



## **ANDHRA PRADESH STATE COUNCIL OF HIGHER EDUCATION**

(A Statutory body of the Government of Andhra Pradesh)

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Atmakur (V), Mangalagiri (M), Guntur-522 503, Andhra Pradesh  
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### **SYLLABUS OF**

## **OFFICE SECRETARYSHIP**

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

**PROGRAMME: THREE-YEAR UG 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/organisaton – 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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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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3.	
4.	
5.	

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