

**OFFICE PROCEDURES & PRACTICES (CODE NO. 824)**  
**CLASS XI (SESSION 2019-2020)**

Office Procedures & Practices (Code no. 824) Class XI (Session 2019-2020)	
Theory	60 marks
Practical	40 marks
<b>Total Marks</b>	<b>100 marks</b>

❖ **PART A: EMPLOYABILITY SKILLS**

- Unit 1: Communication Skills
- Unit 2: Self-Management Skills
- Unit 3: Basic ICT Skills
- Unit 4: Entrepreneurial Skills
- Unit 5: Green Skills

❖ **PART B:**

- Unit 1- Introduction of Office, Office Manager, Organisational Charts and Manuals
- Unit 2 – Office – Space and Environment Management
- Unit 3 – Office Forms and Stationery
- Unit 4 – Communication
- Unit 5 – Office Machines
- Unit 6- Correspondence – Business and Government

❖ **PART C: PRACTICAL WORK**

- Practical Examination
- Written Test
- Viva Voce

❖ **PART D: PROJECT WORK / FIELD VISIT**

- Practical File / Student Portfolio
- Viva Voce