

Program : Diploma in Commercial Practice	
Course Code : 3147	Course Title: Business Communication and Administration Skills
Semester : 3	Credits: No Credit
Course Category: Program Core	
Periods per week: 4(L:0, T:0, P:4)	Periods per semester: 60

Course Objectives:

- To enable the students to create an efficient office environment by acquiring necessary communicative, secretarial, administrative and professional skills.

Course Prerequisites:

Topic	Course code	Course name	Semester
Fundamental knowledge in communication skills in English, Business organizations, Word Processing and Financial Accounting		Communication skills in English	1
		Fundamentals of Business	1
		Word Processing I and II (Open office writer based)	1 & 2
		Financial Accounting I & Financial Accounting II	1 & 2

Course Outcomes:

On completion of the course, the student will be able to:

CO n	Description	Duration (Hours)	Cognitive Level
CO1	Apply communication and interpersonal skills.	15	Applying
CO2	Make use of Information Technology skills.	14	Applying
CO3	Develop business correspondence and documentation skills.	20	Applying
CO4	Apply company secretarial skills.	9	Applying
	Series Test	2	

CO - PO Mapping:

Course Outcomes	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	3						
CO2				3			
CO3				3			
CO4	3						

3-Strongly mapped, 2-Moderately mapped, 1-Weakly mapped

Course Outline:

Module Outcomes	Description	Duration (Hours)	Cognitive Level
CO1	Apply communication and interpersonal skills.		
M1.01	Explain the role of communication in professional success.	5	Understanding
M1.02	Developing essential skills to communicate effectively in the workplace.	5	Applying
M1.03	Building essential interpersonal skills.	5	Applying

Contents:

Communication Skills and Interpersonal Skills: Communication – Meaning - importance – objectives – types - barriers and process -Importance of good communication skills at the workplace - Verbal and nonverbal communication skills - Globalization and the Need for Communicating in English - Four core skills practicing- LSRW - Listening to Conversation (Formal and Informal) -Word of the day practice - Group discussion – Behavior in a Group Discussion – Essential Elements of Group Discussion – Group Discussion Etiquette- Newspaper reading, report writing, article writing - Resume writing - Telephone Etiquettes -Ways to communicate effectively in the workplace - Identify various Interpersonal skills, Strategies for developing interpersonal skills.

CO2	Make use of Information Technology skills.		
M2.01	Building typing skills.	5	Applying
M2.02	Make use of office suite software and internet.	5	Applying
M2.03	Demonstrate the appropriate use of netiquette and HTML	4	Understanding

	Series Test - I	1	
Contents: Informational Technology Skills: Operating systems knowledge-PC skills including Word, Excel and PowerPoint (Office suites)-Communication and collaboration tools - Modes of electronic communications -Email Management -Intranet -Video Conferencing - Digital Calendars (Google, Outlook)-File Sharing Programs (Google Drive) -Social Media Management–Netiquette – HTML tags – Use HTML tags for creating simple web page.			
CO3	Develop business correspondence and documentation skills.		
M3.01	Identifyingvariousoffice andbusinesscorrespondences.	6	Applying
M3.02	Identifying accounting documents used in business.	7	Applying
M3.03	Identifymodern office/business management skills.	7	Applying
Contents: Office and BusinessAdministration Skills: Filing/Documentation in offices - Memo Forms - Office Circulars - Office Orders - Office Notes -Essentials of good business letter-qualities of good business letter–Identify parts of business letter - Identify various business correspondences – Letter of trade reference – status enquiry – letter of offer and quotation – letters placing order, execution and cancellation – complaints and adjustment letters – collection letters – agency letters – circular letters -Bookkeeping in business enterprises-Proforma Invoice -Preparation of Invoice- Cash Bill and Credit BillFormat-Preparation of Cash Bill and Credit Bill- Debit Note and Credit Note -Format-Preparation of Debit and Credit Note-Delivery Challans - Bills of Exchange and Promissory Note- Drafting of bill of exchange and Promissory Note- Quotations and Purchase Order Format-Preparation of Purchase Order and Quotations-Identify Bank Accounts- Identify Cheques- E - cheques - Withdrawal forms -Identify Demand Draft -ECS - EFT- Mobile banking - Speed Post and Courier Services- Online Booking tickets - Customer Relationship Management - Awareness of online payment transactions - Modern office layout- tools and equipment -e-office.			
CO4	Applycompany secretarial skills.		
M4.01	Identify the documents for the formation of Joint Stock Company.	3	Applying
M4.02	Identity company correspondences.	3	Applying
M4.03	Identify documents relating to company meetings.	3	Applying
	Series Test - II	1	
Contents: Company Secretarial Skills: Identify various documents for incorporating a company - Memorandum of Association and Articles of Association- Red herring prospectus- Identify E-Forms for Incorporation - Portals for filing of e-forms for incorporation - List the			

Registration procedure & Registration authorities -Identify Incorporation certificate, Commencement certificate -Identify Share application - Letter of allotment - Share certificate- Drafting the Specimen Notice for meeting- Agenda of Statutory Meeting, Annual General Meeting- Board Meeting - Drafting minutes of Board meeting and Annual General meeting -Identify Specimen of Chairman's Report, Directors' Report and Auditors' Report.

Text / Reference:

T/R	Book Title/Author
T1	Pandey, Meenu. (2020). <i>Communication skills</i> . Nirali Prakashan Advancement of knowledge.
T2	Ramachandra, K., & Chandrashekara, B. (2013). <i>Corporate Administration</i> . Himalaya Publishing House-New Delhi.
T3	Mukharjee, A., & Hanif, M. <i>Modern Accountancy</i> . TATA McGraw Hill Publishing Company Ltd. New Delhi.
R1	Hayes, John. <i>Interpersonal Skills at Work</i> . Published by Taylor & Francis Ltd.

Online Resources:

Sl. No	Website Link
1	https://www.skillsyouneed.com
2	https://www.careerindia.com/