COURSE TITLE: OFFICE SECRETARYSHIP AND PRACTICES

Semester	Course Type	Course Level	Course Code	Credits	Total Hours
4	SEC	100-199	KU4SECCOM100	3	45

Learning Approach (Hours/ Week)			Marks Distribution			Duration of ESE (Hours)
Lecture per week	Practical per week	Tutorial	CE	ESE	Total	
3	-	-	25	50	75	1.5 Hours

Course Description:

This course provides comprehensive training in the principles and practices of modern office secretaryship, with a strong emphasis on administrative effectiveness, communication proficiency, and digital competence. It equips students with the knowledge and skills required to perform secretarial duties in both traditional and technology-driven office environments. Through a blend of theory and hands-on practice, students will gain familiarity with office procedures, professional correspondence, scheduling, record-keeping, and the use of contemporary office software. The course also focuses on ethical practices, organizational behavior, and interpersonal skills critical to a secretary's role. Designed to prepare students for administrative and support roles across sectors, the course integrates case studies, simulations, and practicum-based learning to bridge the gap between academic concepts and workplace applications.

Course Outcomes:

CO No.	Expected Outcome	Learning Domains
1	Understand the fundamental concepts of office secretaryship	U, R
2	Apply knowledge of office management practices and procedures	A
3	Demonstrate proficiency in written and oral business communication	A
4	Utilize modern office technology and digital tools for secretarial tasks	A
5	Exhibit practical secretarial skills through simulated and real-world activities	C

Remember (R), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C)

Mapping of Course Outcomes to PSO

	PSO1	PSO2	PSO3	PSO4	PSO5
C01			✓		✓
C02			✓	✓	
C03		✓	✓		✓
C04				✓	✓
C05	✓	✓	✓	✓	✓

COURSE CONTENTS

Contents for Classroom Transactions:

Module	Unit	Content	Hours	Marks
I	**Fundamentals of Office Secretaryship**		**9**	
	1	Definition, nature and scope of office secretaryship		
	2	Types of secretaries: Personal, Company, and Executive Secretaries		
	3	Attributes of a professional secretary		
	4	Importance of confidentiality and ethical conduct		
	5	Role of secretary in corporate governance		
II	**Office Management and Procedures**		**9**	
	1	Office organization structure and hierarchy		
	2	Routine office procedures: filing, indexing, mailing, record-keeping		
	3	Time management and scheduling		
	4	Maintenance of office equipment and supplies		
	5	Disaster preparedness and risk management in office		
III	**Business Communication and Interpersonal Skills**		**9**	
	1	Types of communication: verbal, non-verbal, written and digital		
	2	Drafting official correspondence: notices, memos, minutes, circulars		
	3	Email and online communication etiquette		
	4	Public relations and media handling basics		

	5	Listening skills, conflict resolution, and teamwork		
IV		**Office Technology and Digital Tools**	**9**	
	1	Introduction to office automation tools: MS Office, Google Workspace		
	2	Use of spreadsheets for data management		
	3	Calendar and scheduling tools (Google Calendar, Outlook)		
	4	Cloud storage and data security essentials		
	5	.Virtual meeting platforms (Zoom, MS Teams, Google Meet)		
V		**Teacher Specific Module**		
		Suggested Activities (to be included along with theory): 1. Hands-on sessions in drafting letters, notices, and meeting minutes. 2. Simulate real office settings with virtual secretary tasks. 3. Practice email writing, telephonic conversations, and mock meetings. 4. Exercises on MS Word, Excel, PowerPoint, and collaborative tools. Maintenance of work record is essential. 5. Visit to a corporate office or exposure to secretarial duties and drafting a visit report with experience, unique practices found and suggestions for improvement in administration. 6. Hosting, administering and transacting meeting via digital platforms.	**9**	

Essential Readings:

1. Chadha, N. (2012). *Office Management and Secretarial Practice.* New Delhi: Vikas Publishing House.

2. Raman, M. & Sharma, S. (2016). *Business Communication and Office Management.* New Delhi: Oxford University Press.
3. Pal, P. & Saha, P. (2013). *Business Communication: A Practical Approach.* New Delhi: Prentice-Hall.
4. Banerjee, B. (2008). *Secretarial Practice and Office Management.* Kolkata: Chhaya Prakashani.
5. Vijay, S. (2010). *The Modern Secretary: Office Management and Communication.* New Delhi: Kalyani Publishers.
6. Rajendra, P. & Rani, M. (2015). *Business Communication and Office Procedures.* New Delhi: PHI Learning Pvt. Ltd.
7. Nayak, A. & Mishra, N. (2017). *Office Management & Secretarial Practice.* Mumbai: Himalaya Publishing House.
8. Rao, P. S. (2016). *Office Management and Administrative Procedures.* New Delhi: New Age International Publishers.
9. Steiner, G. (2010). *Office Procedures for the Twenty-First Century.* New York: Cengage Learning.
10. Adams, R. & Goleman, D. (2009). *Emotional Intelligence in the Workplace: A Secretarial Guide.*London: HarperCollins.
11. Katherine, M. & Satterlee, B. (2018). *Effective Communication and Interpersonal Skills for Office Secretaries.* New York: McGraw-Hill.

Assessment Rubrics:

Evaluation Type	Marks
End Semester Evaluation	**50**
Continuous Evaluation	**25**
a) Test Paper	*5*
b) Test Paper	*5*
c) Assignment	*7.5*
d) Seminar/Viva/Article or Book Review	*7.5*
Total	**100**