DR. VIRENDRA SWARUP INSTITUTE OF VOCATIONAL STUDIES

SYLLABUS

(CERTIFICATION COURSE IN CLERICAL JOBS IN COMPUTERISED OFFICE)

COURSE CODE: COE32

COURSE NAME: CVESD DIPLOMA IN WEB DESIGNING

COURSE DURATION: THREE MONTHS

SESSION: 2024-25

DEPARTMENT OF COMPUTER APPLICATION

DR. VIRENDRA SWARUP INSTITUTE OF VOCATIONAL STUDIES, MC ROBERT GANJ, CIVIL LINES, KANPUR (UP) 208001

CourseCode   CourseName

COE32-01   COMMUNICATIVE ENGLISH & COMUTER FUNDAMENTALS

CO1	Inculcate Process of Communication and identify barriers in communication.
CO2	Develop skills for working in team and individually.
CO3	Inculcate soft skills and develop personality through participation in group discussion, mock interview, group and individual presentation.
CO4	Describe the usage of computers and why computers are essential components in business andsociety.
CO5	Understanding the concept of Computer memory and input/output devices of Computers and howit works and recognize the basic terminology used in computer programming.

Course Outcomes: At the end of the course, the student will be able to,

UNIT-I

The Process of Communication:

Communication, the Process of Communication, Barriers of Communication, Different Types of Communication, Characteristics and Conventions of Conversation, Conversational Problems of Second/Foreign Language Users, Difference Between Conversation and Other Speech Events.

UNIT- II

Soft Skills Training:

Soft Skills Practice, Personality Development, Participating in Group Discussion and Job Interviews, Time Management Presentation Skills, Leadership Skills, Lateral Thinking, Team Work and Interpersonal Skills, Emotional Intelligence, Self-Confidence and Attitude.

UNIT- III

Speaking Skills and Presentation:

Presentation Design and Delivery. Monologue Dialogue ,Group Discussion. Effective Communication/ Mis-Communication. Interview. Effective Writing, Report Writing, Resume and letter Writing.

UNIT-4
Introduction to Computer: Definition - History & Generation of Computer (From First to 5th) - Applications of Computer – Advantages of Computer – Terms related to Computer - Characteristics of Computer: Speed, Storage, Versatility and Diligence – Hardware & Software. Block Diagram and Working Principle of Computer - Types of Computer: On the

Basis of Working - Analog, Digital & Hybrid, On the Basis of Size - Main frame, Mini Computer, Super Computer, Work station, Micro Computer, Desktop Computer, Laptop Computer

UNIT-5
Memory: Units, Representation, Types - Primary memory: RAM, ROM, PROM, EPROM, EEPROM, DDR Secondary memory: Hard disk, CD, DVD, Blue ray Disc, Pen Drive Magnetic tape & Zip disk – **CPU:** Components of CPU - Mother board, Hard disk, RAM, ROM, Processor, SMPS & Connecting wire - Graphics Card, Sound Card, Network Card – Modem; **Input, Output devices**: Keyboard, Mouse, Scanner, Digital Camera, Joystick, Pen drive, Monitor, Printer, Plotter – Connecting port – Serial, parallel – USB port.

Referential Books:

1. Wren and Martin -English Grammar and Composition
2. B. K. Das- an Introduction to Professional English and Soft Skills
3. Barun K. Mitra- Personality Development and Soft Skills

Course Code	Course Name	L	T	P
		3	0	0
COE32-02	Clerical Job Methods			

CO1	Understanding of Clerical Duties: Students will gain a comprehensive understanding of the duties and responsibilities associated with clerical roles in various organizations.
CO2	Office Technology Proficiency: Students will develop proficiency in using common office technologies such as word processing software, spreadsheets, databases, email clients, and presentation software.
CO3	Effective Communication Skills: Students will improve their written and verbal communication skills, including professional correspondence, phone etiquette, and interpersonal communication.
CO4	Organizational Skills: Students will learn organizational techniques to manage tasks, prioritize work, maintain schedules, and handle office documentation efficiently.
CO5	Time Management Techniques: Students will develop time management skills to effectively allocate time to different tasks, meet deadlines, and optimize productivity.

UNIT-1
Introduction to Clerical Work : Overview of clerical roles and responsibilities, Importance of clerical work in various industries, Basic office etiquette and professionalism. Office Skills: Typing skills and keyboard shortcuts, Data entry techniques and accuracy, Filing systems and organization methods, Computer Proficiency: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Email , anagement and internet research skills, Introduction to office productivity tools and software

UNIT 2:
Communication Skills: Written communication: drafting emails, letters, and memos Verbal communication: phone etiquette and handling inquiries, Interpersonal skills and customer service best practices , Administrative Procedures, Office protocols and procedures, Handling , correspondence and scheduling appointments, Record-keeping and document management, Basic Math for Clerical Work , Arithmetic operations: addition, subtraction, multiplication, division Handling currency and financial transactions, Interpreting numerical data and basic statistical analysis, Customer Service and Problem-Solving

UNIT-3
Understanding customer needs and expectations, Resolving complaints and addressing customer inquiries, Problem-solving techniques for clerical challenges, Legal and Ethical Considerations, Privacy laws and confidentiality regulations, Ethical behavior in the workplace, Compliance with organizational policies and standards,Time Management and Organization, Prioritizing tasks and managing deadlines, Effective multitasking and time-saving strategies,Creating and maintaining efficient workspaces, Adaptability and Continuous Learning

UNIT-4

Flexibility in handling changing priorities and tasks, Willingness to learn new skills and adapt to new technologies, Professional development opportunities for clerical professionals

Referential Books :

1. Office Procedures for the 21st Century" by Sharon Burton and Nelda Shelton
2. Administrative Assistant's and Secretary's Handbook" by James Stroman

Course Code	Course Name	L	T	P
		3	0	0
COE-32-03	DTP			

CO1	Students will gain a fundamental understanding of desktop publishing concepts, including the history of DTP, key terminology, and the role of DTP in modern publishing workflows.
CO2	Students will develop proficiency in using industry-standard DTP software such as Adobe InDesign, QuarkXPress, or Scribus to create, edit, and format professional-quality documents.
CO3	Students will learn principles of typography and layout design, including font selection, spacing, alignment, and visual hierarchy, to create visually appealing and readable documents.
CO4	Students will acquire skills in image editing and integration, including cropping, resizing, retouching, and embedding images into DTP documents while maintaining image quality and resolution.
CO5	Students will understand color theory and color management techniques, including CMYK vs. RGB color models, color profiles, swatches, and color correction, to ensure accurate and consistent color reproduction in DTP projects.

UNIT-1

Understand the functions, characteristics & basic components of a computer system. Know-how of various peripherals, storage devices & understand their physical structure & working. Understand operating system & file system basics Ability to use & work with Windows: accessories /programs & system tools.   Understand Login, Logout, file, directories & sub directories.   Work with advanced features of Windows

UNIT-2

Creation, edition, & printing a document/ page/ presentation/ excel sheet in MS Office. Incorporate & use advanced features in MS Word. Inserting word art, shapes, Clipart, Charts, Smart arts, symbols, Graphs etc. in a document/slide. Calculations using various formulas, Function in Excel. Using wizards various data types features with data, cell & texts. Represent data as chart in MS Word, Excel & PowerPoint. Design presentations using text, graphics, images, tables and charts. Design presentations with advance features using animations & objects. Importing & exporting excel sheets to/from various formats. Adding Headers/Footers & use macros.

UNIT-3

Introduction to various versions, concepts and applications of PageMaker, Guides & rulers. Drawing tools. Fills & outlines. **CorelDraw & Photoshop** :Creating new Filets, Entering text, Defining style, Saving files, Creating Frame , Inserting and removing pages, Adding shapes, Creating header and footer, Using story Editor, Developing long documents, Using color.

UNIT-4

Photoshop: Introduction to various versions, concepts and applications of Photoshop Understanding the Print Industry, Printing technology and uses Understanding Design principles and color theory Understanding the use of various fonts and typo issues with Web design Understanding Designing standards, Print layout Design and creative visualization for intuitive layout Photoshop-History & introduction, the file menu, the tools, Drawing lines & shapes. Photo editing /inserting starting with Setting Up, introduction of layers The Interface Managing Palettes

Working With Photoshop Tools Working With Layers WEB & WEB GALLERY using internet explorer in photoshop.

UNIT-5

Creating animations using image ready, creating animations & presentations. Tips and tricks in Photoshop.Working with Creating Illustrations apply different color scheme Palettes Digital Imaging Working with Images in Photoshop. Working with Palettes, i.e., layers palette, navigator palette, info palette, color palette, Swatches palette, Styles palette, History palette, Actions Palette, Tool preset palette, Channels Palette and Path Palette. Working with Layers.

Referential Books :
   1) The Ultimate DTP Book – Bill Rosoman
   2) Computer Fundamentals - P.K. Shinha
   3) Adobe PageMaker 7.0 develop by Staff of Adobe
   4) Adobe Photoshop develop by Staff of Adobe

Course Code	Course Name	L	T	P
		0	0	3
COE32-04	PRACTICAL-I			

Course Code	Course Name	L	T	P
		0	0	3
COE32-05	PRACTICAL-II			

Course Code	Course Name	L	T	P
		0	0	3
COE32-06	PRACTICAL-III			