



CERTIFICATE IN OFFICE MANAGEMENT



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About Glister Eduversity

Today is the era of working parents and due to workload, they do not get enough time to support their children's education. Therefore, they are heavily blamed by all, in the current dialogue and debate about improving the education system, the disadvantages of improper parenting is known to all.

It is time to start parenting in the education system. With the Glister Eduversity, We present you the solution to all such problems switching towards telephonic parenting, proper guidance and development graph.

This is the first Indian institution to provide education care with parenting. Glister Education offers telephonic parenting with a right strategic plans for the student, online test series, seminar, scholarship programs, in really attractive packages.

We also guide their appointments as well as their strategies. So, let's don't wait, and achieve nothing less than success with Glister Eduversity Parenting cum Education Care.



Director: Amit Pandey

Mission

The mission of Glister Eduversity is to educate the citizens and citizen-leaders for our society.

We do this through our commitment to the transformative power of a liberal arts and sciences education.

Beginning in the classroom with exposure to new ideas, new ways of understanding and new ways of knowing, students embark on a journey of intellectual transformation.

Through a diverse living environment, where students live with people who are studying different topics, who come from different walks of life and have evolving identities, intellectual transformation is deepened and conditions for social transformation are created.

From this we hope that students will begin to fashion their lives by gaining a sense of what they want to do with their gifts and talents, assessing their values and interests, and learning how they can best serve the world.

Vision

Glister Eduversity will set the standard for residential liberal arts and sciences education in the twenty-first century. We are committed to creating and sustaining the conditions that enable all Glister Eduversity students to experience an unparalleled educational journey that is intellectually, socially, and personally transformative.

Welcome to the Glister Eduversity, Varanasi. For more than three years, Glister Eduversity has served as our nation's flagship comprehensive institution of higher education.

Our primary goal is to become one of the most prominent and excellent educational institute in the world. We are fortunate to have a talented, highly committed teaching and support staff here to ensure the learning environment of our students is the best it can be. Our faculties are renowned scholars and accomplished practitioners who are actively engaged in the academic excellence and innovative research ideas of the modern world. Our students are innovators, engineers, managers, great scientists, entrepreneurs, and aspiring leaders - from every age group and are located at every corner of the country. Our unique teaching and learning process with a proper blend of theory and practice crosses the boundaries of nations towards industry-readiness and global excellence.

Program overview

Certificate in Office Management trains manpower with knowledge and skills for handling general responsibilities of an office for the effective management and administration of staff and resources such as maintenance of data, files & records, payrolls administration, space management, office communication, office facility management for day to day functioning, coordinating meetings etc. It also provides essential management knowledge required by those who will ultimately assume positions as office managers. After passing the course students have so many administrative positions both in public and private sector organizations.

This course is designed to study the basic principles of office management including the areas of Recruiting and orienting the office staff, supervising and promoting office personnel, problem solving And communication processes to include coverage of telephone techniques, ergonomics and office Productivity.

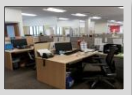
Salient Features



The course is beneficial to equip the students to familiar with modern office management and business communications.



Office management course also teach how to recruit people for the firm or a team and then Develop that team to bring out the best results both in terms of quality of work and efficiency.



During This Course One Will develop leadership, supervisory, training and motivation skills as it Pertains to administrative Office management. After Completion of The Course, You Will get a Certificate that will be Universally Accepted.



Course Objective

The 6 Months Office Management course is for the Learners who want to work in the Business or Service sector with the aim to learn, develop and practice required by the market. In this course, the emphasis is put on the trainee to acquire the ability to perform as a confident and competent Office Manager.

The objectives of this course are to:

This course focuses on developing supervisory, leadership, and training skills. This course enables students to analyze business problems and apply solutions using appropriate technology and strategies. Principles of environmental sustainability will be explored. The course further strengthens the administrative professional's research skills by making the most out of effective and efficient searches.

Learning Outcome:

After completing this programme, participants will be able to:

- Discuss the role of management in the workplace.
- Discuss the levels and functions of management.
- Identify and describe challenges that affect administrative managers.
- Discuss the major areas of management: human resources, leadership and communications, Administrative services, and workplace systems and technology.
- Discuss emerging elements impacting administrative management practices.
- Define a computer system and discuss the use of networks within the system.
- Apply good techniques in the selection and orientation of an office staff.
- Discuss the major causes of office personnel problems that affect the well-being of workers and how these may be handled.
- Discuss and demonstrate good supervision skills, as well as good motivation techniques.
- Apply good work ethics and business etiquette.
- Use problem-solving skills to handle problems in the office.
- Determine and understand group dynamics, the effects of teamwork, and conflict issues.

Details of Programme: Certificate Course in Office Management

1. Title of the Course

The Course shall be called as "Certificate in Office Management ", a Regular course of 6 months (240 hrs.) Duration.

2. Duration of the Course

This is a Regular course of 240 hrs. Extended over a period of 6 months duration.

3. What You Will Get:

You Will Get a Mark sheet and a Certificate That Will be Universally Acceptable.

4. Aims and Objectives of the Course

The broad objective of the programme is to create professional Office Manager. An Office Manager is a professionally trained individual who specializes in Office Management..

5. SCOPE:

Assistant Programmer, Clerk or Office Assistant, Computer Operator, Data Entry Operator, Junior Executive, Statistical Investigator, Stenographer, Word Processor

6. Syllabus

The syllabus is design to fulfill aforesaid objectives containing theory subjects as well as practical in Office Management.

Introduction To office Management	Theory : 70 Marks, Practical/Assignment : 30 Marks
Office Manager	Theory : 70 Marks, Practical/Assignment : 30 Marks
Office Accommodation	Theory : 70 Marks, Practical/Assignment : 30 Marks
Office Communication	Theory : 70 Marks, Practical/Assignment : 30 Marks
Office Records	Theory : 70 Marks, Practical/Assignment : 30 Marks
HRM for Office Management	Theory : 70 Marks, Practical/Assignment : 30 Marks
Planning And Scheduling Office Work	Theory : 70 Marks, Practical/Assignment : 30 Marks
Stationary and Forms	Theory : 70 Marks, Practical/Assignment : 30 Marks
Office Automation	Theory : 70 Marks, Practical/Assignment : 30 Marks
Correspondence	Theory : 70 Marks, Practical/Assignment : 30 Marks

7. Eligibility Conditions

A candidate who has passed at least 12th examination from a recognized Board or its equivalent shall be eligible to take admission to the course.

8. Course Fee: INR 15000+GST/-

Content of Syllabus :

Unit 1 :- Introduction To office Management

Definition, Functions and importance of office management; office management and organization. Principles of office management and organization. Departments of modern office. Centralization vs. decentralization of office services.

Unit 2 :- Office Manager

Qualifications and qualities of office manager. The status of office manager in total organization. The authorities and responsibilities of an office manager

Unit 3 :- Office Accommodation

Selection of site. Office layout. Environment and working conditions.

Unit 4 :- Office Communication

Various means of communication- Their use, merits and limitations. Selection of means of communication. Correspondence through Internet.

Unit 5:- Office Records

Filing and Indexing. Retention and weeding out of papers

Unit 6:- HRM for Office Management

Recruitment, Selection and Training of office staff. Office supervision-duties and responsibilities of supervisory staff. Motivation- Financial and non-financial incentives to subordinates.

Unit 7:- Planning And Scheduling Office Work

Office routine, flow of work and office manual.

Unit 8:- Stationary and Forms

The design and control of office forms. Control over stationery, forms and supplies.

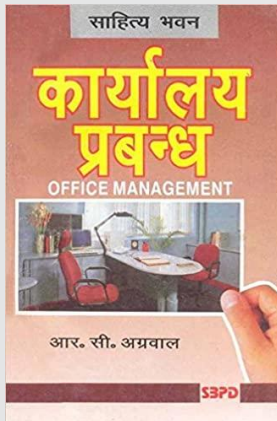
Unit 9:- Office Automation

Advantages and Disadvantages of : Typewriter, Duplicator, accounting machines, addressing, machines, calculator, franking machine, weighting and folding machine, , time recorder, Dictaphone, cash register, coin sorter, photocopier, telephone, facsimile, scanner, printer, computer, letter opener, time and date stamps etc.

Unit 10:- Correspondence

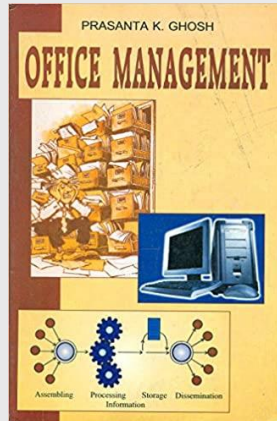
E-Mail Etiquettes, Importance of correspondence in business and Govt. offices. Essentials of good business and official correspondence. Various forms of correspondence.

Books For Reference



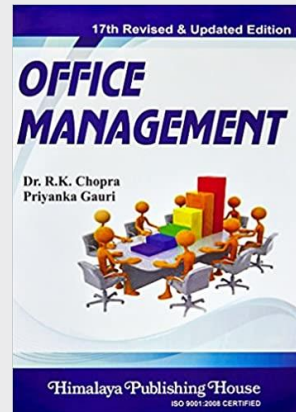
Office Management कार्यालय प्रबंधन

R.C Agrawal



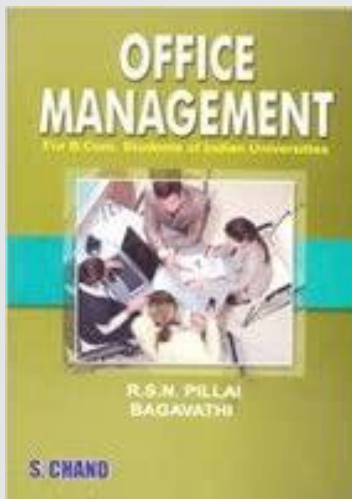
Office Management

P.K Ghosh



Office Management

R.k Chopra



Office Management
S.Chand



Administrative Management: Setting People Up for Success
Charlene Cassidy