



(A Venture of Chandigarh ETC Services Pvt. Ltd.)

An ISO 9001:2015 Certified Organisation with Completely Online Management System

Website : www.citcchandigarh.com

Course Syllabus: Diploma in Office Management

Batch Name: DOM

Eligibility: 10th

Course Start: 1st of Every Month

Course Duration: 180 Hours

Courses / Modules Paper

Module 1:

Paper 1	Paper 2
Fundamentals, MS-Office	Internet & Digital Services, Business Management

Module 1:

Paper 1: Fundamentals, MS-Office

1: Fundamentals of Computer

- 1.1 Introduction to Computer
- 1.2 Block Diagram of Computer
- 1.3 Classification of Computer
- 1.4 Characteristics of computer
- 1.5 Generations of Computer
- 1.6 Uses of Computer
- 1.7 Input Devices
- 1.8 Output Devices
- 1.9 Computer Memory
- 1.10 Computer Hardware
- 1.11 Computer Software
- 1.12 Operating System

2: Number System

- 2.1 Introduction
- 2.2 types of Number Systems
- 2.3 Conversion of Number system

3 : Windows-7

- 3.1 Introduction to Windows
- 3.2 User Interface of Microsoft Window 2007
- 3.3 Changing Desktop Background
- 3.4 Changing Window Color
- 3.5 Changing Screen Saver
- 3.6 Changing Screen Resolution
- 3.7 Changing Data/Time
- 3.8 Making Empty Recycle Bin
- 3.9 Restoring Deleted File
- 3.10 Hard Drives
- 3.11 File and Folder Views
- 3.12 Copying File and Folder
- 3.13 Opening a File and Folder
- 3.14 Deleting a File and Folder
- 3.15 Renaming File and Folder
- 3.16 Working with Calculator
- 3.17 Working with Paint
- 3.18 Working with Notepad
- 3.19 Windows 7 vs Windows 10

4 : Internet and Networking

- 4.1 Internet
- 4.2 Advantages & Disadvantages of Internet
- 4.3 Search Engines and Web Browsers
- 4.4 Website
- 4.5 Domain Name
- 4.6 E-Commerce
- 4.7 Email
- 4.8 Computer Security Threats
- 4.9 Networking
- 4.10 Network Topology

Microsoft Word

1: MS Word Home Tab

- 1.1 Introduction
- 1.2 Elements of MS Word
- 1.3 Explaining the Ribbons

2: MS Word Insert Tab

- 2.1 Insert
- 2.2 Pages
- 2.3 Tables
- 2.4 Illustrations
- 2.5 Links
- 2.6 Headers and Footers
- 2.7 Text Group
- 2.8 Symbols

3: MS Word Mailing

- 3.1 Create
- 3.2 Start Mail Merge

4: MS Word References

- 4.1 Table of Contents
- 4.2 Footnotes
- 4.3 Citation and Bibliography
- 4.4 Caption
- 4.5 Index
- 4.6 Table of Authorities

5: MS Word Review

- 5.1 Proofing
- 5.2 Comments
- 5.3 Tracking
- 5.4 Changes
- 5.5 Compare
- 5.6 Protect

6: MS Word Views

- 6.1 Document View
- 6.2 Show/Hide
- 6.3 Zoom Group
- 6.4 Window
- 6.5 Macro

Microsoft Excel

7: Introduction to Excel

- 7.1 Introduction
- 7.2 History of Excel
- 7.3 Uses of MS Excel
- 7.4 Important Components of Excel
- 7.5 Excel Window Overview
- 7.6 Font

- 7.7 Alignment
- 7.8 Clip Board
- 7.9 Number Formatting
- 7.10 Conditional Formatting
- 7.11 Format as Table
- 7.12 Cell Styles
- 7.13 Cells
- 7.14 Editing

8: MS Excel: Data

- 8.1 Get External Data
- 8.2 Sort and Filter
- 8.3 Data Tools

9: MS Excel: Insert

- 9.1 Tables
- 9.2 Illustrations
- 9.3 Charts
- 9.4 Links
- 9.5 Spark-Lines
- 9.6 Text Group

10: MS Excel: Page Layout

- 10.1 Themes
- 10.2 Page Setup
- 10.3 Scale to Fit
- 10.4 Sheet Options
- 10.5 Arrange

11: MS Excel: Review

- 11.1 Proofing
- 11.2 Comments
- 11.3 Changes

12: MS Excel: View

- 12.1 Workbook Views
- 12.2 Show/Hide
- 12.3 Zoom
- 12.4 Window Group
- 12.5 Macros

Microsoft Power Point

13: Power Point: Home

- 13.1 Starting MS Power Point
- 13.2 Elements of MS Power Point
- 13.3 Clip Board
- 13.4 Slides
- 13.5 Font Group
- 13.6 Paragraph
- 13.7 Drawing Groups
- 13.8 Editing Group

14: Power Point: Insert

- 14.1 Insert: Introduction
- 14.2 Tables
- 14.3 Illustrations Group
- 14.4 Links
- 14.5 Text Group
- 14.6 Media Group

15: Power Point: Design

- 15.1 Page Setup
- 15.2 Adding Themes to Presentation
- 15.3 Changing Slide Background
- 15.4 Variants

16: Power Point: Animation

- 16.1 Animations: Introduction
- 16.2 Timing Group
- 16.3 Add Custom Animation to Objects
- 16.4 Add Animations to Text
- 16.5 Custom Animation as Exact Effect
- 16.6 Motion Path under Custom Animation
- 16.7 Removing Animation
- 16.8 Transition to This Slide Tab
- 16.9 Advance slide

17: Power Point: Slide Show

- 17.1 Slide Show: Introduction
- 17.2 Slide Show Starting from the Beginning
- 17.3 Setup Group

18:Power Point: Review

- 18.1 Proofing
- 18.2 Comments
- 18.3 Protect Presentation

19:Power Point: View

- 19.1 View: Introduction
- 19.2 Presentation View Group
- 19.3 Show/Hide
- 19.4 Zoom
- 19.5 Color Tab
- 19.6 Window Tab
- 19.7 Macro

Microsoft Access

20:MS Access-Overview

- 20.1 What is MS Access?
- 20.2 Advantages and Features of MS Access
- 20.3 Difference between Access and Excel
- 20.4 Architecture of MS Access
- 20.5 MS Access Objects
 - Tables
 - Queries
 - Forms
 - Reports
- 20.6 Other MS Access Objects
 - Macro
 - Module
- 20.7 Creating MS Access Database
 - Create Blank Database
- 20.8 Data Types Used in MS Access
 - Short Text
 - Long Text
 - Number
 - Date/Time

21:MS Access-Creating Tables

- 21.1 Create Tables
- 21.2 Storing Data in Tables
- 21.3 Table Design View

22:MS Access-Query Data

- 22.1 What is Query in MS Access?
- 22.2 Create Select Query
- 22.3 Query Criteria
- 22.4 Action Queries
- 22.5 Types of Action Queries
 - Append
 - Update
 - Delete
 - Make-Table
- 22.6 Parameter Queries
- 22.7 Alternate Criteria

23:MS Access-Relating Data

- 23.1 Introduction
- 23.2 Normalization
- 23.3 Defining Relationships

23.4 Types of Relationships

- One-to-Many Relationships
- Many-to-Many Relationships
- One-to-One Relationships
- Make-Table

23.5 Creating Relationships

24:MS Access-Grouping Data

- 24.1 Aggregate Query
- 24.2 Aggregate Query Functions
 - Sum
 - Avg
 - Min
 - Max
 - Count
 - StDev
 - Var
- 24.3 Concatenation of Data
- 24.4 Summarizing Data
 - Cross Tab Query

25:Joins and Query Wizard

- 25.1 What is Join?
- 25.2 Types of Joins in Access
 - The Inner Join
 - The Outer Join
 - The Left Outer Join
 - The Right Outer Join
 - Self Join
- 25.3 Concatenation of Data
- 25.4 Summarizing Data
 - Cross Tab Query
- 25.5 Query Wizard
 - Duplicated Query wizard
 - Unmatched Query Wizard

26:MS Access- Forms

- 26.1 Creating Forms
- 26.2 Two Basic Types of Forms
 - Bound Forms
 - Unbound Forms
- 26.3 Types of Bound Forms
 - Single Item Form
 - Multiple Item Form
 - Bound Forms
 - Split Forms
- 26.4 Creating Forms
- 26.5 Form Design
- 26.6 Modify Form
 - Themes
- 26.7 Navigation Form
- 26.8 Form Controls
 - Combo Box
 - Text Box
 - Label
 - Tab Control
 - Hyperlink
 - Check Box
 - List Box
 - Attachment
 - Image

27:MS Access- Reports

- 27.1 Creating Report
- 27.2 Create Report by Report Design
- 27.3 Formatting Reports

28:MS Access- Macros & Built-in Functions

- 28.1 What are Macros?
- 28.2 Creating a Macro
- 28.3 Formatting Reports
- 28.4 Built-in Functions
 - Date & Time Functions
 - DateDiff() Function
 - Format() Function
 - Iif() Function

29: Data Import and Export

- 29.1 Import Different Types of Data
 - MS Excel
 - ODBC Database
 - Text Files
 - XML Files
- 29.2 Data Export
- 29.3 Data Export Formats
 - MS Excel
 - MS Access, XML Files
 - ODBC Database, Text Files

Paper 2:

Internet & Digital Services, Business Management

1 :Internet

- 1.1 Internet
- 1.2 Advantages & Disadvantages of Internet
- 1.3 Search Engines and Web Browsers
- 1.4 Website
- 1.5 Domain Name
- 1.6 E-Commerce
- 1.7 Email
- 1.8 Computer Security Threats
- 1.9 Networking
- 1.10 Network Topology
- 1.11 Digital Services

2 :Business Management

- 2.1 Business and Business System
- 2.2 Principle of Management
- 2.3 Finance
- 2.4 Marketing
- 2.5 Services
- 2.6 Target Clients
- 2.7 Key Deliverables
- 2.8 Management By Objective (MBO)