

STATE BOARD OF TECHNICAL EDUCATION, KERALA

**Directorate of Technical Education,
Thiruvananthapuram, Kerala**

Rules and Regulations for Diploma in Computer Application and
Secretarial Practice recognized by the State Board of Technical
Education, Kerala

Curriculum Revision 2023

Prepared by

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Preface

Curriculum serves as the foundation on which educational edifice is built upon. Every Curriculum needs constant updation so as to stay relevant and at par with the developments in the concerned field of Technical knowledge.

State Board of Technical Education Kerala is the affiliating body of Government Commercial Institutes of Kerala, framing rules and regulations for the conduct of Diploma in Computer Application and Secretarial Practice. Periodical Revision of the programme conducted by the SBTE is undertaken by State Institute of Technical teachers Training and Research (SITTTR).

This Revision Curriculum 2023 document pertaining to Diploma in Computer Application and Secretarial Practice is an outcome of such an effort. The Revision 23 is proposed to be an outcome based curriculum, The curriculum envisions to measure the progress of students in the three parameters: Program Educational Objectives (PEO), Program Outcomes (PO) and Course Outcomes (CO).

The task of the curriculum revision is time consuming and needs to be undertaken with extreme diligence. For facilitating the process, the following committees were constituted under the overall guidance of the Director of Technical education:

1. Curriculum Revision Monitoring Committee
2. Curriculum Revision Implementation Committee
3. Curriculum Revision Academic Committee
4. Curriculum Revision Core Committee
5. Handbook preparation committee

Further, inputs from Industry were gathered from various experts in the respective fields..

The curriculum is designed to have a total credits of 80 including courses in basic Secretarial practices, Accountancy and Computers with focus on fundamentals and discipline level courses. Internship is included, to ensure that students are on par with changes in Industry.

Thus the Curriculum revision is envisaged to be, contemporary, socially relevant and Industry ready.

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CHAPTER 1

Definitions

In these rules and regulations unless the context otherwise requires:

1.1 Academic Calendar

Academic calendar means the calendar of academic activities undertaken during an academic year as prescribed by the State Board of Technical Education, Kerala.

1.2 Academic Council

In relation to a Government Commercial Institute means a Committee comprising of Superintendent with as the convenor and other Teachers as members formed for ensuring the effective implementation of all academic activities including curricular, co-curricular, extracurricular and other activities envisioned for the effective implementation of outcome based curriculum.

1.3 Academic year

Academic year in relation to a programme means 10 months spanning two successive calendar years, which includes instructional periods, holidays and examinations which shall invariably consist of 2 semesters called odd and even semesters.

1.4 Advisory Committee

Advisory Committee in relation to a programme means a Committee comprising of Head of Department, Faculty advisor, Student Counselor and any other faculty or supporting staff assigned to assist Faculty Advisor for monitoring and supporting all diverse activities of a particular group/batch of students and to interact with the parents

1.5 Contact hours / Instructional hours

60 minutes of theory or practical sessions constitute a contact / instructional hour.

1.6 Course

Course means the study of an individual subject in a particular semester which shall include theory, practical, internship.

1.7 Course Categories

Course categories mean the distribution of courses for a programme namely Humanities and Social Sciences, Program Basic Courses, Program Core courses and internship.

1.8 Course outcomes

Course outcomes are the predefined statements which represent the outcomes to be achieved by students at the end of the course which should be mapped with Program outcomes.

1.9 Credit

Credit usually means the sum of lecture hours per week and half the hours of practical allotted for teaching the course specified in the curriculum. A student earns as much number of credits for a course if he completes the prescribed course as per the curriculum and satisfies the criteria fixed for such course by the State Board of Technical Education Kerala.

1.10 Curriculum

Curriculum for a programme means a published document prepared by the State Board of Technical Education which states the educational objectives and outcomes detailing the integrated sequence of areas of study covered under the programme.

1.11 Diploma

Diploma is an academic credential issued by State Board of Technical Education to a candidate on successful completion of the programme as envisaged in the curriculum.

1.12 Faculty Advisor

Faculty Advisor means a teacher who is in charge of a particular batch of students of a programme with the responsibility of monitoring the diverse activities of the batch.

1.13 Internal Quality Assurance Cell (IQAC)

Internal Quality Assurance Cell means a cell constituted in the institution for overseeing and monitoring all the academic activities.

1.14 Learning Outcome

Learning outcomes define the type and depth of learning, the students are expected to achieve. Outcomes are broad statements that represent the level of knowledge, skill and attitude to be achieved by students on the basis of predefined levels of Blooms Taxonomy.

1.15 Program outcomes

Program outcomes are the predefined statements which represent the expected learning outcomes of students at the completion of a Diploma programme.

1.16 Programme

Programme means the entire course of study and assessment /examinations prescribed for the same, leading to the award of Diploma.

1.17 Semester

Semester means a period of 5 months in an academic year, which shall include instructional periods, examinations and holidays. Odd semester in an academic year shall span from “June to October” and Even semester shall span from “November to March”

1.18 State Board of Technical Education (SBTE)

SBTE means the body which functions under Higher Education Department, Government of Kerala, which regulates the matters of Diploma level and other certificate courses under Department of Technical Education in the state of Kerala.

1.19 Student

Student means a candidate admitted to and registered for a programme in accordance with the rules and regulations.

CHAPTER – 2

Rules & Regulations

This may be called the rules and regulations of the State Board of Technical Education for the Programme, Diploma in Computer Application and Secretarial Practice. These regulations shall be applicable for students admitted from the academic year 2023 – 2024.

- The SBTE has the right to modify the regulations from time to time.
- The decision of the SBTE shall be final and binding, in all matters related to the regulations.

1. Admission

- 1.1 The SBTE shall decide the Admission policy, eligibility for admission and admission procedure from time to time.
- 1.2 The SBTE shall revoke the admission of the candidate, if at any time after admission, it is found that a candidate has not fulfilled any of the requirements stipulated by the State Board.
- 1.3 No student shall be permitted, to change the Programme to which he/she is admitted after the admission process is completed by the competent authority.
- 1.4 A student admitted to a particular Government Commercial Institute shall continue studying in that institute till the completion of the programme, unless he/she is permitted an inter Government Commercial Institute transfer as per prevailing norms.

2. Medium of Instruction

The medium of instruction shall be English. All examinations, reports and presentations shall be in English.

3. Duration of Diploma Programme

- 3.1 The duration of the Diploma shall be 2 (two) academic years, consisting of 4 (four) consecutive semesters.

- 3.2 Every academic year shall have two semesters. Odd semester in an academic year shall span from June to October (including holidays and examinations) and even semester in an academic year shall span from November to March (including holidays and examinations). A semester shall normally have 75 working days. There shall be 6 (six) periods of one hour duration of instruction each day for 5 days per week.
- 3.3 The Diploma programme shall have a curriculum, Programme scheme and syllabus approved by the State Board of Technical Education.
- 3.4 The Diploma programme follows the credit system. Number of instructional hours of a course per week decides the credit. Usually, the pattern is as below:

1 Hour. Lecture (L) per week	-	1 credit
1 Hour. Practical (P)	-	0.5 credit

4. Structure of Diploma Programme

4.1 Programme Credits

The curriculum of the Diploma in Computer Application and Secretarial Practice shall have 80 academic credits including Internship.

4.2 Courses

4.2.1 Every student shall undergo Internship after the fourth semester as specified in the curriculum.

4.2.2 Induction training: There shall be Student Induction training program for 1st semester students

5. Programme registration

Each student admitted to Diploma Programme shall be offered default Programme registration. A unique Permanent Register Number shall be issued by the Controller of Technical Examinations (CTE) to each student. This unique number shall be used for all references such as further semester registration, examination registration and other academic activities.

Programme registration shall be valid for 4 (four) academic years for the students. If a student fails to earn the Diploma within the period specified, his registration shall be treated as cancelled and he will forfeit the credits already earned for the programme.

6. Semester registration

Every student promoted to a semester has to complete the semester registration at the beginning of each semester. For first semester students the default semester registration shall be made along with programme registration.

7. Eligibility for appearing for Examination

7.1 The End Semester Examinations (ESE) shall be conducted as per the notification of the CTE. The ESE shall be conducted by the CTE as per the curriculum.

7.2 To be eligible to register for the examination, the candidates shall satisfy the following requirements:

- i. The candidate should have completed the Semester Registration.
- ii. The candidate should have met the attendance requirements as contained in Clause 10.
- iii. The candidate should have completed the academic requirements as contained in Clause 9.

7.3 Eligible candidates shall register for the examination remitting the required fee as notified by the CTE.

7.4 Students who do not satisfy clause 6.2 above shall have to register for the same semester as and when it is offered in the institution afresh and shall have to fulfill such conditions prescribed by the State Board of Technical Education.

7.5 A student shall not be allowed to re-register for a course or reappear for an examination for which he/she has gained the prescribed credits.

8. Promotion to next Semester

A student is promoted to the next semester only if he/she had the eligibility for appearing for the previous semester examination satisfying clause 6.

9. Roll out and Readmission

A student with 15 working days of continuous absence shall be removed from roll. He/she shall be readmitted only if he/she has claimed for readmission within 15 days from the date of roll out. Readmission can be sought only to the semester in which he/she was studying at the time of being rolled out. Attendance for eligibility for appearing to the semester examination in such cases shall be counted from the commencement of the semester. The Rolled out days shall be treated as Absent for calculating the attendance requirements.

10. Repeating a semester

A student with less than 75% of attendance and has not condoned the shortage of attendance or has attendance less than 65% or he/ she has not completed all the prescribed laboratory, practical, or any other kind of practical course as prescribed in the curriculum and got certified by the faculty in charge of the programme shall have to repeat the semester. He/she can repeat the semester only with the succeeding batch as and when it is offered in the institution. This shall be at the discretion of the Head of the Institution, who should be satisfied on the genuineness of absence. In case, of scheme change, the student shall earn credits from equivalent / additional courses as decided by SBTE.

11. Assessment

11.1 General

Candidates in each semester shall be assessed by Continuous Internal Assessment (CIA) and End Semester Examination (ESE).

11.2 The ESE shall be held for all the Courses twice in a year – October / November session (for Odd semesters only) and April / May session (for Even semesters only). However, the End Semester Examination for the third and fourth Semesters shall be conducted in both the sessions.

11.3 The ratio of Continuous Internal Assessment (CIA) to End Semester Examination (ESE) shall be as below:

1. Theory Courses	: 2 : 3
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- | | |
|---------------|--------------------------------|
| 2. Laboratory | : 3 : 2 |
| 3. Internship | : End Semester Assessment only |

The maximum marks for each course are included in the Programme scheme of the curriculum.

- 11.4 The CIA marks obtained by the student for all subjects in a semester are to be published at least 5 days before the commencement of the Board examinations.

11.5 Continuous Internal Assessment

11.5.1 Continuous Internal Assessment of Theory Courses:

- i. The CIA consists of Formative and Summative Assessments.
- ii. The CIA shall be done following appropriate Rubrics.
- iii. The CIA shall be done based on the Cognitive levels of revised Blooms Taxonomy suggested in the curriculum. The faculty concerned shall carry out the CIA for the course allotted to him/her.
- iv. The CIA for individual theory courses shall be computed by giving weightage to the following parameters unless otherwise specified in the curriculum.

Type of Assessment	Tools	Marks	Guidelines
Summative	<ul style="list-style-type: none"> ● Class Test/ Series Test ● Open book test ● Online Test ● Quiz / Objective Test 	40% of the total internal mark	1. Two summative assessments are mandatory 2. Retest may be given to students whose attainment levels are not meeting the criteria set by the course coordinator.

Formative	<ul style="list-style-type: none"> • Case Studies • Portfolios • Note book /Class work • Class / Home Assignments • Surveys • Report Writing • Open Notes Exams <ul style="list-style-type: none"> • Group tasks • Presentations • Field Assignments 	40% of the total internal mark	1.Three assessments are mandatory. Best two out of three shall be selected for calculating final assessment. 2.Different tools must be selected depending upon the category/type of course. 3.Any relevant tools other than listed, applicable for the course may be adopted for assessment. 4.Suitable rubrics are to be applied for assessment. Sample Rubrics are included
Attendance		20% of the total internal mark	This is only for CIA. Marks for attendance will not be considered for attainment calculation of course outcome.

11.5.2 Assessment of Practical Courses

The CIA for individual practical courses shall be computed by giving weightage to the following parameters unless otherwise specified in the curriculum.

Type of Assessment	Tools	Marks	Guidelines
Summative	Lab Examination	30% of the total internal mark	Two tests are mandatory
Formative	Lab Work	50% of the total internal mark	1. List of lab experiments must be given which may include some mandatory experiments. 2. The faculty concerned may include additional experiments. 3. For each experiment, assessment may be made and marks should be awarded as per an assessment rubric.

Attendance		20% of the total internal mark	This is only for CIA. Marks for attendance will not be considered for attainment calculation of course outcome.
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11.6 End Semester Examination

11.6.1 Assessment of Theory Courses

The theory courses shall be assessed through ESE conducted by the CTE. The duration of the examination shall be 3 hours unless otherwise specified in the scheme. Question paper shall be prepared based on all modules of the syllabus to assess whether the student has achieved the desired course outcomes.

11.6.2 Pattern of question paper for theory courses

The entire syllabus for the theory course shall be divided into 4 Modules. The model question paper will form part of the curriculum. Questions shall be formulated to measure the Course outcomes, defined in the syllabus in order to calculate the Program outcome attainment. Normally, maximum marks for each course are 75.

Question paper pattern:

- **PART A:** There shall be 9 questions of 1 mark each to be answered in one word or one sentence, with at least two questions from each module. All questions are compulsory.

$$9 \times 1 = 9 \text{ Marks}$$

- **PART B:** Part B shall have 10 questions of 3 marks each, with at least one question from each module. The candidate will have to attempt 8 questions out of 10.

$$8 \times 3 = 24 \text{ Marks}$$

- **PART C:** There shall be two group of questions from the same module. Each group of questions shall carry a total of 7 marks. There shall be six such sets. The candidate will have to attempt one group of questions from each such set.

$$6 \times 7 = 42 \text{ Marks}$$

Number of questions from each module shall depend on the hours allotted to each module in the respective syllabus.

11.6.3 Assessment of Practical Courses

- i. The duration of the examination shall be as specified in the Programme scheme.
- ii. An internal examiner and external examiner shall conduct ESE of practical courses. The external examiner shall be appointed by the CTE.

Possession of bonafide record of the work done, duly certified by the faculty and Head of Institution concerned is a pre-requisite to attend the ESE of all Practical courses.

- iii. Award of marks in the End Semester practical examinations (except Internship), shall be based on criteria as below:

SI No	Criteria Component	Weightage (%)
1	Fair record	10
2	Viva Voce	20
3	Procedure & Tabulation	30
4	Conduct of Experiment	20
5	Result & Inference	20

11.6.4 Assessment of Internship

Internship shall be assessed by End Semester Assessment only. The candidate shall be assessed for 'Successful completion' based on criteria below:

- i. Completed the 3 week Internship after prior permission and approval of the faculty in charge.

- ii. Ensured Attendance, Punctuality and behavior as per the concerned organizational norms.
- iii. Submitted 'Report' and 'Attendance' of the 3 week Internship duly certified by the authority at which the candidate completed the Internship.
- iv. Conducted a presentation of the 'Internship' with appropriate presentation slides, interaction, discussion and viva-voce

12 Minimum requirements for award of Diploma

A student shall satisfy the following requirements to be entitled for the award of Diploma:

- i. A student shall acquire the credits as prescribed in the curriculum for each course and satisfy other criteria fixed by State Board of Technical Education.
- ii. A student shall acquire a minimum of 40% marks and earn a 'Pass' **in all Courses** as prescribed in the Curriculum.
- iii. A student shall have completed all curriculum requirements including successful completion of Internship within the stipulated duration of the programme.

13 Minimum requirements for earning credit

A candidate must secure a minimum of 40% marks in the ESE for all courses and combined 40% marks for internal & external assessment put together in theory and practical courses to secure the credit for the course.

Grading system

- i. The State Board of Technical Education shall award Letter Grade to students based on the marks secured by them in both internal assessment and End of Semester Examinations for each course.
- ii. Each Letter Grade indicates a qualitative assessment of the student's performance and is associated with specified grade points. All candidates will be allotted grades

according to the marks scored by them. The grading system based on the marks scored, are as follows:-

Sl. No	Range of Marks (%)	Grades	Description	Grade Points
1	90 and above	S	Outstanding	10
2	[80-90)	A	Excellent	9
3	[70-80)	B	Very Good	8
4	[60-70)	C	Good	7
5	[50-60)	D	Average	6
6	[40-50)	E	Satisfactory	5
7	Below 40	F	Unsatisfactory	0

Where [X-Y) means, X included and Y excluded.

- iii. The SBTE shall provide the course wise grade details of the students online. The Semester wise Grade Cards shall be issued on the requests of students. Such Semester wise grade cards will contain –
- The Code and Title of the Course.
 - Credits associated with, Grade and Grade point for each course.
 - Semester Grade Point Average.

Candidates who have completed the Diploma programme successfully will be eligible for Consolidated Grade Card. The Consolidated Grade Card will contain the Cumulative Grade Point Average attained by the candidate.

Cumulative grade point average (CGPA) CGPA is the weighted average of grade points obtained in all courses registered for the Diploma programme.

14 Semester Grade Point Average (SGPA) & Cumulative Grade Point Average (CGPA)

SGPA is the weighted average of grade points obtained in all courses registered in a particular semester of the Diploma programme.

CGPA is the weighted average of grade points obtained in all courses registered for the Diploma programme.

$$\text{GPA} = \sum(C_i \times \text{GP}_i) / \sum C_i$$

Where, “C_i” is the credit assigned for a course and “GP_i” is the grade point earned for that course.

SGPA – GPA of all courses in a semester.

CGPA – GPA of all courses in the Diploma Programme.

such for representation. Whenever the GPA are to be used for determining the merit ranking in a group of students only the rounded off values shall be made use of.

Percentage of marks can be computed from GPA as:

$$\text{Percentage of marks} = \text{GPA} \times 9.5\%$$

15 Classification

To be eligible for the award of Diploma of the programme a student should earn the requisite number of credits through successful completion of the courses of study.

There will be three classifications of successful candidates:

1. First Class with Distinction.

2. First Class.

3. Second Class.

i. A candidate who has earned the requisite number of credits will be classified as First Class with Distinction based on the CGPA attained if, he / she secures the requisite credits and CGPA of 8 (eight) or above and fulfills the requirements for the award of Diploma, offered by the Board within 4 (four) consecutive semesters of the Diploma programme.

ii. A candidate who has earned the requisite number of credits will be classified as First Class based on the CGPA attained if, he/ she secures the requisite credits

and CGPA of 6.5 or above and fulfills the requirements for the award of Diploma within 4 (four) consecutive semesters of the programme.

iii. All other successful candidates shall be declared to be placed in Second Class.

iv. Provision for awarding rank in each programme shall not be in Existence.

16. Advisory System - Academic Monitoring and Student Support

16.1 There shall be a Faculty Advisor for every batch. The Head of Institution shall assign a faculty as the Faculty Advisor of a particular batch.

16.2 The faculty advisor shall be responsible for collecting and maintaining all academic and non-academic documents including Course Files and end semester feedback. He shall submit the same to the Head of Institution at the end of the semester.

16.3 The Faculty Advisor shall be the point of contact for students and parents for all academic matters.

16.4 Faculty Advisor in consultation with the Head of Institution shall arrange separate or combined meetings with faculty members, parents and students as and when required and discuss the academic progress of students under his/her advisory. The Faculty Advisor shall be the custodian of the minutes and action taken reports of such meetings.

16.5 The Head of Institution shall ensure that the internal marks points earned during the semester and eligibility of attendance are submitted to CTE, as and when notified. The Head of Institution shall keep in safe custody, such documents for future reference.

16.6 Head of Institution shall conduct Advisory committee meetings to assess the progress of teaching and learning process as per curriculum and the attainment of outcomes. Regular, Formal and Informal feedback shall be collected by the Head of Institution and analysis of such feedback shall be presented by the Head of Institution in such meetings.

17. Quality Assurance of Government Commercial Institutes.

a. Institution level:

Every GCI, shall establish an IQAC for Quality assurance by focusing on improving the Academic and Administrative performance of the Institution. The Cell shall ensure, the effective implementation of outcome based education. The IQAC shall function as per guidelines of SBTE.

b. SBTE level

There shall be 'Quality Audit' in each GCI at stipulated intervals by SITTTTR for SBTE in Online and/or direct visit mode. The 'Quality Audit' shall assess all aspects for enhancing Quality Assurance of GCIs, including Academic Auditing. The IQAC shall keep ready the Audit statements in the formats prescribed by the SBTE for each semester.

The auditing shall cover:-

- i. Functioning of the college encompassing students, faculty and college administration etc. The audit shall cover the quality criteria prescribed by SBTE.
- ii. Academic Auditing shall cover course delivery and adherence to the course plan of all courses, syllabus coverage, internal evaluation, mechanism for quality of question papers used for internal examinations etc. Student progress shall be measured by attainment calculations as defined by SBTE.
- iii. The above details shall be documented and maintained as course file, for each course in the curriculum, by the faculty handling the particular course.

18. Academic Council

Every GCI shall establish an 'Academic Council' including Head of Institution, other faculty members with the Head of Institution as the convenor. The Academic Council shall :

- a. Review staff level meetings.
- b. Review implementation of OBE for its effectiveness.

19 Examination Monitoring Cell

The Head of Institution shall constitute an Examination Monitoring Cell at the GCI for supervising the examination related activities. This cell shall have a senior faculty

as convener and a minimum of three members, of which one shall be a woman. The duties and responsibilities of the Examination Monitoring Cell shall be:

- i. To officiate as the examination squad to keep a vigil on all End Semester Examinations. If any malpractice is observed/reported by the invigilator, the Head of Institution shall be appraised of the same with a report. The Head of Institution shall forward such complaints to the CTE.
- ii. To receive any complaints from the students regarding issues like out of syllabus questions, printing mistakes, insufficient data etc in the ESE of Theory and Practical courses. The cell shall make a preliminary investigation of the complaint and if necessary forward it to the CTE through the Head of Institution with specific comments.
- iii. To receive any complaints from students regarding internal examinations, make preliminary enquiry of such incidents and submit report to Head of Institution for necessary action.

20 Advisory Committee

Head of Institution of the GCI shall form Advisory committee for the department at the commencement of the academic year. The Advisory Committee shall consist of one senior faculty, faculty advisors and three student representatives (one of whom shall be a woman) from each class for monitoring and supporting all diverse activities of a particular group/batch of students and to interact with the parents.

The committee shall meet and deliberate at least twice in a semester. The decisions of the Advisory Committee shall be recorded in a register for further reference.

The Advisory committee shall,

- i. Review periodically, the progress and conduct of the students in the class.
- ii. Discuss any problems related to the courses of the semester concerned and ensure coverage of syllabus.
- iii. Identify weak students in the class and suggest remedial measures for supporting him/her. Identify bright students and arrange for encouraging them.
- iv. Review the effective implementation of the outcome based curriculum.
- v. Discuss any other academic issues.

21 Anti - Ragging Cell

The Principal shall form an Anti - Ragging Cell at the commencement of each academic year. The cell shall function as per the orders and guidelines issued by the Government/SBTE in this regard.

Any other Committee/Cell mandated by the Govt/SBTE for the smooth conduct of the Institution shall be constituted by the Head of Institution.

Program Outcomes for Diploma in Computer Application and Secretarial Practice

1. Basic and Discipline specific knowledge : Apply knowledge of basic mathematics, science and engineering fundamentals and engineering specialization to solve the engineering problems.
2. Problem analysis : Identify and analyse well-defined engineering problems using codified standard methods.
3. Engineering Tools, Experimentation and Testing : Apply modern engineering tools and appropriate technique to conduct standard tests and measurements.
4. Engineering Practices for society, sustainability and environment : Apply appropriate technology in context of society, sustainability, environment and ethical practices.
5. Project Management : Use engineering management principles individually, as a team member or a leader to manage projects and effectively communicate about well-defined engineering activities.
6. Life-long learning : Ability to analyse individual needs and engage in updating in the context of technological changes.

Sample Program Educational Objectives (PEOs) for Diploma in Computer Application and Secretarial Practice

- PEO1: Understand the nature of duties and responsibilities of a Secretary.
- PEO2: Understand various issues related to office and business environment and the various forms of organisation structure.
- PEO3: Develop students into well round professionals in terms of team work and office administration.
- PEO4: Have a sound background of concepts taught in the given course such as Accounting, Secretarial Practice, office noting and reporting, office organisation and management, computer applications, business communication, and employ emerging technology of Artificial Intelligence in Office administration and management.

Sample Program Specific Outcomes (PSOs) for Diploma in Computer Application and Secretarial Practice

- PSO1: Able to Identify the scope, role and functions of a secretary and apply them in the employing organisation.
- PSO2: Able to ensure effective communication and dissemination of information to and from the Higher authority, both internally and externally, for the optimum benefit of the organisation.
- PSO3: Able to explore opportunities in Private Sector, especially IT sector in and around the District.
- PSO4: Able to inculcate lifelong learning and strive to become responsible citizen by practicing moral values, sustainability, sensitivity & ethics.

Course Outcomes (COs) for each course shall be defined in the syllabus