

Certificate/Diploma Programme in IT Enabled Services

Objective of the Course:

To provide practical training of office automation tools, Internet and internet tools. The course also helps the candidates to get acquainted with IT and ITeS.

Learning Outcomes:

After completion of this course the students would be able to work in office, handle documents, spreadsheets, make presentations and communicate through internet.

Duration of the Course:

- 1) Certificate course: 6 months
- 2) Diploma: 12 months

Eligibility: Any student enrolled in degree program of the college.

Outline of the Course

Sr. No.	Topics	
Topics covered under Certificate Course are Sr No. 1,2 and 3		
1	GC-IT-01T Basics of Computer	Credits: 6
2	GC-IT-02T Word Processing GC-IT-02P Word Processing Lab	Credits: 6 (4 Th. 2 Lab)
3	GC-IT-03T Spread Sheet GC-IT-03P Spread Sheet Lab	Credits: 6 (4 Th. 2 Lab)
Topics covered under Diploma Course are Sr No. 1,2,3,4,5 and 6		
4	GC-IT-04T Internet and its Applications GC-IT-04P Internet and its Applications Lab	Credits: 6 (4 Th. 2 Lab)
5	GC-IT-05T Communication and Report writing GC-IT-05P Communication and Report writing Lab	Credits: 6 (4 Th. 2 Lab)
6	GC-IT-06T Making Presentations GC-IT-06P Making Presentations	Credits: 6 (4 Th. 2 Lab)

Detailed Contents

Basics of Computer

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 6

Pass Percentage: 35%

INSTRUCTIONS FOR THE PAPER SETTER/EXAMINER:

1. The syllabus prescribed should be strictly adhered to.
2. The question paper will consist of three sections: A, B, and C. Sections A and B will have four questions from the respective sections of the syllabus and will carry 10 marks each. The candidates will attempt two questions from each section.
3. Section C will have fifteen short answer questions covering the entire syllabus. Each question will carry 3 marks. Candidates will attempt any ten questions from this section.
4. The examiner shall give a clear instruction to the candidates to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.
5. The duration of each paper will be three hours.

INSTRUCTIONS FOR THE CANDIDATES:

Candidates are required to attempt any two questions each from the sections A and B of the question paper and any ten short questions from Section C. They have to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.

Section A

Unit I: Block diagram of a Computer, Classification and Generations of Computer

Unit II: Terms : Hardware, Software, Types of Software, Concept of Bit and Byte.

Unit III Input Devices : Keyboard, Mouse, Scanner, OMR, MICR, Video Cameras, Output Devices : Monitors, Printers : Dot Matrix, Inkjet, Laser, Plotters, Multimedia Projector.

Unit IV: Functions of Operating System, Types-Batch, Multiprogramming, Timesharing. Windows concepts, features, windows structure, desktop, taskbar, start menu,

Section B

Unit V: My computer, Recycle Bin, Windows Accessories. System Tools, communication, Sharing Information between Programs.

Unit VI: Computer Networks: Components of data communication, modes of communication, standards and organizations, Network Classification,

Unit VII: Network Topologies; Network Types, Transmission media, network protocol; layered network architecture.

Unit VIII: Basic of Computer networks; LAN, WAN; Concept of Internet; Applications of Internet; connecting to internet; What is ISP; Knowing the Internet.

Suggested Readings:

1. Pradeep K., Sinha, Computer Fundamentals : Concepts, Systems & Applications- 8th Edition
2. Rajaraman V, Fundamentals of Computers-6th Edition
3. RS Salaria, Computer Fundamentals 1St Edition 2017
4. E Balagurusamy , Fundamentals of Computers 2012
5. Glenn Brookshear , Computer Science: An Overview | Twelfth Edition | By Pearson, 2012

Word Processing

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 4

Pass Percentage: 35%

INSTRUCTIONS FOR THE PAPER SETTER/EXAMINER:

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3. Section C will have fifteen short answer questions covering the entire syllabus. Each question will carry 3 marks. Candidates will attempt any ten questions from this section.
4. The examiner shall give a clear instruction to the candidates to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.
5. The duration of each paper will be three hours.

INSTRUCTIONS FOR THE CANDIDATES:

Candidates are required to attempt any two questions each from the sections A and B of the question paper and any ten short questions from Section C. They have to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.

Section A

Unit I: Word Processing Package: Opening, saving and closing an existing document; renaming and deleting files; Using styles and templates: Introduction to templates and styles; applying, modifying;

Unit II: using a template to create a document, creating a template, editing a template, organizing templates, examples of style use, Changing document views

Unit III: Working with text: select, cut, copy, paste, find and replace, inserting special characters, setting tab stops and indents, Formatting text, formatting paragraphs,

Unit IV: Formatting pages: Using layout methods, creating headers and footers, Numbering pages, Changing page margins, Adding comments to a document,

Section B

Unit V: Creating a table of contents, Creating indexes and bibliographies, Printing a document, Tracking changes to a document.

Unit VI: Formatting Text: Using RIGHT, LEFT, and MID functions; format text by using UPPER, LOWER, and PROPER functions;

Unit VII: format text by using the CONCATENATE function, Generating inference from Data: Pivot Table,

Unit VIII: Creating Charts, Data Cleaning: Removing duplicate values, Text to Columns, Converting a word document into various formats.

Suggested Reading:

1. Archana Kumar, Computer Basics with Office Automation, 2013
2. Angeline D Magdalene Delighta, Exploring of Computer fundamentals and office automation I LAP Lambert Academic Publishing
3. Dr. P. Rizwan Ahmed, Office Automation I Margham Publications; 2016th edition

Word Processing Lab

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 2

Pass Percentage: 35%

The programs in lab will be based on the contents covered in the theory syllabus.

Spread Sheet

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 4

Pass Percentage: 35%

INSTRUCTIONS FOR THE PAPER SETTER/EXAMINER:

1. The syllabus prescribed should be strictly adhered to.
2. The question paper will consist of three sections: A, B, and C. Sections A and B will have four questions from the respective sections of the syllabus and will carry 10 marks each. The candidates will attempt two questions from each section.
3. Section C will have fifteen short answer questions covering the entire syllabus. Each question will carry 3 marks. Candidates will attempt any ten questions from this section.
4. The examiner shall give a clear instruction to the candidates to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.
5. The duration of each paper will be three hours.

INSTRUCTIONS FOR THE CANDIDATES:

Candidates are required to attempt any two questions each from the sections A and B of the question paper and any ten short questions from Section C. They have to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.

Section A

Unit I: Creating worksheet, entering data into worksheet, heading information, data, text, dates, alphanumeric, values, saving & quitting worksheet,

Unit II: Opening and moving around in an existing worksheet, Toolbars and Menus, keyboard shortcuts,

Unit III: Working with single and multiple workbook, Working with formulas & cell referencing, Workbook, worksheets, data types, operators, cell formats, freeze panes

Unit IV: Formatting of worksheet, Create and manipulate various types of charts and enhance charts

Section B

Unit V: Create and use basic formulas and functions. Different statistical functions

Unit VI : Customize Options and Views for Worksheets and Workbooks : Hide or unhide worksheets, Hide or unhide columns and rows, Customize the Quick Access toolbar, Modify document properties, Display formulas

Unit VII: Manage Table Styles and Options: Apply styles to tables, Configure table style options, Insert total rows, Filter records, Sort data by multiple columns, Change sort order, Remove duplicate records

Unit VIII: Create Charts: Create a new chart, Add additional data series, Switch between rows and columns in source data, Format Charts: Resize charts, Add and modify chart elements, Apply chart layouts and styles, Move charts to a chart sheet

Suggested Reading:

1. Archana Kumar, Computer Basics with Office Automation, 2013
2. Angeline D Magdalene Delighta, Exploring of Computer fundamentals and office automation I LAP Lambert Academic Publishing
3. Dr. P. Rizwan Ahmed, Office Automation I Margham Publications; 2016th edition

Spread Sheet Lab

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 2

Pass Percentage: 35%

The programs in lab will be based on the contents covered in the theory syllabus.

Internet and its Applications

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 4

Pass Percentage: 35%

INSTRUCTIONS FOR THE PAPER SETTER/EXAMINER:

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3. Section C will have fifteen short answer questions covering the entire syllabus. Each question will carry 3 marks. Candidates will attempt any ten questions from this section.
4. The examiner shall give a clear instruction to the candidates to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.
5. The duration of each paper will be three hours.

INSTRUCTIONS FOR THE CANDIDATES:

Candidates are required to attempt any two questions each from the sections A and B of the question paper and any ten short questions from Section C. They have to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.

Section A

Unit I: Introduction to internet, Web Essentials: Clients, Servers, and Communication. The Internet-Basic Internet Protocols. The WorldWide Web-HTTP request message-response message-Web Clients,

Unit II: Working with different web browser and search engines, secure browsing, What is server, choices, setting up servers, Logging users, dynamic IP.

Unit III: Electronic Payment System: Secure Electronic Transaction, Types of Payment System: Digital Cash, Electronic Cheque, Smart Card, Credit/Debit Card E-Money, Bit Coins and Crypto currency, Electronic Fund Transfer (EFT), Unified Payment Interface (UPI), Immediate Payment System (IMPS), Digital Signature and Certification Authority.

Unit IV: Understanding hyperlinks, URLs, Domain names. Concepts of web hosting. Introduction to Web servers- Windows based/Linux based. Introduction to W3C Standards.

Section B

Unit V: Internet and its Applications: E-mail, TELNET, FTP, World Wide Web, Internet chatting; Intranet, Extranet, Gopher, Mosaic, WAIS

Unit VI: Internet Databases - World Wide Web, Client Side Scripting and Applets, Web Servers and Sessions, Services, Server Side Scripting.

Unit VII: XML – Structure of XML Data, XML Document Schema, XQuery, Storage of XML Data, XML Applications.

Unit VIII: Understanding, creating and Using email and social media accounts , cyber security: hacking and ethical hacking.

Suggested Reading:

1. Anshuman sharma, Fundamentals of Internet Applications, Lakhanpal Publishers, 2013
2. Douglas E. Comer, Computer Networks and Internets with Internet Applications, Pearson, 2015

Internet and its Applications Lab

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 2

Pass Percentage: 35%

The programs in lab will be based on the contents covered in the theory syllabus.

Communication and Report Writing

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 4

Pass Percentage: 35%

INSTRUCTIONS FOR THE PAPER SETTER/EXAMINER:

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4. The examiner shall give a clear instruction to the candidates to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.
5. The duration of each paper will be three hours.

INSTRUCTIONS FOR THE CANDIDATES:

Candidates are required to attempt any two questions each from the sections A and B of the question paper and any ten short questions from Section C. They have to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.

Section A

Unit I: Introduction: An introduction to writing technical reports, technical sentences formation, using transitions to join sentences, Using tenses for technical writing.

Unit II: Planning and Structuring: Planning the report, identifying reader(s), Voice, Formatting and structuring the report, Sections of a technical report, Minutes of meeting writing.

Unit III: Drafting report and design issues: The use of drafts, Illustrations and graphics.

Unit IV: Final edits: Grammar, spelling, readability and writing in plain English: Writing in plain English, Jargon and final layout issues, Spelling, punctuation and Grammar, Padding, Paragraphs, Ambiguity.

Section B

Unit V: Proofreading and summaries: Proofreading, summaries, Activities on summaries. Presenting final reports: Printed presentation, Verbal presentation skills, Introduction to proposals and practice.

Unit VI: Using word processor: Adding a Table of Contents, Updating the Table of Contents, Deleting the Table of Contents, Adding an Index, Creating an Outline, Adding Comments, Tracking Changes, Viewing Changes, Additions, and Comments, Accepting and Rejecting Changes

Unit VII: Using word processor: Working with Footnotes and Endnotes, Inserting citations and Bibliography, Comparing Documents, Combining Documents,

Unit VIII: Nature of Intellectual Property: Patents, Designs, Trade and Copyright. Process of Patenting and Development: technological research, innovation, patenting, development. International Scenario: International cooperation on Intellectual Property.

Suggested Reading:

1. Netzley, Guide to Report Writing, Pearson
2. Hering Heike, How to Write Technical Reports , Springer
3. Michael Netzley , Guide to Report Writing, The Prentice-Hall Guides to Advanced Business Communication

Communication and Report Writing Lab

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 2

Pass Percentage: 35%

The programs in lab will be based on the contents covered in the theory syllabus.

Making Presentations

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 4

Pass Percentage: 35%

INSTRUCTIONS FOR THE PAPER SETTER/EXAMINER:

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5. The duration of each paper will be three hours.

INSTRUCTIONS FOR THE CANDIDATES:

Candidates are required to attempt any two questions each from the sections A and B of the question paper and any ten short questions from Section C. They have to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.

Section A

Unit I: Basics of presentation software; Creating Presentation: Entering and Editing Text, Inserting And Deleting Slides in a Presentation.

Unit II: Insert and Format Slides, Modify Slide, Handouts, and Notes, Change Presentation Options and Views

Unit III: Insert and Format Shapes and Text Boxes, Insert and Format Images, Order and Group Objects

Unit IV: Inserting Word Table or An spreadsheet Worksheet, Adding Clip Art Pictures, Inserting Other Objects

Section B

Unit V: Using Text: adding text to slides , font and paragraph formatting, Bullets and Numbering.

Unit VI: Using Smart Art, Printing: Page setup, header and footer, using themes and layouts, Inserting sound and videos.

Unit VII: Slide Show: Running a Slide Show, Transition and Slide Timings, Automating a Slide Show

Unit VIII: Inserting charts, tables and objects

Suggested Reading:

1. Archana Kumar, Computer Basics with Office Automation, 2013
2. Angeline D Magdalene Delighta, Exploring of Computer fundamentals and office automation I LAP Lambert Academic Publishing
3. Dr. P. Rizwan Ahmed, Office Automation I Margham Publications; 2016th edition

Making Presentations Lab

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 2

Pass Percentage: 35%

The programs in lab will be based on the contents covered in the theory syllabus.

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