

Diploma in Office Assistant

Communication Skills:

Introduction to Communication: Purpose. Process and Importance of Communication; Verbal/oral versus Written Communication, General versus Technical communication, barriers to Communication; Measures to Overcome the Barriers to Communication, Significance of Non-verbal Communication; Barriers to the Listening Process; Measures to Improve Listening;

Written communication: Writing letters, Personal versus Business Letters; Structure and Format of Business Letters; Types of Business Letters.

Formal office communication: Memos, Circulars and Notices, Format of a memo, circular and notice, Guidelines for writing memos, circular and notices; Writing E-mail: Principles of E-mail; E-mail Etiquette; email attachments, Spams, identifying untrusted emails, precautions in opening emails

Oral Communication Skills: Presentations; Steps in Making an effective Presentation and delivering it Resumes, job interview, significance of body language, Manners and etiquettes to be maintained during an interview, e-mail etiquettes Professional work practice, work ethics

Accounting:

The Law of Accounting: The Balance Sheet, Income statement, Statement of expenditure, Assets and Liabilities, intangible assets; Recording Accounting Transactions,

The Source Documents, General Journal, General Ledger, Trial Balance, utilization certificate

Understanding Accounting Revenue Tracking Procedures: Inventory, Costs of Goods, FIFO and LIFO

The Accounting Cycle: From Source Documents and Journalizing to the Final Audit Delegation; bank reconciliations, and payroll. Account adjusting, fraud, internal control, audit

Keys to Success: Communication Analyzing Data Methods in Six Sigma: Designed Experiments Overcoming Obstacles in the Creative Decision Making Process

Students should learn the use of EXCEL for creating account documents; should also learnt to use some accounting software (tally or any other) in lab

Basic Computer Skills:

Basic Computer Organization: Components – CPU, Primary (Random Access Memory, Read Only Memory) and secondary storage unit (Hard disk), Input and Output devices, Removable storage media

Introduction to OS and its functions, Windows operating system – booting, logging in/out of windows, restart/shut down a system, taskbar, desktop, folders – creating a new folder, moving around folder, renaming a folder, creating a new file, deleting/renaming a file, moving/copying a file to another folder, shortcuts, display properties, zip/unzip a file/folder, control panel and using it, searching for an app/file/settings in a computer system, administrative tasks – adding a new user/deleting an old user, change password, system settings, installing and removing software, anti-virus and its installation; File management through Windows Explorer; maximizing/minimizing/closing a window and moving around windows, command shell/prompt in windows

Basics of networking: Internet, IP addresses, networking cables and devices, world wide web, domain name server, what is proxy, what is firewall, browser and its functions, chrome browser and its setting, URL, using browser to open a webpage; working with email

Office Procedures Course:

Office Procedures - Filing, Stock register, Office terminology - memo, DO note, notesheet, stock register; Meaning and types of office forms used in business organization, objectives, form designing, principles of forms designing and specimens of forms used in office. Office Record Management – Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization.

Filing and Indexing – Meaning and importance of filing, essential of good filing system. Centralized and decentralized filing system. Meaning, need and types of indexing used in the business organization.

Office Manuals – Meaning, need, types of office manuals and steps in preparing of office manuals.

File tracking systems, Introduction to ERP or MIS systems, Using emails for official communication, labelling and managing emails, nomenclature for email attachments

Training/Internship/Seminar/Mini-Project:

The candidate is required to work in an academic Institution/ Industry/ Organization on a relevant project.