



ANDHRA PRADESH STATE COUNCIL OF HIGHER EDUCATION

(A Statutory body of the Government of Andhra Pradesh)

3rd, 4th and 5th floors, Neeladri Towers, Sri Ram Nagar, 6th Battalion Road,
Atmakur (V), Mangalagiri (M), Guntur-522 503, Andhra Pradesh
Web: www.apsche.org **Email:** acapsche@gmail.com

SYLLABUS OF

OFFICE SECRETARYSHIP

**AS PART OF SKILL DEVELOPMENT COURSES
UNDER CBCS FRAMEWORK WITH EFFECT FROM 2020-21**

PROGRAMME: FOUR-YEAR UG HONOURS PROGRAMME

AP STATE COUNCIL OF HIGHER EDUCATION
B.A, B.Com AND B.Sc PROGRAMMES
Revised CBCS w.e.f 2020 - 21
To be Offered from Semester I to IV
SKILL DEVELOPMENT COURSE
COMMERCE STREAM

OFFICE SECRETARYSHIP

SYLLABUS

Learning Outcomes:

By the successful completion of course, the student will be able to;

- 1. Understand the organizational hierarchy and outlines of functioning*
- 2. Comprehend the role of office secretaryship in a small and medium organization*
- 3. Acquire knowledge on office procedures and interpersonal skills*
- 4. Apply the skills in preparing and presenting notes, letters, statements, reports in different situations.*

Syllabus

UNIT I: 06 hrs

Introduction – Organisational structure of a small and medium organization – Types of offices - Kinds of secretaries - The scope of office secretaryship

UNIT II: 10 hrs

The role of an office secretary -Duties and responsibilities- Usage of different devices - Flowchart and office manuals – Coordinating different wings of an office/organisation – Arranging common meetings - Operations of banking and financial services - travel and hospitality management services

UNIT III: 10hrs

Office procedures – Filing– Circulating files - Preparation of notes, circulars, agenda and minutes of meetings – Issue of press notes - Maintenance of files and records - Inventory, office, human resources, financial and confidential - maintaining public relations.

Co curricular Activities: 04 hrs

1. Visit various organizations (Hospitals, Hotels, Hospitality centers)
2. Preparation of appointment letters, dismissal letters, memos, Issue of appreciation/ motivation letters,
3. Releasing of Press notes, notices and circulars
4. Arranging invited lectures from office executives, auditors and managers
5. Assignments, Group discussion, Quiz etc.

Reference books:

1. Rapidex Professional course - PustalMahal Group

2. James Stromen, Kevin Wilson and Jennifer Wauson - American Management Association
3. M.C.Kuchal, Secretarial Practice - S.Chand Publications
4. Charles K.B 1856 Ober - The Association of Secretaryship - Nabu Press
5. Websites on Office secretaryship

MODEL QUESTION PAPER FORMAT

Max. Marks: 50

Time: 1 1/2 hrs (90 Minutes)

SECTION A (Total: 4x5=20 Marks)

(Answer any four questions. Each answer carries 5 marks
(At least 1 question should be given from each Unit)

1.	
2.	
3.	
4.	
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6.	
7.	
8.	

SECTION B

(Total: 3x10 = 30 Marks)

(Answer any three questions. Each answer carries 10 marks)
(At least 1 question should be given from each Unit)

1.	
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