

FACULTY OF VOCATIONAL STUDIES
SYLLABUS
of
B.Voc Management & Secretarial Practices
Semester: I & II
(Under Credit Based Continuous Evaluation System)

Session: 2018-19



The Heritage Institution

KANYA MAHA VIDYALAYA
JALANDHAR
(Autonomous)

Scheme of Studies and Examination
B.Voc (Management & Secretarial Practices)
Session 2018-19

Semester I									
Paper No.	C/S/I/V/ E	Paper Title	Hours/ week	Credits L-T-P	Marks				Examination time (in Hours)
					Total	Ext.		CA	
						L	P		
BVML-1421/ BVML-1031/ BVML-1431	C	Punjabi (Compulsory)/ Basic Punjabi/ PHC	2-0-0	2-0-0	50	40	-	10	3
BVML-1102	C	Communication Skills in English	4-0-0	4-0-0	50	40	-	10	3
BVML-1323	S	Work Management, Workplace, Health and Safety	4-0-0	4-0-0	50	40	-	10	3
BVML-1124	C	Computer Fundamentals	4-0-0	4-0-0	50	40	-	10	3
BVMM-1125	S	MS Office-I	4-0-2	4-0-2	125	40	60	25	3+1
BVMM-1326	S	Customer Relationship Management	4-2-0	4-2-0	75	40	20	15	3+1
AECD-1161	C	Drug Abuse: Problem, Management and Prevention (Compulsory)	2	2-0-0	50	40	-	10	3
SECF-I492	C	Foundation Programme	2	2-0-0	25	20	-	5	2
		Total		30	475				

C=Core (Compulsory)

S= Skill

Scheme of Studies and Examination
B.Voc (Management & Secretarial Practices)
Session 2018-19

Semester-II									
Paper No.	C/S/I/V /E	Paper Title	Hours/ week L-T-P	Credits	Max Marks				Examination time (in Hours)
					Total	Ext.		CA	
						L	P		
BVML-2421/ BVML-2031/ BVML-2431	C	Punjabi (Compulsory)/ *Basic Punjabi/ **PHC	2-0-0	2	50	40	-	10	3
BVMM-2102	C	Communication Skills in English	3-0-1	4	50	25	15	10	3+1
BVML-2323	C	Principles of Management	2-0-0	2	50	40	-	10	3
BVML-2324	S	Book Keeping	4-0-0	4	50	40	-	10	3
BVMM-2125	S	MS Office – II	2-0-2	4	100	40	40	20	3+1
BVMP-2126	S	Lab based on Typing Skills (Data Entry)	0-0-8	4	50	-	40	10	
BVMI-2327	S	On Campus Training	0-0-12	6	75	-	75	-	
AECD-2161	C	Drug Abuse: Problem, Management and Prevention (Compulsory)	2	2	50	40	-	10	3
SECM-2502	C	Moral Education	2	2	25	20	-	5	1
		Total		30	500				

* Special Paper in lieu of Punjabi (Compulsory)

** Special Paper in lieu of Punjabi (Compulsory) (For those students who are not domicile of Punjab)

C-Compulsory

S-Skill

PROGRAMME SPECIFIC OUTCOMES

On successful completion of B.Voc. Management and Secretarial Practices, students will be able to:

PSO1: understand the application of ethics and professional responsibility.

PSO2: define practical applications of project management to formulate strategies allowing organizations to achieve strategic goals.

PSO3: evaluate current marketing trends based on consumer, legal and competitive environments.

PSO4: develop understanding about customer relationship management concepts and framework, and how these are applied to form relationships with customers and other internal and external stakeholders.

PSO5: explain fundamental database concepts and apply these concepts to the design and development of relational databases.

PSO6: understand the basic components of computer applications like MS-Word, MS-Power Point, MS- Excel, MS- Access.

PSO7: interpret the changes in the digital world and be able to upgrade accordingly.

PSO8: develop written and verbal competencies to describe and analyze visual art and graphic design through writing, conceptual development, research and study of theories.

PSO9: identify the value and relative importance of data management to the success of a research project.

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-I)
Session 2018-19

Course Code: BVML-1323

WORK MANAGEMENT, WORK PLACE HEALTH & SAFETY

Course outcomes:

After successful completion of this course, students will able to:

CO1: understand the role of safety in the business community.

CO2: demonstrate knowledge of safety, record keeping and management, and the role of the manager at work place

CO3: demonstrate an understanding of workplace injury prevention, risk management, and incident investigations.

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-I)
Session 2018-19

Course Code: BVML-1323
WORK MANAGEMENT, WORK PLACE HEALTH & SAFETY

Time: 3 Hours

Max. Marks: 50
Theory: 40
CA: 10

Instructions for the Paper Setter

Eight questions of equal marks are to be set, two in each of the four Sections (A-D). Questions of Sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each section. The fifth question may be attempted from any Section.

Unit I
Work Management: Meaning of Work Management, Structure of Workplace or Organization, Work Culture, Individual Behavior and Group behavior, Work Ethics and Values, Communication and Leadership at Workplace Task Management, Time Management Conflicts and negotiation,
Unit II
Stress Management, Work Environment, Utilization of Resources Health and Safety Management System: Introduction to Health and Safety Management System, Safe Work Procedure, Lifting and Handling Techniques, Types of Health Issues at Work Place.
Unit III
Legal Requirements for Health Management Issues at Work Place, Company Policies regarding Health Management Issues. Types of hazards and risks at Work Place, Safety Inspection Process, Checklist and Report, Hazard Identification and Risk Control Procedures
Unit IV
Company Procedures, Legal Requirements and Methods to deal with Emergencies and Accidents, Procedure for Evacuation including Alarm Raise, Exits and Assembly Points Emergency Response Techniques, Investigation Procedure and Report, Guidelines for forming a Health and Safety Committee

REFERENCES:

1. McShane, Steven L.; Glinow, Mary Ann Von; Sharma, Radha R, “Organisational Behaviour”, 2007, Tata McGraw Hill, New Delhi.
2. Aswathappa, K., “Organisational Behaviour, Text, Cases and Games”, 2007, Himalaya Publishing, Delhi.
3. Pareek, Udai, “Understanding Organizational Behaviour ”, 2007, Oxford University Press, New Delhi
4. Adrian Flynn and John Shaw, “Safety Matters-A guide to Health and Safety at work”
5. Stephen Asbury, Edmund Jacobs ,”Dynamics Risk Assessment-The Practical Guide to Making Risk-Based Decisions with the 3Level Risk Management Model”
6. Stephen Asbury, Health and Safety, Environment and Quality Audits

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-I)
Session 2018-19
Course Code:BVML-1124
COMPUTER FUNDAMENTALS

Course Outcomes:

After successful completion of this course, students will able to:

- CO1: understand the meaning and basic components of a computer system,
- CO2: define and distinguish Hardware and Software components of computer system,
- CO3: explain and identify different computing machines during the evolution of computer system,
- CO4: gain knowledge about five generations of computer system,
- CO5: explain the functions of a computer,
- CO6: identify and discuss the functional units of a computer system,
- CO7: identify the various input and output units and explain their purposes
- CO8: understand the role of CPU and its components,
- CO9: understand the concept and need of primary and secondary memory.

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-I)
Session 2018-19

Course Code: BVML-1124
COMPUTER FUNDAMENTALS

Time: 3 Hours

Max. Marks: 50
Theory: 40
CA: 10

Instructions for the Paper Setter

Eight questions of equal marks are to be set, two in each of the four Sections (A-D). Questions of Sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each section. The fifth question may be attempted from any Section.

Unit I
Introduction to Information Technology: Basic concepts of IT, Data Processing: Data and Information. Introduction to Computers: Classification, History, Types of Computers.
Unit II
Elements of a Computer System: Block Diagram of the Computer System, Introduction to various units. Hardware: CPU, Memory, Input and Output devices, Auxiliary storage devices.
Unit III
Software: System and Application Software, Utility packages, Configuration of Computer System. Applications of Information Technology: Wide range of Applications in: Home, Education and Training, Entertainment, Science, Medicine, Engineering etc.
Unit IV
Introduction to Windows 7: Parts of Window Screen (Desktop, window, icons), start menu, Taskbar settings, Application & Document Window, Anatomy of a Window (Title bar, minimize, maximize button, control box, scroll bars, scroll buttons, scroll boxes), Window Explorer (expansion, collapsing of directory tree, copying, moving, deleting files, folder, creating folders), About Desktop Icons (recycle bin, my computer, network neighbourhood, brief case), Folder, Shortcut Creation, Setting of Screen Saver, Colour Settings, Wallpaper, Changing Window Appearance.

REFERENCES:

1. Sinha P.K. ,”Computer Fundamentals”, BPB Publications
2. Norton Peter, “Introduction to Computers”, McGraw Hill Education

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-I)
Session 2018-19
Course Code: BVMM-1125
MS Office-I

Course Outcomes:

After successful completion of this course, students will be able to:

- CO1: create a new document, open, save and print a document.
- CO2: edit and format text, change the page layout, background and borders.
- CO3: insert headers and footers, insert and edit tables.
- CO4: insert clip art and pictures to documents.
- CO5: perform mail merge.
- CO6: share and review shared document files.
- CO7: identify the names and functions of the PowerPoint interface.
- CO8: create, edit, save, and print presentations.
- CO9: format presentations, add graphics to a presentation.
- CO10: create and manipulate simple slide shows with outlines and notes.

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-I)
Session 2018-19
Course Code: BVMM-1125
MS Office-I

Time: 3 Hours

Max. Marks: 125
Theory: 40
Practical: 60
CA: 25

Instructions for the Paper Setter

Eight questions of equal marks are to be set, two in each of the four Sections (A-D). Questions of Sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each section. The fifth question may be attempted from any Section.

Unit I
<p>Fundamentals: Starting Word 2007, difference in MS Word 2003 and 2007, Understanding the Word 2007 Program Screen, Understanding the Ribbon, Using the Microsoft Office Button and Quick Access Toolbar, Using Keyboard Commands, Using Help Exiting Word 2007</p> <p>Basics of Document creation: Creating a New Document, Inserting and Deleting Text, Saving a Document, Opening a Document, Selecting and Replacing Text Using Undo, Redo and Repeat Navigating through a Document, Viewing a Document, Working with the Document, Window Viewing Multiple Document, and Windows Previewing and Printing a Document, Closing a Document</p> <p>Formatting of a Word Document: Drop Caps, Add Shading to Draw Reader's Attention, Steps to Add Borders to a Document, work with Word Styles, Adjust the Horizontal Size of Characters, Insert and Prevent certain types of Page Breaks, Using the Word 2007 Themes To Make a Professional Document look. Steps to Create, Modify or Attach a Template. Add, Edit or Delete Headers and Footers.</p>
Unit II
<p>Creating and Customizing Tables: Methods to Create a Table, Steps to Create a Table that has Specific Column Widths. Deleting Column, Row or Entire Table in Word 2007. Creating Table of Contents in Word 2007</p> <p>Working with Graphics: Add, Crop, Change Pictures File Size and Wrap Picture with Text, Discover the Proper Steps to Add and Organize Clip Arts, Manipulating WordArt Effects to the Text</p> <p>Mail Merge: Steps To Complete a Mail Merge, steps to create a Mail Merge Letter, Creating an Email Merge, Create Merged Envelopes, Creating Merge Mailing Labels in Word 2007, Guide to Creating Mail Merge Recipients (Data Sources)</p>

Unit III

PowerPoint Basics: Starting to use PowerPoint 2007, Screen Elements, Difference between PowerPoint 2003 & 2007, Saving a PowerPoint Presentation, steps to Add a New Slide, Copy Slides from other Presentation.

Slide Layout, Backgrounds and Themes: Using Different Slide's Layout, Applying Theme to the Slide(s), Changing the Color Themes, Backgrounds or Templates, Professional PowerPoint backgrounds.

Slide Masters, Header and Footer: Know about PowerPoint Slide Masters, Slide Master Background Objects - How to Insert or Hide it, Apply Header and Footer

Unit IV

Formatting Text and Text Boxes: Format Text according to requirement, PowerPoint Text Boxes, Use PowerPoint Bullets to enhance your Presentation, Use the PowerPoint Numbering Feature,

Creating and Formatting Tables: Adding Table to the PowerPoint Slide, How to resize, add or delete rows or columns, merge and split the table cells. Formatting with different Table Options

Adding Audios and Videos Files: Ways to Insert Sound Files, steps to Play Sound and the Settings Involved, Embedding Movies/Videos into Presentations, Steps to Play Movies and its setting Options

Setting Up and Running a Slide Show: Slide Transitions to the Slides, Creating and Using Animation Effects, Making an Object Fly onto or off of the Slide with Motion Paths, Setting for a slide Show

REFERENCES:

1. Bucki Lisa A, "Microsoft Office 2016 Bible", Wiley Eastern Pvt Ltd Delhi
2. WeverkaPeter,"Office 2016 All in One for Dummies", Wiley India Pvt.Ltd New Delhi
3. MS Office – BPB Publications

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-I)
Session 2018-19
Course Code: BVMM-1326
CUSTOMER RELATIONSHIP MANAGEMENT

Course Outcomes:

After successful completion of this course, students will be able to:

CO1: demonstrate knowledge of:

- a. basic functions of business required to provide customer service within the global marketplace.
- b. service marketing and management that ensures the development of successful customer service outcomes in today's competitive environment.

CO2: apply critical thinking skills to be able to recommend appropriate outcomes in business situations.

CO3: employ effective communications skills, both written and verbal

CO4: recognize and apply appropriate ethical, social and diversity standards within the business environment.

Bachelor of Vocation (B.Voc)
 (Management & Secretarial Practices) (Semester-I)
 Session 2018-19
Course Code: BVMM-1326
CUSTOMER RELATIONSHIP MANAGEMENT

Time: 3 Hours

Max. Marks: 75
Theory: 40
Practical: 20
CA: 15

Instructions for the Paper Setter

Eight questions of equal marks are to be set, two in each of the four Sections (A-D). Questions of Sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each section. The fifth question may be attempted from any Section.

Unit I
<p>Introduction: Definitions, Concepts and Context of Relationship Management, Evolution - Transactional Vs Relationship Approach , CRM as a Strategic Marketing Tool, Significance of CRM to Stakeholders.</p> <p>Understanding Customer: Product & Customer – Overview, Importance of a Customer, Consumer Behavior. Customer Information Database, Customer Profile Analysis, Customer Perception, Expectations Analysis, Customer Behavior in Relationship Perspectives; Individual and Group Customers - Customer Life Time Value, Selection of Profitable Customer Segments.</p>
Unit II
<p>Basics of CRM: CRM– Meaning & Definition, Dimensions of CRM, Nature of CRM , Goals of CRM, -Advantages of CRM</p> <p>CRM Structure: Elements of CRM, CRM Process, Strategies for Customer Acquisition, Retention and Prevention of Defection, Models of CRM, CRM Road Map for Business Applications.</p>
Unit III
<p>CRM (Non-Voice): Meaning of CRM (Non-Voice), Introduction to BPM Industry & Organisational Policies & Procedures, Environment& Culture of BPM Industry, Various Outsourcing Processes, Relevant Standards, Policies, Procedures and Guidelines that apply when dealing with customer queries, Importance of Resolving Customer Queries, Customer Support Methodology</p>
Unit IV
<p>CRM Planning & Implementation: Strategic CRM Planning Process, Implementation Issues, CRM Tools, Analytical CRM, Operational CRM, Call Center Management, Role of CRM Managers, Customer Centric Approach, External Layers Vs Internal Layers, Need of Customer Support, Methodologies for Customer Support.</p> <p>Introduction to ERP: Introduction: ERP-An Overview, Enterprise-An Overview, Benefits of ERP, ERP and Related</p>

REFERENCES:

1. Scott Kostojohn, "CRM Fundamentals", Brian Paulen
2. Jill Dyché, "The CRM Handbook: A Business Guide to Customer Relationship Management" Addison-Wesley Information Technology Series
3. David S. Williams, "Connected CRM: Implementing a Data-Driven, Customer-Centric Business Strategy"

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-II)
Session 2018-19

Course Code: BVML-2323
PRINCIPLES OF MANAGEMENT

Course Outcomes:

After successful completion of this course, students will be able to:

- CO1 : evaluate the global context for taking managerial actions of planning, organizing and controlling.
- CO2 : assess global situation, including opportunities and threats that will impact management of an organization.
- CO3 : integrate management principles into management practices.
- CO4 : assess managerial practices and choices relative to ethical principles and standards.
- CO5 : specify how the managerial tasks of planning, organizing, and controlling can be executed in a variety of circumstances.
- CO6 : determine the most effective action to take in specific situations.
- CO7 : evaluate approaches to addressing issues of diversity.

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-II)
Session 2018-19

Course Code: BVML-2323
PRINCIPLES OF MANAGEMENT

Time: 3 Hours

Max. Marks: 50

Theory: 40

CA: 10

Instructions for the Paper Setter

Eight questions of equal marks are to be set, two in each of the four Sections (A-D). Questions of Sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each section. The fifth question may be attempted from any Section.

Unit I
Management: Meaning and Definition, Nature Purpose, Scope, Importance and Functions. Management as an art, science and profession, Concept of Management, Administration and Organisation, Principles of Management, Scientific Management. Evolution of Management Thought: Contribution of F.W.Taylor, Henri Fayol, Elton Mayo, Chester Barnard and Peter Drucker to the management thought.
Unit II
Management Techniques: <ul style="list-style-type: none">• Management by Objectives - Meaning, Process, Benefits and Weaknesses.• Planning: Meaning, Significance, Types of Plans, Elements of Planning: Objectives, Policies, Rules, Procedures, Strategy.• Organising: Meaning, Nature and Purpose of Organisation, Principles of Organisation, Forms of Organisation: Line, Functional, Line and Staff, Formal and Informal Organisation. Span of Management: Meaning, Factors determining Span of Management.
Unit III
Authority: Definition, Types, Responsibility and Accountability, Delegation of Authority: Definition, Steps in Delegation, Obstacles to Delegation and their Elimination, Decentralisation vs Centralisation, Determinants of Effective Decentralization. Staffing: Meaning, Nature and functions of HRM, Factors affecting Staffing, Recruitment, Selection, Training and Development.
Unit IV
Directing: Motivation-Meaning, Nature, Importance, Types, Theories of Motivation: McGregors's, Maslow and Herzberg Theories. Leadership: Meaning, Nature, Styles, Managerial Grid, Likert System, Theories of Leadership. Coordination: Principles and Techniques, difference between Cooperation and Coordination. Controlling: Meaning, Nature, Importance, Scope, Limitations and Techniques.

REFERENCES:

1. Robbins, S.P., & Coulter, M.K., "Management", Pearson Education Inc., New Delhi.
2. Gupta, Meenakshi, "Principles of Management", PHI Learning Pvt. Ltd., New Delhi.
3. Koontz, H., Weihrich, H., & Aryasri, A.R., "Essentials of Management", Tata McGraw-Hill, New Delhi.
4. Aswathapa, K. "Essential of Business Administration", Himalaya Publishing House, Mumbai.

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-II)
Session 2018-19
Course Code: BVML-2324
BOOK KEEPING

Course Outcomes:

After successful completion of this course, students will be able to:

CO1 : understand and apply the essential numerical skills required for book keeping and accounting

CO2 : understand and explain the relationship between the accounting equation and double-entry system of book keeping

CO3 : record transactions in the appropriate ledger accounts using the double-entry book keeping system

CO4 : balance ledger accounts at the end of an accounting period

CO5 : prepare trial balance, balance sheet and profit and loss account.

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-II)
Session 2018-19
Course Code: BVML-2324
BOOK KEEPING

Time: 3 Hours

Max. Marks: 50
Theory: 40
CA: 10

Instructions for the Paper Setter

Eight questions of equal marks are to be set, two in each of the four Sections (A-D). Questions of Sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each section. The fifth question may be attempted from any Section.

Unit I
<p>Introduction to Accounting: Accounting-Meaning, Objectives, Accounting as Source of Information, Internal and External users of Accounting Information and their Needs, Advantages and Limitations of Accounting, Difference between Book-Keeping and Accountancy.</p> <p>Qualitative Characteristics of Accounting Information: Reliability, Relevance, Understandability and Comparability.</p> <p>Basic Accounting terms-Asset, Liability, Capital, Expense, Income, Expenditure, Revenue, Debtors, Creditors, Goods, Cost, Gain, Stock, Purchase, Sales, Loss, Profit, Voucher Discount: Cash and Trade Discount, Transaction, Drawings, Equity.</p>
Unit II
<p>Theory Base of Accounting: Accounting Concepts: Business Entity, Money Measurement, Going Concern, Accounting Period, Cost Concept, Dual Aspect, Revenue Recognition (Realization), Matching, Accrual.</p> <p>Accounting Conventions: Full Disclosure, Consistency, Conservation, Materiality, Objectives.</p> <p>Accounting Standards: Meaning, Nature, Need and Type of Indian Accounting Standards.</p> <p>Accounting Mechanism: Single Entry and Double Entry.</p>
Unit III
<p>Accounting Cycle: From recording of business transaction to preparation of Trial Balance and Final Accounts.</p> <p>Bases of Accounting: Cash Basis, Accrual Basis.</p> <p>Recording of Business Transactions</p> <p>Voucher and Transactions: Origin of Transactions-source documents and vouchers</p> <p>Preparation of Voucher: Accounting Equation Approach, Meaning and Analysis of Transaction using Accounting Equation, Rules of Debit and Credit.</p>
Unit IV
<p>Recording of Transactions: Books of Original Entry-Journal, Ledger</p> <p>Books: (i) Cash Book-Simple, Cash book with Bank column and petty cash book, (ii) Purchase Book, Sales Book, Purchase Returns Book, Sales Returns Book, Bill Receivable Book. Bills Payable Book; Ledger: Meaning, Utility, Format, Posting from Journal and Subsidiary books; Balancing of Accounts.</p> <p>Trial Balance and Rectification of Errors: Meaning, Objectives, Advantages and Methods of preparation.</p>

REFERENCES:

1. KhatriDhanesh, "Financial Accounting for Management: An Analytical Perspective", Pearson Education, New Delhi.
2. Gupta, Ambrish, "Financial Accounting for Management: An Analytical Perspective", Pearson Education, New Delhi.
3. Wood, F. and Robinson, S ., "Book Keeping and Accounts, "7th Edition (2008), Pearson Publications, New Delhi

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-II)
Session 2018-19
Course Code: BVMM-2125
MS OFFICE – II

Course Outcomes:

After successful completion of this course, students will able to:

- CO1: indicate the names and functions of the excel interface components.
- CO2: enter and edit data, format data and cells.
- CO3: construct formula, including the use of built-in functions, and relative and absolute references.
- CO4: create and modify charts, preview and print worksheets.
- CO5: use the Excel online Help feature.
- CO6: identify the terminology and functions common to most database management systems.
- CO7: identify the qualities of valuable information.
- CO8: identify the elements of good database design.
- CO9: create and use tables, Create and use queries.
- CO10: create simple reports and forms.
- CO11: use the Access online Help feature.
- CO12: discuss ethical issues connected to the use of databases.

Bachelor of Vocation (B.Voc)
 (Management & Secretarial Practices) (Semester-II)
 Session 2018-19
Course Code: BVMM-2125
MS OFFICE – II

Time: 3 Hours

Max. Marks: 125
Theory: 40
Practical: 60
CA: 25

Instructions for the Paper Setter

Eight questions of equal marks are to be set, two in each of the four Sections (A-D). Questions of Sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each section. The fifth question may be attempted from any Section.

Unit I
<p>Fundamentals: Start MS Excel. Excel Screen Elements, About cell, Workbook, Worksheet, Enter Data into the Excel Worksheet, Save an Excel Worksheet, Explore Excel: Move from One Place to Another in a Worksheet, How to Change the Spreadsheet Cells Background or Text Color, Knowing The Excel Paste.</p>
Unit II
<p>Formatting and Customizing Data: Cell Alignment Options, Number Formatting, Adding Header and Footer, How to Prevent the Cell Editing, Merge and Unmerge Cells (Columns), Create and Download the Excel 2007 Templates. Creating and Formatting Tables: How to insert a Table, Formatting the Table. Create Drop Down List, Use of Data Validation Rules</p>
Unit III
<p>Formulas and Functions (with example illustrations): How to Write an Excel Formula, Excel 2007 Functions, Using NOW Function, Example Using the Excel 2007 PRODUCT Function, Using MAX Function, CELL Function, The RADIANS Function: Convert Degrees to Radians, DATE Function: An Easy Way to Insert a Date into a Formula, COUNT Function. Creating and Formatting Charts: Creating Charts, Create and Format the Chart Title, Chart Legend: How to Resize, Move, Changing Legend Font and Color, Creating a Pie Chart, Creating a Histogram Printing of an EXCEL Sheet: Print Preview Feature, Preview Worksheets Before Printing, Print Excel Worksheet and Print Multiple Areas of a Workbook, Printing Multiple Worksheets from a Workbook</p>
Unit IV
<p>What is a database and need of a Database Exploring and designing a database Building the Database: Creating a Table, Setting up fields, Building table relationships, Entering and editing data in the table Analyzing and Reporting Data: Sorting records entered in the table, Filtering records in the table, About queries, Using queries to make data meaningful, creation of reports</p>

REFERENCES:

1. Microsoft Word, Excel, and PowerPoint: Just for Beginners Paperback , Dorothy House
2. Weverka Peter, “Microsoft Office 2016 All-In-One for Dummies”, Wiley India Pvt. Ltd, New Delhi

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-II)
Session 2018-19
Course Code: BVMP-2126
LAB BASED ON TYPING SKILLS (DATA ENTRY)

Max. Marks: 75

Course Outcomes:

After successful completion of this course, students will able to:

- CO1: develop correct touch typing techniques
- CO2: key data quickly and accurately
- CO3: demonstrate operational skills in using the computer
- CO4: key accurately, at a rate of 35 words per minute

Bachelor of Vocation (B.Voc)
(Management & Secretarial Practices) (Semester-II)
Session 2018-19
Course Code: BVMP-2126
LAB BASED ON TYPING SKILLS (DATA ENTRY)

Time: 3 Hours

Max. Marks: 75
Practical: 60
CA: 15

Lab based on Typing skills to increase speed of typing in English, Hindi / Punjabi

