

Part A Introduction			
Program: Degree		Class –IIIrd Year	Session: 2023-24
Course Code			
Course Title	Office Management and Practices		
Course Type	Vocational		
Pre-requisite (if any)	Student must have studied this subject in IInd year/Diploma		
Course Learning outcomes (CLO)	After completion of course, students will be able to <ul style="list-style-type: none">• Understanding of Office Management, Office Automation, workplace environment• Learn the use of tools and equipment’s used in office.• Understand and acquire the skills for secretarial functions and proceedings of official meetings• Acquire the knowledge of banking system and official terms used inWorkplace• Identify skills and competencies of an office manager.• Describe different forms of organizations.• Develop processes for office operations.• Identify components of office management roles and procedures and team dynamics.• Communicate finding using business software applications (MS Office: Word, Excel, and PowerPoint etc).		
Expected Job Role / career opportunities	Office Manager, Personal Assistant, front office executive, administrative assistants, secretary, executive secretary, professional assistant, sales assistant, marketing assistant and research assistant etc...		
Credit Value	2 (Theory) + 2 (Practical) = 04		
Part B- Content of the Course			
Total No. of Lectures + Practical (in hours per week): L-1 Hr / P-1 Lab Hr (=2 Hrs)			
Total No. of Lectures/ Practical: L-30 /P-30 (60 Hrs)			
Module	Topics		No. of lectures (Total 30)
I	Office and Office Management: Meaning of office. Functions of office — primary and administrative management functions, Office Meetings: Meaning and requisites of a valid meeting., types of meetings, preparation for meetings: Drafting of Notice, Agenda , Quorum and Minutes of		10

	Meetings., duties of Secretary before, during and after a meeting, additional terms used in meetings.	
II	Modern Office Equipment's, Technology and Communication: Modern Office Equipment — Introduction, meaning and Importance of office automation, objectives of office mechanization, advantages, disadvantages, factors determining office mechanization. Kind of office machines: personal computers, printer, scanner, photocopier, telephone, Audio Visual Aids. Modern technology and office communication, email, voice mail, internet, multimedia, scanner, video-conferencing, web-casting. Appointments and Travel Arrangements. Power Point Presentation, Ms Word, Ms Excel and Accounting Software.	10
III	Banking :- Origin of banking, definition, banker and customer relationship, Types of accounts: Current and Saving. Passbook and Cheque Book. Payment received through POS Machine, Fund received and disbursement. E- Banking: Meaning, Benefits, Internet Banking, Home banking, Mobile banking, Virtual banking, E payments, NEFT, RTGS. ATM Card/ Biometric card, Debit/Credit card, Smart card, EFT, ECS (credit/debit) E-money, electronic purse, Digital cash. White level ATM.	10

	Practical	No. of lectures
	<ol style="list-style-type: none"> 1. Study of office hierarchy and functions and their duties in any office. 2. Computer Software - Study Ms Word, Ms Excel, Ms Powepoint and Accounting Software in any office. 3. Bank account opening process and process for submitting cheque in bank, issue payment to vendor by cheque, NEFT and RTGS in any office. 4. Practice of E-banking activities those mentioned in syllabus . 5. Study the process of receiving payment through POS machine, Online Mode, CO NEFT, RGTS and their entry in Cash Book in any office. 6. Study of Modern office equipment in any office, such as establishment and connection of internet, scanner, printer and other devices. 7. Use of Modern office equipment such as email, video-conferencing, web-casting and Audio-Visual Aids in any office. 	30
Project/ Field trip:		

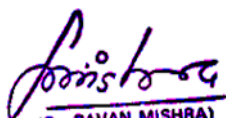
Part C-Learning Resources

Text Books, Reference Books, Other resources

- Agarwal, O.P., Banking and Insurance, Himalaya Publishing House
- Office Organisation and Management, S.P. Arora, Vikas Publishing House.
- Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
- Office Management and Commercial Correspondence, B.R. Duggal, KitabMahal.
- Office Management, B.R. Duggal, KitabMahal Distributors, 28 NetajiSubhashMarg, New Delhi-110002.
- Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, 4263/3, Ansari Road.Darya Ganj, New Delhi-110002
- Secretarial Services by Evelyn Anstin, Macdonald &Evans.
- Personality Development by R.K. Mishra, Rupa Publications
- Personality Development by S.K.P. Selvam, APH Publication Corporation

Suggested equivalent online courses: e-reading:

1. <https://swayam.gov.in>
2. https://sist.sathyabama.ac.in/sist_coursematerial/uploads/SBAA1407.pdf
3. <https://egyankosh.ac.in/bitstream/123456789/33238/1/Unit-1.pdf>
4. <https://sjecnotes.weebly.com/uploads/5/2/5/1/5251788/26494919-definition-of-e-banking.pdf>
5. <https://app1.unipune.ac.in/external/course-material/Fundamental-of-Banking-English.pdf>



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