FACULTY OF VOCATIONAL STUDIES

SYLLABUS
of
B.Voc Management & Secretarial
Practices Semester: I-IV

(Under Credit Based Continuous Evaluation System)

Session: 2019-20

The Heritage Institution

KANYA MAHA VIDYALAYA
JALANDHAR
(Autonomous)

Kanya Maha Vidyalaya, Jalandhar (Autonomous)
CURRICULUM AND SCHEME OF EXAMINATIONS OF THREE YEAR DEGREE PROGRAMME
Bachelor of Vocation (Management & Secretarial Practices)
Session 2019-20

Bachelor of Vocation (Management & Secretarial Practices) Semester I								
Course code	**Course Title**	**Course Type**	**Credits**	**Marks**				**Examination time (in Hours)**
				Total	**Ext.**		**CA**	
					L	**P**		
BVML-1421/ BVML-1031/ BVML-1431	Punjabi(Compulsory)/ [1]Basic Punjabi/ [2]Punjab History & Culture	C	2	50	40	-	10	3
BVML-1102	Communication Skills in English	C	4	50	40	-	10	3
BVML-1123	Computer Fundamentals	C	4	50	40	-	10	3
BVML-1324	Work Management, Workplace, Health and Safety	S	4	50	40	-	10	3
BVML-1325	Customer Relationship Management	S	4	50	40	-	10	3
BVML-1326	Office Management	S	4	50	40	-	10	3
BVMM-1127	MS Office-I	S	4	100	40	40	20	3+3
AECD-1161	[3]Drug Abuse: Problem, Management and Prevention (Compulsory)	AC	2	50	40	-	10	3
SECF-I492	[3]Foundation Course	AC	2	25	20	-	5	1
	Total		**30**	**400**				

C-Compulsory
E-Elective
S-Skill
AC- Audit Course
[1] Special paper in lieu of Punjabi (Compulsory).
[2] Special paper in lieu of Punjabi (Compulsory) for those students who are not domicile of Punjab.
[3] Grade points of these courses will not be added in SGPA/CGPA of Semester/Programme.

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Course code	Course Title	Course Type	Credits	Max Marks				Examination time (in Hours)
				Total	Ext. L	Ext. P	CA	
BVML-2421/ BVML-2031/ BVML-2431	Punjabi(Compulsory)/ [1]Basic Punjabi/ [2]Punjab History & Culture	C	2	50	40	-	10	3
BVMM-2102	Communication Skills in English	C	4	50	25	15	10	3+3
BVML-2323	Principles of Management	C	4	50	40	-	10	3
BVML-2324	Book Keeping	S	4	50	40	-	10	3
BVML-2325	Commercial Laws	S	4	50	40	-	10	3
BVMM-2126	MS Office – II	S	4	100	40	40	20	3+3
BVMP-2127	Lab based on Typing Skills (Data Entry)	S	4	50	-	40	10	3
AECD-2161	[3]Drug Abuse: Problem, Management and Prevention (Compulsory)	AC	2	50	40	-	10	3
SECM-2502	[3]Moral Education	AC	2	25	20	-	5	1
	Total		**30**	**400**				

C-Compulsory

E-Elective

AC- Audit Course

[1] Special paper in lieu of Punjabi (Compulsory).

[2] Special paper in lieu of Punjabi (Compulsory) for those students who are not domicile of Punjab.

[3] Grade points of these courses will not be added in SGPA/CGPA of Semester/Programme.

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Course code	Course Title	Course Type	Credits	Marks				Examination time (in Hours)
				Total	Ext.		CA	
					L	P		
BVML-3321	Business Organisation & Systems	C	4	50	40	-	10	3
BVML-3122	Management Information System	C	4	50	40	-	10	3
BVML-3123	Electronic CRM	C	2	50	40	-	10	3
BVML-3324	Business & Office Correspondence	S	4	50	40	-	10	3
BVML-3325	Accountancy	S	4	50	40	-	10	3
BVMP-3126	Lab on Electronic CRM	S	4	75	-	60	15	3
BVMP-3327	Computer based Accounting – TALLY	S	4	50	-	40	10	3
BVMP-3328	Workshop on life Skills	S	2	50	-	40	10	3
SECP-3512	[1]Personality Development	AC	2	25	20	-	5	1
	Total		**30**	**425**				

C-Compulsory

E-Elective

S-Skill

AC- Audit Course

[1]Grade points of these courses will not be added in SGPA/CGPA of Semester/Programme.

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CURRICULUM AND SCHEME OF EXAMINATIONS OF THREE YEAR DEGREE PROGRAMME
Bachelor of Vocation (Management & Secretarial Practices)
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Bachelor of Vocation (Management & Secretarial Practices) Semester IV								
Course code	Course Title	Course Type	Credits	Marks				Examination time (in Hours)
				Total	Ext.		CA	
					L	P		
BVML-4321	Secretarial Practices	C	4	50	40	-	10	3
BVML-4122	Internet Applications	C	4	50	40	-	10	3
BVML-4323	Managerial Skills	S	4	50	40	-	10	3
BVML-4324	Statistical Analysis	S	4	50	40	-	10	3
BVML-4125	Digital Data Management	S	4	50	40	-	10	3
BVMD-4126	Minor Project (Computer based)	S	4	100	-	80	20	-
AECE-4221	Environmental Studies (Compulsory)	C	4	100	60	20	20	3+1
SECS-4522	[1]Social Outreach	AC	2	25	20	-	05	1
	Total		30	475				

C-Compulsory
E-Elective
S-Skill
AC- Audit Course
[1]**Grade points of these courses will not be added in SGPA/CGPA of Semester/Programme.**

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)
Session 2019-20

PROGRAMME SPECIFIC OUTCOMES

 On successful completion of B.Voc. Programme in 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.

BASIC PUNJABI
(In lieu of Compulsory Punjabi)
Course Code- BVML -1031

Course outcomes

CO1:ਮੁੱਢਲੀ ਪੰਜਾਬੀ ਪੜ੍ਹਾਉਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਨੂੰ ਸਿਖਾਉਣ ਦੀ ਪ੍ਰਕਿਰਿਆ ਵਿਚ ਪਾ ਕੇ ਇਕ ਹੋਰ ਭਾਸ਼ਾ ਸਿੱਖਣ ਦੇ ਮੌਕੇ ਪ੍ਰਦਾਨ ਕਰਨਾ ਹੈ।

CO2:ਇਸ ਵਿਚ ਵਿਦਿਆਰਥੀ ਨੂੰ ਬਾਰੀਕਬੀਨੀ ਨਾਲ ਭਾਸ਼ਾ ਦਾ ਅਧਿਐਨ ਕਰਵਾਇਆ ਜਾਵੇਗਾ।

CO3:ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਪੰਜਾਬੀ ਸ਼ਬਦ ਰਚਨਾ ਤੋਂ ਜਾਣੂ ਕਰਵਾਇਆ ਜਾਵੇਗਾ।

CO4:ਮੁੱਢਲੀ ਪੰਜਾਬੀ ਪੜ੍ਹਾਉਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਨਿੱਤ ਵਰਤੋਂ ਦੀ ਪੰਜਾਬੀ ਸ਼ਬਦਾਵਲੀ ਬਾਰੇ ਦੱਸਣਾ ਹੈ।

CO5:ਮੁੱਢਲੀ ਪੰਜਾਬੀ ਪੜ੍ਹਾਉਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਦਾ ਸ਼ਬਦ ਘੇਰਾ ਵਿਸ਼ਾਲ ਕਰਨਾ ਹੈ।

CO6:ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਹਫ਼ਤੇ ਦੇ ਸਤ ਦਿਨਾਂ ਦੇ ਨਾਂ, ਬਾਰ੍ਹਾਂ ਮਹੀਨਿਆਂ ਦੇ ਨਾਂ, ਰੁੱਤਾਂ ਦੇ ਨਾਂ, ਇਕ ਤੋਂ ਸੌ ਤਕ ਗਿਣਤੀ ਸ਼ਬਦਾਂ ਵਿਚ ਸਿਖਾਉਣਾ ਹੈ।

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-I)
Session 2019-20

BASIC PUNJABI
(In lieu of Compulsory Punjabi)
Course Code- BVML -1031

ਸਮਾਂ : 3 ਘੰਟੇ

Maximum Marks: 50
Theory : 40
CA : 10

ਪਾਠ ਕ੍ਰਮ

ਯੂਨਿਟ-I

ਪੈਂਤੀ ਅੱਖਰੀ, ਅੱਖਰ ਕ੍ਰਮ, ਪੈਰ ਬਿੰਦੀ ਵਾਲੇ ਵਰਣ ਅਤੇ ਪੈਰ ਵਿਚ ਪੈਣ ਵਾਲੇ ਵਰਣ ਅਤੇ ਮਾਤਰਾਵਾਂ (ਮੁਢਲੀ ਜਾਣ ਪਛਾਣ) ਲਗਾਖ਼ਰ (ਬਿੰਦੀ, ਟਿਪੀ, ਅਧਕ) : ਪਛਾਣ ਅਤੇ ਵਰਤੋਂ ।

08ਅੰਕ

ਯੂਨਿਟ-II

ਪੰਜਾਬੀ ਸ਼ਬਦ ਬਣਤਰ : ਮੁਢਲੀ ਜਾਣ ਪਛਾਣ (ਸਾਧਾਰਨ ਸ਼ਬਦ, ਸੰਯੁਕਤ ਸ਼ਬਦ, ਮਿਸ਼ਰਤ ਸ਼ਬਦ, ਮੂਲ ਸ਼ਬਦ, ਅਗੇਤਰ ਅਤੇ ਪਿਛੇਤਰ)

08ਅੰਕ

ਯੂਨਿਟ-III

ਨਿਤ ਵਰਤੋਂ ਦੀ ਪੰਜਾਬੀ ਸ਼ਬਦਾਵਲੀ : ਬਾਜ਼ਾਰ, ਵਪਾਰ, ਰਿਸ਼ਤੇਨਾਤੇ, ਖੇਤੀ ਅਤੇ ਹੋਰ ਧੰਦਿਆਂ ਆਦਿ ਨਾਲ ਸੰਬੰਧਤ।

08 ਅੰਕ

ਯੂਨਿਟ-IV

ਹਫ਼ਤੇ ਦੇ ਸਤ ਦਿਨਾਂ ਦੇ ਨਾਂ, ਬਾਰ੍ਹਾਂ ਮਹੀਨਿਆਂ ਦੇ ਨਾਂ, ਰੁੱਤਾਂ ਦੇ ਨਾਂ, ਇਕ ਤੋਂ ਸੌ ਤਕ ਗਿਣਤੀ ਸ਼ਬਦਾਂ ਵਿਚ ।

08ਅੰਕ

ਅੰਕ ਵੰਡ ਅਤੇ ਪਰੀਖਿਅਕ ਲਈ ਹਦਾਇਤਾਂ

1. ਪ੍ਰਸ਼ਨ ਪੱਤਰ ਦੇ ਚਾਰ ਯੂਨਿਟ ਹੋਣਗੇ।ਸੈਕਸ਼ਨ A-D ਤੱਕ ਦੇ ਪ੍ਰਸ਼ਨ ਯੂਨਿਟ I-IV ਵਿਚੋਂ ਪੁੱਛੇ ਜਾਣਗੇ। ਹਰ ਯੂਨਿਟ ਵਿਚ ਦੋ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ।

2. ਵਿਦਿਆਰਥੀ ਨੇ ਕੁਲ ਪੰਜ ਪ੍ਰਸ਼ਨ ਕਰਨੇ ਹਨ। ਹਰ ਯੂਨਿਟ ਵਿਚੋਂ ਇਕ ਪ੍ਰਸ਼ਨ ਲਾਜ਼ਮੀ ਹੈ। ਪੰਜਵਾਂ ਪ੍ਰਸ਼ਨ ਕਿਸੇ ਵੀ ਯੂਨਿਟ ਵਿਚੋਂ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।

3. ਹਰੇਕ ਪ੍ਰਸ਼ਨ ਦੇ 08 ਅੰਕ ਹਨ।

4. ਪੇਪਰ ਸੈੱਟ ਕਰਨ ਵਾਲਾ ਜੇਕਰ ਚਾਹੇ ਤਾਂ ਪ੍ਰਸ਼ਨਾਂ ਦੀ ਵੰਡ ਅਗੋਂ ਵਧ ਤੋਂ ਵਧ ਚਾਰ ਉਪ ਪ੍ਰਸ਼ਨਾਂ ਵਿਚ ਕਰ ਸਕਦਾ ਹੈ।

Gen.Punjabi
Course Code- BVML-1421

COURSE OUTCOMES

CO1: ਆਤਮ ਅਨਾਤਮ' ਪੁਸਤਕ ਦੇ ਕਵਿਤਾ ਭਾਗ ਨੂੰ ਪੜ੍ਹਾਉਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਅੰਦਰ ਕਵਿਤਾ ਪ੍ਰਤੀ ਦਿਲਚਸਪੀ, ਸੂਝ ਨੂੰ ਪੈਦਾ ਕਰਨਾ ਹੈ ਤਾਂ ਕਿ ਉਹ ਆਧੁਨਿਕ ਦੌਰ ਵਿਚ ਚੱਲ ਰਹੀਆਂ ਕਾਵਿ ਧਾਰਾਵਾਂ ਅਤੇ ਕਵੀਆਂ ਬਾਰੇ ਗਿਆਨ ਹਾਸਿਲ ਕਰ ਸਕਣ। ਇਸ ਦਾ ਹੋਰ ਮਨੋਰਥ ਕਵਿਤਾ ਦੀ ਵਿਆਖਿਆ, ਵਿਸ਼ਲੇਸ਼ਣ ਤੇ ਮੁਲੰਕਣ ਦੀ ਪ੍ਰਕਿਰਿਆ ਤੋਂ ਜਾਣੂ ਕਰਾਉਣਾ ਵੀ ਹੈ ਤਾਂ ਕਿ ਉਹ ਸਮਕਾਲੀ ਸਮਾਜ ਦੀਆਂ ਸਮੱਸਿਆਵਾਂ ਨੂੰ ਸਮਝ ਸਕਣ ਅਤੇ ਆਲੋਚਨਾਤਮਕ ਦ੍ਰਿਸ਼ਟੀ ਬਣਾ ਸਕਣ।

CO2:ਗਿਆਨ ਮਾਲਾ(ਵਿਗਿਆਨਕ ਤੇ ਸਮਾਜ ਵਿਗਿਆਨਕ ਲੇਖਾਂ ਦਾ ਸੰਗ੍ਰਹਿ)ਪੁਸਤਕ ਨੂੰ ਸਿਲੇਬਸ ਵਿਚ ਸ਼ਾਮਿਲ ਕਰ ਕੇ ਵਿਦਿਆਰਥੀਆਂ ਅੰਦਰ ਪੜ੍ਹਨ ਦੀ ਰੁਚੀ ਨੂੰ ਪੈਦਾ ਕਰਨਾ ਹੈ ਅਤੇ ਮੁੱਲਵਾਨ ਗਿਆਨ ਦੇਣਾ ਹੈ।

CO3:ਪੈਰ੍ਹਾ ਰਚਨਾ ਅਤੇ ਪੈਰ੍ਹਾ ਪੜ੍ਹ ਕੇ ਪ੍ਰਸ਼ਨਾਂ ਦੇ ਉਤਰ ਦੇਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਬੁੱਧੀ ਨੂੰ ਤੀਖਣ ਕਰਦਿਆਂ ਉਨ੍ਹਾਂ ਦੀ ਲਿਖਣ ਪ੍ਰਤਿਭਾ ਨੂੰ ਉਜਾਗਰ ਕਰਨਾ ਹੈ।

CO4:ਧੁਨੀ ਵਿਉਂਤ ਪੜ੍ਹਨ ਨਾਲ ਵਿਦਿਆਰਥੀ ਧੁਨੀਆਂ ਦੀ ਉਚਾਰਨ ਪ੍ਰਣਾਲੀ ਤੋਂ ਵਾਕਫ਼ ਹੋਣਗੇ।

CO5:ਭਾਸ਼ਾ ਵੰਨਗੀਆਂ ਨੂੰ ਪੜ੍ਹਾਉਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਅੰਦਰ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦੀ ਅਮੀਰੀ ਦਾ ਅਤੇ ਬਾਰੀਕੀਆਂ ਨੂੰ ਸਮਝਣ ਲਈ ਵੱਖਰੇ - ਵੱਖਰੇ ਸਿਧਾਂਤਾਂ ਦਾ ਵਿਕਾਸ ਕਰਨਾ ਹੈ।

Gen.Punjabi

Course Code- BVML-1421

ਸਮਾਂ : 3 ਘੰਟੇ   **Maximum Marks: 50**

Theory   : 40
CA   : 10

ਪਾਠ ਕ੍ਰਮ ਅਤੇ ਪਾਠ ਪੁਸਤਕਾਂ

ਯੂਨਿਟ-I

ਆਤਮ ਅਨਾਤਮ (ਕਵਿਤਾ ਭਾਗ),(ਸੰਪ. ਸੁਹਿੰਦਰ ਬੀਰ ਅਤੇ ਵਰਿਆਮ ਸਿੰਘ ਸੰਧੂ) ਗੁਰੂ   ਨਾਨਕ ਦੇਵ ਯੂਨੀਵਰਸਿਟੀ, ਅੰਮ੍ਰਿਤਸਰ।

(ਪ੍ਰਸੰਗ ਸਹਿਤ ਵਿਆਖਿਆ, ਸਾਰ)   08 ਅੰਕ

ਯੂਨਿਟ-II

ਗਿਆਨ ਮਾਲਾ(ਵਿਗਿਆਨਕ ਤੇ ਸਮਾਜ ਵਿਗਿਆਨਕ ਲੇਖਾਂ ਦਾ ਸੰਗ੍ਰਹਿ),(ਸੰਪਾ. ਡਾ. ਸਤਿੰਦਰ   ਸਿੰਘ, ਪ੍ਰੋ. ਮਹਿੰਦਰ ਸਿੰਘ ਬਨਵੈਤ), ਗੁਰੂ ਨਾਨਕ ਦੇਵ ਯੂਨੀਵਰਸਿਟੀ,ਅੰਮ੍ਰਿਤਸਰ।

ਲੇਖ :ਯਹੀਆ ਪ੍ਰਦੂਸ਼ਣ, ਭਰੂਣ ਹਤਿਆ ਦੇ ਦੇਸ਼ ਵਿਚ, ਨਾਰੀ ਸ਼ਕਤੀ, ਵਾਤਾਵਰਣੀ ਪ੍ਰਦੂਸ਼ਣ ਅਤੇ   ਮਨੁੱਖ, ਏਡਜ਼ : ਇਕ ਗੰਭੀਰ ਸੰਕਟ।

08 ਅੰਕ

ਯੂਨਿਟ-III

(ੳ) ਪੈਰ੍ਹਾ ਰਚਨਾ

(ਅ) ਪੈਰ੍ਹਾ ਪੜ੍ਹ ਕੇ ਪ੍ਰਸ਼ਨਾਂ ਦੇ ਉਤਰ।   08 ਅੰਕ

ਯੂਨਿਟ-IV

(ੳ) ਪੰਜਾਬੀ ਧੁਨੀ ਵਿਉਂਤ : ਉਚਾਰਨ ਅੰਗ, ਉਚਾਰਨ ਸਥਾਨ ਤੇ ਵਿਧੀਆਂ, ਸਵਰ, ਵਿਅੰਜਨ, ਸੁਰਪ੍ਰਬੰਧ।

(ਅ) ਭਾਸ਼ਾ ਵੰਨਗੀਆਂ : ਭਾਸ਼ਾ ਦਾ ਟਕਸਾਲੀ ਰੂਪ, ਭਾਸ਼ਾ ਅਤੇ ਉਪਭਾਸ਼ਾ ਦਾ ਅੰਤਰ, ਪੰਜਾਬੀ ਉਪਭਾਸ਼ਾਵਾਂ ਦੇ ਪਛਾਣ ਚਿੰਨ੍ਹ।   08 ਅੰਕ

ਅੰਕ ਵੰਡ ਅਤੇ ਪਰੀਖਿਅਕ ਲਈ ਹਦਾਇਤਾਂ

1.   ਪ੍ਰਸ਼ਨ ਪੱਤਰ ਦੇ ਚਾਰ ਯੂਨਿਟ ਹੋਣਗੇ।ਸੈਕਸ਼ਨ A-D ਤੱਕ ਦੇ ਪ੍ਰਸ਼ਨ ਯੂਨਿਟ I-IV ਵਿਚੋਂ ਪੁੱਛੇ ਜਾਣਗ ਹਰ ਯੂਨਿਟ ਵਿਚ ਦੋ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ।

2.   ਵਿਦਿਆਰਥੀ ਨੇ ਕੁਲ ਪੰਜ ਪ੍ਰਸ਼ਨ ਕਰਨੇ ਹਨ। ਹਰ ਯੂਨਿਟ ਵਿਚੋਂ ਇਕ ਪ੍ਰਸ਼ਨ ਲਾਜ਼ਮੀ ਹੈ। ਪੰਜਵਾਂ ਪ੍ਰਸ਼ਨ ਕਿਸੇ ਵੀ ਯੂਨਿਟ ਵਿਚੋਂ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।

3.   ਹਰੇਕ ਪ੍ਰਸ਼ਨ ਦੇ 08 ਅੰਕ ਹਨ।

4.   ਪੇਪਰ ਸੈੱਟ ਕਰਨ ਵਾਲਾ ਜੇਕਰ ਚਾਹੇ ਤਾਂ ਪ੍ਰਸ਼ਨਾਂ ਦੀ ਵੰਡ ਅਗੋਂ ਵਧ ਤੋਂ ਵਧ ਚਾਰ ਉਪ ਪ੍ਰਸ਼ਨਾਂ ਵਿਚ ਕਰ ਸਕਦਾ ਹੈ।

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-I)
Session 2019-20

COMMUNICATION SKILLS IN ENGLISH

Course Code: BVML-1102

Course Outcomes

After passing this course the students will develop the following Skills:

CO 1: Reading skills that will facilitate them to become an efficient reader.

CO 2: The ability to realise not only language productivity but also the pleasure of being able to articulate well.

CO 3: The power to analyse, interpret and infer the ideas in the text.

CO 4: The ability to have a comprehensive understanding of the ideas in the text and enhance their critical thinking.

CO 5: Writing skills of students which will make them proficient enough to express ideas in clear and grammatically correct English.

CO 6: Ability to plan, organise and present ideas coherently on a given topic.

CO 7: The skill to use an appropriate style and format in writing letters (formal and informal.)

Bachelor of Vocation(B.Voc)

(Management & Secretarial Practices)(Semester-I)

Session 2019-20

COMMUNICATION SKILLS IN ENGLISH -I

Course Code: BVML-1102

Examination Time: 3 Hours   **Max. Marks: 50**
Credits: 4-0-0   **Theory: 40**
                                                                     Continuous Assessment: 10

Instructions for the paper setter and distribution of marks:

The question paper will consist of four sections and distribution of marks will be as under:

Section-A: The question of theoretical nature will be set from Unit I of the syllabus with internal choice and it will consist of 8 marks.

Section-B: Two comprehension passages will be given to the students based on the Unit II and the candidates will have to attempt one carrying 8 marks.

Section-C: Two questions will be given based on the topics given in the Unit III and the candidates will have to attempt one carrying 8 marks.

Section-D: One out of the two questions will have to be attempted by the candidates based on the topics given in Unit IV of the syllabus. It will carry 8 marks.

Important Note:

The candidate will have to attempt five questions in all selecting one from each section of the question paper and the fifth question may be attempted from any of the four sections.   **(8 x 5 = 40)**

The syllabus is divided in four units as mentioned below:

Unit I

Reading Skills: Reading Tactics and strategies; Reading purposes–kinds of purposes and associated comprehension; Reading for direct meanings.

Unit II

Reading for understanding concepts, details, coherence, logical progression and meanings of phrases/ expressions.

Activities:

☐ Comprehension questions in multiple choice format
☐ Short comprehension questions based on content and development of ideas

Unit III

Writing Skills: Guidelines for effective writing; writing styles for application, personal letter, official/ business letter.

Activities

☐ Formatting personal and business letters.

☐ Organising the details in a sequential order

Unit IV

Resume, memo, notices etc.; outline and revision.

Activities:

☐ Converting a biographical note into a sequenced resume or vice-versa

☐ Ordering and sub-dividing the contents while making notes.

☐ Writing notices for circulation/ boards

Recommended Books:

1. *Oxford Guide to Effective Writing and Speaking* by John Seely.
2. *Business Communication,* by Sinha, K.K. Galgotia Publishers, 2003.
3. *Business Communication* by Sethi, A and Adhikari, B., McGraw Hill Education 2009.
4. *Communication Skills* by Raman, M. & S. Sharma, OUP, New Delhi, India (2011).
5. *English Grammar in Use: A Self Study Reference and Practice Book Intermediate Learners Book* by Raymond Murphy, Cambridge University Press.

Course Code: BVML-1123
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 2019-20
Course Code: BVML-1123
COMPUTER FUNDAMENTALS

Examination Time: 3 Hours　　　　　　　　　　　　　　　**Max. Marks: 50**
4Hrs/ week　　　　　　　　　　　　　　　　　　　　　　**Theory: 40**
L-T-P　　　　　　　　　　　　　　　　　　　　　　　　　**CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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. **Introduction to Emerging Technologies:** AI, Big Data, Cloud, IoT
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 7/10: Units 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 2019-20
Course Code: BVML-1324
WORK MANAGEMENT, WORKPLACE 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.

Course Code: BVML-1324
WORK MANAGEMENT, WORKPLACE HEALTH & SAFETY

Examination Time: 3 Hours   Max.   Marks: 50
4 Hrs/ week   Theory: 40
L-T-P   CA: 10
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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 WorkplaceTask 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, "OrganisationalBehaviour", 2007, Tata McGraw Hill, New Delhi.
2. Aswathappa, K., "OrganisationalBehaviour, Text, Cases and Games", 2007, Himalaya Publishing, Delhi.
3. Pareek, Udai, "Understanding Organizational Behaviour ", 2007, Oxford University Press, New Delhi
4. Adrian Flynm 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 2019-20
Course Code: BVML-1325
CUSTOMER RELATIONSHIP MANAGEMENT

Course Outcomes:

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

CO1: demonstrate knowledge of basic functions of business required to provide customer service within the global marketplace.

CO2:demonstrate knowledge of service marketing and management that ensures the development of successful customer service outcomes in today's competitive environment.

CO3: apply critical thinking skills to be able to recommend appropriate outcomes in business situations.

CO4: employ effective communications skills, both written and verbal

CO5:   recognize and apply appropriate ethical, social and diversity standards within the business environment.

Course Code: BVML-1325
CUSTOMER RELATIONSHIP MANAGEMENT

Examination Time: 3 Hours   Max.   **Marks: 50**
4 Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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: Definitions, Concepts and Context of Relationship Management, Evolution - Transactional Vs Relationship Approach , CRM as a Strategic Marketing Tool, Significance of CRM to Stakeholders. **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.
Unit II
Basics of CRM: CRM– Meaning & Definition, Dimensions of CRM, Nature of CRM , Goals of CRM, -Advantages of CRM **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.
Unit III
CRM (Non-Voice): Meaning of CRM (Non-Voice), Introduction to BPM Industry &Organizational 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
Unit IV
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. **Introduction to ERP:** Introduction: ERP-An Overview, Enterprise-An Overview, Benefits of ERP, ERP and Related

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-I)
Session 2019-20
Course Code: BVML-1326
OFFICE MANAGEMENT

Course Outcomes:

After studying this course, students will be able to:

CO1: to support management in office administration.
CO2: to prepare business documents.
CO3: to manage records.
CO4: to demonstrate business communication skills.
CO5: to utilize appropriate office technology.
CO6: to execute the duties of an office administrator.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-I)
Session 2019-20
Course Code: BVML-1326
OFFICE MANAGEMENT

Examination Time: 3 Hours   Max. **Marks: 50**
4 Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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
Office and office Management – meaning of office, function of office, primary and administrative functions, importance of office. Relation of office with other departments of business Organization. Concept of paperless office, virtual office, back and front office, open and private office. Definition and elements of office management, duties of an Office Manager.
Unit II
Filing and Indexing – Meaning and importance of filing, essential of good filing system.Centralized and decentralized filing system. Meaning, need and types of indexing used in the business organization.
Unit III
Office forms– Meaning and types of forms used in business organization, advantages, forms controls, objectives, form designing, principles of forms designing and specimens of forms used in office. Office Record Management – Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization.
Unit IV
Measurement of Office Work – Importance, purpose, difficulty in measuring office work. Different ways of measurement, setting of work standards, benefits of work standards. Techniques of setting standards. Office Manuals – Meaning, need, types of office manuals and steps in preparing of office manuals.

REFERENCES:
1. Chhabra, T.N., Modern Business Organisation, New Delhi, DhanpatRai& Sons.
2. Duggal, Balraj, Office Management and Commercial Correspondence, KitabMahal, New Delhi.
3. P.K. Ghosh, "Office Management", Sultan Chand& Sons. New Delhi
4. R.K. Chopra, Office Management, Himalaya Publishing House

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-I)
Session 2019-20
Course Code: BVMM-1127
MS Office-I

Course Outcomes:

After successful completion of this course, students will 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 2019-20
Course Code: BVMM-1127
MS Office-I

Examination Time: 3 Hours	**Max. Marks: 100**
4 Hrs/ week	**Theory: 40**
L-T-P	**Practical: 40**
2-0-2	**CA: 20**

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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
Fundamentals: Starting Word 2016, difference in MS Word 2010 and 2016, Understanding the Word 2016 Program Screen, Understanding the Ribbon, Using the Microsoft Office Button and Quick Access Toolbar, Using Keyboard Commands, Using Help Exiting Word 2016 **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 **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 2016 Themes To Make a Professional Document look. Steps to Create, Modify or Attach a Template. Add, Edit or Delete Headers and Footers.

Unit II
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 2016. Creating Table of Contents in Word 2016 **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 **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 2016, Guide to Creating Mail Merge Recipients (Data Sources)

Unit III
PowerPoint Basics: Starting to use PowerPoint 2016, Screen Elements, Difference between PowerPoint 2010 & 2016, 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

Note for the Practical Examiner:
   a) Practical Exam is based on the syllabus covered in the subject.
   b) The question paper will be set on the spot by the examiner

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 2019-20

Drug Abuse: Problem, Management and Prevention (COMPULSORY PAPER)

PROBLEM OF DRUG ABUSE
Course Code: AECD-1161
(Theory)

Time: 3 Hrs   Max. Marks: 50
Credit: 3-0-0   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

1) Meaning of Drug Abuse: Meaning, Nature and Extent of Drug Abuse in India and Punjab.

UNIT-II

2) Consequences of Drug Abuse for:
     Individual : Education, Employment, Income.
     Family : Violence.
     Society : Crime
     Nation : Law and Order problem.

UNIT-III

3) Management of Drug Abuse
Medical management : medication for treatment and to withdrawal effects.

UNIT-IV

4) Psychiatric Management: Counselling, Behavioural and Cognitive therapy.
     Social Management: Family, Group therapy and Environmental Intervention.

References:

1. Ahuja, Ram (2003), *Social Problems in India*, Rawat Publication, Jaipur.
2. Extent, Pattern and Trend of Drug Use in India, Ministry of Social Justice and Empowerment, Government of India, 2004.
3. Inciardi, J.A. 1981. *The Drug Crime Connection.* Beverly Hills: Sage Publications.
4. Kapoor. T. (1985) *Drug epidemic among Indian Youth*, New Delhi: Mittal Pub.
5. Modi, Ishwar and Modi, Shalini (1997) *Drugs: Addiction and Prevention*, Jaipur: Rawat Publication.
6. National Household Survey of Alcohol and Drug abuse. (2003) New Delhi, Clinical Epidemiological Unit, All India Institute of Medical Sciences, 2004.
7. Sain, Bhim 1991, *Drug Addiction Alcoholism,* Smoking obscenity New Delhi: Mittal Publications.
8. Sandhu, Ranvinder Singh, 2009, *Drug Addiction in Punjab*: A Sociological Study. Amritsar: Guru Nanak Dev University.
9. Singh, Chandra Paul 2000. *Alcohol and Dependence among Industrial Workers*: Delhi: Shipra.
10. Sussman, S and Ames, S.L. (2008). *Drug Abuse: Concepts, Prevention and Cessation,* Cambridge University Press.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-II)
Session 2019-20

BASIC PUNJABI
(In lieu of Compulsory Punjabi)
Course code- BVML -
2031

Course outcomes

CO1: ਮੁੱਢਲੀ ਪੰਜਾਬੀ ਪੜ੍ਹਾਉਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਨੂੰ ਸਿਖਾਉਣ ਦੀ ਪ੍ਰਕਿਰਿਆ ਵਿਚ ਪਾ ਕੇ ਇਕ ਹੋਰ ਭਾਸ਼ਾ ਸਿੱਖਣ ਦੇ ਮੌਕੇ ਪ੍ਰਦਾਨ ਕਰਨਾ ਹੈ।ਇਸ ਵਿਚ ਵਿਦਿਆਰਥੀ ਨੂੰ ਬਾਰੀਕਬੀਨੀ ਨਾਲ ਭਾਸ਼ਾ ਦਾ ਅਧਿਐਨ ਕਰਵਾਇਆ ਜਾਵੇਗਾ।

CO2: ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਪੰਜਾਬੀ ਸ਼ਬਦ ਰਚਨਾ ਤੋਂ ਜਾਣੂ ਕਰਵਾਇਆ ਜਾਵੇਗਾ।

CO3: ਸ਼ਬਦ ਸ਼੍ਰੇਣੀਆਂ ਨੂੰ ਪੜ੍ਹਾਉਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਅੰਦਰ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦੀ ਅਮੀਰੀ ਦਾ ਅਤੇ ਬਾਰੀਕੀਆਂ ਨੂੰ ਸਮਝਣ ਲਈ ਵੱਖਰੇ - ਵੱਖਰੇ ਸਿਧਾਂਤਾਂ ਦਾ ਵਿਕਾਸ ਕਰਨਾ ਹੈ।

CO4: ਮੁੱਢਲੀ ਪੰਜਾਬੀ ਪੜ੍ਹਾਉਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਦਾ ਸ਼ਬਦ ਘੇਰਾ ਵਿਸ਼ਾਲ ਕਰਨਾ ਹੈ।

CO5: ਵਿਦਿਆਰਥੀ ਵਾਕ ਦੀ ਪਰਿਭਾਸ਼ਾ ਅਤੇ ਇਸਦੀ ਬਣਤਰ ਤੋਂ ਜਾਣੂ ਹੋਣਗੇ ਅਤੇ ਭਾਸ਼ਾ ਤੇ ਪਕੜ ਮਜਬੂਤ ਹੋਵੇਗੀ।

CO6: ਪੈਰ੍ਹਾ ਰਚਨਾ ਦਾ ਮਨਰੋਥ ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਬੁੱਧੀ ਨੂੰ ਤੀਖਣ ਕਰਦਿਆਂ ਉਨਾਂ ਦੀ ਲਿਖਣ ਪ੍ਰਤਿਭਾ ਨੂੰ ਉਜਾਗਰ ਕਰਨਾ ਹੈ।

CO7: ਸੰਖੇਪ ਰਚਨਾ ਕਰਨ ਨਾਲ ਵਿਦਿਆਰਥੀ ਆਪਣੀ ਗੱਲ ਨੂੰ ਸੰਖੇਪ ਵਿਚ ਕਹਿਣ ਦੀ ਜਾਚ ਸਿੱਖਣਗੇ ਅਤੇ ਇਹ ਦਿਮਾਗੀ ਕਸਰਤ ਵਿਚ ਸਹਾਈ ਹੋਵੇਗੀ।

CO8: ਘਰੇਲੂ ਅਤੇ ਦਫ਼ਤਰੀ ਚਿੱਠੀ ਪੱਤਰ ਲਿਖਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਇਸ ਕਲਾ ਵਿਚ ਨਿਪੁੰਨ ਕਰਨਾ ਹੈ I

CO9: ਅਖਾਣ ਅਤੇ ਮੁਹਾਵਰਿਆਂ ਦੀ ਵਰਤੋਂ ਨਾਲ ਗੱਲਬਾਤ ਵਿਚ ਪਰਪੱਕਤਾ ਆਉਂਦੀ ਹੈ।ਇਹ ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਗੱਲਬਾਤ ਵਿਚ ਨਿਖਾਰ ਲਿਆਉਣ ਦਾ ਕੰਮ ਕਰਨਗੇ।

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-II)
Session 2019-20

BASIC PUNJABI
(In lieu of Compulsory Punjabi)
Course code- BVML -2031

ਸਮਾਂ: 3 ਘੰਟੇ   Maximum Marks : 50
                                                                        Theory   : 40
                                                                        CA   : 10

ਪਾਠ ਕ੍ਰਮ

ਯੂਨਿਟ-I
    ਸ਼ਬਦ ਸ਼੍ਰੇਣੀਆਂ : ਪਛਾਣ ਅਤੇ ਵਰਤੋਂ (ਨਾਂਵ, ਪੜਨਾਂਵ, ਕਿਰਿਆ, ਵਿਸ਼ੇਸ਼ਣ, ਕਿਰਿਆ ਵਿਸ਼ੇਸ਼ਣ, ਸਬੰਧਕ, ਯੋਜਕ
    ਅਤੇ ਵਿਸਮਿਕ)

                                                                        08 ਅੰਕ

ਯੂਨਿਟ-II
    ਪੰਜਾਬੀ ਵਾਕ ਬਣਤਰ : ਮੁੱਢਲੀ ਜਾਣ ਪਛਾਣ
    (ੳ) ਸਾਧਾਰਨ ਵਾਕ, ਸੰਯੁਕਤ ਵਾਕ ਅਤੇ ਮਿਸ਼ਰਤ ਵਾਕ (ਪਛਾਣ ਅਤੇ ਵਰਤੋਂ)
    (ਅ) ਬਿਆਨੀਆ ਵਾਕ, ਪ੍ਰਸ਼ਨਵਾਚਕ ਵਾਕ ਅਤੇ ਹੁਕਮੀ ਵਾਕ (ਪਛਾਣ ਅਤੇ ਵਰਤੋਂ)

                                                                        08 ਅੰਕ

ਯੂਨਿਟ-III
    ਪੈਰ੍ਹਾ ਰਚਨਾ
    ਸੰਖੇਪ ਰਚਨਾ   08 ਅੰਕ

ਯੂਨਿਟ-IV
    ਚਿੱਠੀ ਪੱਤਰ (ਘਰੇਲੂ ਅਤੇ ਦਫ਼ਤਰੀ)
    ਅਖਾਣ ਅਤੇ ਮੁਹਾਵਰੇ   08 ਅੰਕ

ਅੰਕ ਵੰਡ ਅਤੇ ਪਰੀਖਿਅਕ ਲਈ ਹਦਾਇਤਾਂ
1.   ਪ੍ਰਸ਼ਨ ਪੱਤਰ ਦੇ ਚਾਰ ਯੂਨਿਟ ਹੋਣਗੇ।ਸੈਕਸ਼ਨ A-D ਤੱਕ ਦੇ ਪ੍ਰਸ਼ਨ ਯੂਨਿਟ I-IV ਵਿਚੋਂ ਪੁੱਛੇ ਜਾਣਗੇ। ਹਰ ਯੂਨਿਟ
      ਵਿਚ ਦੋ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ।
2.   ਵਿਦਿਆਰਥੀ ਨੇ ਕੁਲ ਪੰਜ ਪ੍ਰਸ਼ਨ ਕਰਨੇ ਹਨ। ਹਰ ਯੂਨਿਟ ਵਿਚੋਂ ਇਕ ਪ੍ਰਸ਼ਨ ਲਾਜ਼ਮੀ ਹੈ। ਪੰਜਵਾਂ ਪ੍ਰਸ਼ਨ ਕਿਸੇ
      ਵੀ ਯੂਨਿਟ ਵਿਚੋਂ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।
3.   ਹਰੇਕ ਪ੍ਰਸ਼ਨ ਦੇ 08 ਅੰਕ ਹਨ।
4.   ਪੇਪਰ ਸੈੱਟ ਕਰਨ ਵਾਲਾ ਜੇਕਰ ਚਾਹੇ ਤਾਂ ਪ੍ਰਸ਼ਨਾਂ ਦੀ ਵੰਡ ਅਗੋਂ ਵੱਧ ਤੋਂ ਵੱਧ ਚਾਰ ਉਪ ਪ੍ਰਸ਼ਨਾਂ
      ਵਿਚ ਕਰ ਸਕਦਾ ਹੈ।

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-II)
Session 2019-20

Gen.Punjabi
COURSE CODE- BVML -2421

COURSE OUTCOMES

CO1:ਆਤਮ ਅਨਾਤਮ ਪੁਸਤਕ ਦੇ ਕਹਾਣੀ ਭਾਗ ਨੂੰ ਸਿਲੇਬਸ ਵਿਚ ਸ਼ਾਮਿਲ ਕਰ ਕੇ ਵਿਦਿਆਰਥੀਆਂ
ਅੰਦਰ ਕਹਾਣੀ ਨੂੰ ਪੜ੍ਹਣ ਦੀ ਰੁਚੀ ਨੂੰ ਪੈਦਾ ਕਰਨਾ ਹੈ ਅਤੇ ਕਹਾਣੀ ਜਗਤ ਨਾਲ ਜੋੜਨਾ ਹੈ।

CO2:ਇਤਿਹਾਸਕ ਯਾਦਾਂ (ਇਤਿਹਾਸਕ ਲੇਖ ਸੰਗ੍ਰਹਿ) ਪੁਸਤਕ ਨੂੰ ਸਿਲੇਬਸ ਵਿਚ ਸ਼ਾਮਿਲ ਕਰ ਕੇ ਵਿਦਿਆਰਥੀਆਂ
ਅੰਦਰ ਪੜ੍ਹਣ ਦੀ ਰੁਚੀ ਨੂੰ ਪੈਦਾ ਕਰਨਾ ਹੈ ਅਤੇ ਮੁੱਲਵਾਨ ਇਤਿਹਾਸ ਤੋਂ ਜਾਣੂ ਕਰਵਾਉਣਾ ਹੈ।

CO3:ਸੰਖੇਪ ਰਚਨਾ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਸਮੇਂ ਅਤੇ ਮਿਹਨਤ ਦੀ ਬੱਚਤ ਕਰਨ ਬਾਰੇ ਦੱਸਣਾ ਹੈ।
CO4:ਪੈਰ੍ਹਾ ਪੜ੍ਹ ਕੇ ਪ੍ਰਸ਼ਨਾਂ ਦੇ ਉੱਤਰ ਦੇਣ ਦਾ ਮਨਰੋਥ ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਬੁੱਧੀ ਨੂੰ ਤੀਖਣ ਕਰਦਿਆਂ   ਉਨ੍ਹਾਂ
ਦੀ ਲਿਖਣ ਪ੍ਰਤਿਭਾ ਨੂੰ ਉਜਾਗਰ ਕਰਨਾ ਹੈ।

CO5:ਸ਼ਬਦ ਬਣਤਰ ਅਤੇ ਸ਼ਬਦ ਰਚਨਾ ਪੜ੍ਹਣ ਨਾਲ ਵਿਦਿਆਰਥੀ ਇਸਦੇ ਮੁੱਢਲੇ ਸੰਕਲਪਾਂ ਨੂੰ ਆਧਾਰ   ਬਣਾ
ਕੇ ਇਹਨਾਂ ਸੰਕਲਪਾਂ ਤੋਂ ਜਾਣੂ ਹੋਣਗੇ ।

CO6:ਸ਼ਬਦ ਸ਼੍ਰੇਣੀਆਂ ਨੂੰ ਪੜ੍ਹਾਉਣ ਦਾ ਮਨੋਰਥ ਵਿਦਿਆਰਥੀਆਂ ਅੰਦਰ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦੀ ਅਮੀਰੀ ਦਾ ਅਤੇ
ਬਾਰੀਕੀਆਂ ਨੂੰ ਸਮਝਣ ਲਈ ਵੱਖਰੇ - ਵੱਖਰੇ ਸਿਧਾਂਤਾਂ ਦਾ ਵਿਕਾਸ ਕਰਨਾ ਹੈ।

CO7:ਅਖਾਣ ਅਤੇ ਮੁਹਾਵਰਿਆਂ ਦੀ ਵਰਤੋਂ ਨਾਲ ਗੱਲਬਾਤ ਵਿਚ ਪਰਪੱਕਤਾ ਆਉਂਦੀ ਹੈ।ਇਹ ਵਿਦਿਆਰਥੀਆਂ
ਦੀ ਗੱਲਬਾਤ ਵਿਚ ਨਿਖਾਰ ਲਿਆਉਣ ਦਾ ਕੰਮ ਕਰਨਗੇ।

Gen.Punjabi
COURSE CODE- BVML -2421

ਸਮਾਂ : 3 ਘੰਟੇ   Maximum Marks   : 50

                                                      Theory   : 40
                                                      CA   :
10

<div align="center">ਪਾਠ ਕ੍ਰਮ ਅਤੇ ਪਾਠ ਪੁਸਤਕਾਂ</div>

ਯੂਨਿਟ-I

ਆਤਮ ਅਨਾਤਮ (ਕਹਾਣੀ ਭਾਗ),(ਸੰਪ. ਸੁਹਿੰਦਰ ਬੀਰ ਅਤੇ ਵਰਿਆਮ ਸਿੰਘ ਸੰਧੂ)
ਗੁਰੂ ਨਾਨਕ ਦੇਵ ਯੂਨੀਵਰਸਿਟੀ, ਅੰਮ੍ਰਿਤਸਰ।(ਵਿਸ਼ਾ-ਵਸਤੂ, ਪਾਤਰ ਚਿਤਰਨ)

                                                                08 ਅੰਕ

ਯੂਨਿਟ-II

ਗਿਆਨ ਮਾਲਾ(ਵਿਗਿਆਨਕ ਤੇ ਸਮਾਜ ਵਿਗਿਆਨਕ ਲੇਖਾਂ ਦਾ ਸੰਗ੍ਰਹਿ)(ਸੰਪ. ਡਾ. ਸਤਿੰਦਰ ਸਿੰਘ, ਪ੍ਰੋ. ਮਹਿੰਦਰ
ਸਿੰਘ ਬਨਵੈਤ), ਗੁਰੂ ਨਾਨਕ ਦੇਵ ਯੂਨੀਵਰਸਿਟੀ,ਅੰਮ੍ਰਿਤਸਰ, 2007
ਲੇਖ :ਸਾਹਿਤ ਤੇ ਲੋਕ ਸਾਹਿਤ, ਅੱਖਾਂ, ਅਚੇਤਨ ਦਾ ਗੁਣ ਤੇ ਸੁਭਾਅ, ਕੰਪਿਊਟਰ ਅਤੇ ਇੰਟਰਨੈੱਟ, ਮਨੁੱਖੀ
ਅਧਿਕਾਰ।

                                                                08 ਅੰਕ

ਯੂਨਿਟ-III

(ੳ) ਸ਼ਬਦ ਬਣਤਰ ਅਤੇ ਸ਼ਬਦ ਰਚਨਾ : ਪਰਿਭਾਸ਼ਾ, ਮੁੱਢਲੇ ਸੰਕਲਪ

(ਅ) ਸ਼ਬਦ ਸ਼੍ਰੇਣੀਆਂ   08 ਅੰਕ

ਯੂਨਿਟ-IV

(ੳ) ਸੰਖੇਪ ਰਚਨਾ

(ਅ) ਮੁਹਾਵਰੇ ਅਤੇ ਅਖਾਣ   08 ਅੰਕ

ਅੰਕ ਵੰਡ ਅਤੇ ਪਰੀਖਿਅਕ ਲਈ ਹਦਾਇਤਾਂ

1.   ਪ੍ਰਸ਼ਨ ਪੱਤਰ ਦੇ ਚਾਰ ਯੂਨਿਟ ਹੋਣਗੇ।ਸੈਕਸ਼ਨ A-D ਤੱਕ ਦੇ ਪ੍ਰਸ਼ਨ ਯੂਨਿਟ I-IV ਵਿਚੋਂ ਪੁੱਛੇ ਜਾਣਗੇ। ਹਰ
      ਯੂਨਿਟ ਵਿਚੋਂ ਦੋ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ।
2.   ਵਿਦਿਆਰਥੀ ਨੇ ਕੁਲ ਪੰਜ ਪ੍ਰਸ਼ਨ ਕਰਨੇ ਹਨ। ਹਰ ਯੂਨਿਟ ਵਿਚੋਂ ਇਕ ਪ੍ਰਸ਼ਨ ਲਾਜ਼ਮੀ ਹੈ। ਪੰਜਵਾਂ ਪ੍ਰਸ਼ਨ
      ਕਿਸੇ ਵੀ ਯੂਨਿਟ ਵਿਚੋਂ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।
3.   ਹਰੇਕ ਪ੍ਰਸ਼ਨ ਦੇ 08 ਅੰਕ ਹਨ।
4.   ਪੇਪਰ ਸੈੱਟ ਕਰਨ ਵਾਲਾ ਜੇਕਰ ਚਾਹੇ ਤਾਂ ਪ੍ਰਸ਼ਨਾਂ ਦੀ ਵੰਡ ਅਗੋਂ ਵਧ ਤੋਂ ਵਧ ਚਾਰ ਉਪ ਪ੍ਰਸ਼ਨਾਂ
      ਵਿਚ ਕਰ ਸਕਦਾ ਹੈ।

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-II)
Session 2019-20

COMMUNICATION SKILLS IN ENGLISH

Course Code: BVMM-2102

Course Outcomes

After passing this course the students will develop the following skills:

CO 1: Enhancement of listening skills with the help of listening exercises based on conversation, news and TV reports.

CO 2: Improvement of speaking skills enabling them to converse in a specific situation.

CO 3: Acquisition of knowledge of phonetics which will help them in learning about correct pronunciation as well as effective speaking.

CO 4: The capability to present themselves well in a job interview.

CO 5: The ability of Note-Taking to be able to distinguish the main points from the supporting details and the irrelevant information from the relevant one.

CO 6: Speaking skills of the students enabling them to take active part in group discussion and present their own ideas.

CO 7: The capability of narrating events and incidents in a logical sequence.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-II)
Session 2019-20

COMMUNICATION SKILLS IN ENGLISH-II

Course Code: BVMM-2102

Examination Time: 3 hours (Theory)　　　　　　**Max. Marks: 50**
　　　　3 hours (Practical)　　　　　　　　　　　**Theory: 25**
　　　　Credits: 2-0-1　　　　　　　　　　　　　**Practical: 15**
　　　　　　　　　　　　　　　　　　Continuous Assessment: 10

Instructions for the paper setters and distribution of marks:

The question paper will consist of four sections and distribution of marks will be as under:

Section-A: Two questions with internal choice will be set from Unit I of the syllabus and these questions will be theoretical in nature corresponding to the syllabus of Section-I. Each will carry 5 marks.

Section-B: Two questions with internal choice will be set from Unit II of the syllabus. One will be theoretical and the second will be practical in nature. Each will carry 5 marks.

Section-C: Two questions with internal choice will be set from Unit III of the syllabus and these will be theoretical in nature. Each will carry 5 marks.

Section-D: Two questions with internal choice will be set from Unit IV of the syllabus. One question will be theoretical in nature and the other will be practical in nature (based on phonetic transcription and stress). Each will carry 5 marks.

Important Note:

The candidate will have to attempt five questions in all selecting one from each section of the question paper and the fifth question may be attempted from any of the four sections.　　　　　　　　　　　　　　　　　　**(5 x 5 = 25)**

<div align="center">**PRACTICAL / ORAL TESTING**</div>

Examination Time: 3 hours
Marks: 15

Course Contents:
1. Oral Presentation with/without audio visual aids.
2. Group Discussion.
3. Listening to any recorded or live material and asking oral questions for listening comprehension.

Questions:
1. Oral Presentation will be of 5 to 7 minutes duration. (Topic can be given in advance or it can be of student's own choice). Use of audio visual aids is desirable.
2. Group discussion comprising 8 to 10 students on a familiar topic. Time for each group will be 15 to 20 minutes.

Note: Oral test will be conducted by external examiner with the help of internal examiner.

Course Contents:

<div align="center">**Unit I**</div>

Listening Skills: Barriers to listening; effective listening skills; feedback skills.

Activities: Listening exercises – Listening to conversation, News and TV reports

<div align="center">**Unit II**</div>

Attending telephone calls; note taking and note making.

Activities: Taking notes on a speech/lecture

<div align="center">**Unit III**</div>

Speaking and Conversational Skills: Components of a meaningful and easy conversation; understanding the cue and making appropriate responses; forms of polite speech; asking and providing information on general topics.

Activities: 1) Making conversation and taking turns
            2) Oral description or explanation of a common object, situation or concept

<div align="center">**Unit IV**</div>

The study of sounds of English, stress

Situation based Conversation in English

Essentials of Spoken English

Activities: Giving Interviews

Recommended Books:

1. *Oxford Guide to Effective Writing and Speaking* by John Seely.

2. *Business Communication* by Sethi, A and Adhikari, B., McGraw Hill Education 2009.

3. *Communication Skills* by Raman, M. & S. Sharma, OUP, New Delhi, India (2011).

4. *A Course in Phonetics and Spoken English* by J. Sethi and P.V. Dhamija, Phi Learning.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-II)
Session 2019-20
Course Code: BVML-2323
PRINCIPLES OF MANAGEMENT

Course Outcomes:

After successful completion of this course, students will 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 2019-20
Course Code: BVML-2323
PRINCIPLES OF MANAGEMENT

Examination Time: 3 Hours   **Max. Marks: 50**
4Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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: • 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, Decentralization vs Centralization, 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 2019-20
Course Code: BVML-2324
BOOK KEEPING

Course Outcomes:

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

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

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

CO3 : record transactions in the appropriate ledger accounts using the double-entry bookkeeping 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 2019-20
Course Code: BVML-2324
BOOK KEEPING

Examination Time: 3 Hours   Max.   Marks: 50
4Hrs/ week   Theory: 40
L-T-P   CA: 10
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks(8 marks each) 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 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.   **Qualitative Characteristics of Accounting Information**: Reliability, Relevance, Understandability and Comparability.   **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.

Unit II
Theory Base of Accounting: Accounting Concepts: Business Entity, Money Measurement, Going Concern, Accounting Period, Cost Concept, Dual Aspect, Revenue Recognition (Realization), Matching, Accrual.   **Accounting Conventions**: Full Disclosure, Consistency, Conservation, Materiality, Objectives.   **Accounting Standards**: Meaning, Nature, Need and Type of Indian Accounting Standards.   **Accounting Mechanism**: Single Entry and Double Entry.

Unit III
Accounting Cycle: From recording of business transaction to preparation of Trial Balance and Final Accounts.   **Bases of Accounting**: Cash Basis, Accrual Basis.   **Recording of Business Transactions**   **Voucher and Transactions**: Origin of Transactions-source documents and vouchers   **Preparation of Voucher:** Accounting Equation Approach, Meaning and Analysis of Transaction using Accounting Equation, Rules of Debit and Credit.

Unit IV
Recording of Transactions: Books of Original Entry-Journal, Ledger **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. **Trial Balance and Rectification of Errors: M**eaning, Objectives, Advantages and Methods of preparation.

REFERENCES:

1. Khatri Dhanesh, "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 2019-20
Course Code: BVML-2325
COMMERCIAL LAWS

Course Outcomes:

After studying this course, students will be able to:

CO1: define basic terms, values and laws in the area of commercial law,
CO2: describe methods of applying principles and provisions of commercial law,
CO3: compose simple contracts,
CO4: asses the correctness of applying specific laws to a specific cases and choosing the most appropriate one

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-II)
Session 2019-20
Course Code: BVML-2325
COMMERCIAL LAWS

Examination Time: 3 Hours   **Max. Marks: 50**
4Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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
The Indian Contract Act, 1872 Contract – Meaning, Characteristics and kinds, Essentials of valid contract – Offer and acceptance, consideration, contractual capacity, free consent. Discharge of contract –Modes of discharge, Breach of Contracts and its remedies.
Unit II
Contract of Indemnity and Guarantee Contract of Bailment & Pledge, Contract of Agency
Unit III
The Sale of Goods Act, 1930 Contract of sale, meaning and difference between sale and agreement to sell., Conditions and warranties, Transfer of ownership in goods including sale by non–owners, Performance of contract of sale ,Unpaid seller – meaning and rights of an unpaid seller against the goods and the buyer.
Unit IV
Consumer Protection Act: Definitions, objectives, redressal machineries. The Limited Liability Partnership Act, 2008

REFERENCES:

1. Singh, A., "Principles of Mercantile Law", (2011), Eastern Book Co.
2. Tulsian, P. C., "Business Laws", 2nd Edition (2000), Tata McGraw Hill, New Delhi.
3. Kucchal, M.C., "Business Law", 5th Edition (2009), Vikas Publishing, House (P) Ltd.
 4. Maheshwari&Maheshwari, "Business Law", National Publishing House, New Delhi.
5. Chadha, P. R., "Business Law" Galgotia Publishing Company, New Delhi.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-II)
Session 2019-20
Course Code: BVMM-2126
MS OFFICE – II

Course Outcomes:

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

CO1:   indicatethe 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 2019-20
Course Code: BVMM-2126
MS OFFICE – II

Examination Time: 3 Hours   **Max. Marks: 100**
4 Hrs/ week   **Theory: 40**
L-T-P   **Practical: 40**
2-0-2   **CA: 20**

Instructions for the Paper Setter
Eight questions of equal marks(8 marks each) 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
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 , What if Analysis.
Unit II
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 2016 Templates.   **Creating and Formatting Tables:** How to insert a Table, Formatting the Table, Pivot Tables Create Drop Down List, Use of Data Validation Rules.
Unit III
Formulas and Functions (with example illustrations): How to Write an Excel Formula, Excel 2016 Functions, Using NOW Function, Example Using the Excel 2016 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
Unit IV
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

Note for the Practical Examiner:
   a) Practical Exam is based on the syllabus covered in the subject.
   b) The question paper will be set on the spot by the examiner

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 2019-20
Course Code: BVMP-2127
LAB BASED ON TYPING SKILLS (DATA ENTRY)

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 2019-20
Course Code: BVMP-2127
LAB BASED ON TYPING SKILLS (DATA ENTRY)

Examination Time: 3 Hours   Max.   **Marks: 50**
4Hrs/ week   **Practical: 40**
L-T-P   **CA: 10**
0-0-4

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

Drug Abuse: Problem, Management and Prevention (COMPULSORY PAPER)

PROBLEM OF DRUG ABUSE
Course Code: AECD-2161
(Theory)

Time: 3 Hrs   **Max. Marks :50**
Credit: 3-0-0   **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

Prevention of Drug abuse: Role of family: Parent child relationship, Family support, Supervision,   Shaping values, Active Scrutiny.

UNIT-II

School: Counselling, Teacher as role-model. Parent-teacher-Health Professional Coordination,   Random testing on students.

UNIT-III

Controlling Drug Abuse: Media: Restraint on advertisements of drugs, advertisements on bad effects of drugs, Publicity and media, Campaigns against drug abuse, Educational and awareness program

UNIT-IV

Legislation: NDPs act, Statutory warnings, Policing of Borders, Checking Supply/Smuggling of Drugs, Strict enforcement of laws, Time bound trials.

References:
1. Ahuja, Ram (2003), *Social Problems in India*, Rawat Publication, Jaipur.
2. Extent, Pattern and Trend of Drug Use in India, Ministry of Social Justice and Empowerment, Government of India, 2004.
3. Inciardi, J.A. 1981. *The Drug Crime Connection.* Beverly Hills: Sage Publications.
4. Kapoor. T. (1985) *Drug epidemic among Indian Youth*, New Delhi: Mittal Pub.
5. Modi, Ishwar and Modi, Shalini (1997) *Drugs: Addiction and Prevention*, Jaipur: Rawat Publication.
6. National Household Survey of Alcohol and Drug abuse. (2003) New Delhi, Clinical Epidemiological Unit, All India Institute of Medical Sciences, 2004.
7. Sain, Bhim 1991, *Drug Addiction Alcoholism,* Smoking obscenity New Delhi: Mittal Publications.
8. Sandhu, Ranvinder Singh, 2009, *Drug Addiction in Punjab*: A Sociological Study. Amritsar: Guru Nanak Dev University.
9. Singh, Chandra Paul 2000. *Alcohol and Dependence among Industrial Workers*: Delhi: Shipra.
10. Sussman, S and Ames, S.L. (2008). *Drug Abuse: Concepts, Prevention and Cessation,* Cambridge University Press.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Session 2019-20
Course Code: BVML-3321
BUSINESS ORGANISATION & SYSTEMS

Course Outcomes:

After studying this course, students will be able to:

CO1: understand the nature and purpose of different types of organisations (commercial, voluntary, public sector and so on)
CO2: describe the different ways in which organisations may be structured
CO3: understand basic concepts of organisational structure
CO4: describe the main departments or functions of a business organisation
CO5: Explain the advantages and disadvantages of centralised and decentralized organizations.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Session 2019-20
Course Code: BVML-3321
BUSINESS ORGANISATION & SYSTEMS

Examination Time: 3 Hours   Max.   Marks: 50
4Hrs/ week   Theory: 40
 L-T-P   CA: 10
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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 Business and Commerce: Meaning and definition of business, Objectives of business, Essentials of a successful business, Scope of business, Business as an economic system Trade and aids to trade- Meaning, scope, functions and evolution of commerce & industry, Industrial Revolution-its effects. Industrialization in India.

Unit II
Forms of Business Organization: Sole-proprietorship, Partnership, Joint stock Company, Cooperative Society, Public Utilities, Selection of a suitable form of organization, Classification based on Business Unit. Setting up a New Enterprise: Promotion of a business. Decisions in setting up an Enterprise – opportunity and idea generation, Role of creativity and innovation, Feasibility study and Business Plan, Business size and location decisions, various factors to be considered for starting a new unit, Problems in starting a new business

Unit III
Business and Society: Changing Concepts and Objectives of Business, Professionalization, Business ethics, Business and culture, Technological Development and Social Change, Social responsibilities of business, Social Audit, Manager and his environment: external and internal Domestic & Foreign Trade: Import export trade procedure & their organization.

Unit IV
Organization of Wholesale & Retail trade - Recent trends in wholesale & retailing. Malls and Super Markets – their effect on economy. Stock Exchange and Produce Exchange: Definition and Meaning, Importance, Functions, Listing, Dealers.

Suggested Readings:

1. Kaul, Vijay Kumar "Business Organization and Management: Text and Cases", Pearson Education, New Delhi.
2. Singla, R.K., "Business Organization and Management", V.K. (India) Enterprises, New Delhi.
3. Daft, Richard L., Daft, J., Murphy, H., &Willmott, "Organization Theory and Design", Cengage Learning EMEA, New Delhi.
4. Fernando, A.C., "Business Environment" Pearson Education, New Delhi.
5. Archie B. Carroll, Ann K. Buchholtz, "Business & Society: Ethics, Sustainability and Stakeholder Management", Cengage Learning, New Delhi. Note: The latest editions of the books should be followed.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Session 2019-20
Course Code: BVML-3122
MANAGEMENT INFORMATION SYSTEM

Course Outcomes:

After studying this course, students will be able to:

CO1: understand the leadership role of Management Information Systems in achieving business competitive advantage through informed decision making.
CO2: analyze and synthesize business information and systems to facilitate evaluation of strategic alternatives.
CO3: distinguish and analyse ethical problems that occur in business and society
CO4: effectively communicate strategic alternatives to facilitate decision making.
CO5: demonstrate an understanding of the major functional areas of Business
CO6: explain fundamental database concepts and apply these concepts to the design and development of relational databases.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Session 2019-20
Course Code: BVML-3122
MANAGEMENT INFORMATION SYSTEM

Examination Time: 3 Hours   Max.   **Marks: 50**
4Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks are to be set (8 marks each), 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
Fundamental Aspects of Information, Data, Information, Characteristics of Information, Attributes of Information , Types of Information , Differentiate between Data and Information Capturing of Information, Converting Information to Computer – readable form, source of Information, on–line Information access and capture.
Unit II
What are Systems, Components of System, Features of System, System Development Tools, Models of Decision Making , Real Time System, Coupling and Cohesion ,Information Systems, Categories of Information Systems, Development Life Cycle of Information System, Models of Decision Making
Unit III
Various types of information systems: Transaction Processing Systems, Office Automation Systems, MIS and Decision Support System. Case Studies Information System: Accounting Information systems, Inventory control systems & Marketing systems.
Unit IV
Concept of Data Warehousing and Data Mining

References:
1. Robert G. Murdick, Joel E. Ross, "Introduction to Management Information Systems",Prentice Hall
2. Muneesh Kumar, "Business Information Systems",Vikas Publishing House
3. Ashok Arora , AkshayaBhatia,"Management Information Systems",Excel Books

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Session 2019-20
Course Code: BVML-3123
ELECTRONIC CRM

Course Outcomes:

After studying this course, students will be able to:

CO1: appreciate the strategic nature of e-procurement and e-CRM.
CO2: understand the various business models such as "organization by function" and
"organization aligned to specific groups of customers", operating procedures, and
technological standards in e-procurement and e-CRM.
CO3: identify major Internet sources for carrying out e-procurement and e-CRM.
CO4: understand the e-procurement and e-CRM technologies such as data warehousing and
data mining for carrying out market research, facilitating customer acquisition, and building
customer loyalty.
CO5: engaged in e-procurement and e-CRM implementation projects.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Session 2019-20
Course Code: BVML-3123
ELECTRONIC CRM

Examination Time: 3 Hours   Max.   **Marks: 50**
4Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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 E-CRM: Meaning of e-CRM, Applications, Major Trends, Global Scenario for eCRM, eCRM in Business, Features of e -CRM, Advantages of e-CRM, Technologies of eCRM, add Segmentation versus CRM, Business Intelligence **Overview of ZOHO CRM:** Introduction, Account Set up, Product customization, Common operation. **Sales Force Automation**: Meaning, Leads, Accounts, Contacts, Deals, Forecasts, Activities.
Unit II
Marketing Automation: Meaning, Campaigns, Web Forms, Auto Response Rules, Google Adwords, Mass Email. **Multichannel Communication:** Sales Signals, Working with Emails, Email Insights, Live Chat and Visitor Tracking, Zoho Phone Bridge, Best Time to Contact.
Unit III
Social Networking: Overview, Setup Social Tab, Using Social Tab, Social Profiles. **Productivity**: Feeds, Macros, Advanced Filters, Inventory Management. **Managing Calendar**: CRM Calendar, Configure CalDAV, Using Calender **Document Management**: Document Library, Manage Documents, Manage Folder
Unit IV
Document Management: Document Library, Manage Documents, Manage Folder **CRM Insights**: Overview, Reports, Dashboards, Zia, Trend Analysis, Record keeping. Mobile Edition: Meaning, Zoho CRM App for iOS. Zoho CRM App for Android.

REFERENCES:

1. www.zoho.com/crm
2. Francis Buttle, "Customer Relationship Management: Concepts & Technologies", Routledge.
3. M.P. Jalawal, Anjali Kaushik" e-CRM: Business & System Frontiers', Asian Books Pvt. Ltd.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Course Code: BVML-3324
BUSINESS AND OFFICE CORRESPONDENCE

Course Outcomes:

After studying this course, students will be able to:

CO1: understand professional writing by studying management communication contexts and genres, researching contemporary business topics, analyzing quantifiable data discovered by researching, and constructing finished professional workplace documents.
CO2: recognize, explain, and use the formal elements of specific genres of organizational communication: white papers, recommendation and analytical reports, proposals, memorandums, web pages, wikis, blogs, business letters, and promotional documents.
CO3 : understand the ethical, international, social, and professional constraints of audience, style, and content for writing situations among managers or co-workers and colleagues of an organization and between organizations, or between an organization and the public.
CO4: understand the current resources (such as search engines and databases) for locating secondary information, and also understand the strategies of effective primary data gathering.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Session 2019-20
Course Code: BVML-3324
BUSINESS & OFFICE CORRESPONDANCE

Examination Time: 3 Hours   Max. **Marks: 50**
4Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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
Business Correspondence: Need, Functions, Types of Business, Letters, Parts, Structure, Layout, Principles of Effective Letter Writing, Principles of Effective e-mail Writing   **Business Letters:** Business Enquiries and Replies, Credit and Status Enquiries, Placing and fulfilling orders, Complaints and Adjustments

Unit II
Sales Letters, Agency Correspondence and Goodwill Letters , Consumer Grievance Letters, Letters under Right to Information (RTI) Act, Import and Export Correspondence   **Personnel Correspondence:** Job Application Letter and Resume, Letter of Appointment, Confirmation, Promotion, Termination and Resignation, Letter of Recommendation

Unit III
Office Correspondence: Intra-Organizational Business Communication, Memorandum, Notices, Circulars, Orders, Staff Suggestions and Complaints, Correspondence with Regional and Branch Offices, Agenda and Minutes. Report Writing, Kinds of Reports, Feasibility Reports, Investigative Reports.

Unit IV
Public Relation Correspondence: External Communication, Press Release and Notices, Press Conference, Magazines, Brochures, Advertising, Direct Mailing Advertising, Classified Advertising, Speeches, Interviews, Customer Care/Customer Relations.

REFERENCES
1. Chaturvedi ,Business Communication - Concepts, Cases & Applications Pearsons Educations, New Delhi
2. K. K. Sinha ,Business Communication ,Galgotia Publishing Company, New Delhi
3. NirmalSingh , Business Communication (Principles, Methods and Techniques) - Deep & Deep Publications Pvt. Ltd., New Delhi.
4. R. C. Sharma, Krishna Mohan , Business Correspondence and Report Writing - Tata McGraw-Hill Publishing Company Limited, New Delhi.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Course Code: BVML-3325
ACCOUNTANCY

Course Outcomes:

After studying this course, students will be able to

CO1: recognize and understand ethical issues related to the accounting profession.
CO2: prepare financial statements in accordance with Generally Accepted Accounting Principles.
CO3: employ critical thinking skills to analyze financial data as well as the effects of differing financial accounting methods on the financial statements.
CO4: effectively define the needs of the various users of accounting data and demonstrate the ability to communicate such data effectively, as well as the ability to provide knowledgeable recommendations.
CO5: recognize circumstances providing for increased exposure to fraud and define preventative internal control measures.
CO6: demonstrate an understanding of current auditing standards and acceptable practices, as well as the impact of audit risk on the engagement.
CO7: understand the audit process from the engagement planning stage through completion of the audit, as well as the rendering of an audit opinion via the various report options.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Session 2019-20
Course Code: BVML3325
ACCOUNTANCY

Examination Time: 3 Hours   **Max. Marks: 50**
4Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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
Financial Statements
Financial Statements: Meaning and Objectives. Distinction between Capital Expenditure and Revenue Expenditure. Balance Sheet: Need, Grouping, Marshaling of Assets and Liabilities, Vertical Presentation of Financial Statement. Adjustments in Preparation of Financial Statements with respect to Closing Stock, Outstanding Expenses, Prepaid Expenses, Accrued Income; Income Received in Advance, Depreciation, Bad Debts, Provision for Doubtful Debts, Provision for Discount on Debtors, Managers Commission. Preparation of Trading and Profit & Loss Account and Balance Sheet of Sole Proprietorship Concerns.
Unit II
Financial Statement Analysis
Meaning ,Objectives, Importance & Limitations of Financial Statement Analysis, Tools for Financial Statement analysis: Comparative Statements, Common Size Statements, Cash Flow Analysis, Ratio Analysis (Liquidity ratios, Solvency ratios, Activity Ratios and Profitability Ratios)
Unit III
Computers in Accounting
Introduction to Computer and Accounting Information System (AIS) Applications of Computers in Accounting: Automation of Accounting Process, Designing Accounting Reports, MIS Reporting Data Exchange with other Information Systems.

Unit IV
Comparison of Accounting Processes in Manual and Computerized Accounting, Highlighting Advantages and Limitations of Automation. Sourcing of Accounting System: Readymade and Customized and Tailor Made Accounting Systems, Advantages and Disadvantages of each Option.

REFERENCES:
1. Agrawal, Srinivasan," Accounting Made Easy", 1e Tata McGraw Hill
2. SudhindraBhat,"Management Accounting", Excel Books, New Delhi
3. S.N. Maheshwari, "Introduction to Accountancy" ,Vikas Pub Edition, 2009
4. NitinBalwani, "Accounting and Finance for Managers" ,Excel Books, New Delhi
5. N.Ramchandran, Kakani, "Financial Accounting for Management" ,TMH, 2008
6. Jain &Jain, "Accounting for Manager", PathMaker, Banglore

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Course Code: BVMP-3126
LAB ON ELECTRONIC CRM

Course Outcomes:

After studying this course, students will be able to:

CO1:explain how to build and manage successful E-CRM teams
CO2:explain how to blend E-CRM with a firm's overall business and marketing plans
CO3:demonstrate an understanding of how to build relationships with customers and
maintain their loyalty
CO4:develop effective customer communications strategies and tactics
CO5:create campaigns to generate new customers and prospects
CO6:assess, plan, manage and know how to prioritize customer service

Course Code: BVMP-3126
LAB ON ELECTRONIC CRM

Examination Time: 3 Hours
Max. Marks: 75
4Hrs/ week   **Practical: 60**
L-T-P   **CA: 15**
0-0-4

The students will learn Zoho software in this lab alongwith practical training of its operations. This is practical lab based on the subject **BVML-3123**

Note for the Practical Examiner:
   a) Practical Exam is based on the syllabus covered in the subject.
   b) The question paper will be set on the spot by the examiner

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Course Code: BVMP-3327
COMPUTER BASED ACCOUNTING-TALLY

Course Outcomes:

After studying this course, students will be able to

CO1: learn to create company, enter accounting voucher entries including advance voucher entries, do reconcile bank statement, do accrual adjustments, and also print financial statements, etc. in Tally ERP.9 software
CO2: find employability in the job market.
CO3: obtain certificate to work with well-known accounting software i.e. Tally ERP.9
CO4: possess required skill and can also be employed as Tally data entry operator.

Course Code: BVMP-3327
COMPUTER BASED ACCOUNTING - TALLY

Examination Time: 3 Hours	**Max. Marks: 50**
4Hrs/ week	**Practical: 40**
L-T-P	**CA: 10**
0-0-4	

Note for the Practical Examiner:
   a) Practical Exam is based on the syllabus covered in the subject.
   b) The question paper will be set on the spot by the examiner

Computerized Accounting: - Meaning, Need, Concepts of Accounting Groups, Hierarchy of Accounts, Codification in Accounting.
Accounting Package - Setting up an Accounting Entity, Creation of Groups and Accounts Designing and Creating Vouchers; Data Entry Operations using the Vouchers, Processing for Reports to prepare Ledger Accounts, Trial Balance and Balance Sheet.
Database Design for Accounting: Identifying and appreciating the data content in Accounting Transactions; Overview of Database Concepts, ER Model; Creating and Implementing RDM for Financial Accounting; SQL to retrieve data and generate Accounting Information.
Documenting Transactions using Vouchers; System of Vouchers and Database Design for Accounting; Storing and Maintaining Transaction Data.

Tally Financial Accounting Packages: Preparation and Online Finalization of Accounts on Tally,   ERP 9.0; Introduction of Tally, ERP 9.0, Phases of Implementation, Aides for Implementation. Accounts Management (Using Tally, ERP 9.0 Software Package); Accounts Masters, Accounts Transaction, Accounts Reports. Preparation and Compilation of complete balance sheet of any Industry/Organization/ Firm.
Note: The mentioned versions of Tally must be replaced with latest available version

REFERENCES:
1. Hall, J.A, "Accounting Information System", South Western College Publishing.
2. Gelinas, Ultric, J. and Steve, G. Suffon, "Accounting Information System, South Western Thomson Learning.
3. "Tally- ERP 9, Simple Steps of Learning", Kogent Learning.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-III)
Session 2019-20
Course Code: BVMP-3328
WORKSHOPS ON LIFE SKILLS

Course Outcomes

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

CO1: Learn those abilities that help promote overall well being and competence to be able toface the realities of life.

CO2: Develop psycho social competencies and interpersonal skills that will help them to make informed decisions, solve problems, think critically and creatively, communicate effectively, build healthy relationships, empathize with others and cope with managing their lives in a healthy and productive manner.

CO3: Adapt and adjust well with the changing demands of the society as young adolescents extend their relationships beyond parents and family and are intensely influenced by their peers and the outside world.

CO4: Get support in dealing with emotional conflicts and personal problems in the college and will learn how to incorporate the same in their daily lives.

CO5: Empower themselves to act responsibly, take initiative and control.

Examination Time: 3 Hours   Max. Marks: 50
2Hrs/ week   **Practical: 40**
L-T-P   **CA: 10**
0-0-4

Evaluation Criteria

The students will prepare Power Point Presentations, discuss Case Studies, participate in Group Discussions and present different situations through Role Plays on the topics specified by WHO. The examiner will evaluate the students on the basis of their presentation, their performance in group discussion, role plays and case studies. The examiner can also propose a situation and the students will be asked to suggest ways to cope with that situation.

Experiential and Reflective Workshops will be conducted on topics like:

1. **Effective Communication**
   Effective communication means that we are able to express ourselves, both verbally and non-verbally, in ways that are appropriate to our cultures and situations. This means being able to express opinions and desires and also needs and fears. And it may mean being able to ask for advice and help in a time of need.

2. **Interpersonal Relationship**
   Interpersonal relationship skills help us to relate in positive ways with the people we interact with. This may mean being able to make and keep friendly relationships, which can be of great importance to our mental and social well-being. It may mean keeping, good relations with family members, which are an important source of social support.

3. **Creative Thinking**
   Creative thinking is a novel way of seeing or doing things that is characteristic of four components – fluency (generating new ideas), flexibility (shifting perspective easily), originality (conceiving of something new) and elaboration (building on other ideas).

4. **Self Awareness**
   Self-awareness includes recognition of 'self', our character, our strengths and weaknesses, desires and dislikes. Developing self-awareness can help us to recognize when we are stressed or feel under pressure. It is often a prerequisite to effective communication and interpersonal relations, as well as for developing empathy with others.

5. **Empathy**
   To have a successful relationship with our loved ones and society at large, we need to understand

and care about other peoples' needs, desires and feelings. Empathy is the ability to imagine what life is like for another person. Empathy can help us to accept others, who may be very different from ourselves. This can improve social interactions, especially in situations of ethnic or cultural diversity.

6. **Critical Thinking**
   Critical thinking is an ability to analyze information and experiences in an objective manner. Critical thinking can contribute to health by helping us to recognize and assess the factors that influence attitudes and behaviour such as values, peer pressure and the media.

7. **Coping with Stress**
   Coping with stress means recognizing the sources of stress in our lives, recognizing how this affects us, and acting in ways that help us control our levels of stress, by changing our environment or lifestyle and learning how to relax.

8. **Coping with Emotions**
   Coping with emotions means recognizing emotions within us and others, being aware of how emotions influence behaviour and being able to respond to emotions appropriately. Intense emotions like anger or sadness can have negative effects on our health if we do not respond appropriately.

Different methods will be used to enhance Life Skills in students as: Class discussions, Brainstorming, Role play, Case studies, Story telling , Debates, Demonstration and guidance practice, Educational games and Simulations, etc.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-IV)
Session 2019-20
Course Code: BVML-4321
SECRETARIAL PRACTICES

Course Outcomes:

After studying this course, students will be able to

CO1: identify the scope, role and functions of the company secretary and apply them in the employing or client organisation.
CO2: critically evaluate and apply the role of company secretary as an advisor to the board.
CO3: ensure effective communication and dissemination of information to and from the board, both internally and externally, for the optimum benefit of the organisation.
CO4: understand the law and best practice in key functional matters (for example, meetings and share capital management) and apply them in the secretary ship function and ensure corporate compliance.
CO5: apply the functions of a company secretary in ensuring corporate compliance through good disclosure and observance of statutory and other regulations
CO6: take responsibility for the ongoing responsibilities of the secretary as a professional practitioner in the organisation and be responsible for continuing personnel development within the secretariat.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-IV)
Session 2019-20
Course Code:BVML-4321
SECRETARIAL PRACTICES

Examination Time: 3 Hours   Max. Marks: 50
4Hrs/ week   Theory: 40
L-T-P   CA: 10
4-0-0

Instructions for the Paper Setter

Eight questions of equal marks (8 marks each) 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
Company Management: Definition, Features and Types of Companies, Company Formation and Incorporation, Promoter, Capital Subscription, Memorandum and Articles, Prospectus.
Unit II
Secretarial Practices: Meaning, Definition, Need and Importance, Appointment, Rights, Duties, Powers and Liabilities of a Secretary, Role of a Secretary in Company Formation. **Meetings:** Meaning of meetings, Types of meetings, Requisites of meetings.
Unit III
Company Directors: Meaning and types of directors, Qualification and Number, Appointment, Removal, Powers, Duties and Liabilities, Remuneration of Directors.
Unit IV
Shares and Debentures: Application, Allotment, Transfer and Transmission, Calls and Forfeiture, Dividend and Interest. **Reconstruction and Amalgamation**, Winding up and Dissolution of Companies.

REFERENCES:
1 .Secretarial Practice and Office Management by Prasanta K Ghosh.
2. The Company Secretarial, hand book: a guide to statutory duties and responsibility; Ashton, Helen.
3. The Company Secretarial Desktop Guide; Mason, Roger(Thorogood Publishing).

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-IV)
Session 2019-20
Course Code: BVML-4122
INTERNET APPLICATIONS

Course Outcomes:

After studying this course, students will be able to:

CO1: design dynamic websites that meet specified needs and interests.
CO2: write well-structured, easily maintained, standards-compliant, accessible HTML code.
CO2: write well-structured, easily maintained, standards-compliant CSS code to present HTML pages in different ways.
CO4: apply critical thinking and problem solving skills required to successfully design and implement a web site.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-IV)
Session 2019-20
Course Code: BVML-4122
INTERNET APPLICATIONS

Examination Time: 3 Hours   **Max. Marks: 50**
4Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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: About internet and its working, business use of internet, services offered by internet, evaluation of internet, internet service provider (ISP), windows environment for dial up networking (connecting to internet), audio on internet, internet addressing (DNS) and IP addresses).

Unit II
E–Mail: Basic Introduction; Advantage and disadvantage, structure of an e–mail message, working of e–mail (sending and receiving messages), managing e–mail (creating new folder, deleting messages, forwarding messages, filtering messages) Implementation of outlook express.   **Internet Protocol:** Introduction, file transfer protocol (FTP), Gopher, Telnet, other protocols like HTTP and TCPIP.

Unit III
WWW: Introduction, working of WWW, Web browsing (opening, viewing, saving and printing a web page and bookmark), web designing using HTML, DHTML with programming techniques.   **Search Engine:** About search engine, component of search engine, working of search engine, difference between search engine and web directory

Unit IV
Intranet and Extranet: Introduction, application of intranet, business value of intranet, working of intranet, role of extranet, working of extranet, difference between intranet and extranet.

REFERENCES:
1. Internet & web page designing by V.K.Jainbpb publications.
2. Alexis Leon and Mathews leon,Internet for everyone - Vikas publications.
3. Internet for dummies - Pustakmahal, New Delhi a beginner's guide to html
4. "Understanding The Internet", Kieth Sutherland, Buterworth–Heineman; 1st Edition
5. S. K. Bansal, "Internet Technologies", APH Publishing Corporation.
6. Behrouz A. Forouzan, "Data Communications and Networking", 3rdEditon.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-IV)
Session 2019-20
Course Code: BVML-4323
MANAGERIAL SKILLS

Course Outcomes:

After studying this course, students will be able to:

CO1: understand what is meant by management and managerial effectiveness.
 CO2: identify the roles which are fulfilled while working as a manager.
CO3: identify managerial activities that contribute to managerial effectiveness.
CO4: identify a cause of stress in managerial life from a range covering mismatches between capabilities and role, player-manager tension and everyday stressors.
CO4: understand time pressures and the need for time management.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-IV)
Session 2019-20
Course Code:BVML-4323
MANAGERIAL SKILLS

Examination Time: 3 Hours Max. Marks: 50
4Hrs/ week Theory: 40
L-T-P CA: 10
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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: Introduction to Skills & Personal Skills, Importance of Competent Managers, Skills of Effective Managers, Developing Self Awareness on the issues of Emotional Intelligence, Self Learning Styles, Values, Attitude towards Change, Learning of Skills and Applications of Skills.
Unit II
Problem Solving and Building Relationship: Problem Solving, Creativity, Innovation, Steps of Analytical Problem Solving, Limitations of Analytical Problem Solving, Impediments of Creativity, Multiple Approaches to Creativity, Conceptual Blocks, Conceptual Block Bursting, Skills Development and Application for above areas.
Unit III
Communication Aspects: Building relationship Skills for developing positive interpersonal communication, Importance of Supportive Communication, Coaching and Counseling, Defensiveness and Disconfirmation, Principles of Supportive Communications, Personal Interview Management. Skill Analysis and Application on above areas.   **Team Building:** Developing Teams and Team Work, Advantages of Team, Leading Team, Team Membership, Skill Development and Skill Application.
Unit IV
Empowering and Delegating: Meaning of Empowerment, Dimensions of Empowerment, Ways to develop empowerment, Inhibitors of Empowerment, Delegating Works, Skills Development and Skill Application on above areas.   **Communication related to Course**: How to make Oral Presentations, Conducting Meetings, Reporting of Projects, Reporting of Case Analysis, Answering in Viva Voce, Assignment Writing.

REFERENCES:

1. V.S.P.Rao, Managerial Skills, Excel Books,2010, New Delhi
2. David A Whetten, Cameron Developing Management skills, PHI 2008
3. RamnikKapoor, Managerial Skills, PathMakers ,Banglore
4. Kevin Gallagher, Skills development for Business and Management Students, Oxford,2010
5. Monipally, Muttthukutty ,Business Communication Strategies,Tata McGraw Hill.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-IV)
Session 2019-20
Course Code:BVML-4324
STATISTICAL ANALYSIS

Course Outcomes:

After studying this course, students will be able to:

CO1: demonstrate knowledge of probability and the standard statistical distributions.
CO2: demonstrate knowledge of fixed-sample and large-sample statistical properties of point and interval estimators.
CO3: demonstrate knowledge of the properties of parametric, semi-parametric and non-parametric testing procedures.
CO4: demonstrate the ability to perform complex data management and analysis.
CO5: demonstrate understanding of how to design experiments and surveys for efficiency.

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-IV)
Session 2019-20
Course Code: BVML-4324
STATISTICAL ANALYSIS

Examination Time: 3 Hours   Max. **Marks: 50**
4Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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
Statistics: Definition, Functions, Scope and Limitations of Statistics.   **Measures of Central Tendency:** Mean, Median and Mode.
Unit II
Measures of Dispersion: Range, Quartile Deviation, Mean Deviation, Standard Deviation and Coefficient of Variation. Kurtosis, Skewness   **Simple Correlation and Regression:** Meaning, Types, Karl Pearsons& Rank Correlation (excluding grouped data), Probable error.
Unit III
Index Numbers: Meaning and Importance, Methods of construction of Index Numbers: Weighted and Unweighted; Simple Aggregative Method, Simple Average of Price Relative Method, Weighted Index Method: Laspeyres Method, Pasches Method and Fishers Ideal Method including Time and Factor Reversal Tests, Consumer Price Index.
Unit IV
Time Series Analysis: Components, Estimation of Trends (Graphical Method, Semi Average Method, Moving Averages Method and Method of Least Squares for Linear Path).

REFERENCES:

1. Levin, Richard and David S.Rubin."Statistics for Management", 7th Edition, Prentice Hall of India, New Delhi.
2. Chandan, J.S.,"Statistics for Business and Economics", Ist Edition,(1998),Vikas Publishing House Pvt. Ltd.
3. Render, B. and Stair,R.M.Jr.,"Quantitative Analysis for Management", 7th Edition, Prentice–Hall of India, New Delhi.
4. Gupta C B, Gupta V,"An Introduction to Statistical Methods", 23rd Edition (1995), Vikas Publications.
5. Siegel, Andrew F, Practical Business Statistics.International Edition, 5th Edition (2001), McGraw Hill Irwin

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-IV)
Session 2019-20
Course Code: BVML-4125
DIGITAL DATA MANAGEMENT

Course Outcomes:

After studying this course, students will be able to:

CO1: find key components of digital leadership
CO3: create, influence, monitor and control your digital reputation
CO4: use digital opportunities to connect with your audiences
CO5: understand that data should be managed differently in different phases of the life cycle
CO6: 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-IV)
Session 2019-20
Course Code:BVML-4125
DIGITAL DATA MANAGEMENT

Examination Time: 3 Hours   **Max. Marks: 50**
4Hrs/ week   **Theory: 40**
L-T-P   **CA: 10**
4-0-0

Instructions for the Paper Setter
Eight questions of equal marks (8 marks each) 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
Workflow: Meaning, types, Automated workflow - components, File Preparation, Preflighting, Digital Imposition – preRIP, postRIP, OPI, Trapping, Postscript, PDF, Metadata – JDF, XML. **File Formats & Compression Techniques**: File format – EPS, DCS, JPEG, GIF, TIFF, PNG, comparison of file formats, Compression techniques, Lossy& lossless compression, RLE, Huffman compression, LZW, DCT, Wavelet, Fractal image encoding, Image quality evaluation, Audio compression, Video Compression.

Unit II
2-D Transformations: translation, rotation, scaling, matrix representations and homogeneous coordinates, composite transformations, general pivot point rotation, general fixed point scaling, shearing, reflection about X Axis and Y Axis, Reflection about Straight lines, Reflection through an Arbitrary Line.

Unit III
Database Management: Database, Types, Database Management, Database Languages, Query Processing, Data storage, Backup & recovery, Distributed databases, Data Warehousing, Data Mining

Unit IV
Security: Security in Operating Systems, Principles of Network Security, Cryptography, Fire walls, Intrusion Detection Systems, Secure Email, Digital Rights Management, Element of Designing Accessible Web Content and Web Security

REFERENCES
1. Helmut Kiphhan, "Handbook of Print Media", Springer Verlag, 2001 2. Phil Green,
2. "Understanding Digital Color", 2nd edition, GATF Press, 1999.
3. Mani Subramanian, " Network Management: Principles & Practice", Addison Wesley,1999
4. SanjivPurba, "Handbook of Data Management", Viva Books Private Ltd., 1999
5. Douglas E. Comer, "Computer Networks & Internets", 2nd Edition, Pearson Publications, 1999
6. Larry L. Pearson, Bruce S. Davie, "Computer Networks: A Systems Approach", Third Edition, Morgan Kauffman Publishers Inc., 2003
7. Abraham Silberschatz, Henry F. Korth, S.Sudharshan, "Database System Concepts"

Bachelor of Vocation(B.Voc)
(Management & Secretarial Practices)(Semester-IV)
Session 2019-20
Course Code: BVMD-4126
MINOR PROJECT(Computer based)

Examination Time: 3 Hours   **Max. Marks :100**
12 Hrs/ week   **Practical :80**
L-T-P   **CA:20**
 0-0-6

- Report and Presentation should be submitted monthly
- Internal Assessment is based upon the performance of above said report and presentation made.
- Monthly report is to be evaluated by internal examiner of the concerned college.
- Final report is to be submitted by the end of training period. External assessment is based on final report and viva voce. Final report is to be evaluated by external examiner