

**PUNYASHLOK AHILYADEVI HOLKAR SOLAPUR UNIVERSITY,
SOLAPUR**



NAAC Accredited – 2022

'B++' Grade (CGPA 2.96)

Name of the Faculty: Commerce and Management

(AS Per National Education Policy 2020)



Syllabus: Secretarial Practice

Name of the Course: B.A. (Semester III & IV)

(Syllabus to be implemented from June 2025)

B.A.II (Secretarial Practice) Semester III & VI
Syllabus Structure (June 2025)

Level	Semester	Discipline	Paper	Title of the paper	Lecture per week	Total Marks	Credit
5.0	III	GE/OE	GE/OE-III	Secretarial Practice I	2	50	2
		VSC	VSC-I	Skills for Commercial Correspondence - I	2	50	2
	IV	GE/OE	GE/OE-IV	Secretarial Practice II	2	50	2
		VSC	VSC-II	Skills for Office Automation- II	2	50	2
		SEC	SEC	Office Management Skills	2	50	2

 <p>पुन्यश्लोक अहिल्यादेवी होळकर सोलापूर विद्यापीठ ॥ विद्यया संपन्नता ॥ NAAC Accredited-2022 "B++" Grade (CGPA-2.96)</p>	<p>PUNYASHLOKAHILYADEVIHOLKARSOLAPURUNIVERSITY, SOLAPUR B.A. - II SEMESTER – III (NEP 2020)</p>		
<p>VERTICAL: GERERIC ELECTIVE / OPEN ELECTIVE COURSE CODE: COURSE NAME: SECRETARIAL PRACTICE PART- I</p>			
Course Credits	No. of Hrs. per Week	Total No. of Teaching Hrs.	Total marks
2 Credits	2 Hours	30 Hours	50
<p>Preamble: In today's world, individuals and organizations must approach their tasks systematically to achieve success. As a result, understanding and effectively implementing the working methods of a secretary has become essential. This course aims to help students develop the qualities and skills necessary for a secretary's role, enabling them to pursue a career in this profession.</p> <p>Course Objectives:</p> <ol style="list-style-type: none">1. To understand the concept of secretary and key traits of successful secretary.2. To understand the legal processes of meeting and its relevant concept.3. To motivate the students about state the Secretarial Profession.			
Unit	Contents		Lectures
Unit I- Introduction to Secretary	<p>1.1 Origin of Secretary 1.2 Meaning and Definition of Secretary 1.3 Features of Secretary 1.4 Importance of Secretary 1.5 Types of Secretary 1.6 Functions of Secretary 1.7 Qualities of Secretary 1.8 Qualification of Secretary 1.9 Duties of Secretary 1.10 Responsibilities of secretary</p>		15
Unit II – ARRANGING MEETINGS	<p>2.1. Meeting- meaning, importance, and types of meetings 2.2. Requisites of a Valid Meeting /Legal process of meeting 2.3. Notice of a Meeting 2.4 Proposal of Meeting</p>		15

	2.5. Agenda of a Meeting 2.6. Quorum of a Meeting 2.7. Chairman of a Meeting 2.8. Motions and Resolutions 2.9. Adjournment of a Meeting 2.10. Minutes of a Meeting 2.11. Secretarial Duties relating to meetings 2.12. Terms relating to Meetings	
--	--	--

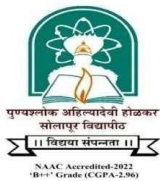

Course Outcome

On successful completion of the course, the students will be able to...

1. To Employ critical thinking skills to evaluate administrative works and business problems.
2. The skills and qualities required for a secretary will be developed in students.
3. To understand teamwork and leadership dynamics.
4. After completion of this course successfully candidate can be placed in any organization for office administration work

Suggested Readings:

1. Test Book of Secretarial Practice (11th Standard) Maharashtra State Bureau of Textbook Production and Curriculum Research, Pune.
2. Test Book of Secretarial Practice (12th Standard) Maharashtra State Bureau of Textbook Production and Curriculum Research, Pune.
3. S. A. Sherekar: Secretarial Practice, Kitab Mahal, Allahabad
4. John Harrison: Secretarial Duties -Pitman Publishing House, London
5. J. C. Denyer: Office management- McDonald and Events Limited, London

 <p>पुण्यश्लोक अहिल्यादेवी होळकर सोलापूर विद्यापीठ ॥ विद्यया संपन्नता ॥ NAAC Accredited-2022 (B++ Grade (CGPA-2.86))</p>	<p>PUNYASHLOKAHILYADEVIIHOLKARSOLAPURUNIVERSITY, SOLAPUR B.A. - II SEMESTER – IV(NEP 2020)</p>	
---	---	---

VERTICAL: GERERIC ELECTIVE / OPEN ELECTIVE

COURSE CODE:

COURSE NAME: SECRETARIAL PRACTICE PART- II

Course Credits	No. of Hrs. per Week	Total No. of Teaching Hrs.	Total marks
2 Credits	2 Hours	30 Hours	50

Preamble:

To familiarize students with the activities in a modern office. Smooth functioning of any organization depends upon the way various activities are organized, the facilities provided to the staff working in the office, the working environment, tools and equipments used in office.

The goal of this course is to provide students the fundamental abilities they need to office skill. Students will acquire the abilities and attitude necessary for office administration, such as opportunity identification, Communication Skill, Personality Development and efficient physical and mantel management, through a combination of lectures, case studies, interactive sessions, and hands-on tasks.

Course Objectives:

1. To Define and understand the key concepts and importance of Office Management.
2. To Identify and develop the key skill for office management among students.
3. The main objective of this course is to familiarize students with office operations and tools and to develop a mindset for working in an office.

Unit	Contents	Lectures
Unit I- Office Management	<ol style="list-style-type: none"> 1. Office: Meaning and Definition 2. Need and importance of office, 3. Meaning and importance of office management 4. Functions of a modern office 5. Office organization – meaning and principles 6. Office Mechanizations 7. Factors to be considered in selection of office Equipments 8. Tools for office 9. Computer and related hardware 	15
Unit II- Filling, Indexing and Record Keeping	<ol style="list-style-type: none"> 1. Filling – Meaning , Need and Importance 2. Essential of good filing system. 3. Centralized and decentralized filing system. 4. filing systems and methods 5. Office Record Management – Meaning, importance of record 	15

	keeping management, principles of record management and types of records kept in a business organization. 6. Indexing – Meaning, Need and Types of indexing used in the business organization.	
--	---	--

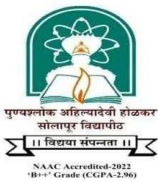

Course Outcome

On successful completion of the course, the students will be able to...

1. Students will get information about office and office work.
2. Students will become competent to work in the office.
3. Students will be mentally prepared to become a secretary.

Suggested Readings:

1. Ghosh P.K. (1992) -Business Correspondence Office Management – New Delhi -Sultan Chand & Sons
2. Chopra R.K.(1990) - Office Management–New Delhi-Himalaya publishing House Jain.J.N (2007) Modern Office Management -New Delhi-Regal publishing.
3. Bhatia R.C.(2005) -Principles of Office Management- Lotus Press-New Delhi
4. Leffingwell and Robinson (1975)-Text book of Office Management -Tata McGraw-Hill.
5. George R Terry(1949)- Office Management and Control- Chicago Richard D. Irwin publisher
6. Chhabra, T.N., Modern Business Organisation, New Delhi,
7. Dhanpat Rai& Sons. Duggal, Balraj, Office Management and Commercial Correspondence, KitabMahal, New Delhi.
8. P.K. Ghosh, “Office Management”, Sultan Chand & Sons. New Delhi R.K. Chopra, Office Management, Himalaya Publishing House

 <p>पुण्यश्लोक अहिल्यादेवी होळकर सोलापूर विद्यापीठ ॥ विद्यया संपन्ना ॥ NAAC Accredited-2022 (B++ Grade (CGPA-2.86))</p>	<p>PUNYASHLOKAHILYADEVIIHOLKARSOLAPURUNIVERSITY,</p> <p>SOLAPUR</p> <p>B.A. - II SEMESTER – III (NEP 2020)</p>		
<p>VERTICAL: VOCATIONAL SKILL COURSE</p> <p>COURSE CODE:</p> <p>COURSE NAME: SKILLS FOR COMMERCIAL CORRESPONDENCE</p>			
Course Credits	No. of Hrs. per Week	Total No. of Teaching Hrs.	Total marks
2 Credits	2 Hours	30 Hours	50
<p>Preamble:</p> <p>The goal of this course is to provide students the fundamental skill for Business Correspondence and Office management. Every individual needs to be connected to other individuals and organizations through correspondence to be successful. Government, semi-government, commercial or professional organizations also need to maintain a network of correspondence. Business correspondence has become an integral part of everyone today. Therefore, acquiring the skill of business correspondence is the key to achieving success.</p> <p>Course Objectives:</p> <ol style="list-style-type: none">1. To Define and understand the key concepts and importance of skills for Commercial Correspondence.2. To develop the Commercial Correspondence skills among students.3. To Understand the concepts of Business letter and report writing .4. To Enhance critical thinking capabilities to drafting letter and resolve business challenges..			
Unit	Contents		Lectures
Unit I- Introduction to Commercial Correspondence	<ul style="list-style-type: none">• Commercial Correspondence – Meaning, Nature• Structure of Commercial Letters• Drafting, dictation and Transcription of letter• Handling the mail – Inward and Outward• Essentials of good business letters• Types of Commercial Letters		15
Unit II- Skill for Letter and Report Writing	<ul style="list-style-type: none">• Report Writing – Meaning, Nature• Structure of Report• Types of Report- Statutory Report, Annual Report, Mid-term		15

	<p>Report, Development of Report and Committee Report, Project Report</p> <ul style="list-style-type: none"> • Model of Reports- Development Report, Annual Report and Committee Report • Format of Letter – Letter of Enquiry, Quotation, Orders, Complaints and Collection of Letters. 	
--	--	--



Course Outcome

On successful completion of the course, the students will be able to...

1. Develop and improve formal writing skills for official correspondence
2. Effectively employ soft skills at the workplace
3. Formal etiquette will be implemented and followed in the workplace.
4. Employ critical thinking skills to evaluate business problems.
5. Develop innovative business ideas and strategies required for successful Secretary.

Suggested Readings:

1. Ashley, A. A Handbook of Commercial Correspondence, Oxford University Press, 1992.
2. Aswalthapa, K Organisational Behaviour, Himalaya Publication, 1991.
3. Balan, K.R. and Rayudum C.S. Effective Communication, Beacon, 1996.
4. Barkar, Alan. Making Meetings Work, Sterling Publications Pvt. Ltd, 1993.
5. Basu, C.R. Business Organisation and Management, T.M.H. 1998.
6. Benjamin, James. Business and Professional Communication Concepts and Practices, HarperCollins College Publishers, 1993.
7. Cottrell, Stella. Skills for Success: The Personal Development Planning Handbook. Macmillan, 2003.
8. French, Astrid. Interpersonal Skills. Sterling Publishers, 1993.
9. Garlside, L.E. Modern Business Correspondence, McDonald and Evans Ltd, 1980

 <p>पुण्यश्लोक अहिल्यादेवी होळकर सोलापूर विद्यापीठ ॥ विद्यया संपन्नता ॥ NAAC Accredited-2022 "B++" Grade (CGPA-2.96)</p>	<p>PUNYASHLOK AHILYADEVI HOLKAR SOLAPUR UNIVERSITY, SOLAPUR B.A.-II SEMESTER-IV(NEP 2020)</p>		
<p>VERTICAL: VOCATIONAL SKILL COURSE</p> <p>COURSE CODE:</p> <p>COURSE NAME: SKILLS FOR OFFICE AUTOMATION</p>			
Course Credits	No. of Hrs. per Week	Total No. of Teaching Hrs.	Total marks
2 Credits	2 Hours	30 Hours	50
<p>Preamble:</p> <p>Office automation is the use of computer software and systems to digitize and automate repetitive office tasks. Office automation can help improve the efficiency, accuracy, and quality of workplace operations. It can also help free up time for employees to focus on more challenging tasks. Office automation refers to the varied computer machinery and software used to digitally create, collect, store, manipulate, and relay office information needed for accomplishing basic tasks.</p> <p>The goal of this course is to provide students the fundamental skill for Computer and Computer Application which is used for Office management.</p> <p>Course Objectives:</p> <ol style="list-style-type: none">1. To Define and understand the key concepts and importance of Computer and Computer applications.2. To develop the skill among the students about computer using for office work.3. To understand the new concepts of Information Technology and using computer application in office workplace.4. To enhance critical thinking ability for office automation and resolve business challenges.			
Unit	Contents		Lectures
Unit I-Basic of Computer	<ul style="list-style-type: none">• Computer-Meaning, Definition, Important• Computer components-CPU, Monitor, Printer• Hardware and Software-Concept, Meaning• MS-Office - MS-word, MS-Excel, MS- Power Point Presentation & PDF file• Types of computer systems-Micro, mini, main frame and super computers- Concept, Meaning• Operating systems :Dos, windows, UNIX, windows NT-		15

	Concept, Meaning	
Unit II–Internet Applications and Connectivity	<ul style="list-style-type: none"> • Internet-Concept and Meaning • Connectivity–Concept, Meaning and Types • E-mail-Writing and Sending • G-mail Account Creation and manage • Management Information System • Online service and application-Only Govt. services • Train, Airlines and Bus Reservation • Hotel Booking 	15

Course Outcome

On successful completion of the course, the students will be able to...

1. To Develop and improve computer skill for office administration.
2. Effectively employ Computer skill sat the workplace.
3. To improved confidence for performing as an office superintendence or secretary.
4. It will help office work become more efficient, accurate and faster.

Suggested Readings:

1. Taxali R.K. -P.C. Software made simple-New Delhi-TMH
2. Alexis Leon and Mathews Leon(1999)-Introduction to computers–Chennai-Leon Tech World
3. Richard W Brightman (1998)-Using Micro Computers-New Delhi–Galgothi Publisher.
4. Roger Hunt and John Shellery (1997)-Computer and commonsense–New Delhi-PHI.
5. Sanjay Sexena (1999)- A First Coursein Computers-Vikas publishing
6. P.K. Sinha: Computer fundamental
7. V Rajaraman: Computer fundamental



PUNYASHLOK AHILYADEVI HOLKAR
SOLAPUR UNIVERSITY, SOLAPUR
PROGRAMME: B.A. (SECRETARIAL PRACTICE)
B.A.– II SEMESTER –IV(NEP2020)w.e.f.2025-26



VERTICAL: SKILL ENHANCEMENT COURSE **COURSE CODE:**

COURSENAME: OFFICE MANAGEMENT SKILLS

Course Credits	No. of Hrs. per Week	Total No. of Teaching Hrs.	Total marks
2 Credits	2Hours	30Hours	50(30UA+ 20CA)

Preamble: The goal of this course is to provide students the fundamental of office abilities they need to launch, run, and maintain a new modern office management. Students will acquire the abilities and attitude necessary for modern office, such as opportunity identification, Business planning, and efficient resource management, through a combination of lectures, case studies, interactive sessions, and hands-on tasks.

Course Objectives:

1. Acquaint themselves with functioning of modern office
2. To understand various office system and procedures

Unit	Contents	Lectures
Unit I- Concept of Office and Office Management	<ul style="list-style-type: none"> • Office: Meaning and Definitions • Office Management: Meaning and Definition • Traditional and Modern Concept of Office: Back Office & Front Office • Characteristics of Modern Office • Functions of Modern Office • Elements of Office Management • Importance of Office Environment • Location, Layout and Furniture: Principles & factors for selection 	15
Unit II- Office Systems and Procedure	<ul style="list-style-type: none"> • Office System and Procedure: Meaning and Definition • Object off low of office work. • Difficulties in ideal work flow. • Measures to improve the flow of work. • Analysis and study of jobs, Measurement, Setting Standards. • Planning and scheduling of office work. 	15

Course Outcome

On successful completion of the course, the students will be able to.

1. Students are equipped with a basic knowledge of the office organization and management.
2. The student will be able to understand dynamics of office system and procedure for effective strategy planning and decision making.

Suggested Readings Books:

1. B.N. Tandon: Manual of office Management and Correspondence: S. Chand &co.
2. R.K.Chopra: Office Management, Himalaya Publishing House.
3. Richard H.Hall: Organizations–Structures, Process and outcomes, person Education.
4. Ramachandra.A and Ramana Murthy.V.V: Industrial Organization management, Tata McGraw Hill.