

PROGRAMME GUIDE

DIPLOMA IN NURSING ADMINISTRATION



2024

**S2022 SCHOOL OF HEALTH SCIENCES
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAAIDAN GARHI, NEW DELHI 110068**

PROGRAMME GUIDE

DIPLOMA IN NURSING ADMINISTRATION (DNA)

Programme Guide Belongs to:

Learner Name-----

Enrollment Number



2024

**SCHOOL OF HEALTH SCIENCES
INDIRA GANDHI NATIONAL OPEN
UNIVERSITY
MAIDAN GARHI, NEW DELHI - 110068**

Dear Learner

Congratulations for enrolling in the Diploma in Nursing Administration (DNA) Programme. We welcome you on behalf of IGNOU and School of Health Sciences.

Go through the programme guide very carefully and read the instructions. Do attend all theory counselling and practical contact sessions. Wishing you a satisfying and enriching experience.

Best Wishes
Dr. Neerja Sood
Programme Coordinators
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Programme Guide Revised by Dr. Neerja Sood, December, 2023

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PART A

**Indira Gandhi National Open
University
and
School of Health Sciences**

1.1 Indira Gandhi National Open University

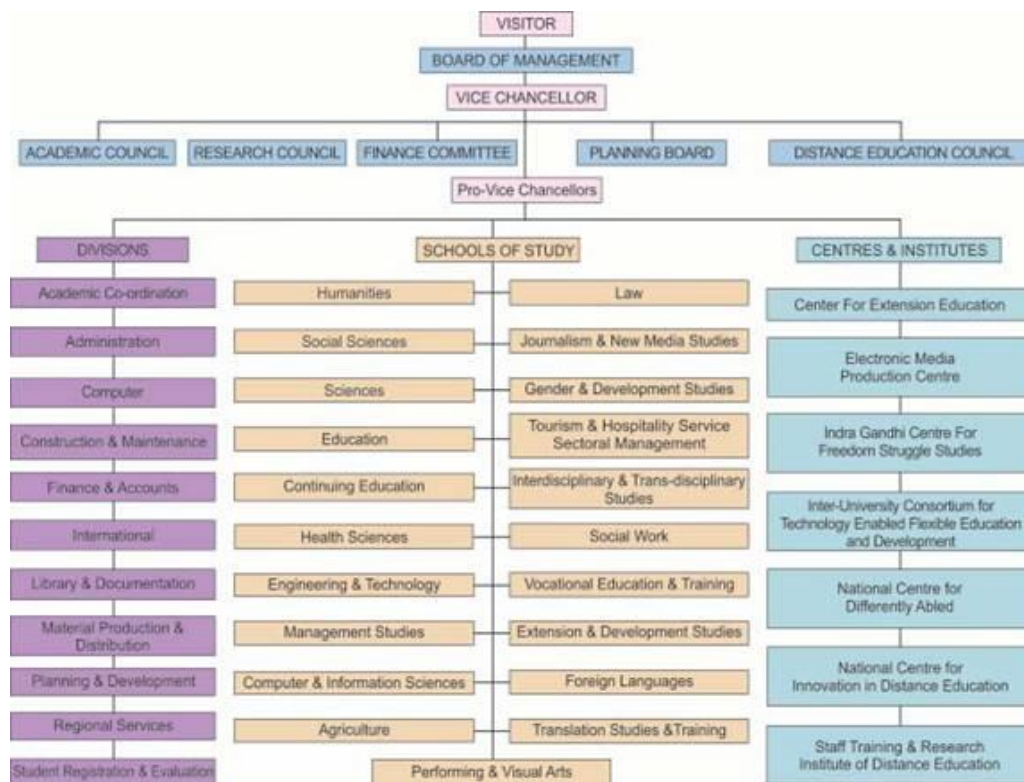
The Indira Gandhi National Open University was established by an Act of Parliament in 1985 to achieve the following objectives:

- democratising higher education by taking it to the doorsteps of the learners
- providing access to high quality education to all those who seek it irrespective of age, region, religion and gender
- offering need-based academic programmes by giving professional and vocational orientation to the courses
- promoting and developing distance education in India
- setting and maintaining standards in distance education in the country as an apex body.

IGNOU unique features:

- international jurisdiction
- flexible admission rules
- individualized study: flexibility in terms of place, pace and duration of study
- use of latest information and communication technologies
- nationwide student support services network
- cost-effective programmes
- modular approach to programmes
- resource sharing, collaboration and networking with conventional Universities, Open Universities and other Institutions/Organisations
- socially and academically relevant programmes based on students need analysis
- convergence of open & conventional education systems

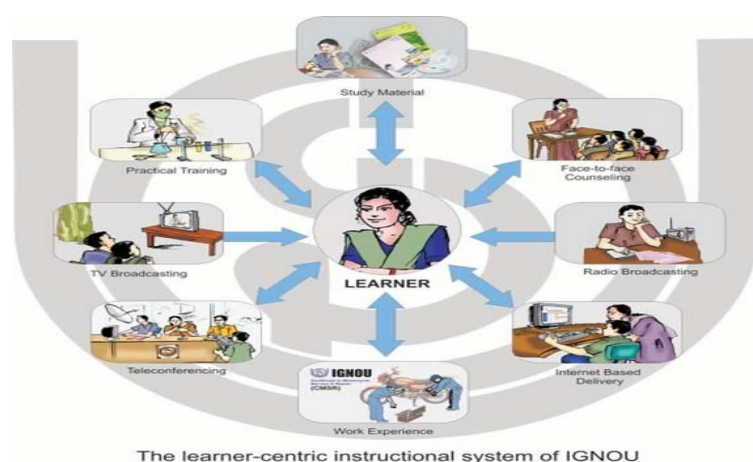
Organization Structure



Instructional Package

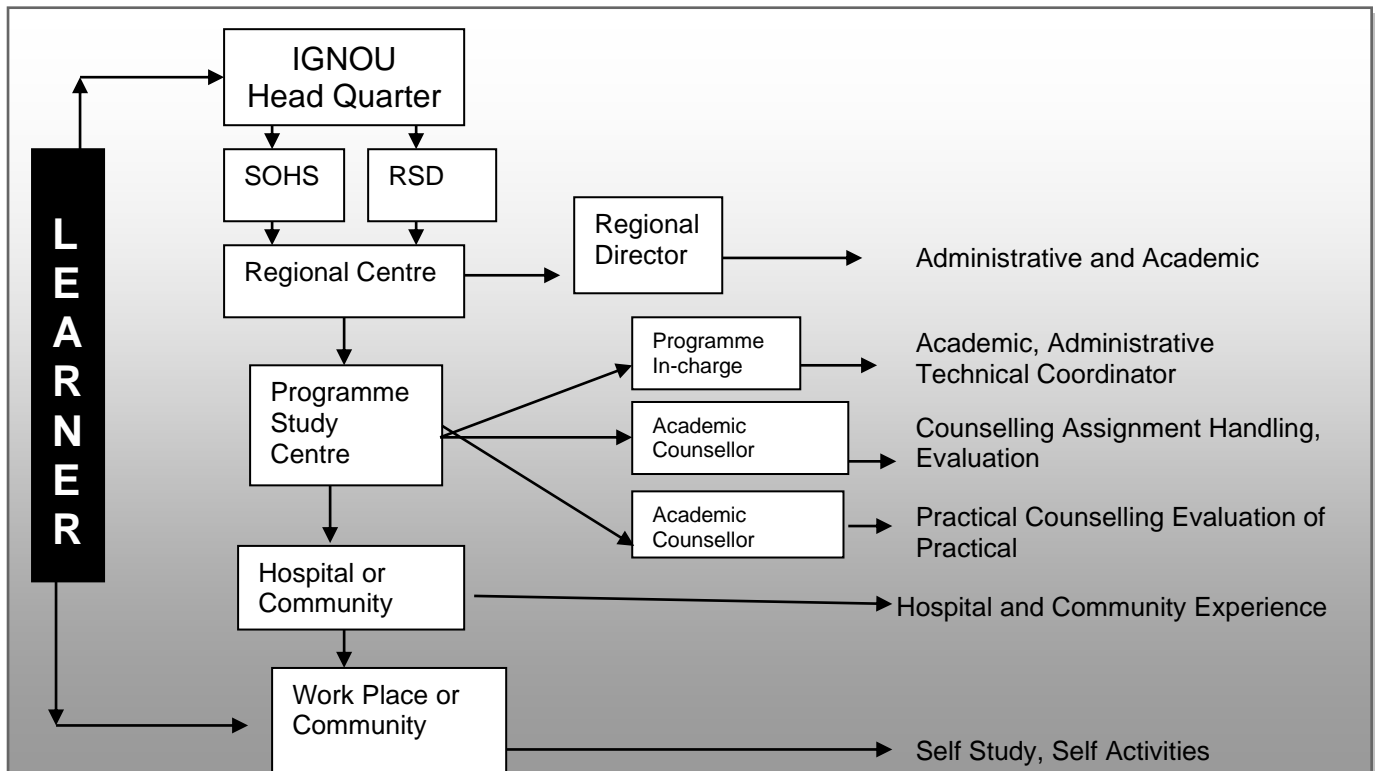
IGNOU's method of instruction differs from that of other conventional universities. Indira Gandhi National Open University has adopted a multiple media approach comprising print, audio, video, radio, television, teleconferencing, interactive radio counselling, practical skills and face-to-face counselling and other methods like e mails, social media and mobiles.

The different components being: self-instructional materials, counselling sessions, both face-to-face / online and via teleconferencing mode. For courses of Nursing and health programmes arrangements have been made to enable students undertake practical classes at select study centers, health centers and hospitals.



Implementation Plan

The programme will be implemented through a network of Study Centers located in hospitals / training centers / nursing school/ colleges. A team of teachers called as academic counsellors will conduct contact sessions at study centers. They will also help in practical's i.e. supervised activities at hospitals. Self activities are carried out by the learners at their work place. The administrative control is through Regional Centers in the States, Regional Service Division, School of Health Sciences and various related divisions at IGNOU HQ at New Delhi.



1.2 School of Health Sciences

The School of Health Sciences was set up in 1991 with the objective of augmenting educational avenues and for providing in-service training for medical, nursing, paramedical and allied personnel through the distance education mode.

The School is a pioneer in developing competency based programme in various disciplines in health sector. Innovative approaches in programmes include hands-on training which is provided through diversified approaches through a network of colleges and districts level hospitals and multimedia approach.

The main functions of the school are as follows:

- Planning, Developing and launching of academic programmes at various levels for different categories of health personnel.
- Disseminating health related knowledge for general public.
- Research on health related issues.

PART B

FREQUENTLY ASKED QUESTIONS (FAQs) Related to Diploma in Nursing Administration Programme

You can go through the FAQ in case any question in
your mind



1. How would this programme benefit?

This programme has been developed for nurses working in hospital, or community or in any health institutions. This programme will help them to learn new concepts of administration and upgrade their administrative knowledge and skills. Indian Nursing Council given approval for DNA programme as Continuing Education Programme (CNE). Students can get credits for re-registration.

2. Who is the target group for this programme?

In – service nurses working in hospital, Public Health Institutions /Organizations, College / School of Nursing etc.

3. What is the eligibility for this programme?

General Nursing and Midwifery (GNM), RNRM with 2 years experience in the profession and B.Sc. Nursing. (For male nurses or nurses who have not done midwifery in the GNM Programme should have a certificate in any of the nursing course of 6-9 months duration prescribe by the Indian Nursing Council in lieu of midwifery.

4. What is the fee for the programme?

Rs. 10,800/- (Subject to change). To be deposited after the confirmation of the admission by respective Regional Centre

5. What is the duration of the programme?

1 Year

Student can complete in Minimum 1 Year; Maximum 3 Years

6. Is there any age limit for admission?

No age limit

7. What is the medium of teaching of programme?

English

8. When the session starts?

January

9. Where is the common prospectus and admission form available?

Common Prospectus can be downloaded for details. Online Application to be filled.

10. When to submit the admission form?

As per the date given by the Student Registration Division. Online form to be filled.

11. Where to submit the admission form?

Online

12. Where are the study centers in India?

Please check before applying for admission at Samarth portal. For practical there will be selected nodal centres. Option will be taken after admission.

13. Who will provide study material?

Soft copies can be downloaded from www.ignou.ac.in from e gyan kosh or E content App of IGNOU

14. How many credits are there for the programme?

28 Credits – 16 Theory and 12 Practical (1 credit =30 hours)

15. How many courses are there in this programme?

Theory – 4; Practical – 2

16. How many days for contact sessions?

48 hours or 06 days theory and 90 hours or 12 days practical compulsory

17. When the contact session held?

As per the schedule made by the Programme In-charge and Academic Counsellor of the Nodal Centre or Course Coordinators. Online Theory Counselling sessions.

Offline Practical Counselling Sessions at Nodal Centres.

18. Where is the contact sessions held?
Online / Offline Theory and Offline Practical.
19. Is it compulsory to attend contact sessions?
75% Attendance is compulsory for theory and 90% for practical contact sessions
20. Where to get assignment?
Download from IGNOU Website under Student Support --- Student Zone-----
Assignment
21. Number of Assignments to be submitted?
Total 8 assignments (2 for each course)
22. Where to submit the assignment?
At Programme Study Centre to PIC or Online as per policy.
23. When to submit assignment?
Before or on the date mentioned on the assignment 4 assignments of specific year.
24. In case not able to submit assignment of current session then which session assignment to submit?
Next session assignment to be submitted
25. Is it compulsory to submit assignment before TEE?
Yes
26. Where to submit the self and supervised practical file?
At Programme Study Centre to PIC
27. When to submit the practical file?
Date given by the PIC or Academic Counsellor
28. Where to get Term End Examination form?
Online Website of University www.ignou.ac.in
29. Where to submit TEE form?
Online
30. What is the TEE fee?
As per IGNOU norms for 4 theory and 2 practical courses
31. When to submit the TEE form?
As per the date mentioned by Student Evaluation Division, confirm date at IGNOU website.
32. When is TEE held?
In December as per university date sheet
33. When to appear again if not able to appear or pass current TEE?
Next June or December as maximum period is 3 years
34. When will get hall ticket for TEE?
At least one week before term end examination
35. Where to get hall ticket for TEE?
Download from the IGNOU website
36. Is it compulsory to carry identification card during TEE?
Yes
37. What is the medium of TEE?
English
38. Is it compulsory to pay examination fee again if have to reappear?
Yes
39. When practical final examination is held?
After completing theory and practical contact sessions mostly before theory examination. As per the date fixed by PIC & Academic Counsellor of Programme Study Centre
40. Where practical examination is held?

At Programme Study Centre / Decided by PIC

41. Is there fee for practical examination?

Fee to be paid as per university rules

42. How to get my complete grade card?

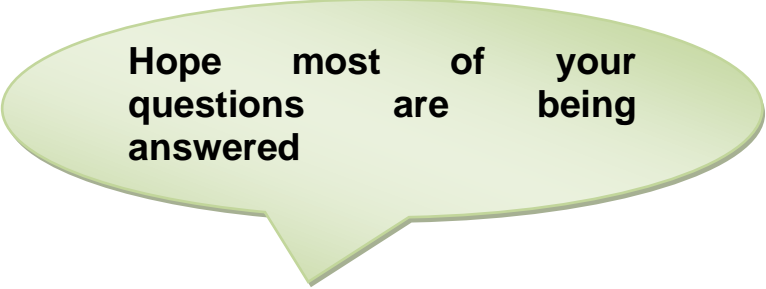
At IGNOU website; Student Evaluation Division will issue

43. Who will complete my grade card if not completed?

Student Evaluation Division

44. How to get Diploma after completing the programme?

Student Evaluation Division will issue after paying the fee as per university norms



**Hope most of your
questions are being
answered**



**In case you have any other questions mail at
dna@ignou.ac.in**

Let's move forward to know about the details of DNA Programme

PART C

DIPLOMA IN NURSING ADMINISTRATION (DNA) PROGRAMME

**Rationale
Objectives**

3.1 Rationale

DNA programme will provide nurses basics of administration / management, its principles and application of these principles and concepts in nursing. Nursing services are very important and crucial services at hospital / community level and nursing education institution administration is essential for quality education of future nurses. Therefore administration / management of nursing services and nursing education institution too is an essential component. Nurse administrator work at a middle and top level and oversee the nursing services / education in an institution. Designation of nurse administrator varies according to the nomenclature or policy of the institution or government. A nurse administrator at top level work with hospital and medical administrator make policies, plan, recruit and evaluate services for providing quality, cost effective need based care. At middle level nurse administrator supervises, train, guide, evaluate their performance and provide quality care to patients. In education institution nurse administrator oversees the quality of education; plan, evaluate and monitor educational institution activities.

To be an effective nurse administrator/manager if possible all nurses can enroll in Diploma in Nursing Administration (DNA) programme. This programme will help to upgrade the administrative knowledge and skills of the in-service nurses to enhance their administrative competence.

IGNOU is offering DNA programme as Continuing Education programme in nursing since 2006. Programme is approved by IGNOU Statuary Bodies and UGC.INC approved DNA programme as CNE programme and students can get credits for registration.

Note: DNA is approved by Indian Nursing Council as Continuing Nursing Education (CNE).

3.2 Objectives

The broad objectives of this programme are to:

- strengthen the knowledge of administrative concepts and principles, their application in improving nursing services and education;
- develop an overview of recent trends in general management, health and nursing administration;
- participate as team member for planning and decision making for quality cost effective nursing services/education; and
- develop skills in enhancing administrative competencies and effective supervision to provide quality nursing care.

DIPLOMA IN NURSING ADMINISTRATION (DNA) PROGRAMME

**Programme Structure
Syllabi of Courses**

4.1 Programme Structure

	Credits	Hours
Theory	16	480
Practical	12	360
Total	28	840

Theory Courses

S. No.	Title	Course Code	Credits	No. of Blocks	No. of Assignments	Counselling Sessions Hours	Self Study Hours
1	Principles and Practices of Nursing Administration	BNS 011	4	4	2	12	108
2	Management of Educational Institute, Hospital and Community	BNS 012	4	4	2	12	108
3	Group Dynamics	BNS 013	4	4	2	12	108
4	Resource Management	BNS 014	4	4	2	12	108

Online Counselling sessions will be organised by Nodal Centre or Course Coordinators. 75 percent attendance is compulsory.

Assignment can be downloaded from IGNOU web site.

Submission of assignment is compulsory before theory term end examination.

Practical Courses

S. No.	Title	Course Code	Credits	No. of Blocks	Practical Contact Sessions Hours	Self Activities Hours
1	Practical Aspects of Nursing Administration-I	BNSL 011	6	1	30	150
2	Practical Aspects of Nursing Administration-II	BNSL 012	6	1	60	120

Practical contact sessions will be conducted at Nodal Centres. 90 percent attendance is compulsory.

Supervised activities will be conducted at PSC / attached hospital.

Self Activities are carried out at your work place or hospital.

Submission of self and supervised activities file is compulsory before final practical examination.

4.2 Syllabi of Courses

THEORY

4 Courses

BNS 011:

Principles and Practices of Nursing Administration

- Block 1 Concept, Philosophy, Purpose and Scope of Nursing and Public Administration
Block 2 Administration of Health Services in India
Block 3 Nursing Service in Hospital
Block 4 Performance Appraisal, Staff Development and Career Opportunities

BNS 012:

Management of Educational Institute, Hospital and Community

- Block 1 Administration of Educational Institute
Block 2 Supervision, Guidance and Counselling
Block 3 Quality Patient Care and Quality Assurance
Block 4 Community Health Nursing Services Administration

BNS 013:

Group Dynamics

- Block 1 Group Dynamics in Nursing
Block 2 Leadership
Block 3 Communication
Block 4 Legal and Ethical Issues in Nursing Administration

BNS 014:

Resource Management

- Block 1 Personnel Management
Block 2 Material Management
Block 3 Hospital Information System
Block 4 Office Management

PRACTICAL

2 Courses

Practical Manual – I BNSL – 011 Practical Aspects of Nursing Administration – I

- Practical 1 Function of Organization
Practical 2 Job Description
Practical 3 Calculation of Staff Norms and Preparation of Duty Roster
Practical 4 Recruitment, Selection and Promotion
Practical 5 Staff Development
Practical 6 Identification of Work Control Method
Practical 7 Analyzed Personal and a Professional Problems of Staff Nurses and Identifying Counselling Needs

Practical Manual – II BNSL – 012 Practical Aspects of Nursing Administration - II

- Practical 1 Public Speaking
Practical 2 Job Description
Practical 3 Standard Setting of Quality Nursing Care
Practical 4 Sample Activity Analysis
Practical 5 Analysis of Records and Reports
Practical 6 Performance Appraisal
Practical 7 Administration of Nursing Educational Institute
Practical 8 Evaluation of Nursing Care

DIPLOMA IN NURSING ADMINISTRATION (DNA) PROGRAMME

Programme Package

Self Instructional Material

**Theory and Practical Courses
Counselling and Contact Sessions
Attendance
Assignments
Guidelines for submitting the
Assignments**

Practical Contact Sessions

**Supervised and Self Activities
Attendance
Tips
Guidelines for submitting the Self
and Supervised Files / Log Books
Gyanvani / Gyan Darshan / You Tube /
Interactive Radio Counselling / Social
Media**

5.1 Self Instructional Material

Printed study material for both theory and practical courses will be provided to all the learners in the form of Blocks. You will get 16 theory blocks, 2 practical block, 1 programme guide and 2 log books (if available).

5.2 Theory and Practical Courses Counselling and Contact Sessions

5.2.1 Theory courses

- Programme is divided into 4 theory courses.
- Each course for 4 credits and 4 blocks for each course.
- Each block has 3-4 units.
- First page of the first block of a course gives the introduction to the course and then introduction to the block.
- Each unit has a structure, introduction, objectives of unit, main content divided into sections, sub-sections.
- Exercises in the form of check your progress is given at various points of a unit which will help you to assess yourself.
- At the end of the unit, a summary of unit, key words and answers to check your progress is given for your reference.
- You can write your questions to be asked during theory contact sessions and make notes in the margin provided.

5.2.2 Theory Counselling Sessions (Compulsory)

- The Nodal Centre or Course Coordinator/s will plan, inform and organize online theory counselling sessions and provide the schedule.
- During these sessions you have the opportunity to meet the academic counsellor and your peer group.
- The counsellor will clarify your doubts, solve problems, arrange audio visual sessions, and take sessions for you on various components which are new or difficult.
- Therefore, it is important for you as a learner to study the material before attending the theory counselling sessions.
- You can find time to read the blocks during break at work place or home or travelling. You can keep your blocks in your bag while travelling.

There will be 48 hours of compulsory theory counselling sessions; each session will be for two hours duration. That means, if 3 sessions are organized in a day there will 6 hours of counseling. In this way you need 08 days to complete the counselling sessions (08 days x 6 hrs = 48 hrs) or if 4 sessions are organized in a day there will 8 hours of counseling. In this way you need 06 days to complete the counselling sessions (06 days x 8 hrs = 48 hrs).

5.2.3 Attendance

75 percent attendance is compulsory in counselling sessions to be eligible to appear in Term End Examination (TEE).

5.2.4 Assignment

- Assignment is compulsory. Answer in own words with examples can be given from real situations. Do not copy text from units.
- 4 theory courses have 8 assignments.
- It is a Tutor Marked Assignment (TMA1 and TMA 2 for each course).
- The assignment is for 100 marks you need minimum 50% separately to pass and carries 30% weightage in the final result.
- Assignments are given to reinforce your understanding and comprehension of the learning material and its application in real situation.
- Assignment can be downloaded from the IGNOU web site i.e. www.ignou.ac.in.
- You should go through the assignment and if you need any clarification, you may consult the academic counsellor during theory counselling sessions.
- You should submit hand written assignment and keep a photocopy of assignment with you.
- Submit your assignment at your programme study centre or online as per policy before or on due date given on assignment.
- Academic counsellor will evaluate the assignment; and return within a month with comments and marks.

5.2.5 Guidelines for submitting the Assignments

1. Preparing the front page - **On the top of the first sheet write as below:**

Enrollment Number.....
Name.....
Address.....
.....
.....
Pin Number.....
E-Mail.....

Course Title.....
Assignment No.....
Date of Submission/Posting.....

2. Use A4 size paper for response.
3. Leave 1-1 ½ inch margin on the left side of the paper.
4. Leave at least 4 lines in between each answer.
5. Write each assignment separately.
6. This will help the counsellor to write comments.
7. Make sure you have answered all questions. Your assignment is complete.
8. Answer on the basis of block sends to you. Information given in a unit is enough to answer the questions.
9. Write assignment in your own writing.

10. Write answer in your own words; do not copy from the text. Be precise.
11. Do not copy from another student otherwise it will be returned or awarded less marks
12. Put your signature at the end.
13. Keep a copy of assignment with you.
14. Attach acknowledgement form F given in appendix along with the assignment.
15. Submit your assignment according to the submission date scheduled indicated in the assignment.
16. If you do not get back evaluated assignment within a month after submission, collect the assignment personally from study center.
17. In case you are not able to score minimum qualifying marks or not able to submit then you have to wait for the assignment send to next batch. You have to make a request for it in the form given in appendix.
18. In case you have requested for change in programme study center, submit your assignment to your original programme study center until officially your center is changed.

5.2.6 Practical Courses

- There are 2 practical courses.
- Each course has one block for 6 credits.
- BNSL 011 Block has 07 practicals and BNSL 012 Block has 08 practicals. But activities of both courses are combined during practical contact sessions.
- First introduction to the course is given followed by introduction to the practical manual.
- Each practical unit has a structure, introduction and objectives to be achieved, content and steps to follow to carry out the practical and other related activities.
- At the end of the Block, a list of self activities and supervised activities with number of hours to be spent and marks weightage is given for the reference.
- First carry out supervised activities with academic counsellor during practical contact sessions and then complete the self activities at your work place.

5.2.7 Practical Contact Sessions (Compulsory)

- Practical course will help you to learn new skills or build upon already learned skills.
- These will help you to learn administrative skills a nurse administrator requires to be a effective administrator.
- Self and supervised activities are for 100 marks each you need minimum 50% marks separately to pass; self and supervised activities both carries 25% weightage separately in the final result; marks are added in your evaluation at the end along with practical examination which carries 50% weightage. There will be one practical examination for both the courses.
- Therefore, you have to carry out all the practical's in self and supervised activities and submit your files to your academic counsellor for evaluation before final practical examination.

5.2.8 Supervised Activities and Self Activities

- You will first carry out supervised activities under supervision of academic counsellor and practice the skills at selected Nodal Centres.
- Then you will carry out self activities at your work place.
- In case you find it difficult or opportunities are not available then you can carry out these activities when you come for supervised activities with the help of your academic counsellor but you need to put in extra number of hours for additional self activities.
- Academic counsellor will make posting plan and assign your placement in hospital/teaching institution; will guide help, supervise, monitor and evaluate your practical work.
- Detailed schedule of practical will be given to you by programme in-charge at study centre.
- Complete self and supervise activities submit your files or log book to your academic counsellor for evaluation.

There will be 90 hours practical contact sessions and 270 hours of self activity sessions. A practical session is for 4 hours. For example if 2 practical sessions are organized, 8 hours will be covered. In this way, **you need 11.5 days to complete the practical contact sessions** (11.5 days x 8 hrs = 90 hrs).

5.2.9 Attendance

90 percent attendance is compulsory in practical sessions to be eligible to appear in Practical Examination.

5.2.10 Guidelines for submitting Self and Supervised Activities Files / Log Books

1. Preparing the front page - **On the top of the first sheet write as below:**

Enrollment Number.....
Name.....
Address.....
.....
.....
Phone Number.....
E-Mail.....

2. Course Title.....
3. Date of Submission.....

-
4. Use A4 size paper for response.
 5. Leave 1-1 ½ inch margin on the left side of the paper.
 6. Leave at least 4 lines in between each answer.

7. Write each activity separately.
8. This will help the counsellor to write comments.
9. Make sure you have performed all activities and signed by academic counsellor during practical contact sessions and self activities are counter signed by respective unit or ward or department sister in-charge.
10. Information, formats and instructions given in a unit is enough to perform your practicals.
11. Write in your own writing.
12. Write answer in your own words and be precise.
13. Do not copy from another student otherwise it will be returned or awarded less marks.
14. Submit your files according to the submission date given by PIC or Academic Counsellor
15. If you do not get back evaluated self and supervised activities file within a month after submission, collect them personally from study center before practical examination.
16. In case you are not able to score minimum qualifying marks or not able to submit then you have to wait for practicals conducted for next batch. You have to make a request for it to PIC of study centre.
17. In case you have requested for change in programme study center, submit your self and supervised activities to your original programme study center until officially your center is changed.

5.3 Tips for Reading Theory Blocks and Practical Sessions

Hope following tips will be useful for you.

1. In case not received the material you can download material i.e. Blocks from egyankosh <http://egyankosh.ac.in/> or at www.ignou.ac.in then click egyankosh or download IGNOU e content App from play store and read material.
2. Register yourself with user id and password. Keep it safely for future use.
3. At egyankosh page click IGNOU and then click the material to download.
4. Read the material or blocks before attending theory counselling sessions.
5. You can write your questions or difficult concepts in the margin space. So that during counselling you can ask question and write important points.
6. You can even go through some of the sessions uploaded at YouTube of IGNOU.
7. Ask questions during counselling session in case you are not able to understand something or something is difficult.
8. Participate in discussion during theory counselling and share examples from your hospital or organization.
9. In case some section is difficult you can request academic counsellor to explain or repeat.
10. Side by side download the assignment and go through it. Try to draft points to answer questions. In case some difficulty discuss with academic counsellor.
11. You can keep your blocks with you during travelling or lunch break or working at home you can read side by side.
12. Read the practical manual and related theory before going for practical contact sessions.

13. Carry papers, poster, pencil, scale etc for practical activities.
14. Read the practical carefully; watch the demonstration given by academic counsellor carefully. In case of any doubt tell her to repeat.
15. Practice all the procedures first then perform your activity. Follow steps and formats given in practical manual.
16. Complete your file work side by side and submit for evaluation.
17. In case any new skill, learn it carefully; practice and re-demonstrate.
18. Carry out self activities and get it signed by sister in-charge of particular unit or department or ward.
19. Submit assignments and files in time for evaluation and collect back. Go through the comments if any so that same not repeated in future or in case good points retain them.
20. Be punctual, follow instructions and complete all requirements in time for successful completion of programme.

5.4 Gyanvani / Gyan Darshan / You Tube / Social Media

An educational FM Radio network providing programmes covering different aspects and levels of education.

An exclusive educational satellite to provide interactive education using DVB-RCS technology. It offers distance education through Virtual Class Room mode and provides access to digital repository of educational content hosted at IGNOU.

Videos can be watched at YouTube archive. <https://www.youtube.com/ignou>

Social media can be used by programme coordinator, programme in-charge and academic counsellors to share audio-video clips, PPT or reference material.

DIPLOMA IN NURSING ADMINISTRATION (DNA) PROGRAMME

Evaluation

Theory – Scheme of Examination

Practical - Scheme of Examination

6.1 Theory

For theory course, evaluation consists of two aspects:

1. Continuous evaluation through assignments
 2. Term End Examination (TEE)
- Submit your assignment for evaluation to your Programme In-charge or Academic Counsellor at Programme Study Centre.
 - Term End Examination is conducted in December of admission year.
 - In case not able to appear or not passed then Term End Examination is conducted twice in a year i.e. June and December.
 - Fill online Examination Form along with the examination fee (as per university norms) for 4 theory courses. Ensure that you have submitted all the courses assignments for which you are appearing in TEE.

6.1.1 Scheme of Examination

S. No.	Course Title	Course Code	Credits	No. of Assignments	Continuous Evaluation % of Weightage	TEE Duration (Hours)	Term End Examination (TEE) % of Weightage	Total Marks
1	Principles and Practices of Nursing Administration	BNS 011	4	2	30	3	70	100
2	Management of Educational Institute, Hospital and Community	BNS 012	4	2	30	3	70	100
3	Group Dynamics	BNS 013	4	2	30	3	70	100
4	Resource Management	BNS 014	4	2	30	3	70	100

You need to score 50 percent marks in assignment separately and 50 percent marks in TEE separately to complete the course successfully.

6.2 Practical

For practical course, evaluation consists of two aspects:

1. Continuous evaluation through self and supervised activities
 2. Final Practical Examination
- Submit your self and supervised activities files for evaluation to your Programme In-charge or Academic Counsellor at Programme Study Centre.
 - Final Practical Examination will be conducted at the PSC/Hospital where you had practical sessions and will be conducted before theory examination by Internal and External examiners.
 - You PIC at Programme Study Centre will inform you the dates for practical examination.
 - Follow all the instructions and carry your IGNOU ID, white coat, files and material required for practical activities.
 - Fee is to be paid for 2 practical courses for practical examination as per university rules.

6.2.1 Scheme of Examination

S. No.	Course Title	Course Code	Credits	Continuous Evaluation % of Weightage	Practical Examination Duration (Hours)	Practical Examination (% of Weightage)	Total Marks
1	Practical Aspects of Nursing Administration-I	BNSL 011	6	50 (Self Activities – 25 Supervised Activities – 25)	8 Hours combine for BNSL 011 and 012	50 Activities and Viva Voce integrated	100
2	Practical Aspects of Nursing Administration-II	BNSL 012	6				

You need to score 50 percent marks in self activities separately, 50 percent marks in supervised activities separately and 50 percent marks in final practical examination separately to complete the course successfully.

**Practical Examination will be conducted by Internal Examiner and External Examiner at PSC or Hospital
Carry your IGNOU ID, White Coat, Self and Supervised Activities files / log books evaluated by Academic Counsellor**

6.3 Tips for Theory Term End Examination and Practical Examination

Hope following tips will be useful for you.

1. Read the messages send by regional centre for filling up examination form.
2. Check www.ignou.ac.in regularly for updates and last dates.
3. In case of any difficulty in filling up form or payment of examination fee or not able to download hall ticket contact the concern person whose phone number is given.
4. Do not rush on last day to fill up form.
5. Read your theory blocks as and when you get time so that during examination you have enough time to revise.
6. In case any difficulties discuss with academic counsellor or peer group.
7. Download old question papers and answer them in your own words. This will help you to assess your strong and weak areas; time management to answer questions.
8. Keep you IGNOU ID, Hall Ticket, Pen etc ready for examination.
9. Check location of your examination centre in advance.
10. Reach examination centre before half an hour.
11. Check your name, enrollment number and room number in sitting arrangement schedule put up outside examination hall.
12. In case not able to find your name check again and contact concern person at examination centre.
13. Read the question paper carefully, in case of any option read it carefully.
14. Complete the front page information carefully and sign it and attendance sheet. Keep your IGNOU ID and Hall Ticket on desk for checking.
15. Do not carry mobile phone; in case carrying switch it off and keep it safely as instructed. You will be responsible for mobile, money and any valuable in your bag.
16. Do not carry any block or books or notes in examination hall.
17. Read question, its parts, marks assigned to parts; then think; answer questions support with suitable examples from your experience or hospital where ever required.
18. Writing should be clear, legible and leave space between two answers.
19. Answers all the parts of question at one place. Avoid answering one question in different sheets.
20. Be precise, brief and specific while answering the question, do not repeat same thing again and again.
21. In case you do not know specific question, answer first question which you can.
22. In case you do not know answer to any part of question, leave space and go to next question.
23. Do not write anything on question paper, in case any rough work use last sheet and name it rough work.
24. Keep watch on time as you have complete paper in 3 hours.
25. If you take supplementary sheet write enrollment number etc and number it.
26. Last 10 minutes tie all the sheets, check from page for information and once again check your answer sheet.
27. Collect your things before leaving.
28. Read theory and practical blocks before practical examination.

29. Try to practice activates before coming for practical examination.
30. During practical examination also follow instructions given by internal examiner.
31. Wear your coat; put your enrollment number with pin. Carry IGNOU ID.
32. Read the instructions carefully for practical activities and read the activities and time allotted.
33. In case of any presentation be specific and use AV Aids.
34. Be confident during viva voce.
35. In case not able to answer any question admit it rather than giving wrong answer.
Or request for another question.

PART D

Important Web Links and Contact Addresses

7. Important Links

IGNOU WEBSITE - <http://www.ignou.ac.in/>

Regional Centres - <http://www.ignou.ac.in/ignou/aboutignou/regional/about>

Student Zone - <http://www.ignou.ac.in/ignou/studentzone>

Online Admission - <https://onlineadmission.ignou.ac.in/admission/>

Online Re-registration - <https://onlineadmission.ignou.ac.in/onlinerr/>

Online Term End Examination Form - <http://exam.ignou.ac.in/>

Assignments - <https://webservices.ignou.ac.in/assignments/>

Old Question Papers - <https://webservices.ignou.ac.in/Pre-Question/>

Result - <http://www.ignou.ac.in/ignou/studentzone/results/1>

E – Resources - <http://www.ignou.ac.in/ignou/aboutignou/division/idd/E-Resources>

Downloads - <http://www.ignou.ac.in/ignou/studentzone/downloads/3>

e – Gyankosh - <http://egyankosh.ac.in/>

Video Archive (You Tube) -
<https://www.youtube.com/profile?user=egyankoshIGNOU&view=subscriptions>

School of Health Sciences -
<http://www.ignou.ac.in/ignou/aboutignou/school/sohs/introduction>

Important Contact Addresses

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Student Evaluation Division

NOTIFICATION

F.No. IG/R(SED)/SG/2018


Date: March 10, 2018

Student Queries/Grievances at the Student Evaluation Division will be attended by the Officers, Staff, In-charges of respective Units/Sections.

The details of contact of e-mails, telephone etc. Section-wise is placed below for contact by the students and stakeholders of University pertaining to exams, assessment, results and certificates (Grade Card, Provisional Certificate and Degree Certificate):

Activity	Email ID	Concerned Person (For E-mail)	Phone No.	Officer In-charge
Schedule /information regarding examination form, Exam. Centre entrance test, date sheet, hall ticket	sgoswami@ignou.ac.in	Dr. Seema Goswami	29572202 29572209 29535064	Dr. Seema Goswami
Online examination form, updation of hall ticket, attendance sheet of examinees	jlkapoor@ignou.ac.in	Shri J.L. Kapoor	29571520	Shri J.L. Kapoor
Refund of online examination fee	msharma@ignou.ac.in	Ms. Madhvi Sharma	29572206	Ms. Madhvi Sharma
Master Programme Grievance	mdresult@ignou.ac.in	Shri Narender Kumar	29572212 29536103	Shri Narender Kumar
Bachelors Programme Grievance (except BA/BCOM/BSC programme)	bdresult@ignou.ac.in	Shri Narender Kumar	29572212 29536103	Shri Narender Kumar
Bachelors Programme Grievance (BA/BCOM/BSC programme)	bdresult@ignou.ac.in	Shri Devendra	29572211 29536743	Shri Devendra
Diploma programme Grievance	dpresult@ignou.ac.in	Shri Sunil Kumar	29572208	Shri Sunil Kumar
Certificate programme grievance	cpresult@ignou.ac.in	Shri Sunil Kumar	29572208	Shri Sunil Kumar
Practicals related grievances	practicalsed@ignou.ac.in	Shri Narender Kumar-II Shri Anil Kr. Singh	29572212 29536103	Shri Narender Kumar Shri Anil Kr. Singh
Verification of certificates and issuance of transcripts	gvverification@ignou.ac.in	Shri Karan Singh	29572210	Shri Karan Singh
Assignment related grievances	assignment@ignou.ac.in	Ms. Chetna Nirwan	29571319	Ms. Chetna Nirwan

circulate
Baron
15/3/18


श्री. वी. वेणुगोपाल रेड्डी
कुलपति (वि. मू. व.)
Dr. V. Venugopal Reddy
Registrar (SED)