Texts, Boxes & Slides, Features of PowerPoint, Sharing a Presentation
IV (LO 2)	MS-Excel: Starting with MS-Excel, Working with Graphics, formatting a Worksheet, Working with Charts & other Controls
V (LO 3, 4)	Impact of Internet and social media: Internet Applications, Impact of Social Media Management Information System: An Overview, MIS Applications in Organization, MIS Issues and Challenges

Recommended Books

1. Walkenbach, J., Tyson, H., Pr, C. N., & Wempen, F. (2007). *Microsoft Office 2007 Bible*. John Wiley & Sons.
2. Shelly, G. B., & Vermaat, M. E. (2010). *Microsoft Office 2010: Introductory*. Cengage Learning.
3. Habraken, J. (2010). *Microsoft Office 2010 in depth*. Que Publishing.
4. Camarda, B. (2004). *Special Edition Using Microsoft Office Word 2003*. Que Publishing.

Fundamentals of Computer

Course Code: 24DFOC02

Course Credit: 2 (0-0-2)

Max Marks: 50 (35I+15E)

List of Practical and activities:

- Explore desktop components: Start menu, Taskbar, System Tray.
- Create, rename, and delete folders/files.
- Change desktop wallpaper and themes.
- Use basic accessories: Calculator, Notepad, Paint.
- Create a folder named “Computer Basics” and store different types of files.
- Use Control Panel to adjust display and date/time settings.
- Search for a file using Windows Search.
- Open MS-Word and create a new document.
- Type a paragraph and apply formatting (bold, italic, font size, etc.).
- Insert symbols and special characters.
- Insert and format an image (resize, wrap text).
- Create a table with at least 3 columns and 5 rows.

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Semester 3

Networking Skills

Course Code: 24DOFM09

Course Credit: 04 (3-1-0)

Max. Marks: 100(30I+70E)

Course Objectives: To introduce students to the basics of computer networks, networking devices, IP addressing, and simple troubleshooting.

Learning Outcome:

LO No.	LO Statement
1	Understand the basic concept and purpose of computer networks.
2	Identify and explain the functions of basic networking devices
3	Illustrate different types of network topologies and their advantages.
4	Describe basic protection tools and techniques
5	Understand basic DNS, Measure and understand internet speed and bandwidth.

Unit	Contents
Unit I LO 1	Introduction to Networking: Concept of computer network, Types of networks: LAN, MAN, WAN, Advantages and uses of networks, Introduction to the Internet and Intranet
Unit II LO 2	Networking Devices and Components: Network devices: Hub, Switch, Router, Modem, Network Interface Card (NIC), Access Point, Transmission Media: Cables (UTP, STP), Fiber Optics, Wireless
Unit III LO 3	Network Topologies and Models: Types of topologies: Bus, Star, Ring, Mesh; OSI Model – Overview of 7 Layers; TCP/IP Model – Basic concept and 4 Layers
Unit IV LO 4	Network Security Basics: Concept of network security, Common threats: viruses, phishing, unauthorized access; Basic protection methods: Antivirus, Firewalls, Passwords; Safe browsing and email practices
Unit V LO 5	Introduction to Internet Services: Web browsing, Email, Cloud storage (Google Drive, Dropbox); DNS, HTTP/HTTPS concepts; Speed test and bandwidth basics

Suggested Readings

1. "Networking Fundamentals" by Cisco Networking Academy
2. "Computer Networks" by Andrew S. Tanenbaum (Simplified sections)

List of activities:

- Create a chart showing real-life examples of LAN, MAN, and WAN (e.g., Home Wi-Fi, City-wide network, Internet).
- Use two computers to simulate a simple LAN using Ethernet cable or a virtual simulator (e.g., Cisco Packet Tracer).
- Label a basic network diagram with Internet and Intranet examples.
- Send an email with an attachment and CC/BCC to classmates.
- Save a document in Google Drive and share it with permission settings.

E-Office Operations Lab.

Course Code: 24DOFM10

Course Credit: 04 (0-0-4)

Max. Marks: 100(70I+30E)

Course Objectives: To equip students with practical skills to efficiently use electronic office tools and digital platforms for day-to-day office tasks such as documentation, presentations, spreadsheets, email communication, and cloud storage.

Learning Outcome:

LO No.	LO Statement
1	Create professional-looking documents and official letters
2	Use spreadsheets for data handling and analysis
3	Design and deliver clear, attractive presentations using templates and effects
4	Communicate effectively using email and manage professional communication tools
5	Collaborate using cloud tools and virtual meeting platforms

List of Lab Practical Activities:

- Create and format official letters and reports
- Use bullets, numbering, tables, headers, and footers
- Insert images, symbols, and page numbers
- Mail merge for personalized letters
- Data entry, formatting cells, and basic formulas (SUM, AVERAGE, MAX, MIN)
- Create charts (Bar, Line, Pie)
- Prepare salary sheets, attendance records, etc.
- Design a presentation with title slides, bullet points, images
- Apply slide transitions and animations
- Insert tables, charts, and media
- Present simple office reports or project updates
- Create and manage a Gmail/Outlook account
- Compose, send, and receive emails
- Use CC, BCC, attachments, and filters
- Schedule emails and use auto-reply
- Use Google Drive, OneDrive for file storage and sharing
- Work with Google Docs, Sheets, and Slides collaboratively
- Use Zoom or Google Meet for online meetings
- Introduction to Microsoft Teams/Slack (basic features)

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Fundamentals of Accounting

Course Code: 24DOFM11

Course Credit: 04 (3-1-0)

Max. Marks: 100(30I+70E)

Course Objectives: The objective of this course is to give an understanding of the basic accounting principles and techniques of preparing accounts for users of accounting information.

LO No.	LO Statement
1	Understand the basic Concepts of Accounting.
2	Pass Journal Entries and Prepare Ledger Accounts
3	Prepare Subsidiary Books
4	Calculate the value of stock and depreciation
5	Prepare Trial Balance and Final Accounts of Proprietary concern and not for profit concerns

Unit	Contents
Unit I LO	Introduction to Accounting: Meaning, Purpose of Accounting, Limitations, Types of Accounts and its rules. Accounting Terminologies
Unit II LO	Basic Accounting Concepts and conventions. Indian Accounting Standards. Accounting Equation, Recording of Cash and Bank transactions, Ledger Accounts
Unit III LO	Preparation of Trial Balance- interpretation and usefulness, Rectification of Errors, Opening entries, Transfer entries, Adjustment entries, Closing entries,
Unit IV LO	Depreciation: Meaning, Difference with Amortization, Depletion and Dilapidation.
Unit V LO	Preparation of Final Accounts with Adjustments: Preparation of Trading & Profit and Loss Account, Balance Sheet, Income and Expenditure A and Account & Receipt and Payment Account

Suggested Readings:

1. Tulsian P.C. "Financial Accountancy", Pearson Education
2. Bhattacharya S.K. and J Dearden, "Accounting for Managers", Vikas Publishing House.
3. Maheshwari S.N. and S.K. Maheshwari, "Financial Accounting", Vikas Publishing House.
4. Rajasekran, "Financial Accounting", Pearson Education

EMPLOYABILITY SKILLS

Course Credit: 01(1-0-0)

Max. Marks: 50(15I+35E)

Course Code: 24UENG03

Objective: This course will introduce students to Basics of Employability Skills with a focus on Attitude, Communication, Etiquettes etc. to enable them practice or showcase professional behavior in formal context.

Learning Outcomes:

1. Learners will be able to use soft skills effectively.
2. Learners will demonstrate a professional behaviour at workplace.
3. Learners will learn Interview skills with ability to prepare for interviews and perform well in the same.

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4. Learners will be able to deal with various types of customers in an effective manner.

Unit Name	Contents
Soft Skills	<ul style="list-style-type: none"> <input type="checkbox"/> Soft Skills- Introduction to soft skills, Aspects and importance of soft skills. <input type="checkbox"/> Personality Development: Types of personality; <input type="checkbox"/> SWOT Analysis, Goal Setting
Organizational Behavior	<ul style="list-style-type: none"> <input type="checkbox"/> Types of Behavior, <input type="checkbox"/> Emotional Intelligence, <input type="checkbox"/> Time Management, <input type="checkbox"/> Decision Making <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Team Intelligence and Leadership
Interview Skills	<ul style="list-style-type: none"> <input type="checkbox"/> Interview- Types, and Process, <input type="checkbox"/> Resume Writing <input type="checkbox"/> Job Application; <input type="checkbox"/> Research about Industry and <input type="checkbox"/> Mapping of Job Competencies with Personal Skills
Interpersonal Skills	<ul style="list-style-type: none"> <input type="checkbox"/> Workplace communication <input type="checkbox"/> Active listening, <input type="checkbox"/> Positive Attitude <input type="checkbox"/> Negotiation Skills

Suggested Readings:

- Bovee, C., & Thill, J.V., and Raina, R.L. *Business Communication Today*. New York: Pearson, 2016.
- Lata, Pushp, and Sanjay Kumar. *Communication Skills*. 2nd ed. New Delhi: OUP, 2019.
- Lehman, C. M., Dufrene D. D., and Sinha, M. *BCOM: The South Asian Perspective on Business Communication*. New Delhi: Cengage Learning, 2016.
- Monippally, Matthukutty, M. *Business Communication: From Principles to Practice*. New Delhi: McGraw Hill Pub., 2018.
- Mukerjee, H. S. *Business Communication: Connecting at Workplace*. New-Delhi: Oxford University Press, 2012.
- Murphy, H. A., Hildebrandt, H.W., and Thomas, J.P. *Effective Business Communication*. Boston: McGraw-Hill Companies, 1997.


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- Post, Emily. The Etiquette Advantage in Business. New York: Collins, 2005.
- Ramesh, Gopalaswamy, and Mahadevan Ramesh. The Ace of Soft Skills: Attitude, Communication and Etiquette for Success. Noida: Pearson, 2019.
- Sandra, M. O. Handbook of Corporate Communication and Strategic Public Relations: Pure and Applied. New Delhi: Routledge, 2004.
- Sinha, K. K. Taxmann's Business Communication. 4th Revised ed. New Delhi: Taxmann's Pub., 2018.
- Taylor, Grant. English Conversation Practice. Indian ed. Chennai: McGraw Hill Education Pvt. Ltd., 2017.

Employability Skills Practical

Course Credit: 01(0-1-0)

Max. Marks: 50(35I+15E)

Course Code:

Course Objective: This course is designed to strengthen the communication abilities of the learners by providing them hands-on practice.

Learning Outcomes: After completing this course, the learners will be able to

1) Demonstrate knowledge and understanding of a range of professional or public communication situations.

2) Perform effectively in diverse professional and public communication situations like interviews and negotiations, drafting emails and resume etc.

Details:

1. Role Play in Business Affairs

2. Group Discussion

3. Resume writing

4. Listening Skills

5. Telephone etiquettes

6. Team building

7. Presentation skills

8. SWOT

9. Goal Setting

Note: The teacher should play the role of the facilitator and allow the learners maximum time to practice these activities. The focus should be primarily on helping the learners overcome the LSWR barrier and gradually move towards honing these skills to enable the learners use them in professional communication situations.



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Project

Course Code: 24DOFM12

Course Credit: 3(0-0-3)

Max. Marks: 100(50I+50E)

Student will do the research work along with the assigned guide or supervisor. Before the semester ends student will submit a project report on research work done.

Guidelines for project report:

- a) Report should be in Times new roman style with headings in 16 font size and body text in 12 font size.
- b) Report must be signed by the internal faculty assigned.
- c) Report should include introduction chapter, literature review, objectives of research, findings of research and conclusion.

Introduction to Statistics

Course Code: 24DOFM13

Course Credit: 3(2-1-0)

Max. Marks: 100(30I+70E)

Objective: To acquaint the students with important statistical techniques for managerial decision-making.

Learning Outcome:

LO No.	LO Statement
1	Present the data
2	Explain the methods of collecting samples
3	Describe various tools to analyse data.
4	Identify theory of probability and type of hypothesis
5	Conduct basic statistical analysis of data.

Unit	Contents
Unit I LO 1, 2	Introduction to Statistics: Meaning and Importance of Statistics in Business, Data Types: Primary and Secondary, Collection Methods: Surveys, Questionnaires, Interviews
Unit II LO 3	Data Presentation: Frequency Tables, Diagrams and Graphs, Bar Graph, Pie Chart, Line Graph, Histogram.
Unit III LO 4	Measures of Central Tendency: Meaning and Use in Business, Mean (Simple & Weighted), Median, Mode
Unit IV LO 4 Dr. Pinki	Measures of Dispersion: Understanding Data Spread, Range, Mean Deviation, Standard Deviation

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Unit V LO 5	Probability: Basic Concepts of Probability, Simple Events (e.g., Tossing a Coin, Rolling a Die), Use in Risk and Decision Making
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Suggested Readings:

1. Business Mathematics & Statistics - R.K. Ghosh, S. Saha, New Central Book Agency (Pvt.) Ltd, Kolkata
2. Fundamentals of Statistics - S.C. Gupta, Sultan Chand & Sons.
3. Business Statistics - A.P. Verma, Asian Book (Pvt.) Ltd.
4. Essentials Statistics for Economics and Commerce Padmalochan Hazarika - Akansha Publishing House.
5. Business Statistics - I.K. Sharma, Pearson Education, New Delhi.
6. Fundamental of Statistics - D.N. Elahance/Veena Elahane, B.M. Aggarwal, Kitab Mahal.
7. Elementary Statistical Methods - Dr. S.P. Gupta, Sultan Chand & Sons, New Delhi.
8. Statistical Methods - P.N. Arora, Sumeet Arora and S. Arora, S. Chand & Co. Ltd. New Delhi.
9. Statistics for Business and Economics - R.P. Hooda –Macmillan, New Delhi.
10. Basic Statistics - Nagar and Das –Oxford University Press, New Delhi.

Semester 4

OJT (On the Job Training)

Course code: 24DOFM14

Course Credit: 16(0-0-16)

Max. Marks: 350 (245I+105E)

This course is very useful for the student. Student will do the OJT in the assigned organization and will give the report before the semester ends about the working of that particular organization specifically the organizing, planning, controlling and administrating the office related tasks. Report will be prepared under the guidance of assigned mentor or guide. The learning of the student and the organization profile is also the important content of the report which a student must include. Report should include the following things:

- A) Title page
- B) Acknowledgement
- C) Declaration
- D) Table of Content
- E) Chapters

Student must take care the report should be in the printed form and complete report must be in Times new roman style. Font size for headings should be 16, subheadings – 14 and body text- 12. **Dr. Pinki**

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Project

Course code: 24DOFM15

Course Credit: 3(0-0-3)

Max. Marks: 100 (50I+50E)

Under the assigned supervisor student will make the comprehensive report covering the domains taught in the 3 years of graduation program. Student can follow the guidelines as mentioned below and will give the comprehensive viva for the practical marks at the end of the semester. Guidelines are:

- a) File should be in times new roman
- b) Font size for headings 16 and for body text 14
- c) File must have the front page- title page, acknowledgement, declaration, index and then chapters.
- d) Chapters include introduction (introduction of domains studied), objectives behind studying these domains, learning outcomes of all domains, how implementation of the concepts studied of different domains in future can be done, description of methods and tools to apply theoretical knowledge of each domain during the job.



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