DIPLOMAWING
RAJIVGANDHIPROUDYOGIKIVISHWAVIDYABHOPAL

SCHEME OF STUDIES & EXAMINATIONS (IMPLEMENTED FROM SESSION: JULY-2025)
MODERNOFFICEMANAGEMENT   SECONDSEMESTER

S.no.	Paper Code	SubjectCode	SubjectName	TheoryComponent									PracticalComponent					TOTALCREDIT	TOTALMARKS
						TermWork					Theory Paper					Exam/VIVA			
				HRSP PERWEEK	CREDIT	QUIZ / ASSIGNMENT	MID TermTest		TOTAL	MARKS	DURATION	HRSPER WEEK	CREDIT	LABWORK	MARKS	DURATION		
							I	II											
1	7745	201	FRONT OFFICE MANAGEMENT	4	4	10	10	10	30	70	3 Hrs.	2	1	20	30	3 Hrs.	5	150
2	7746	202	WORD PROCESSING & ADVANCED SPREADSHEET	6	6	10	10	10	30	70	3 Hrs.	4	2	20	30	3 Hrs.	7	150
3	7747	203	E-COMMERCE	4	4	10	10	10	30	70	3 Hrs.	2	1	20	30	3 Hrs.	5	150
4	7748	204	PERSONALITY DEVELOPMENT	4	4	10	10	10	30	70	3 Hrs.	1	1	20	30	3 Hrs.	5	150
5		205	OFFICE PRACTICE WITH AI	0	0	0	0	0	0	0	0	4	2	40	60	3 Hrs.	2	100
6		206	ENVIRONMENTAL STUDIES	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0
7			RecoveryClass/Remedial Class/RecentTrends/Group discussion/Motivational Stories/Computer Lab/Workshop	-	-	-	-	-	-	-	-	1	0	-	-	-	-	-
8			Library	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
			TOTAL	18	18	40	40	40	120	280		20	7	100	150		25	700

Note:-   (1)*Two best,out of three MidTermTests (ProgressiveTests)Marks should be entered here.

GRANDTOTALOFCREDITS: 25

GRANDTOTALOFMARKS   :   700

MODERNOFFICEMANAGEMENT   SEMESTER II

COURSETITLE	:	FRONT OFFICE MANAGEMENT
PAPERCODE	:	7745
SUBJECTCODE	:	201
TREORYCREDITS	:	04
PRACTICALCREDITS	:	01

Unit	Contents	Hours
1	**Introduction to Front Office** -Meaning, Need & Importance, Front Office Executive/Receptionist/Desk manager- Essential Qualities, Functions, Responsibilities and Job Descriptions, Front Office related terms	15
2	**Front Office Communication & Etiquettes**: Welcome of visitors, Co-ordination with other departments, Professional behaviour, Effective Communication.	15
3	**Reception Procedures**- Handling enquiries and appointments, Maintaining visitor records and logs, Handling emergencies and complaints professionally.	15
4	**Office Equipment and Technology in front office**- Use of desk equipment (telephone, computer, printer, scanner, intercom), Operating basic software, Security System-Equipment, CCTV, fire extinguisher, Card Key Control, Biometric scanner, Alarm system, Metal detector	15
5	**Front office record keeping system** - Scheduling meeting, managing appointments, Handling courier, Mail and official correspondence, Inventory Management at reception.	15

PRACTICALS

1. Practice of various machines/equipment's
2. Maintenance of machines/equipment's
3. Safety measures of machine/equipment's
4. Visit to industries, Hotels or Offices where front offices are being managed efficiently.
5. Live Project Work to students for the fulfillment requirement of the subject

MODERNOFFICEMANAGEMENT   SEMESTER II

COURSETITLE	:	WORDPROCESSINGWITHADVANCEDSPREAD SHEET
PAPERCODE	:	7746
SUBJECTCODE	:	202
TREORYCREDITS	:	06
PRACTICALCREDITS	:	02

Unit I-**Introduction MS Word**: Text Editing, Save, Save as. Page Set up, Header & Footer, Character & Paragraph Formatting, Document Formatting, Document Views, Spelling & Grammar, Borders & Shading. Find &Replace, Clipboard, Watermark, Multi column, tab setting, sub script, super script, Format painter.

Advanced Option: Outline View, Styles, Section Breaks, Macros, Drawing Objects, Templates, Formulas, Bookmarks, Protecting a Document, Foot notes& Endnotes. Auto Text, Auto Correct, Conditional formatting, Paste special.

Unit II-**Working with Tables**: Create & Navigate a Table, Enter Text into a Table, Insert a Blank Line, Use Table Styles, Hide & Show Gridlines, Use the Draw Table Feature, Convert Existing Text into a Table, Insert Quick Tables. Editing a Table, Sorting Table Data. Using Mail Merge, Merge Mail Labels &Directories: Start Mail Merge Wizard, Create Main Document, & Recipient List, Save Recipient List, Enter Records into a Recipient List, Sort Merged Records, Printing and Mailing of Merged Document, Label and envelop printing, insert formula in table.

Unit III-**Introduction Microsoft Excel:** Office Button, Excel Options, Worksheets, Ribbon, Quick Access Toolbar, Mini Toolbar. Using Basic Workbook Skills: Select a Cell using the Keyboard & Mouse, Find, Replace and Go To Command, Shortcut Command, Create a New Workbook, Enter Text & Numbers into Cells, Save, Close & Open Workbook, Use a Template, Edit Cell Entries, Check Spelling, Rename a Workbook. Working with Columns & Rows: Select Columns & Rows, Change Column Width & Row Height, Adjust Columns Automatically, Hide & Unhide, Insert, Delete Columns & Rows, Page Setup, Headers &Footers.

UnitIV-**Formatting Numbers & Text**: Currency, Percent & Comma Style, Change Decimal Places, Change Text Appearance, Rotate, Wrap & Shrink Text in a Cell. Formatting Cells : Use Merge & Centre Button, Change Vertical Alignment, Split Cells, Use Borders Button, Use Fill Colour Button, Cut or Copied Cells, Delete selected cell. Simple Formulas and Functions : Formulas, AutoSum Button & AutoSum List, Formula Auto Complete, Insert & Edit Functions in Formulas, Auto Calculate Feature, Navigate between Worksheets, SelectMultiple Worksheets, Color Worksheet Tabs, Insert & Delete Worksheets, Print Selected Worksheets Copy & Move Worksheets, Group Worksheets, Move & Copy Data between Worksheets.

UnitV-**Working with Multiple Worksheets**: Creating 3-D Formulas & Functions. Magnification, Full Screen View,Splitting theWindow,Freezing Panes. Creating&Editing Charts:Use,

Create, Move & Resize Charts, Identify Chart Elements, Change Chart Type, Change Plot Direction, Remove/Add a Legend, Move the Legend, Chart Non-adjacent Ranges, Change Chart Range, Change Data Source, Printing a Chart, Add Chart Titles, Format ChartElements, Add a Data Table, Delete a Chart.

Using Paste Special: Work with Paste Special, Copy Formulas between Worksheets, Use of sum, average, countA ( ) , Count IF( ), Round ( ) ,Financial function (PMT, IPMT, PPMT, PV,FV), V-Lookup, H-Lookup, goal seek, scenario, Logical function (IF( ), AND( ), OR( ), NOT( ),Date & Time Function, Data validation, Pivot table, Freez pan, Sheet linking.

LISTOFPRACTICALS

1. Practice on computer for word processing.
2. Preparation of documents i.e. letters, pages etc. in M.S word and practice to take print out.
3. Practice on Microsoft Excel Work sheet to prepare table, Enter Text into a Table, Insert a Blank Line, Use Table Styles, Hide & Show Gridlines, Use the Draw Table Feature, Convert Existing Text into a Table, Insert Quick Tables .
4. Practice-Working with Multiple Worksheets, Formatting Numbers & Text

MODERNOFFICEMANAGEMENT   SEMESTER II

COURSETITLE	:	E-COMMERCE
PAPERCODE	:	7747
SUBJECTCODE	:	203
TREORYCREDITS	:	04
PRACTICALCREDITS	:	01

Unit -1   **HISTORICAL EVOLUTION** - History of E-Business, Meaning & Object of E-Commerce, Merits & Demerits of E-Commerce, Barriers of E-Commerce, Main Factors of E-Commerce, National Scenario of E - Business.

Unit -2   **Business Models:** for E-Commerce, Definition and importance of e-business, Models based on transacting parties: B2B, B2C, B2G, C2C, C2G, G2G Models, Digital Advertisement, Pay per click.

Unit -3   **Payment Gate way:** Modes of modern payments: Net banking, credit cards, debit cards, smart cards, UPI, e-cash Digital signatures and legal standing. Risks in e-payments: Data protection, mistakes & dispute risks, managing credit risks.

Unit-4   **Security concepts:** Need and importance Intruders Attacking methods: hacking & cracking, Cybercrimes E-commerce security solutions (e-locking, security products/services).

Unit-5   **FUTURE PROSPECTS** - Introduction to Cyber Law and Cyber Security, Social and Ethical issue surrounding E-Business, Issues in implementing of E-Business, Future of E-Business.

Listof Practical's:
1. **Practical work on Online shopping process.**
2. **Practical work in digital payment system-**
   UPI,Credit/Debitcard,Netbanking, Wallets, Paytm, QR scanner.
3. **Practical work on ITAct 2000,Consumer protection.**
4. **Anyother practical work given by subject teacher.**

RAJIVGANDHIPROUDYOGIKIVISHWAVIDYALAYA,BHOPALDIPLOMA IN MODERN OFFICE MANAGEMENT

SEMESTER:SECOND   **SUBJECTCODE:204**

SCHEME:JUL.2025   **PAPERCODE:7748**

Personality Development

Unit I- **Personality development**-Meaning, Factors affecting personality of an individual, Components - physical, mental, emotional and social.

Unit II- **Communication skills** – Verbal and non-verbal, Listening skills and feed back technique, Public speaking, Body language, Role of tone, pitch and clarity in communication.

Unit III- **Soft skills and Interpersonal skill** –Team work, Leadership qualities and decision making, problem solving, emotional intelligence, social etiquette and manners.

Unit IV- **Time management**-Importance in Personal and Professional life, Work life balance strategies, Goal setting (specific, measurable, achievable, relevant, time bound)

Unit V- **Grooming and Career Skills** – Personnel hygiene and Professional Dressing, Building confidence, Positive attitude, Resume writing and interview techniques, Workplace ethics.

Personality Development
List of Practicals

Practical Activities-

1) Introduce yourself by sharing your Name, Education, Qualification, Hobby, Strength and Goals.

2) Speak for2-3minutesontheTopicgivenbyyourconcerned faculty/teacher.

2) Role Play Activity on Leadership and Problem Solving.

3) Prepare a Daily Time Schedule in your own Day-to-Day routine Work.

3) Prepare a Resume of your own Career and Goals.

MODERN OFFICE MANAGEMENT   SEMESTER II

COURSETITLE	:	OFFICE PRACTICE WITH AI
PAPERCODE	:	
SUBJECTCODE	:	205
TREORYCREDITS	:	
PRACTICALCREDITS	:	02

Practical Experiment

Practice with:

1. Chat GPT
2. Gemini
3. Chat SUTRA
4. GROK
5. Google Imagine
6. DALL 3.0 and above
7. CANVA
8. Perplexity
9. Microsoft 365 Copilot
10. Power Automation

Google Apps:

1. Google Form Creator
2. Google Translator
3. Google Drive(Upload, Download, Share and file management)
4. Google Lense
5. Google Search with AI

Online Video Conferencing Apps:

1. Google Meet
2. Team
3. Zoom

Online Screen Sharing Apps:

1. Any Desk
2. Team Viewer

COURSETITLE	:	ENVIRONMENTAL STUDIES
PAPERCODE	:	
SUBJECTCODE	:	206
TREORYCREDITS	:	0
PRACTICALCREDITS	:	0

1. Introduction to environment
   - Definition, Importance of environmental
   - Components of environment: Biotic and Abiotic
   - Sustain able development.
2. Ecosystem
   - Concept structure and functions of ecosystem
   - Energy flow in ecosystem.
   - Food chain and food web
   - Typesofecosystem–Terrestrial(forestdesert,Aquatic(pond,river,sea)
3. Natural resources
   - Classification of natural resources
   - Forest resources–use, conservation and rain water harvesting
   - Mineral resources
   - Energyresources–ConventionalandNonconventional(solar,wind,biogas)
4. Environmental Pollution
   - Types of pollution-Air pollution, Water pollution, Soil pollution, Noise pollution
   - Causes, effects and control measures
   - Solid waste management.
5. Social Issues and Environment.
   - Global warming
   - Climate Change
   - Ozone layer depletion
   - Acid rain
   - Environmental Protection

Act. LIST OF INTERNAL ASSESSMENT-

1. Environment awareness activities
2. Project work/ case study
3. Field visit/survey report.