

**OFFICE PROCEDURES AND PRACTICES (CODE NO. 824)**  
**CLASS XII (SESSION 2019-2020)**

Office Procedures And Practices (Code no. 824) Class XII (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: (Vocational Skills)**

- Unit 1 – Introduction To Secretarial Practice
- Unit 2 – Handling The Mail
- Unit 3 – Filing And Indexing
- Unit 4 – Arranging Meetings
- Unit 5 – Travel Arrangements
- Unit 6 – Banking Services

❖ **PART C: PRACTICAL WORK**

- Practical Examination
- Written Test
- Viva Voce

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

- Practical File / Student Portfolio
- Viva Voce