

**Programme Guide and Manual for  
Diploma in Modern Office Practice (DMOP)**



**School of Vocational Education and Training (SOVET)**  
Indira Gandhi National Open University, Maidan Garhi,  
New Delhi 11 00 68

## MESSAGE FROM PROGRAMME COORDINATOR

Dear Student,

We welcome you to the programme in the area of Modern Office Practice. Please read the following instructions related to the programme:

- You will be attached to a Study Centre through your Regional center which will offer counseling sessions for both Theory & Practical on weekends.
- You will receive printed study/ course material ( For two courses in printed form and for three courses as soft copy)
- You are advised to attend practical counseling sessions organized by the study centers/ regional centers regularly to acquire hands on practice on Computing and Stenographic Skills.
- You need to submit requisite assignments before the due dates to become eligible to appear for Term End Theory/ Practical Examinations.
- The assignments can be downloaded by the student from the IGNOU website as under:-  
“<http://www.ignou.ac.in>” and have to submit them at their respective study centers or he/she can obtain a copy of the same from the Study Centre or Regional Centre.

“The University sends study materials wherever prescribed, to the students by registered post and if a student does not receive the same for any reason whatsoever, the University shall not be held responsible for that.” The Self learning material (SLM) is also available on e- Gyankosh.

The students are specifically instructed to adhere to Examination related details.

Programme Guide is a very important document for you, as a distance learner you may have several queries, many of them would be answered by this booklet. Preserve it until you successfully complete the Programme.

You are advised to visit IGNOU website-<http://www.ignou.ac.in>, and your study center regularly for latest information if any. However, you can approach us any time as per details given below. We wish you success in pursuing this programme.

Wishing you all the best!!!!

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THE PEOPLE'S  
UNIVERSITY

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## 1. ABOUT THE UNIVERSITY: IGNOU

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### 1.1 Introduction

The Indira Gandhi National Open University was established by an Act of Parliament in 1985 to Achieve the following objectives:

- Democratizing higher education by taking it to the doorsteps of the learners
- Providing access to high quality education to all those who seek it irrespective of age, region, religion and gender
- Offering need-based academic programmes by giving professional and vocational orientation to the courses
- Promoting and developing distance education in India
- Setting and maintaining standards in distance education in the country as an apex body.

### 1.2 Prominent Features

IGNOU has certain unique features such as:

- International jurisdiction
- Relaxed entry requirements and admission rules
- Individualized study: flexibility in terms of place, pace and duration of study
- Use of latest information and communication technologies
- Nationwide student support services network
- Cost-effective and Cost efficient educational operations
- Modular approach to programmes
- Resource sharing, collaboration and networking with conventional universities, open Universities and other institutions/organizations
- Socially and academically relevant programmes based on students need analysis
- Convergence of open and conventional education systems

### 1.3 Important Achievements

- Emergence of IGNOU as the largest Open University in the World.
- Recognition as Centre of Excellence in Distance Education by the Commonwealth of Learning (1993).
- Taking IGNOU programmes to 12 Overseas Study centers in ten countries.
- Award of Excellence for Distance Education Materials by Commonwealth of Learning (1999).
- Launch of a series of 24 hour Educational Channels 'Gyan Darshan'. IGNOU is the nodal agency for these channels and regular transmissions are done from the studio at EMPC, IGNOU.
- Launch of 'Edusat' videoconferencing channel (2 way video, 2 way audio)
- Launch of Gyan Vani and other dedicated educational FM channels.

### 1.4 The Schools of Studies

With a view to develop interdisciplinary studies, the University operates through its Schools of Studies. Each School is headed by a Director who arranges to plan, supervise, develop and organize its academic programmes and courses in coordination with the School staff and different academic, administrative

and service wings of the University. The emphasis is on providing a wide choice of courses at different levels through various programmes.

Currently, IGNOU has 21 Schools of Studies:

1. School of Humanities (SOH)
2. School of Social Sciences (SOSS)
3. School of Sciences (SOS)
4. School of Education (SOE)
5. School of Continuing Education (SOCE)
6. School of Engineering & Technology (SOET)
7. School of Management Studies (SOMS)
8. School of Health Sciences (SOHS)
9. School of Computer & Information Sciences (SOCIS)
10. School of Agriculture (SOA)
11. School of Law (SOL)
12. School of Journalism and New Media Studies (SOJNMS)
13. School of Gender and Development Studies (SOGDS)
14. School of Tourism and Hospitality Service Management (SOTHSM)
15. School of Interdisciplinary and Trans-disciplinary Studies (SOITS)
16. School of Social Work (SOSW)
17. School of Vocational Education and Training (SOVET)
18. School of Extension and Development Studies (SOEDS)
19. School of Foreign Languages (SOFL)
20. School of Translation Studies and Training (SOTST)
21. School of Performing & Visual Arts (SOPVA)

### **1.5 Academic Programmes**

The University offers both short-term and long-term programmes leading to Certificates, Diplomas and Degrees, which are conventional as well as innovative. Most of these programmes have been developed after an initial survey of the demand for such Programmes. They are launched with a view to fulfill the learner's needs for:

- Certification,
- Improvement of skills,
- Acquisition of professional qualifications,
- Continuing education and professional development at work place,
- Self-enrichment,
- Empowerment

### **1.6 Credit System**

The University follows the 'Credit System' for its programmes. Each credit is of 30 hours of study comprising all learning and assessment activities such as: Reading and comprehending the study material, listening to audio, watching video, attending counseling sessions, practical sessions, writing assignments, referring books in the library, discussions with peer groups etc. Thus, a four-credit course involves 120 study hours. This helps the student to understand the academic effort one has to put into successfully completing a course. Completion of the academic programme requires successful completion of both assignments and the Term-end Examination of each course in the programme.

**Credits load of each course in this programme is reflected with programme structure.**

## **1.7 Student Support Service**

In order to provide individualized support to its learners the University has created a number of Study Centre's throughout the country for these programmes. These are administratively coordinated by the Regional Centers.

The Study Centre's are the contact points for the participants on all major aspects of the programme. These include counseling sessions, practicals, and library facilities, disseminating information and advice and facilities for audio-visual training aids. The Study Centers are also equipped with some useful books on the subjects of this programme. These will be accessible to the participants during their visits to the Study Centre. The University may not always be able to communicate to all the students individually. All the important communications are sent to the Regional Directors. The Coordinators would display a copy of such important circulars/notifications on the notice board of the Study Centre for the benefit of all the students. You are, therefore, advised to keep in touch with your Study Centre Coordinator on a more or less regular basis so as to get advance information about assignments, submission schedule (assignments & examination forms), list of students admitted to a particular examination, declaration of results, etc. "The candidates are required to opt for only such Study Centre as is activated for the programme. As far as possible, the University will allot the Study Centre opted by the candidate. However, the University may change the Study Centre at its convenience without concurrence of the student at any time".

## **1.8 Instructional methodology**

The methodology of instruction in this University is different from that in the conventional universities. The Open University system is more learner-oriented and the student has to be an active participant in the teaching-learning process. Most of the instructions are imparted through distance rather than face-to-face communication.

The University follows a multi-channel approach for instruction. It comprises a suitable mix of:

- Self-instructional printed material (SIM/SLM)
- Audio and video cassettes (A/V)
- Audio-video programmes transmitted through Radio and Doordarshan
- Face-to-face limited practical counseling at Study Centre's by academic counselors
- Web based academic support/ Technology Enabled learning support (TELS)
- Assignments
- Practical's
- Gyan Darshan Channel, EDUSAT
- Gyan Vani

The University reserves the right to change the rules from time to time. However, latest rules will be applicable to all the students irrespective of the year of registration.

## **1.9 Evaluation System**

The system of evaluation in IGNOU is also different from that of conventional universities. IGNOU has a multi-tier system of evaluation.

1. Self-assessment exercises within each unit of study.
2. Continuous evaluation mainly through assignments which are tutor-marked, practical assignments and seminar/workshops/extended contact programmes.
3. The Term-End Examinations.
4. Practical

The evaluation of learners depends upon various instructional activities undertaken by them. A learner has to write assignment responses compulsorily before taking term-end examination from time to time to complete an academic programme. A learner has to submit TMA responses to the Coordinator of the Study Centre concerned to which s/he is attached. A learner should keep duplicate copies of assignment responses of TMA that may be required to be produced at Student Evaluation Division on demand. Term-end examination is conducted at various examination centers spread all over the country and abroad in June and December.

### **1.10 Term-End Examination and Payment of Examination Fee**

The University conducts Term-end Examination twice a year in the months of **June and December**. Students will be permitted to appear in term-end examination subject to the conditions that:

1. Registration for the courses, in which they wish to appear is valid,
2. Students have submitted the required number of assignment(s), if any, in those courses by the due date.
3. Students submit on-line examination form as per guidelines through IGNOU website at [www.ignou.ac.in](http://www.ignou.ac.in) with prescribed fee.

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## 2. DIPLOMA IN MODERN OFFICE PRACTICE (DMOP)

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### 2.1 About the Programme:

The Indira Gandhi National University (IGNOU) is always a front –runner in identifying opportunities and designing suitable programmes for the benefit of the society and economy of the country.

Secretaries and office assistance play important and versatile roles in the modern office environment. They are expected to have thorough knowledge of office management and procedures. They need to have excellent communication and event organization skills. Thus current business environment are demanding multi talented secretaries and office assistances.

The DMOP programme has combined conventional practices of secretarial and office assistant’s jobs with the computer aided management techniques. The programme would generate competent and skilled office personnel at the entry level in any sector of employment.

The students would be imparted education in the fields of office procedure and practices. Students would be trained in handling office automation equipments. The programme will develop good communication skills (writing and oral) in business English. The programme will impart stenographic skills so that trained youths can assist their seniors in dictation and noting proceeding of meeting and minutes. This programme will update or improve performance of in -service office assistants and secretaries, computer operators. It will open new job avenues for unemployed youths.

#### Areas of Training:

- a) Development of competency in Communication, written and oral
- b) Proficiency in Stenography skills
- c) Practice in MS office and desktop printing
- d) Management of office records, filing & indexing, office management methods & practices and inventory control
- e) Develop Competency in handling of office machines

#### Job Opportunities:

- 1) Personal Secretary, Stenographers
- 2) Office Supervisor/Assistants/ Executives
- 3) Documentation Supervisor
- 4) Front Desk Officers, Receptionists, Call center assistance
- 5) Clerks etc.

## 2.2 Programme Structure with unitization:

The programme structure of the DMOP programme along with unitization is as under:

### Course Structure of Diploma in Modern office Practice

Sl.	Course Title	Credits
1.	Communication Skills	8
2.	Computer Skills	6
3.	Secretarial Skills	4
4.	Stenographic Skills/ Typing	8
5.	Office Procedures	6
<b>Total</b>		<b>32</b>

#### 1. BSSI- 011 : COMMUNICATION SKILLS

##### Block 1 : Getting to know your organization

- Unit 1 - Greetings and introductions
- Unit 2 - Business organizations – structure and departments
- Unit 3 - Jobs and responsibilities ( in context of structure & department )
- Unit 4 - Role of a Secretary : Past and Present
- Unit 5 - Handling Public Relations

##### Block 2 : Tele Communication

- Unit 1 - Features of telephone communication
- Unit 2 - Making arrangement and appointments
- Unit 3 - Leaving and taking messages
- Unit 4 - Tele & Video Conferencing

##### Block 3 : Writing in work place

- Unit 1 - Features of good writing
- Unit 2 - Internal correspondence-I ( memos, office orders, circulars, notice, agenda )
- Unit 3 - Internal correspondence-II
- Unit 4 - External correspondence-I (Types of letter of complaint, follow up letter)
- Unit 5 - External correspondence-II (Sales letter, offer & regret letter, placing order)

##### Block 4 : Meeting & Discussions

- Unit 1 - Listening to discussions
- Unit 2 - Learning to summarize
- Unit 3- Note taking and writing minutes

**Block 5 : E- correspondence**

- Unit 1 - Mechanics of e- correspondence
- Unit 2 - Web: Technology and Tools
- Unit 3 - Communicating through web tools
- Unit 4 - Writing and answering fax

**Block 6: Writing Reports & Proposals**

- Unit 1- Mechanics of report writing
- Unit 2- Writing reports (Long and short reports)
- Unit 3- Writing short proposals & recommendations

**Block 7: Preparing for a Job**

- Unit 1- Responding to advertisements
- Unit 2- Writing a CV + Cover Letter + Acceptance & Refusal
- Unit 3- Preparing for interview
- Unit 4- Facing interviews including phone and walk-in interviews

**Block 8: Self Development**

- Unit 1- Body language (Non-Verbal communication)
- Unit 2- Personality development
- Unit 3- Keeping fit in work place
- Unit 4- Etiquette, cultural awareness and Gender perceptions
- Unit 5- Work ethics

<b>2. BSSI-012 : COMPUTER SKILLS</b>
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**Block 1**

- Unit 1- Computer organization
- Unit 2- Computer input, output and storage devices
- Unit 3- Operating system
- Unit 4- Features and command of Window Operating system

**Block 2**

- Unit 1- Basics of MS-word
- Unit 2- Advanced features of MS-word
- Unit 3- Basic of Access
- Unit 4- Advanced features of Access

**Block 3**

- Unit 1- Basic of Excel
- Unit 2- Advanced features of Excel
- Unit 3- Basic of Power point
- Unit 4- Advanced features of Power Point

**Block 4**

- Unit 1- Information technology and society
- Unit 2- Basic of Internet
- Unit 3- Management Information System

### 3. BSSI – 013 : SECRETARIAL PRACTICE

#### Block 1

- Unit 1- The Secretary
- Unit 2- Communication
- Unit 3- Office Correspondence

#### Block 2

- Unit 1- Reception and Public Relations
- Unit 2- Meeting
- Unit 3- Report Writing

#### Block 3

- Unit 1- Sources of Information
- Unit 2- Travel Arrangements
- Unit 3- Handling cash & Bank Transactions

### 4. BSSI- 014 :STENOGRAPHIC SKILLS

#### Block 1

- Unit 1- Introduction to Stenography
- Unit 2- Consonants
- Unit 3- Vowels
- Unit 4- Punctuation signs and abbreviated 'W',

#### Block 2

- Unit 1- Diphthongs and Triphones
- Unit 2- Upward and Downward R&H
- Unit 3- Phraseography
- Unit 4- Circles and Loops

#### Block 3

- Unit 1- Initial and Final Hooks
- Unit 2- Compound Consonants
- Unit 3- Medial-Semi Circle
- Unit 4- Diphones, Aspirate, Upward and Downward L & SH

#### Block 4

- Unit 1- Halving and Doubling Principles
- Unit 2- Contractions, Prefixes and Suffixes
- Unit 3- Advanced Phrases and Intersections
- Unit 4- Note Taking Techniques and Transcription

## 5. BSSI- 015 : OFFICE PROCEDURE

### Block 1

- Unit 1- Modern Office
- Unit 2- Modern Office Management
- Unit 3- Office Accommodation and Environment
- Unit 4- Records Management

### Block 2

- Unit 1- Handling Mail
- Unit 2- Office Forms and Stationery
- Unit 3- Office Equipment & Machines

### 2.3 Target Groups/ Admission:

- **Target group:** Any individual with 10+2 level of education or its equivalent.
- **Admission:** Twice in a year online (January and July sessions)

### 2.4 Medium of Instruction: English only

### 2.5 Duration of the Programme:

- **Minimum Duration** of the programme is 1 year
- **Maximum Duration** of the programme is 3 years

### 2.6 Programme Fee Structure:

The total fees of the programme can be referred from the Common Prospectus/ IGNOU website: [www.ignou.ac.in](http://www.ignou.ac.in)

### 2.7 Counseling Session Details of Theory and Practical for all the five courses:

Counseling session is organized to clear the doubts of learners. One should come to the study center with the idea of teaching learning to be held for each chapter/ unit of the course. Learners are advised to go through the learning material on their own as per their pace of learning. However, learners can raise their doubts/ concepts in counseling session. For this theory counseling will be organized under Technology Enabled learning (TELS) through Gyan Vani (IRC), Gyan Darshan (Teleconferencing), Gyan Dhara, Web Enabled Academic Support (WEAS) etc.

Practical Counseling for this programme will be organized in limited numbers at selected study centers (LSC).

- Theory Counseling session details: Annexure 1
- Practical Counseling session details: Annexure 2

<b>2.8</b>	<b>Academic Calendar for all the five courses:</b>	Annexure 3
<b>2.9</b>	<b>Evaluation Methodology for all the five courses:</b>	Annexure 4
<b>2.10</b>	<b>Instructional Manual for DMOP programme:</b>	Annexure 5
<b>2.11</b>	<b>List of Competencies for DMOP programme:</b>	Annexure 6
<b>2.12</b>	<b>Equipments needed for conducting Practical Training for the Students of this programme:</b>	Annexure 7



**COMMUNICATION SKILLS COURSE ( 8 credit )****COUNSELING SESSIONS**

The Self Learning Instructional Material (Study Material) of Communication Skills Course (BSSI-011) comprises of 8 Blocks.

**Each counseling session is of 2 hours duration.**

**Blocks-wise counseling sessions** are mentioned below.

	<b>Block 1 : Getting to know your organization – 2 Sessions</b>
1	Greetings and introductions
2	Business organizations – structure and departments
3	Jobs and responsibilities ( in context of structure & department )
4	Role of a Secretary : Past and Present
5	Handling Public Relations
	<b>Block 2 : Tele Communication – 2 Session</b>
1	Features of telephone communication
2	Making arrangement and appointments
3	Leaving and taking messages
4	Tele & Video Conferencing
	<b>Block 3 : Writing in work place – 2 Sessions</b>
1	Features of good writing
2	Internal correspondence-I ( memos, office orders, circulars, notice, agenda )
3	Internal correspondence-II
4	External correspondence-I (Types of letter of complaint, follow up letter)
5	External correspondence-II (Sales letter, offer & regret letter, placing order)
	<b>Block 4 : Meeting &amp; Discussions – 2 Sessions</b>
1	Listening to discussions
2	Learning to summarize
3	Note taking and writing minutes
	<b>Block 5 : E- correspondence – 2 Sessions</b>
1	Mechanics of e- correspondence
2	Communicating through web tools-1
3	Communicating through web tools-2
4	Writing and answering fax

	<b>Block 6 : Writing Reports &amp; Proposals – 2 Sessions</b>
1	Mechanics of report writing
2	Writing reports ( Long and short reports )
3	Writing short proposals & recommendations
	<b>Block 7 : Preparing for a job – 2 Sessions</b>
1	Responding to advertisements
2	Writing a CV + Cover Letter + Acceptance & Refusal
3	Preparing for interview
4	Facing interviews including phone and walk-in interviews
	<b>Block 8 : Self Development – 2 Sessions</b>
1	Body language (Non-Verbal communication)
2	Personality development
3	Keeping fit in work place
4	Etiquette, cultural awareness and Gender perceptions
5	Work ethics

**Thus there are total 16 counseling sessions of 2 hours each = 32 hrs.**

**ANNEXURE -2**

**COMMUNICATION SKILLS (BSSI-011) ACADEMIC CALENDER**

<b>Months</b>	<b>01</b>	<b>02</b>	<b>03</b>	<b>04</b>	<b>05</b>	<b>06</b>	<b>07</b>	<b>08</b>	<b>09</b>	<b>10</b>	<b>11</b>	<b>12</b>
Sessions	1 <sup>st</sup> Session	2 <sup>nd</sup> Session	3 <sup>rd</sup> & 4 <sup>th</sup> sessions	5 <sup>th</sup> session	6 <sup>th</sup> Session	7 <sup>th</sup> & 8 <sup>th</sup> Sessions	9 <sup>th</sup> session	10 <sup>th</sup> session	11 <sup>th</sup> & 12 <sup>th</sup> sessions	13 <sup>th</sup> & 14 <sup>th</sup> Sessions	15 <sup>th</sup> & 16 <sup>th</sup> Sessions	Exam
Blocks to be covered	Block 01	Block 01	Block 02	Block 03	Block 03	Block 04	Block 05	Block 05	Block 06	Block 07	Block 08	

**Evaluation Methodology for the BSSI-011(Communication Skills) Course under the DMOP Programme**

Student will be required to secure at least 50% marks in Continues Assessment and Term End Examination (TEE) separately in the course to be declared successful.

Following are the requirements for each component:

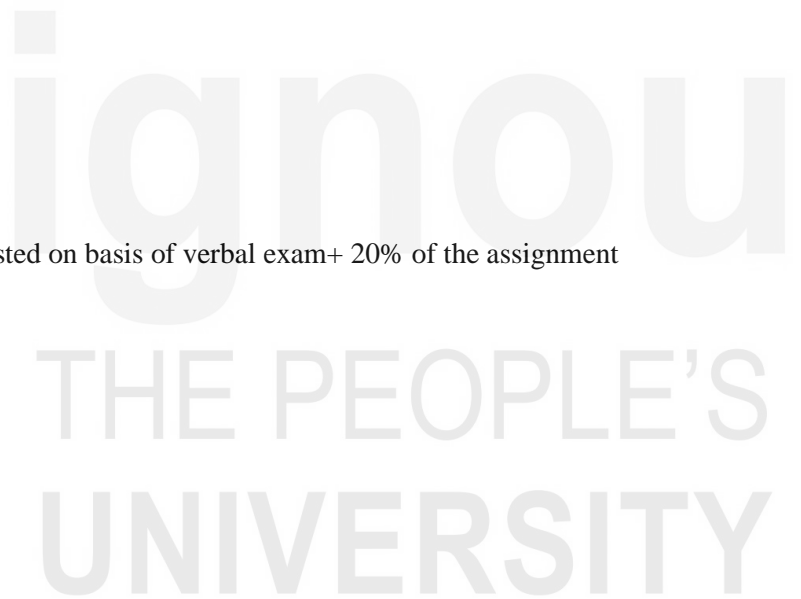
**I. Term End Examination (TEE – Theory)**

Max Marks : 100  
Weight age : 70%  
Duration : 3 hours

**II. Assignment (Continuous Evaluation)**

Max Marks : 100  
Weight age : 30% (10% student to be tested on basis of verbal exam+ 20% of the assignment  
Based on each block)

Numerical marking will be followed.



**COMPUTER SKILLS COURSE ( 6 credit )****THEORY COUNSELING SESSIONS**

The Self Learning Instructional Material (Study Material) of Computer Skills course (BSSI-012) comprise of 4 Blocks.

**Each theory counseling sessions is of 2 hours duration.**

**Blocks-wise theory counseling sessions** are mentioned below.

**Computer Skills (BSSI - 012)****Block 01**

Unit 1	Computer organization	}	<b>2 Theory Sessions</b>
Unit 2	Computer input, output and storage devices		
Unit 3	Operating system		
Unit 4	Features and command of Window Operating system		

**Block 02**

Unit 5	Basics of MS-word	}	<b>2 Theory Sessions</b>
Unit 6	Advanced features of MS-word		
Unit 7	Basic of Access		
Unit 8	Advanced features of Access		

**Block 03**

Unit 9	Basic of Excel	}	<b>2 Theory Sessions</b>
Unit 10	Advanced features of Excel		
Unit 11	Basic of Power point		
Unit 12	Advanced features of Power Point		

**Block 04**

Unit 13	Information technology and society	}	<b>2 Theory Sessions</b>
Unit 14	Basic of Internet		
Unit 15	Management Information System		

**Thus there are total 8 theory counseling sessions of 2 hours each = 16 hrs**

## COMPUTER SKILLS COURSE

### PRACTICAL COUNSELING SESSIONS

- Practical is an integral and vital component of the programme. The Practical Sessions will be held in the Programme Study Centers which may or may not be co-located with the study centers. The student will have the facility to use the computer and software packages relevant to the syllabus which will further help them to develop competency in using computer in offices.
- Each **Practical Counseling Sessions is of 3 hours duration**

**Block-wise Practical Counseling Sessions** are as follows:

#### **Block 01**

- Unit 1 Computer organization- **No practical**
- Unit 2 Computer input, output and storage devices - **No practical**
- Unit 3 Operating system - **No practical**
- Unit 4 Features and command of Window Operating system- **2 sessions**

#### **Block 02**

- Unit 5 Basics of MS-word – **2 sessions**
- Unit 6 Advanced features of MS-word – **2 sessions**
- Unit 7 Basic of Access – **2 sessions**
- Unit 8 Advanced features of Access – **2 sessions**

#### **Block 03**

- Unit 9 Basic of Excel – **2 sessions**
- Unit 10 Advanced features of Excel – **2 sessions**
- Unit 11 Basic of Power point – **2 sessions**
- Unit 12 Advanced features of Power Point – **2 sessions**

#### **Block 04**

No Practical Component for Unit 13, 14 and 15.

**Thus there are total 18 Practical counseling sessions of 3 hrs each = 54 hrs.**

**A student needs to attend practical counseling sessions (each session is of 3 hours duration) to become eligible to appear for Term End Practical Examination**



**COMPUTER SKILLS COURSE: BSSI-012****ACADEMIC CALENDAR FOR THEORY AND PRACTICAL COUNSELING SESSIONS**

Months	01	02	03	04	05	06	07	08	09	10	11	12
Theory	1 <sup>st</sup> Session, Block-1, Units-1, 2 & 3	2 <sup>nd</sup> Session, Unit-4	3 <sup>rd</sup> Session, Block-2, Units- 5 & 6		4 <sup>th</sup> Session, Block-2, Units-7 & 8		5 <sup>th</sup> Session, Block-3, Units-9 & 10		6 <sup>th</sup> Session, Block- 3, Units-11 & 12		7 <sup>th</sup> & 8 <sup>th</sup> Sessions, Block-4, Units-13, 14 & 15	Exam
Practical		1 <sup>st</sup> & 2 <sup>nd</sup> Sessions, Block-1, Units-4	3 <sup>rd</sup> & 4 <sup>th</sup> Sessions, Block-2, Unit-5	5 <sup>th</sup> & 6 <sup>th</sup> Sessions, Block-2, Units-6	7 <sup>th</sup> & 8 <sup>th</sup> Sessions, Block-2, Units-7	9 <sup>th</sup> & 10 <sup>th</sup> Sessions, Block-2, Units-8	11 <sup>th</sup> & 12 <sup>th</sup> Sessions, Block-3, Units-9	13 <sup>th</sup> & 14 <sup>th</sup> Sessions, Block-3, Units-10	15 <sup>th</sup> & 16 <sup>th</sup> Sessions, Block-3, Units-11	17 <sup>th</sup> & 18 <sup>th</sup> Sessions, Block- , Units-12		Exam

**Evaluation Methodology for the BSSI-012 (Computer Skills) Course under the DMOP Programme**

Student will be required to secure at least 50% marks in Continues Assessment and Term End Practical Examination (TEPE) separately in the course to be declared successful.

Following are the requirements for each component:

**I. Term End Practical Examination (TEPE - Practical)**

Max Marks : 100  
Weight age : 70 %  
Duration : 3 hours

**II. Assignment (Continuous Evaluation)**

Max Marks : 100  
Weight age : 30 %

Numerical marking will be followed.



**SECRETARIAL PRACTICE COURSE( 4 Credit)****THEORY COUNSELING SESSIONS**

The Self Learning Instructional Material (Study Material) of Secretarial Practice Course (BSSI-013) comprises of 3 Blocks.

**Each theory counseling session is of 2 hours duration.**

**Blocks-wise theory counseling sessions** are mentioned below.

**Block 01**

- Unit 1 The Secretary
- Unit 2 Communication
- Unit 3 Office Correspondence

1 Theory Session

**Block 02**

- Unit 1 Reception and Public Relations
- Unit 2 Meeting
- Unit 3 Report Writing

2 Theory Sessions

**Block 03**

- Unit 1 Sources of Information
- Unit 2 Travel Arrangements
- Unit 3 Handling cash & Bank Transactions

1 Theory Session

**Thus there are total 4 theory counseling sessions of 2 hours each = 8 hrs.**

**SECRETARIAL PRACTICE ( 4 Credit )****PRACTICAL COUNSELING SESSIONS**

- Practical is an integral and vital component of the programme. The Practical sessions will be held in the Programme Study Centers, which may or may not be co-located with the study centers.
- Each **Practical Counseling Sessions is of 3 hours duration.**

**Block-wise Practical Counseling Sessions** are as follows:

**Block 01**

Unit 1	The Secretary	}	2 Practical Sessions
Unit 2	Communication - 1 Practical		
Unit 3	Office Correspondences – 1 Practical		

**Block 02**

Unit 1	Reception and Public Relations- 1 Practical	}	3 Practical Sessions
Unit 2	Meeting – 1 Practical		
Unit 3	Report Writing – 1 Practical		

**Block 03**

Unit 1	Sources of Information *	}	2 Practical Sessions
Unit 2	Travel Arrangements – 1 Practical		
Unit 3	Handling cash & Bank Transactions *		

**\* One Practical Session will cover Units -01 and Unit 03**

**Thus there are total 7 Practical counseling sessions of 3 hrs each = 21 hrs.**

**SECRETARIAL PRACTICE : (BSSI-013)****ACADEMIC CALENDAR FOR THEORY AND PRACTICAL COUNSELING SESSIONS**

Months	01	02	03	04	05	06	07	08	09	10	11	12
Theory	<b>1<sup>st</sup> Session,</b> Block-1, All units			<b>2<sup>nd</sup> Session</b> Block 2 Units 1, & 2		<b>3<sup>rd</sup> Session</b> Block 2 Units 3 & 4			<b>4<sup>th</sup> session</b> Block 3 All units			Exam
Practical		<b>1<sup>st</sup> Session,</b> Block 1 Unit 2 Communication	<b>2<sup>nd</sup> Session,</b> Block 1 Unit 3 Office Correspondence	<b>3<sup>rd</sup> Session</b> Block 2 Unit 1 Reception and public relation	<b>4<sup>th</sup> Session</b> Block 2 Unit 2 Meeting	<b>5<sup>th</sup> Session</b> Block 2 Unit 3 Report Writing	<b>6<sup>th</sup> Session</b> Block 2 Unit 4 Handling Cash & Bank Transactions		<b>7<sup>th</sup> Session</b> Block 3 Unit 2 Travel Arrangements			Exam

**Evaluation Methodology for the BSSI-013 (Secretarial Practice) Course under the DMOP Programme**

Student will be required to secure at least 50% marks in Continues Assessment and Term End Examination (TEE) separately in the course to be declared successful.

Following are the requirements for each component:

**I. Term End Examination (TEE – Theory)**

Max Marks : 50  
Weight age : 70%  
Duration : 2 hours

**II. Assignment (Continuous Evaluation)**

Max Marks : 50  
Weight age : 30 %

Numerical marking will be followed.

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**STENOGRAPHIC SKILLS COURSE ( 8 CREDIT)****THEORY COUNSELING SESSIONS**

The Self Learning Instructional Material (Study Material) of Steno Graphic Skills Course (BSSI-014) comprises of 4 Blocks.

**Each theory counseling session is of 2 hours duration.**

**Blocks-wise theory counseling sessions** are mentioned below.

**STENOGRAPHIC SKILLS****Block 01**

- Unit 1 Introduction to Stenography
- Unit 2 Consonants
- Unit 3 Vowels
- Unit 4 Punctuation signs and abbreviated 'W',

} 1 Theory Session

**Block 02**

- Unit 1 Diphthongs and Triphones
- Unit 2 Upward and Downward R&H
- Unit 3 Phraseography
- Unit 4 Circles and Loops

} 1 Theory Session

**Block 03**

- Unit 1 Initial and Final Hooks
- Unit 2 Compound Consonants
- Unit 3 Medial-Semi Circle
- Unit 4 Diphones, Aspirate, Upward and Downward L & SH

} 1 Theory Session

**Block 04**

- Unit 1 Halving and Doubling Principles
- Unit 2 Contractions, Prefixes and Suffixes
- Unit 3 Advanced Phrases and Intersections
- Unit 4 Note Taking Techniques and Transcription

} 1 Theory Session

**Thus there are total 4 theory counseling sessions of 2 hours each = 8 hrs.**

**STENOGRAPHIC SKILLS****PRACTICAL COUNSELING SESSIONS**

- Practical is an integral and vital component of the programme. The Practical Sessions will be held in the Programme Study Centers, which may or may not be co-located with the study centers.
- Each **Practical Counseling Sessions is of 3 hours duration.**

**Block-wise Practical Counseling Sessions** are as follows:

**Block 01**

Unit 1	Introduction to Stenography	}	2 Practical Sessions
Unit 2	Consonants		
Unit 3	Vowels		
Unit 4	Punctuation signs and abbreviated 'W',		

**Block 02**

Unit 1	Diphthongs and Triphones	}	4 Practical Sessions
Unit 2	Upward and Downward R&H		
Unit 3	Phraseography		
Unit 4	Circles and Loops		

**Block 03**

Unit 1	Initial and Final Hooks	}	4 Practical Sessions
Unit 2	Compound Consonants		
Unit 3	Medial-Semi Circle		
Unit 4	Diphones, Aspirate, Upward and Downward L & SH		

**Block 04**

Unit 1	Halving and Doubling Principles	}	6 Practical Sessions
Unit 2	Contractions, Prefixes and Suffixes		
Unit 3	Advanced Phrases and Intersections		
Unit 4	Note Taking Techniques and Transcription		

**Thus there are total 16 Practical counseling sessions of 3 hrs each = 48 hrs.**

**A student needs to attend practical counseling sessions (each session is of 3 hours duration) to become eligible to appear for Term End Practical Examination.**

**STENOGRAPHIC SKILLS****ACADEMIC CALENDAR FOR THEORY AND PRACTICAL COUNSELING SESSIONS**

Months	01	02	03	04	05	06	07	08	09	10	11	12
Theory	<b>1<sup>st</sup> Session,</b> Block-1, All units	<b>2<sup>nd</sup> Session</b>  Block 2  All units			<b>3<sup>rd</sup> Sessions</b>  Block 3  All units			<b>4<sup>th</sup> Session</b>  Block 4  All units			Exa m	
Practical	<b>1<sup>st</sup> &amp; 2<sup>nd</sup> Session,</b> Block-1, All units	<b>3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> &amp; 6<sup>th</sup> Sessions,</b>  Block 2  All units			<b>7<sup>th</sup>, 8<sup>th</sup>, 9<sup>th</sup>, 10<sup>th</sup> sessions</b>  Block 3  All units			<b>11<sup>th</sup>, 12<sup>th</sup>, 13<sup>th</sup>, 14<sup>th</sup>, 15<sup>th</sup> &amp; 16<sup>th</sup> sessions</b>  Block 4  All units			Exa m	

**Evaluation Methodology for the BSSI-014 (Stenographic Skills) Course under the DMOP Programme**

Student will be required to secure at least 50% marks in Continues Assessment, Term End Examination (TEE) and Term End Practical Examination (TEPE) separately in the course to be declared successful.

Following are the requirements for each component:

**I. Term End Examination (TEE – Theory)**

Max Marks : 50  
 Weight age : 25%  
 Duration : 2 hours

**II. Term End Practical Examination (TEPE - Practical)**

Max Marks : 50  
 Weight age : 50%  
 Duration : 90 minutes (1:30 hrs)

**III. Assignment (Continuous Evaluation)**

Max Marks : 25  
 Weight age : 25%

The University will provide audio CD to each student having five or six templates reflecting different scenario such as: (i) Court of Law (ii) Parliament debate (iii) Public speeches (iv) Multinational office (v) Government office.

Students will transcripts two speeches / discussion / debates from the audio CD as assignment exercise. Both the activities carry equal weight age.

Numerical marking will be followed.

**OFFICE PROCEDURE (6 Credit)**

**THEORY COUNSELING SESSIONS**

The Self Learning Instructional Material (Study Material) of Office Procedure Course (BSSI-015) comprises of 2 Blocks.

**Each theory counseling sessions is of 2 hours duration.**

**Blocks-wise theory counseling sessions** are mentioned below.

**Block 01**

- Unit 1 Modern Office
- Unit 2 Modern Office Management
- Unit 3 Office Accommodation and Environment
- Unit 4 Records Management

} 4 Theory Sessions

**Block 02**

- Unit 1 Handling Mail
- Unit 2 Office Forms and Stationery
- Unit 3 Units Equipment & Machines

} 2 Theory Sessions

**Thus there are total 6 theory counseling sessions of 2 hours each = 12 hrs.**

## OFFICE PROCEDURE

### PRACTICAL COUNSELING SESSIONS

- Practical is an integral and vital component of the programme. The Practical sessions will be held in the Programme Study Centers / Computer Centers, which may or may not be co-located with the study centers.
- Each **Practical Counseling Sessions is of 3 hours duration.**

**Block-wise Practical Counseling Sessions** are as follows:

#### **Block 01**

Unit 1	Modern Office - 1 Practical	} 3 Practical Sessions
Unit 2	Modern Office Management	
Unit 3	Office Accommodation and Environment- 1 Practical	
Unit 4	Records Management – 1 Practical	

#### **Block 02**

Unit 1	Handling Mail – 1 Practical	} 3 Practical Sessions
Unit 2	Office Forms and Stationery – 1 Practical	
Unit 3	Units Equipment & Machines – 1 Practical	

**Thus there are total 6 Practical counseling sessions of 3 hrs each = 18 hrs.**

**OFFICE PROCEDURE****ACADEMIC CALENDAR FOR THEORY AND PRACTICAL COUNSELING SESSIONS**

Months	01	02	03	04	05	06	07	08	09	10	11	12
Theory	<b>1<sup>st</sup> Session,</b> Block-1, Unit 1 Modern Office Unit 2 Modern Office Management		<b>2<sup>nd</sup> Session,</b> Block 1 Unit 3 Office Accommodation and Environment		<b>3<sup>rd</sup> Session,</b> Block 1 Unit 4 Records Management		<b>4<sup>th</sup> Session</b> Block 2 Unit 1 Handling Mail	<b>5<sup>th</sup> Session,</b> Block 2 Unit 2 Office Forms and Stationery		<b>6<sup>th</sup> Session,</b> Block 2 Unit 3 Units Equipment & Machines		Exam
Practical	<b>1<sup>st</sup> Session,</b> Block-1, Unit 1 Modern Office Unit 2 Modern Office Management		<b>2<sup>nd</sup> Session,</b> Block 1 Unit 3 Office Accommodation and Environment		<b>3<sup>rd</sup> Session</b> Block 1 Unit 4 Records Management		<b>4<sup>th</sup> Session</b> Block 2 Unit 1 Handling Mail	<b>5<sup>th</sup> Session,</b> Block 2 Unit 2 Office Forms and Stationery		<b>6<sup>th</sup> Session,</b> Block 2 Unit 3 Units Equipment & Machines		Exam

**Evaluation Methodology for the BSSI-015 (Office Procedure) Course under the DMOP Programme**

Student will be required to secure at least 50% marks in Continues Assessment, Term End Examination (TEE) separately in the course to be declared successful.

Following are the requirements for each component:

**I. Term End Examination (TEE – Theory)**

Max Marks : 50  
Weight age : 70%  
Duration : 2 hours

**II. Assignment (Continuous Evaluation /Assignment)**

Max Marks : 50  
Weight age : 30%

Numerical marking will be followed.



## INSTRUCTIONAL MANUAL FOR DIPLOMA IN MODERN OFFICE PRACTICE (DMOP) PROGRAMME

### General Guidelines:

1. Student should use shorthand pencil / fountain pen. This will enable them to differentiate between dark and light strokes.
2. Students should use shorthand / ruled note pad with broad line for practice purpose.
3. Sitting posture & ergonomics to be followed to avoid Occupational Overuse Syndromes (OOS).
4. Each practical session to acquire the following pedagogy :
  - a) Students to be prepared for Dictation related to theoretical issues covered in the last session
  - b) Theoretical issues as per the academic calendar issued by the school
  - c) Practical aspects related to concept and theory covered in that session
5. Teachers may refer the New Courses Book & cover up short terms & phrases as per the books & for practice purpose exercise from Pitman New Course Book may be combined with IGNOU notes.

### INSTRUCTION:

### STENOGRAPHIC SKILLS COURSE

For this course, 5 hrs for shorthand & 1 hr for basic key board operations skills are mandatory for building speed.

### *Guidelines for Instructors*

#### **Block-I**

- In theory counseling sessions, all the rules highlighted in the Self Learning Material (SLM) should be explained to the students with adequate number of examples. So that students can be instrumental in using these rules in shorthand.
- The unit 4 of Block 1 (titled: Punctuation sign and abbreviated 'W') comprises of two concepts 'Punctuation signs' and 'abbreviated 'W'. The theoretical concept of 'abbreviated 'W' has relevance in the Block 1. However practical application of "abbreviated W' can be dealt and understood only after completion of the unit 1 of Block 03 ('Initial and Final hooks'). Thus, students need to refer again the 'abbreviated W' after completing of Unit 1 of the Block 3.
- Teachers should refer the (old course) Pitman's Instructions for covering Unit-1, 2 & 3. At the same time students may be explained the phonographic aspect of these as well.
- In the initial practical session, students should strictly follow the touch method of key board operation i.e. home keys, guide keys, finger allocation, enter and shift, space bar, sitting posture.

## Block-II

- Teachers may guide the student about finger allocation & also drill practice may be given for the suitable words of each row.
- Half an hour in each practical session should be devoted for building of keying speed as per the following schedule.

<b>Practical sessions 1/2hr in each session)</b>	<b>Aspects related to fingering allocation and typing speed building covered in practical</b>
1st and 2nd session	Home row
3rd session	Upper row
4th session	Bottom row
5th session	Number row
6th session	Numeric pad
7th to 10th session	Speed building
11th to 16th session	Speed building and proof reading

## Block-III & IV

- Student should acquire shorthand speed of 80 words per minutes at the end of the last practical session. Councilors should regularly monitor the shorthand speed of students and make sure from very early stage; students have been acquiring appropriate shorthand speed to gain the targeted shorthand speed after the final practical session. Counsellor is advised to take remedial steps to support students with poor typing and shorthand speeds, at very early stage.

### **Expected Typing Speed**

<b>Practical session</b>	<b>Typing Speed (Keys/Per Minutes)</b>
After 7 <sup>th</sup> session	25
After 10 <sup>th</sup> session	35
After 13 <sup>th</sup> session	40
After 16 <sup>th</sup> session	45

### ***Guidelines for students***

- Students to mainly focus on maintaining size thickness, direction of the strokes enabling them to do correct & speedy reading and typing.
- In the initial practical session, students should strictly follow the touch key method of key board operation i.e. home keys, guide keys, finger allocation, enter and shift, space bar, sitting posture.

## **SECRETARIAL PRACTICE COURSE**

Interactive & Activity based practical session

## ***Guidelines for Instructors***

### **Block-I**

- Practical sessions will be based on activities where there will be direct communication with the students in the form of role play, group discussion, debates etc. For example under office correspondence, students can be ask to draft letters, under public relations, simulation of the activities at the front end office can be designed like dealing with various kind of clients, under meeting, student may be required to arrange meeting, draft notice, agenda and minutes.

### **Block-II**

- Telephonic conversation related activities.

### **Block-III**

- Apprise the students how ticket booking is done including passport & visa, mock sessions to be undertaken – Preparation of Itinerary, online booking, handling of petty cash, filling vouchers, etc. related activities to be undertaken.

## ***Guidelines for students***

- Students are advised to read the Self Learning Materials (SLM) as per the schedule communicated through programme guide. In the theory counseling session, teachers may hold counseling session in which the students will be facilitated in their study and their individual problem will be resolved.

## **OFFICE PROCEDURES COURSE**

Interactive & Activity based practical session

## ***Guidelines for Instructors***

### **Block-1 & II**

- Counselors should conduct role play activities / group activities to simulate office work environment

## ***Guidelines for students***

- Students should be encourage visiting at least 3 to 4 different type of offices and shared their experience with the peer groups.

## **List of Competencies for Diploma in Modern Office Practice (DMOP)**

### **Programme**

The Diploma in Modern Office Practice (DMOP) programme will train the work force for the following positions.

1. Personal Assistant
2. Private Secretary
3. Stenographers
4. Office Managers
5. Office Executives
6. Executive Assistants
7. Front End Executives
8. Data Entry Operators
9. Computer Operators
10. Self Employment

The programme comprises of the following 5 courses. The delivery pedagogy is based on printed instructional materials (compulsory) supported with counseling and multimedia support (optional) for imparting theoretical and conceptual knowledge. The practical / hands on training will be imparted in through work centres. The aim of theory and practical component is to impart secretarial / assistant skills needed in Modern Office under the simulated work environment close to real work.

A student is expected to acquire the following competencies after successful completion of each course.

#### **Communication Skills Course (BSSI-011)**

Students will gain proficiency and acquire confidence in communicating effectively in various areas that are required at the work place. This would include basically Handling Public Relation, Using the telephone effectively, being aware of the mode of the communication such as Video and Tele conferencing, E- correspondence and Web Technology. Students will also learn the ability to write correctly at the work place both in terms of Internal Correspondence (Memo, Office Order, Circulars, Notices, and Agendas) and External Correspondence, taking down minutes of meeting, ability to write report and proposals. Students have also been given skills for upward mobility which involves responding to advertisement, writing a CV and preparing and facing interviews. Finally students will be sensitive to issues of body language, work ethics, gender awareness, etiquettes, which will further help them develop their personality in a positive way.

### **Computer Skills Course (BSSI-012)**

- (1) Day to day care of frequently used computer related accessory such as Printer, Scanner, Keyboard, Computer etc.
- (2) Operate Personal computer (PC) on Window Operating System
- (3) Internal and External correspondence with the help of MS-Word
- (4) Preparation of spreadsheet; ledger accounts etc. with the help of MS-Excel
- (5) Preparation of presentation and demo with the help of MS-PowerPoint
- (6) Maintenance of database of office records with the help of MS- Access.
- (7) Competency in using web and e-mail in execution or facilitating of office work

### **Secretarial Practice Course (BSSI-013)**

- (1) Execute day to day functions relevant to post of secretary and office assistant
- (2) Assisting the reporting officer in execution of day to day his / her activities, travel arrangement, accommodation booking, maintenance of daily schedule, fixing meeting etc.
- (3) Secretarial works regarding conducting of meeting, conferencing, sending invitation to participants.
- (4) Ensure hospitality of guest / visitors and attend telephone.
- (5) Maintaining the visitor's records / dairy.
- (6) Organizing and submission of paper in the form of reports,
- (7) Information retrieval from frequently used sources in offices such as dictionary, office manuals, air-rail time tables.

### **Stenographic Skills Course (BSSI-014)**

- (1) Acquire adequate proficiency and speed in key board operation and shorthand
- (2) Practice in typing letters, reminder and memos
- (3) Typing of Business letters
- (4) Transcripts from audio CD
- (5) Taking dictation and transcription on computer
- (6) Proof reading
- (7) Correcting and Typing of letter, which had mistakes and drafted poorly

### **Office procedures Course (BSSI-015)**

- (1) Filling of various routine official forms such as railway reservation forms, cash withdrawal slips, income tax returns, etc.
- (2) Filling of invoices, sale notes, debit / credit notes
- (3) Maintenance of official, personal, confidential files
- (4) Maintaining imprest / petty cash & preparation of bills, etc
- (5) Competency to operate and apply machines / instruments used in modern office environment.
- (6) Sorting and maintenance of records : manually and electronically
- (7) Mail Handling (Email, Postal, Fax, Telegram, etc.)
- (8) Understanding about Office layout, Furniture and Equipment

**Note:** (i) Counselor may arrange exercises to improve awareness of students about functioning of Various departments such as Personnel / Human Resource, Accounts and Finance, Administration.

(ii) Students should be encouraged to develop practical skills relevant to policy and procedures Explained in the Curriculum.

### **Miscellaneous**

- (1) Students should be encouraged to frequently visit nearby offices to clarify the concept, principles and practices taught through instructional materials and counseling
- (2) Regional Centers should make effort to establish linkage with local industries to train students in relevant field to produce workforce for modern office environment.
- (3) Regional Centers / Study Centers should not make heavy investment on procuring expensive equipment to train students in relevant fields; rather linkage with local industries should be established for this purpose.
- (4) Counselors should assign relevant and dynamic home exercise to students to develop creativity and confidence.

**EQUIPMENT NEEDED FOR CONDUCTING PRACTICAL TRAINING FOR STUDENTS ENROLLED IN MODERN OFFICE PRACTICE PROGRAMME**

**A. MAIL ROOM EQUIPMENT (Each item minimum one in number)**

1. Letter opener
2. Mailing Scale
3. Dating Machine
4. Stapler
5. Inward / outward register
6. Peon register

**B. FILING AND INDEXING EQUIPMENT (Each item minimum one in number)**

1. Vertical filing Cabinet
2. Horizontal filing cabinet
3. Punching Machine
4. Card Index cabinet

**C. COPYING AND DUPLICATING EQUIPMENTS (One)**

1. Photo copier

**D. COMMUNICATION EQUIPMENT**

1. Fax machine
2. Internet facility
3. Printer/Scanner

**E. STENOGRAPHY EQUIPMENTS (Each item one in number)**

1. Computer
2. Copy holder
3. Stop watch
4. DVD Player
5. Different types of file folders
6. Overhead Projector
7. Cutting & Binding equipment
8. Typing tutor software (10 License for each study centers)

**F. COMPUTER RELATED EQUIPMENTS**

1. Personal Computer (PC) with Uninterrupted Power Supply (UPS)
2. Study Centers must have Internet Connectivity
3. Printer & scanner
4. Latest operating system in each PC
5. Microsoft Office with latest version

**G. CLASSROOMS**

1. Well ventilated classrooms which can accommodate at least 40 students.
2. A well equipped computer lab for conduct of practical sessions

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### **3. UNIVERSITY RULES**

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May refer the Common Prospectus for University rules, policies and guidelines at:

[www.ignou.ac.in](http://www.ignou.ac.in)

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### **4. FORMS & ENCLOSURES**

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May refer the Common Prospectus at:

[www.ignou.ac.in](http://www.ignou.ac.in)



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