Revised Syllabus as per NEP 2020 with effect from the Academic Year 2026-2027

Bachelor of Commerce (BCOM)

Semester – I

Course Code	UB1SECOM12	Title of the Course	OFFICE MANAGEMENT
Total Credits	02 Credits	Hours per Week	02 Hours / Week

Course Learning Outcomes (CLOs)	
CLO 1	Learners will be able to **define and identify** office and office management concepts, **explain and describe** their importance, functions, and activities, and **apply and analyze** office management practices for effective organizational administration.
CLO 2	**Recall and explain** the meaning, importance, types, and limitations of filing and computerized filing, **demonstrate** understanding of modern filing practices and digital record management, and **analyze** the role of filing systems in ensuring efficient office administration and information managements

Course Content		
Unit No.	**Description**	**Weightage (%)**
1.	**Office and Office Management** **(A) Office** Meaning of Office Importance of Office Functions of Office Activities of Office **(B) Office Management** Meaning of Office Management Objectives of Office Management Importance Office Management	**50%**
2.	**Filing** • Meaning & Definition • Importance of Filing **Computerized Filing** • Meaning of Computerized Filing • Types of Computerized Filing • Importance of Computerized Filing • Limitations of Computerized Filing	**50%**

Teaching – Learning Methodology
The course will be taught / learnt through ICT – enabled teaching methods such as Audio-Visual Presentations, Smart Classroom Teaching, Language Lab Activities and E-Resources. The teaching methodology will also include Lectures, Interactive Classroom Discussions, Group Activities, Role Plays, Case Studies, Assignments, Reading and Writing Exercises and Vocabulary Building Activities to enhance communication, analytical and professional skills among learners.

Examination Evaluation Pattern		
Sr. No.	**Particulars**	**Weightage (%)**
01	Continuous and Comprehensive Evaluation (CCE) (Formative Assessment)	50%
02	Semester End Evaluation (SEE) (Summative Assessment)	50%
	TOTAL	**100%**

Specifications for CCE and SEE			
Sr. No.	**Details of the Evaluation Pattern**		**Marks**
01	Continuous and Comprehensive Evaluation (CCE) (Formative Assessment)		
	A	Assignments	10
	B	Active Learning Activities	05
	C	Attendance	05
	D	Written Examination (01 Hour)	30
		(A + B + C + D)	50 Marks
	Note: • For 02 Credit Courses, the Formative Assessment for students must be from 25 Marks. Thus, the total obtained marks from A + B + C + D (50 Marks) will be divided by 02.		**25 Marks**
02	Semester End Evaluation (SEE) (Summative Assessment)		
	E	Written Examination (01 Hour)	**25 Marks**
		TOTAL (For 02 Credit Courses)	**50 Marks**

Rubrics – Based Assessment for Assignments (10 Marks)		
Excellent	09 – 10 Marks	Accurate, error-free, logically presented, timely submission
Good	07 – 08 Marks	Minor errors and good conceptual clarity
Average	05 – 06 Marks	Basic understanding or partially correct
Basic	03 – 04 Marks	Limited clarity, noticeable mistakes, incomplete content
Poor	01 – 02 Marks	Inadequate conceptual clarity, incorrect content
Below Poor	Zero Marks / NA	Content is irrelevant / Not Attempted / Not Submitted
Note: • Assignments may be taken in forms of written project, computerized and online suggested courses / certificates as per the decision made by the respective faculties of the courses.		

Rubrics – Based Assessment for Active Learning Activities (05 Marks)		
Excellent	05 Marks	Explanation is clear, detailed and covered all keys
Good	04 Marks	Good conceptual clarity, minor details may be missing

Average	03 Marks	Basic explanation or partially correct
Basic	02 Marks	Limited clarity, noticeable mistakes, lacks depth
Poor	01 Mark	Poorly presented or not understandable
Below Poor	Zero / NA	Content is irrelevant / Not Attempted / Not Submitted

Note:

- Active Learning Activities may be taken in forms of classwork, viva, oral presentations, PowerPoint presentations, role play, collaborative problem solving, debates, group discussions, online tests, Q&A, case studies, etc. as per the decision made by the respective faculties of the courses.

Rubrics – Based Assessment for Attendance (05 Marks)

As per the Rules and Regulations provided by the Academic Section of Sardar Patel University, Vallabh Vidyanagar, for the students studying in all departments and colleges.
Reference No.: E – 3 / 3127; dated: 07-03-2024.
https://www.spuvvn.edu/orbit-cdn/uploads/circulars/Circular-NEP-InternalExamMarks-March-April24.pdf

Excellent	05 Marks	more than 90% (Minimum 27 Hours for 02 Credits Courses)
Good	04 Marks	80% - 89% (24 to 26 Hours for 02 Credit Courses)
Average	03 Marks	70% - 79% (21 to 23 Hours for 02 Credit Courses)
Poor	Zero / NA	less than 70% (**NOT ELIGIBLE TO APPEAR FOR EXAM)**

Note:

- Students with below 70% of attendance must submit their written application to their respective class coordinators with genuine reasons and evidence (in case of working or medical emergencies). Students must not pursue dual degree programmes that clash with the college's timings.

Rubrics – Based Assessment for Mid-Semester Examination (30 Marks)

ANY ONE UNIT OR 50% OF THE SYLLABUS - 15 Marks Each Question

Excellent	13 – 15 Marks	Clear and deep explanation of concepts, good understanding of grammar and vocabulary, clear paragraphs, logical sequencing of statements, highly coherent and negligible errors
Good	10 – 12 Marks	Good understanding with minor omissions, address key concepts of the topics asked, small lapses in depth or application, overall clear structure and some grammatical / vocabulary errors that do not impede meaning
Average	07 – 09 Marks	Basic ideas are presented, some key points are missing or only partially explained, limited application of grammar / vocabulary to examples, noticeable errors that affect clarity
Basic	04 – 06 Marks	Very limited understanding; explanations lack depth and clarity, misapplies some concepts, poorly organized, confusing flow, frequent errors that hinder understanding
Poor	01 – 03 Marks	Incorrect or unclear explanations, fails to address core topics, no logical analysis, no coherent structure followed by severe language problems
Below Poor	Zero Marks / NA	Completely irrelevant or Not Attempted

Note:

- Written Examination questions will be based on various levels of Revised Bloom's Taxonomy.

Rubrics – Based Evaluation Pattern for End-Semester Examination (25 Marks)		
Multiple Choice Questions (05 Marks) – 01 Mark Each from all Units		
Excellent	01 Mark	The chosen option is correct, no errors in response
Below Poor	Zero Marks / NA	Chosen option is incorrect, completely irrelevant, multiple options chosen / Not Attempted
UNIT I - 10 Marks Each Question		
Excellent	09 – 10 Marks	Correct definitions, perfect classification, accurate rules applied
Good	07 – 08 Marks	Good understanding with minor errors.
Average	05 – 06 Marks	Basic idea with limited clarity.
Basic	03 – 04 Marks	Very limited understanding; explanation lacks clarity and depth.
Poor	01 – 02 Marks	Incorrect or unclear explanation.
Below Poor	Zero Marks / NA	No attempt or completely irrelevant explanation.
UNIT II - 10 Marks Each Question		
Excellent	09 – 10 Marks	Complete conceptual clarity, correct terminology, proper examples, excellent presentation and analytical understanding.
Good	07 – 08 Marks	Good understanding of concepts with minor errors, proper explanation and suitable examples.
Average	05 – 06 Marks	Basic understanding with limited explanation and average presentation.
Basic	03 – 04 Marks	Limited knowledge, incomplete answer and weak presentation.
Poor	01 – 02 Marks	Very poor explanation with major conceptual mistakes.
Below Poor	Zero Marks / NA	No attempt or irrelevant answer.

Note:
- Multiple Choice Questions of 05 Marks will be based on Bloom's Taxonomy Level 1 & 2.
- Written Examination questions will be based on various levels of Revised Bloom's Taxonomy.

PLO – CLO Mapping										
	OFFICE MANAGEMENT									
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	PLO 9	PLO 10
CLO 1	3	2	2	2	1	1	0	1	0	2
CLO 2	2	3	3	1	1	1	0	2	0	3

Note:
- High: **03**; Moderate: **02**; Low: **01**; No Mapping: **00**

Suggested References and E-Resources for Further Reading
• Terry, G. R. (1966). Office management and control (4th ed.). Richard D. Irwin, Inc. • Bhatia, R. C. (2004). Principles of office management. Lotus Press. • Vohra, H. G., & Vahora, S. G. (n.d.). Secretarial practice. Garg Publication. • Electronic Filing System for Computerized File Management [Ultimate Guide]-Computerized File • Fundamentals of Modern Office Management : INTRODUCTION TO OFFICE MANAGEMENT - E - book

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