DOAEG-1-02T: Office Equipment & Secretarial Tasks

Total Marks: 100
External Marks: 70
Internal Marks: 30
Credits: 6
Pass Percentage: 40%

Course: Office Equipment & Secretarial Tasks	
Course Code: DOAEG-1-02T	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Demonstrate proficiency in operating common office equipment such as photocopiers, scanners, fax machines, and printers.
CO2	Understand the working of computer input and output devices.
CO3	Learn best practices for file management, both in physical and digital formats.
CO4	Understand and adhere to professional and ethical standards in the workplace.
CO5	Develop effective customer service skills in dealing with clients, visitors, and colleagues.

Detailed Contents:

Module	Module Name	Module Contents
Module I	**Office Machines and Equipment**	Importance, objectives of office machines, Office Safety and Security: Meaning, importance of office Safety, safety hazards and steps to improve office safety, Security hazards and steps to improve office security
Module II	**Characteristics of Computers**	Hardware, Software, Machine Language, Assembly Language and Assembler, High Level Language and Compiler v/s Interpreter.
Module III	**Computer Input Devices**	Keyboard, Mouse, Joystick, Track Ball, Touch Screen, Light Pen, Digitizer, Scanners, Speech Recognition Devices Section B
Module IV	**Optical Recognition Devices and Output Devices**	OMR, OBR, OCR. Output Devices: Monitors, Impact Printers - Dot matrix, Character and Line printer, Non-Impact Printers – Desk Jet and Laser printing, Plotter.
Module V	**Office Work**	Measurement of Office Work, Importance, purpose, difficulty in measuring office work. Different ways of measurement, setting of work standards, benefits of work standards.

		File management, both in physical and digital formats, Maintaining an organized and efficient filing system. Approaches for effective customer service skills in dealing with clients, visitors, and colleagues. Professional and ethical standards in the workplace.
Module VI	**Techniques of setting standards and Office Manuals**	Techniques of setting standards, Office Manuals: Meaning, need, types of office manuals and steps in preparing of office manuals.

Books

1. Pradeep K., Sinha, "Computer Fundamentals: Concepts, Systems & Applications", BPB Publications
2. Rajaraman V, "Fundamentals of Computers", PHI
3. RS Salaria, "Computer Fundamentals", Khanna Book Publications, 1st Edition, 2017
4. Archana Kumar, "Computer Basics with Office Automation", Wiley, 2013
5. Angeline D Magdalene Delighta, "Exploring of Computer Fundamentals and Office Automation -I LAP", Lambert Academic Publishing
6. Dr. P. Rizwan Ahmed, "Office Automation-I", Margham Publications, 2016