

Certificate Course in Office Administration

(Session 2024-25 & 2025-26)

Course Duration	Three months
Exam	After completion of course
Eligibility Criteria	Passing Standard 10+2 with a minimum of 45% marks and above from a recognized board
Admission Process	Merit -Based
Internship	Yes
Entrance Exam	No
Course Fee	Rs. 3000/-

INSTRUCTIONS FOR THE PAPER SETTER/EXAMINERS

The question paper covering the entire course shall be divided into three sessions as follows

SECTION-A

It will consist of essay type questions. Four questions shall be set by the examiner from Unit-I of the syllabus and the candidate shall be required to attempt two. Each question shall carry 9 marks total weight of the section shall be 18 marks.

SECTION B

It will consist of essay type questions. Four questions shall be set by the examiner from Unit-II of the syllabus and the candidate shall be required to attempt two. Each question shall carry 9 marks; total weight of the section shall be 18 marks.

SECTION-C

It will consist of 10 very short answer questions from entire syllabus. Students are required to attempt 8 questions up to five lines in length. Each question shall carry 3 marks; total weight of the section shall be 24 marks

Max Marks: 100

Time: 3 Hours

Pass Marks 35%

Theory: 4+Practical 2

External Assessments: 60

Field work : 20

Practical: 20

Periods per week 6

SYLLABUS OF CERTIFICATE COURSE IN OFFICE ADMINISTRATION

UNIT I

1. Computer Introduction, functions and classification, Overview of Software and Hardware. Input and Output devices, Computer Memory. Computer typing in MS Word 2000, saving. Typing and printing documents, Formatting documents MS Office.

2. Typewriter: its use and importance, a standard typewriter, Makes and categories of typewriters. Essential parts of a typewriter and their use. Care and upkeep of a typewriter. Ribbon changing and ribbon economy. Methods of typewriting, Touch, Sight.

Horizontal, Vertical Keyboard Operation, Need for proper type and size of tables and chairs or use by typist, Sitting postures, Material required, Injection and removal of paper, Learning the second row (Home row) (guide keys and home keys), Learning the third row (upper row)

Learning the first row (bottom row), Learning the fourth row (number row). Special signs and symbols in the keyboard and their uses. Centering-horizontal, vertical. Type of headings Margin and line spacing. Use of punctuation marks. Figures-Arabic and Roman, Paragraphs-typed styles numbering,

3. Introduction : Origin of Shorthand with particular emphasis on Pitman Shorthand. Definition and importance of stenography, qualities of a successful stenographer.

Consonants: Definition, number, forms, classes, size, thickness directions and joining Strokes.

Vowels definition, number sounds, signs, places position of outlines, intervening vowels, Introduction of upwards/downwards strokes in Stenography.

UNIT II

4. Office Stationery: Types of paper and envelopes, control of consumption of papers, Ink type-writing ribbons, carbon papers, pins, clips, erasers etc. Issue of stock and stock record, Photocopying, Meetings, Notice, Agenda, Quorum, Proxy.

5. Office organisation, relation of office to general business, modern office, concept of office management, functions, Centralised and decentralised office, office accommodation and layout, office environment. Departments of modern office.

6. Record Management- importance, Record retention, Filing: Characteristics, Modern Filing devices, Indexing, importance and types, Office Correspondence, Handling incoming and outgoing mail.

7. Essentials of a good letter, drafting of business letter enquiry quotation, order advice, making payment, trade reference complaints, circular letters, follow up letters, official letters.

Field Study : There will be 15 days on the Job Training in any office.

Course Outcomes: *This course will help the students to know the about Office activities, Typewriting, Shorthand, Computer, Meetings, Record Management, Stationery, On the job training.*

Top Recruiters

Banks, Information sector Management System, Public Organizations, Academic Institutions, Insurance companies etc.

Job Profiles

Office Manager, Assistant Executive, Assistant Manager, Small Business Owners, Assistants, Clerks, Computer operators etc.