Learning Outcome of Office Management & Secretarial Practice Discipline
(LOCF Framework)

Paper	Course Objectives	Teaching Learning Process and Assessment Methods
Business Communication	**CO1:** Understand the key concepts of business and professional communication. **CO2:** Understand the significance and principles of effective Office communication in business. **CO3:** Develop proficiency in writing business letters, reports and presentations. **CO4:** Acquire writing skills of business communication instruments like Quotations, Orders, Memorandum, Notice, Agendas and Minutes of the Office Meetings. **CO5:** Able to develop the knowledge and use of communication technology in business.	Interactive class room sessions with the help of power point presentation, case discussions and group activities to ensure active individual participation and continuous learning. Assessment through Class tests, assignments, presentations and end-semester written examination on understanding of effective business communication and art of writing business letters.
Office Management & Secretarial Practice	**CO1:** Understanding of Office Management, Office Automation, space management, workplace environment **CO2:** Learn the procedures of mailing as well as record management **CO3:** Understand the budgets and audit system in the Office **CO4:** Understand and acquire the skills for secretarial functions and proceedings of official meetings **CO5:** Acquire the knowledge of banking system and official terms used in workplace.	Lectures and demonstration of office systems through power point, demonstration of office equipment used in offices supported by tutorials, tests and assignments. Industry visit to the select offices adopting modern office practices, through meaningful interaction with managerial staff, discussion on their objectives, processes for achieving business targets also make a part on the spot discussions and development of knowledge in the field of office management. Assessment are done through project management systems, and final written examination.

Computer Applications	**CO1:** Understand the fundamentals of computer and its terminologies **CO2:** Understand the Internet Technologies **CO3:** Able to use MS Office (word processor, spreadsheet and power point) professionally. **CO4:** Develop understanding about the writing of effective business letters in computer through word processing. **CO5:** Able to use spreadsheet program for business data processing. **CO5:** Acquire skills for development and presentation of power point report.	Lectures and Practical in Computer systems in computer Lab through demonstration for observation of key components of computer systems. Group tutorials, open ended projects and hands on practice on computer systems are carried out in computer lab. Assessment through project presentation and group activities, oral and written tests, observations of practical typing skills through touch methods are carried out. Final assessment is done through theory examination.
Stenography (English)	**CO1:** Understand the basic concepts of stenography with grammalogues and logograms. **CO2:** Learn to write the basic rules of circles and loops in stenography. **CO3:** Learn the art of writing of initial and Final hooks. **CO4:** Able to understand the rules of writing the halving and doubling principles in stenography **CO5:** Understand and practice writing of prefixes and suffixes signs.	Essential and continuous practice on the art of writing of stenography through lectures and tutorials. Internal assessment is done through presentation, viva voce and Final theory Exam
Practical Stenography and E-Typewriting	**CO1**: Acquire the proficiency in shorthand skills, dictation and transcription of office notes. **CO2:** Acquire the proficiency in computer typewriting through touch system with a required speed. **CO3:** Learn the skills of drafting office letters, notices, circulars, Pay-roll and result analysis through Excel	Lectures and tutorials for development of knowledge of stenography rules, legible art of writing, development of speed through daily practice of dictation and transcription of stenography passages through Pitman Shorthand Instructor and Shorthand monthly magazines.

	using financial, logical, statistical functions. **CO4:** Develop the proficiency of drafting official communications with layouts and styles.	Daily practice of transcripts through e-typography on computer systems. Internal Assessment though project presentation, written tests on stenography and data processing on computers. Finally assessed through written theory test and practical exam on computer system.
Computer Applications and Stenography (Practical) Project Report	**CO1:** Ability to accurately take notes, rapid writing and facile reading. **CO2:** Understand and develop the practical/research skills through hands on training in office management and secretarial practices. **CO3:** Use practical approach in understanding, writing of business reports on organizational structure, office processes, systems and procedures with industry interface. **CO4:** Get proficiency in Office Management and Secretarial Practice skills using Information Technology in workplace. **CO5:** Acquire proficiency in discharging secretarial jobs with industry interface and improve rapidly writing, reading and translation of shorthand scripts through Office Management and Secretarial Practices.	Lectures and hands on training on daily written dictations, reading and shorthand transcription on Computer systems. Lectures and demonstration on writing of business reports, research papers, collection of data and use of statistical packages for processing and analysis of business data through word processing tools in MS-Word, Excel and Power Point. A visit to Industry is a part of the Project for collection of data. Practical Exam is conducted on the assessment of written research papers and art of writing of stenography manuscripts and through viva-voce for final assessment.
Advanced Stenography	**CO1:** Develop ability to accurately take notes, rapid writing and facile reading. **CO2:** Strengthen the deep knowledge of rules of Pitman Shorthand **CO3:** Able to adopt special methods	Lectures and tutorials for development of knowledge of stenography rules, legible art of writing, development of speed through daily practice of dictation and transcription of stenography passages through Pitman Shorthand

	for the formation of brief and legible outlines of Contractions, Special Contractions, Intersections, Figures. **CO4**: Able to write Intersections & Business Phrases and their transcriptions. **CO5:** Acquire the knowledge to write Advanced Phrases and transcriptions of exercises.	Instructor and Shorthand monthly magazines. Internal Assessment though written stenography tests and viva-voce. Finally assessed through written theory Exam.
Advanced Stenography and Computer Applications (Practical)	**CO1:** Able to advance the knowledge of shorthand in Stenography skills and rapidly writing of dictation and transcription of shorthand passages. **CO2:** Able to write in high speed shorthand writing, note taking exercises and facile reading through dictation of unseen passages. **CO3**: Acquire the proficiency of transcriptions of dictated passages in MS-Word with a higher speed. **CO4:** Acquire the knowledge of data presentation, prepare pay-roll and employee data base etc.	Lectures and hands on practices of daily written dictations, reading and shorthand transcription on Computer systems. Practice through online software of "Typing Master" of word processing tools in MS-Word, Excel and Power Point. Practical Exam is conducted for final assessment on the speed passage of stenography and computer skills on word processor.