



Name of the Program: - DIPLOMA IN OFFICE MANAGEMENT & SECRETARIAL PRACTICE (DOMSP),

& *ADVANCED DIPLOMA IN OFFICE MANAGEMENT & SECRETARIAL PRACTICE (ADOMSP),*

**DIPLOMA IN OFFICE ADMINISTRATION & VIRTUAL ASSISTANT (DOAVA),
*GRADUATE DIPLOMA IN OFFICE SECRETARYSHIP & MANAGEMENT (GDOSM).***

Program Duration: 6 Months or 1 Year to 2 years.

Education Medium: Online Distance Learning, Self Study.

Eligibility: *12th class pass in any discipline from a recognized board OR equivalent qualification.*

***Professional Trainings in Office Management & Secretarial Practice,
Secretarial, Office Administration & Virtual Assistant Trainings.***

Hours: 60 Hours to 80 Hours.

Here are some of the important subjects present in the curriculum of Office Management and Secretarial Practice (OMSP), you will be trained in the following areas –

Communication skills, Office Operations, Office Management, Data Entry, Computer Application, Office Automation, Noting and Drafting, Meetings and Appointments, Mail Handling, Record Keeping, Organizational Behaviour, Travel Arrangement and Management, Business Communication, Office Equipment (Intercom, Photocopier, Telephone), Secretarial Tasks, etc.





Syllabus Outline

Serial No.	Syllabus component DIPLOMA IN OFFICE MANAGEMENT & SECRETARIAL PRACTICE (DOMSP), & ADVANCED DIPLOMA IN OFFICE MANAGEMENT & SECRETARIAL PRACTICE (ADOMSP), DIPLOMA IN OFFICE ADMINISTRATION & VIRTUAL ASSISTANT (DOAVA), GRADUATE DIPLOMA IN OFFICE SECRETARYSHIP & MANAGEMENT (GDOSM).	Assignment TMA (Tutor Mark Assignment) or Case Study	Board Questions (OBS = Open Book System) Exam.	MCQ (Multiple Choice Questions) 10 Questions (each @ 2 marks)
	Marks 100 Per Subject	45	35	20
1	<u>SEMESTER: 1</u> OFFICE MANAGEMENT	20 <i>Credits</i>		
	<u>Introduction to Office Management</u> Unit: 1 , Modern Office: An Overview Unit: 2 , Modern Office Functions Unit: 3 , Office Accommodation and Environment			

	<h1><u>Office Secretaryship</u></h1> <p>LESSON 1. CONCEPT AND ROLE OF MODERN OFFICE Introduction - Meaning and Definition - Functions of an office - Importance of an office to a Business Enterprise - Types of Office - Office Manager - Position of the office Manager - Qualities that make a good office manager- Functions and duties of office manager.</p>			
	<p>LESSON 2. MODERN OFFICE APPLIANCES AND FURNITURE Introduction- Meaning of mechanisation - Objects of mechanisation- Merits and demerits of Mechanisation - Factors to be considered in selecting office Appliances - Types of Time & Labour saving devices - Furniture - Principles in selecting the furniture - Types of Furniture - Fittings & Accessories.</p>			
	<p>LESSON 3. OFFICE ACCOMMODATION AND LAYOUT : Introduction - Accommodation requirements - Factors to be considered while selecting office accommodation - Office space planning or office layout - Importance - Objectives of office space planning or Layout - Principles of office Layout - Systems approach to office layout - Open office - Private office - Office environment-Noise- Ventilation - Cleanliness - Fire protection.</p>			
	<p>LESSON 4. OFFICE STATIONERIES AND SUPPLIES: Introduction - Need for control of office stationeries and supplies - Factors to be considered for selecting stationery - Organisation and Management of purchases - Purchase procedure - Storage of supplies - Issue of stationery - Forms - Importance - Need - Advantages of using forms - Principles of form Designing - Forms control - Steps in forms control - Factors to considered</p>			

	while designing office forms - Types of form - Form sets - Continuous stationery - Loose leaf ledger.			
	LESSON 5. FILING AND INDEXING Introduction - Types of records - Records Management - Objectives - Principles of maintaining records - Filing - Advantages of Filing - Essentials of good filling system - Organisation of filing - Types of filing classification of files - Indexing - Objects - Essentials of good system of indexing - Advantages of Indexing system - Types of indexing system - Selection of suitable Indexing system.			
	LESSON 6. SECRETARIAL PRACTICE AND POSTAL SERVICES: Meaning of secretary - Definition - Functions of secretary - Qualification of secretary - Office correspondence - Types of correspondence - Business letters - Structure of a Business letter - Kinds of Business letters - Procedure for handling Inward mail & Outward mail - Postal services - Pin code - ISD-PCO - PBX & PABX.			
	LESSON 7. ELECTRONIC DATA PROCESSING: Introduction - Types of data - Data processing - Objectives of Data processing - Modes of Data processing - Components of Electronic Data Processing - Role of Computer in office - Merits & demerits of Electronic Data Processing - Computer network - Internet - Requirements for connecting Internet - Basic internet terms - Social networking - E-mail.			
	LESSON 8. OFFICE MANAGEMENT SYSTEMS AND ITS CONTROL Introduction - Meaning of procedures - Definition - Benefits and limitations of procedures - Characteristics of a sound procedure - Guidelines for the formation of procedure - Flow of work - advantages of straight line flow of work -			

	<p>Difficulties in the flow of work - Analysis of flow of work - Office manuals - Need for office manuals - Types of office manuals - Principles of office manuals - Steps - Preparation, writing of office manual - Revision and distribution of office manual - Advantages of office manual - Disadvantages of office manual - Personnel management</p> <p>- Job Analysis - Job description - Job specification - Job Evaluation - Importance - Limitations of job evaluation - Work simplification - Advantages, principles & steps - Public relation - Public relation & publicity- Definition of Public relation - Role of Public relation - Functions of Public relation manager - Qualities of Public relation manager - Auditing - Definition - Auditor Definition - Advantages & Limitations of auditing - Qualification of Auditor - Duties of Auditor - Income tax - Present Act - Definition of Assessee, Previous year, Assessment year and gross Total Income.</p>			
2	<p style="text-align: center;"><u>SEMESTER: 2</u></p> <p>SECRETARIAL PRACTICE</p>	<p>20</p> <p><i>Credits</i></p>		
	<p>Secretary (Meaning of Secretary, Importance of a Secretary, Types of secretary, Functions of a secretary, Qualities of a secretary etc.)</p> <p>Directors and Key Managerial personnel of a company</p> <p>Company Meetings – I</p> <p>Company Meetings – II</p> <p>Business Communication Skills of Secretary</p> <p>Correspondence with Directors</p> <p>Correspondence with Banks</p> <p>Correspondence with Statutory Authorities</p> <p>Joint Stock Company</p> <p>Documents related to formation of a company</p> <p>Formation of a company</p> <p>Members of a company</p>			

3	Virtual Assistant (VA)/ Virtual Business Chapter 1 - Remote Working7 The Internet..... 9 Equipment..... 10 Software..... 11 Trust 13 Chapter 2 - Virtual Assistants 14 What is a virtual assistant?..... 16 Which “type” of virtual assistant is right for you? 18 What Clients and VA’s really need from their relationship 26 Virtual Assistance from a client’s perspective..... 29 Virtual Assistance from a VA’s perspective..... 33 The core business models of the VA industry 40 Chapter 3 - Online Marketing 43 Facebook 45 Twitter 47 Blogging..... 49 Commenting..... 51 Social Bookmarking..... 52 Article Marketing..... 53 Online Marketing Summary..... 57 Chapter 4 - Business Success..... 59 Purpose..... 62 Passion..... 70 People 78	20 Credits		
4	Specialization:			
	<p>From the below list of Specialization Subjects students should take <i>at least 1 subject for <u>Advanced Diploma/Graduate Diploma</u></i> in order to complete his/her Advanced or Graduate Diploma. For example:</p> <p>Office Management Subjects (Additional)</p> <ul style="list-style-type: none"> ☐ Company Secretarial Practice (1. COMPANY FORMATION AND CONVERSION, 2. ALTERATIONS IN THE MEMORANDUM AND ARTICLES OF ASSOCIATION, 3. ISSUES OF SECURITIES etc.) ☐ Advanced Office Management, Computer Application ☐ Business Communication <p>Note: From the above subjects student should select at least 1 office management related subject for the completion of Advanced Diploma Program.</p>	10 Credits each		

5	Project/Thesis/Case Studies	10 Or 15 Credits		
	<p>Student have to take a Project/Thesis/Case studies as per their major subject in order to complete his/her Diploma/Advanced Diploma or Graduate Diploma.</p> <ul style="list-style-type: none"> • In case Project/Thesis, respective students should submit 35 to 45 (A4 Size) pages long report. <i>Course Tutor or Concern Authority will assign/fix Project/Thesis Topic or Title with consultation with respective student.</i> • In Case Studies, respective students should submit case studies answer script in written form to the GEPEA within stipulated time frame. <i>Concern Authority will assign case studies question paper in time.</i> 			
	<p>TOTAL CREDITS FOR DIPLOMA = 3 Subjects @ 15 Credits each + Project/Thesis/Case Studies @ 15 Credits (In Total 60 Credits for Diploma Program) OR</p> <p>TOTAL CREDITS FOR ADVANCED DIPLOMA= 3 Subjects @ 20 Credits each + Specialization 1 Subjects @ 10 Credits each + Project/Thesis/Case Studies @ 10 Credits (In Total 80 Credits for Advanced Diploma Program)</p>			



CAREER SCOPE AND FUTURE PROSPECTS

After completing Diploma or Advanced Diploma course, you will be able to find work at Government Offices, Private Offices as well as various Industries. In these places, you will be able to drive roles such as –

- Office Clerk, Office Administrative,
- Office Worker, Office Assistant,

- Virtual Assistants,
- Personal Assistant
- Personal Secretary
- General Secretary
- Office Secretary
- Company Secretary etc.

COURSE MATERIAL

Besides using the traditional books GEPEA has also modernized the learning process by providing students with online portal consisting of –

- **Study Materials (Soft copies)** – PDF of books are provided to students making studies nomadic & convenient. GEPEA Department of Students Affairs will assign Study Materials via Email or other methods after registration and admission.
- The focal point of **GEPEA** study materials is enhancing Practical Education. **GEPEA** Kit provided to applicants is a world full of practical scenarios, explanation in terms of facts rather than theoretical phrases. Customized to be self-explanatory & easy to understand.
- **Faculty Guidance** – GEPEA panel of intellectuals guide students personally with regards to any query through email about any concept in the notes provided, being the author of the same.

EXAMINATION

GEPEA Professionals are given the privilege to answer exams from any examination center in the world along with the freedom to pick the exam schedule for the same, as time permits in the particular examination months of GEPEA. Students are allotted 2 modes of examinations – Home Based/Center Based.

- Question papers would be drafted by **GEPEA** panel of veteran professors which would be TMA (Tutor Mark Assignment), OBS (Open Book System) and MCQ study pattern. A single course will consist 100 marks based on these three pattern of exam types. In each program will consist a major (Thesis Research) course or theory in order to complete the respective Diploma Program.
- This unique & novel methodology teaches a student how to assess business situations and make decisions based upon those assessments, allowing students to display their potential.
- In case of home based/distance learning exams question paper would be emailed to the students, which they would have to answer & courier back to GEPEA office or GEPEA directed authority in the respectable exam slab.
- Candidate also has the option of appearing for Center Based Examination wherein they would have to visit one of the many GEPEA exam centers & complete answering the exam in the duration of 3 hours which wouldn't be an open book examination.

CASE STUDY METHOD & STUDY MATERIAL:

Today communication systems have advanced so much that it is much easier, convenient and quicker to gain expertise via online distance learning. GEPEA offer potential students the opportunity to study through an autonomous online distance learning program. This means that people who can't get traditional further education can still achieve what they want and get their qualifications through Online Distance Learning. That gives the opportunity for a much wider range of people to get the qualifications that they want. Today, thanks to technological advances, higher education is more readily available to those who want it.

GEPEA is an institute of excellence offering widest range of autonomous programmes in the field of Business Management and different Professional Training education. In response to the rapidly changing economic environment and the process of globalization, the Academy has made sustained efforts to bring an international perspective to all its wide range of areas and activities.

BENEFITS AND FETURES:

- (i) **Flexible Programs & Curriculum:** You can earn and study at the same time! From GEPEA International Curriculum, Flexibility is the biggest advantage of distance learning courses. This stands true especially if you are a working professional. Not everyone has the luxury of taking their own time to finish their studies. For those who had to take a break from studies to start working, such courses are a boon and provide the opportunity to pursue higher education.
- (ii) **Saves Time & Energy:** You save up a lot of time and energy on commuting. You can stay at any place and pursue a course that is available at GEPEA. Or you might be based out of a remote village or town which does not have enough options for higher studies. Distance learning courses eliminate these obstacles.
- (iii) **MCQ, Case Based Learning:** MCQ, A Case-based approach engages students in discussion of specific situations, typically real-world examples of Indian and International companies. Allowing the students to put their theoretical knowledge to practice.
- (iv) **Study at your own Pace:** Not everyone has the same pace of learning. Some students pick up things fast, others need time to grasp a concept. One of the biggest advantages of distance learning is that you can study at a pace that is comfortable for you.
- (v) **Saves Money:** These courses are almost always cheaper as compared to their on-campus counter-parts. You also cut down on the costs incurred while commuting etc.
- (vi) **Personal Fulfillment:** An MBA is the key to unlocking both a professionally and personally rewarding future. Education is the foundation upon which you can build lifelong business and personal achievements. The GEPEA MBA program is designed to enrich your personal life, as well as to keep you informed about a constantly changing industry.
- (vii) **Convenient:** You can submit your assignment with the click of a button or simply drop it off at a post-office! It's sometimes as simple as that!
- (viii) **24X7 Access to Study Material & fellow Students:** This is the best way to study if you are comfortable with internet and technology. You can access your study material online whenever you want and also clear doubts, exchange views and discuss with your virtual class-mates!
- (ix) **Study any Topic You Want:** Since you'd already have all your books/online study material with you, you can pick up any topic/chapter that interests you and tackle that first! This way your interest in the subject is sustained.
- (x) **Higher Level of Self-Confidence:** The knowledge gained through our Correspondence MBA program will enhance your effectiveness in your current position and help define your future career path. It will sharpen your skills in critical business areas, giving you the self-confidence you need to become a leader in your profession.
- (xi) **Specialization:** We provide more than 80 specializations which allow students to gain additional knowledge and background on specific business topics.

ACCREDITATIONS AND RECOGNITIONS:

ITQSM Accredited & International Partnered Professional Academies.

GEPEA has proudly claimed the Excellence in Online Distance Learning Award presented by its Governing Body Really Matters as a token of appreciation for providing top notch education to professionals globally. This solely proclaims that GEPEA is one of the best Professional Academy in the field of online distance learning.

PROFESSIONAL FACULTIES:

GEPEA Faculty members are highly professional, qualified & experienced. Professors provide substantial assistance through 24*7 web support. Each & every query regarding studies, assignments, cases, projects, research are resolved on time & responded with clear, relevant answers on par with syllabus. They update themselves from time to time about the changing market scenario & syllabus. Thus working professionals have chance to get resourceful information by interacting with professors through web-support from time to time. Timely communication & assistance is key to our successful association with our students & our professors believe in same.

GEPEA (Global Educational & Professional Excellence Academy)

*In case any query, please feel free to contact us via E-Mail:
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www.gepea.education*