



VIKRAMA SIMHAPURI UNIVERSITY::NELLORE

Common Framework of CBCS for Colleges in Andhra Pradesh

(A.P. State of Council of Higher Education)

SYLLABUS OF

OFFICE SECRETARYSHIP

SEMESTER-I

**AS PART OF SKILL DEVELOPMENT COURSES
UNDER CBCS FRAMEWORK WITH EFFECT FROM 2020-21**

PROGRAMME: FOUR-YEAR UG PROGRAMME

B.A,B.Com, B.Sc, B.C.A and B.B.A Programmes
w.e.f 2020-21
SEMESTER - I

SKILL DEVELOPMENT COURSE
COMMERCE STREAM
Syllabus of
OFFICE SECRETARYSHIP

Total 30 hrs (02h/wk)

02 Credits

Max 50 Marks

Learning Outcomes:

By the successful completion of course, the student will be able to;

- 1. Understand the organizational hierarchy and outlines of functioning*
- 2. Comprehend the role of office secretary ship in a small and medium organization*
- 3. Acquire knowledge on office procedures and interpersonal skills*
- 4. Apply the skills in preparing and presenting notes, letters, statements, reports in different situations.*

Syllabus

UNIT I:

06 hrs

Introduction – Organizational structure of a small and medium organization – Types of offices - Kinds of secretaries - The scope of office secretary ship

UNIT II:

10 hrs

The role of an office secretary -Duties and responsibilities- Usage of different devices Flowchart and office manuals – Coordinating different wings of an office/organization – Arranging common meetings - Operations of banking and financial services - travel and hospitality management services

UNIT III:

10hrs

Office procedures – Filing– Circulating files - Preparation of notes, circulars, agenda and minutes of meetings – Issue of press notes - Maintenance of files and records - Inventory, office, human resources, financial and confidential - maintaining public relations.

Co curricular Activities:

04 hrs

1. Visit various organizations (Hospitals, Hotels, Hospitality centers)
2. Preparation of appointment letters, dismissal letters, memos, Issue of appreciation/ motivation letters,
3. Releasing of Press notes, notices and circulars
4. Arranging invited lectures from office executives, auditors and managers
5. Assignments, Group discussion, Quiz etc.

Reference books:

1. Rapidex Professional course – Pustal Mahal Group
2. James Stromen, Kevin Wilson and Jennifer Wauson - American Management Association
3. M.C.Kuchal, Secretarial Practice - S.Chand Publications
4. Charles K.B 1856 Ober - The Association of Secretaryship - Nabu Press
5. Websites on Office secretaryship

** NOTE : Preferred teaching Department is Commerce*

Skill Development Course, Office Secretaryship
(Common to FIRST YEAR – FIRST SEMESTER (Commerce Stream)
(A. P. Common Core Syllabus (CBCS) Effective from 2020-21)
Pattern of Question Paper

MODEL QUESTION PAPER FORMAT

Max. Marks: 50

Time: 2 hrs (120 minutes)

SECTION A

(Total: 4x5=20 Marks)

(Answer any four questions. Each answer carries 5 marks
(At least 1 question should be given from each Unit)

1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

SECTION-B

(Total: 3x10=30 Marks)

(Answer any three questions. Each answer carries 10 marks)
(At least 1 question should be given from each Unit)

1.	
2.	
3.	
4.	
5.	

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