

CBSE | DEPARTMENT OF SKILL EDUCATION

CURRICULUM FOR SESSION 2020-2021

OFFICE PROCEDURES & PRACTICES(SUB.CODE -824)

JOB ROLE: EXECUTIVE ASSISTANT

CLASS – XI& XII

COURSE OVERVIEW:

Office Procedures & Practices Course is designed to acquire 21st century administrative, secretarial and organizational skills required to make the students proficient in handling the office activities independently. Office work includes supporting executives, administrative routines on the one end and running high level conferences/meetings at the other end apart from preparing presentations, maintaining websites, handling computer application activities. They are responsible for most front-office procedures, such as photocopying, preparing schedules, filing, greeting clients, mail sorting and handling phone calls. Good communication and interpersonal skills are essential to secure a good administrative job position.

OBJECTIVES OF THE COURSE

At the end of the Course, the students will be able to:

- Understand the concept of Office, role of Office Manager
- Differentiate between Organizational Charts and Manuals
- Manage secretarial activities independently like filling online and offline office forms, mail handling, filing and indexing, managing stationery etc.
- Communicate effectively and handle communication services independently – oral and written communication, barriers, observe telephone etiquettes.
- Handle and operate different types of Office Machines
- Draft different types of Business and Govt. letters.
- Understand different terms related to meetings and conduct meetings.
- Prepare Itinerary and make travel arrangements.
- Identify various services provided by the Banks

SALIENT FEATURES:

The profile of a Professional Secretary has changed to a great extent now-a-days. Today, he/she is performing the role of Manager's Manager and is expected to handle all its activities efficiently and effectively. This Course enables a person to handle all administrative and secretarial functions independently and generates employment opportunities viz. Office Executives/ Front Office Executive/Executive Assistant/Professional Secretary/ Private Secretary/Office Manager etc.

LIST OF EQUIPMENT AND MATERIALS:

The list given below is suggestive and not an exhaustive list to be prepared by the vocational teacher. Only basic tools, equipment and accessories should be procured by the Institution so that the routine tasks can be performed by the students regularly for practice and acquiring adequate practical experience:

1. Photocopier
2. Printer
3. Computers
4. Scanner
5. Software-MS Office, Mail Accounting Software, etc.
6. Basic Mail Handling Machines
7. Files/File Folders/Filing Cabinet of different types

NOTE: Students should be exposed to the operation of various Office Machines viz. EPABX, Bio-metric Machines, Security systems, Franking Machines and various Accounting Machines during Field Visits.

CAREER OPPORTUNITIES:

After doing this course, the students become proficient in handling various administrative procedures independently in a modern office, draft basic correspondence, handle e-mail work, handle certain office equipment etc. The various job opportunities available to the students include Private Secretary, Front Office Assistant, Office Executive, Executive Assistant, Administrative Professional etc.

CURRICULUM:

This course is a planned sequence of instructions consisting of Units meant for developing employability and Skills competencies of students of Class XI and XII opting for Skills subject along with other subjects.

CLASS –XI(SESSION 2020-2021)

Total Marks: 100 (Theory - 60+Practical - 40)

OFFICE PROCEDURES & PRACTICES (824)

Class XI(Session 2020-21)

	UNITS	NO. OF HOURS for Theory and Practical		MAX. MARKS for Theory and Practical
Part A	Employability Skills			
	Unit 1 : Communication Skills-III	13		10
	Unit 2 : Self-Management Skills- III	07		
	Unit 3 : ICT Skills- III	13		
	Unit 4 : Entrepreneurial Skills- III	10		
	Unit 5 : Green Skills- III	07		
	Total	50		
Part B	Subject Specific Skills	Theory Periods	Practical Periods	
	Unit 1: Introduction of office, office manager, organisational charts and manuals	20	13	08
	Unit 2: Office – space and environment management	20	13	08
	Unit 3: Office forms and stationery	20	13	08
	Unit 4: Communication	20	13	08
	Unit 5: Office machines	20	13	08
	Unit 6: Correspondence – business and government	26	19	10
	Total	126	84	50
Part C	Practical Work			
	Practical Examination			15
	Written Test			10
	Viva Voce			05
	Total		84	30
Part D	Project Work/Field Visit			
	Practical File/ Student Portfolio			10
	Total		84	10
	GRAND TOTAL	260		100

NOTE: For Detailed Curriculum/ Topics to be covered under Part A: Employability Skills can be downloaded from CBSE website.

DETAILED CURRICULUM FOR CLASS XI

1. UNIT I: INTRODUCTION OF OFFICE, OFFICE MANAGER, ORGANISATIONAL CHARTS AND MANUALS MARKS

- 1.1. Meaning of Office, Functions and Importance
- 1.2. Changing Scene – Paperless Office and Virtual Office
- 1.3. Centralization and Decentralization of office services - advantages and disadvantages
- 1.4. Qualities and Functions of Office Manager
- 1.5. Organizational Chart and Office Manual - advantages and disadvantages

2. UNIT II OFFICE – SPACE AND ENVIRONMENT MANAGEMENT

- 2.1. Office Layout, Open and Private Office - advantages and disadvantages
- 2.2. Front and Back Office
- 2.3. Elements of Office Environment-
 - 2.3.1. Ventilation
 - 2.3.2. Office Lighting – Natural and Artificial Light
 - 2.3.3. Cleanliness
 - 2.3.4. Sanitation
 - 2.3.5. Heating and Air Conditioning,
 - 2.3.6. Noise – Internal and External
 - 2.3.7. Health
 - 2.3.8. Safety – First Aid Box, Fire, Accidents etc.

3. UNIT III: OFFICE FORMS AND STATIONERY

- 3.1. Office Forms
 - 3.1.1. Meaning, importance and advantages of Office forms
 - 3.1.2. Computerization of office forms
 - 3.1.3. Principles of Form Designing
- 3.2. Office Stationery
 - 3.2.1. Methods of purchasing stationery
 - 3.2.2. Purchase Procedure
 - 3.2.3. Storing Stationery
 - 3.2.4. Control on consumption of stationery
- 3.3. Maintenance of Stock Register
- 3.4. Physical verification of Stock

4. UNIT IV: COMMUNICATION

4.1. Meaning, Importance and Types of communication

4.2. Elements of communication Process

4.3. Methods of communication

4.3.1. Verbal (Oral and Written)

4.3.2. Non Verbal

4.4. Characteristics of Effective Communication

4.5. Barriers to Communication

4.6. Telephone Etiquettes

5. UNIT V: OFFICE MACHINES

5.1. Meaning, advantages and disadvantages of Mechanisation

5.2. Factors in selection of office machines

5.3. Kinds of Office Equipment/Machines

6. UNIT VI: CORRESPONDENCE – BUSINESS AND GOVERNMENT

6.1. Business Correspondence – meaning, importance and essentials

6.2. Parts of Business Letter

6.3. Types of Business letters

6.3.1. Enquiry Letter

6.3.2. Quotation Letter

6.3.3. Placing an Order

6.3.4. Execution of Order

6.3.5. Adjustment Letter

6.4. Display of a Business Letter

6.4.1. Indented Style

6.4.2. Fully Block Style

6.4.3. Semi Block Style

6.5. Writing Job Applications and Resume

6.6. Government Correspondence

6.6.1. Official Letter

6.6.2. Demi-Official Letter

6.6.3. Memorandum

6.6.4. Notification

6.6.5. Office Order

6.6.6. Circulars

6.6.7. Endorsement

PRACTICAL GUIDELINES FOR CLASS XI

Assessment of performance:

The two examiners, **one internal and the other external**, should be assigned for the conduct and assessment of Practical Examinations each in Senior Secondary School Curriculum. Question for the viva examinations should be conducted by both the examiners. Question to be more of General nature, project work or the curriculum. Investigatory Project especially those that show considerable amount of effort and originality, on the part of the student, should get suitable high marks, while project of a routine or stereotyped nature should only receive mediocre marks.

Contents of Practical File/Student Portfolio:

The students should visit modern offices (minimum two) in order to understand the concept of an office.

JOB 1: INTRODUCTION OF OFFICE, OFFICE MANAGER, ORGANISATIONAL CHARTS AND MANUALS

- After the visit, a Project Report indicating different departments of office, functions of office, functions of Office Manager etc. to be prepared by each student.
- The students should create their own E-mail Accounts and send letters to their friends and keep a record of the same in their project files (Minimum five mails).
- The students are required to study different Organizational Charts online and prepare at least one sample of the same.

JOB II: OFFICE- SPACE AND ENVIRONMENT MANAGEMENT

- During the visit mentioned above, the students should observe the office layout, environment aspects of the office, physical amenities provided to the staff etc.
- The changing scenario in the office being visited has to be observed by the students and their views presented in the Project Report.

JOB III: OFFICE FORMS AND STATIONERY

- The students should practice filling up of different types of forms – offline and online. (At least five different type of forms)
- The students should practice making entries in Bin Cards, Stationery Requisition Slip, Issue of Stationery and Stock Register.

JOB IV: COMMUNICATION

- Role Play by the students on different aspects of Non verbal Communication.
- Practice of Telephone Handling and observing telephone etiquettes while making calls and receiving Calls.

JOB V: OFFICE MACHINES

- The students should practice on different office machines like Photocopier, FAX, Franking Machines, Laptop, Computers etc.

JOB VI: CORRESPONDENCE – BUSINESS AND GOVERNMENT

- The students should practice drafting and typing different types of Business letters like Enquiry, Quotations, Placing an Order, Execution of Order, and Adjustment Letters etc.

- The students should practice preparation of Resume and fill up on-line job application forms. (at least two application forms online)
- The students should gain knowledge of formats of Memorandum, Notification, Endorsement, Circulars, Official and Demi-official letters and also the use of each.

NOTE:

1. The above mentioned activities are proposed for the preparation of Project File(Practical File/ Student Portfolio). The Project File should contain activities from each unit (minimum one).
2. The practical work should be as near as the actual work performed in an Office.
3. The marks to be allocated should be based on the quality of work done by the students as per the Curriculum.
4. The teacher conducting the final practical examination may ask verbal questions related to the project work done by the student.

Procedure for Recording of Marks in the Practical answer-books (Total 40 marks):

The examiner will indicate separately marks of practical examination on the title page of the answer-books under the following heads:-

1.	Practical Work	
	Practical Examination	15
	Written Test	10
	Viva Voce	05
	Total	30
2.	Project Work/Field Visit	
	Practical File/ Student Portfolio	10
	Total	10
	GRAND TOTAL	40

PRACTICAL EXAMINATION

15 marks

The practical work includes: Operation of Office Machines and equipment; Creation of Email accounts and sending emails, online filling of simple forms; Two minute speech on any general/subject related topic to be given to observe oral and non-verbal communication skills, telephone handling; layout (format) of business and government letters etc.

WRITTEN EXAMINATION

10 marks

Filling up of Office Forms and Bin Cards, Drafting of Business letters, Resume, and Govt. letters.

VIVA-VOCE

5 marks

Oral questions based on the syllabus/Project to be asked.

PRACTICAL FILE

10 marks

Practical file & Project work based on Field Visits.

NOTE: Activity question to be created by Internal Examiner, to be conducted on the practical day - 30 minutes

CLASS –XII (SESSION 2020-2021)

Total Marks: 100 (Theory - 60 + Practical - 40)

OFFICE PROCEDURES & PRACTICES (824)

Class XII (Session 2020-21)

	UNITS	NO. OF HOURS for Theory and Practical		MAX. MARKS for Theory and Practical
Part A	Employability Skills			
	Unit 1 : Communication Skills-IV	13		10
	Unit 2 : Self-Management Skills- IV	07		
	Unit 3 : ICT Skills- IV	13		
	Unit 4 : Entrepreneurial Skills- IV	10		
	Unit 5 : Green Skills- IV	07		
	Total	50		
Part B	Subject Specific Skills	Theory Periods	Practical Periods	
	Unit 1: Introduction to Secretarial Practice	20	13	08
	Unit II: Handling the mail	23	16	09
	Unit III: Filing and Indexing	20	13	08
	Unit IV: Arranging Meetings	23	16	09
	Unit V: Travel Arrangements	20	13	08
	Unit VI: Banking Services	20	13	08
	Total	126	84	50
Part C	Practical Work			
	Practical Examination			15
	Written Test			10
	Viva Voce			05
	Total		84	30
Part D	Project Work/Field Visit			
	Practical File/ Student Portfolio			10
	Total		84	10
	GRAND TOTAL	260		100

NOTE: For Detailed Curriculum/ Topics to be covered under Part A: Employability Skills can be downloaded from CBSE website.

DETAILED CURRICULUM FOR CLASS XII

1. UNIT I INTRODUCTION TO SECRETARIAL PRACTICE

- 1.1. Meaning, Importance, Types and Duties
- 1.2. Changing Profile of a Secretary
- 1.3. Qualifications and Personal Qualities of a Secretary
- 1.4. Personality Development
- 1.5. Time Management – Meaning and Importance
- 1.6. Stress Management

2. UNIT II: HANDLING THE MAIL

- 2.1. Meaning and Types of Mail
- 2.2. Handling of Incoming Mail
- 2.3. Handling of Outgoing Mail
- 2.4. Handling of Electronic Mail
- 2.5. Mail Room Equipment
- 2.6. Postal Services

3. UNIT III: FILING AND INDEXING

- 3.1. Filing- Meaning, Importance and Essentials
- 3.2. Classification of Filing – Alphabetical, numerical, geographical, subject, chronological
- 3.3. Methods of Filing – Horizontal and Vertical
- 3.4. E-filing
- 3.5. Weeding Out or Destruction of Old Records
- 3.6. Indexing – Meaning, Importance and Types
- 3.7. Filing Procedure

4. UNIT IV: ARRANGING MEETINGS

4.1. Meeting- meaning, importance, and types of meetings

4.2. Requisites of a Valid Meeting

4.2.1. Notice of a Meeting

4.2.2. Agenda of a Meeting

4.2.3. Quorum of a Meeting

4.2.4. Chairman of a Meeting

4.2.5. Motions and Resolutions

4.2.6. Adjournment of a Meeting

4.2.7. Minutes of a Meeting

4.3. Secretarial Duties relating to meetings

4.4. Terms relating to Meetings

5. UNIT V: TRAVEL ARRANGEMENTS

5.1. Modes of Travel

5.2. How to make railway reservation

5.3. Air Travel

5.4. E-Ticket and Paper Tickets

5.5. Travel Agencies

5.6. Hotel Reservation

5.7. Itinerary

5.8. Organizing Travel

5.9. Tour Advance and Tour Claim

5.10. Overseas Travel Arrangements

6. UNIT VI: BANKING SERVICES

6.1. Services provided by Bank

6.2. Terms used in Banking Transaction

PRACTICAL GUIDELINES FOR CLASS XII

Assessment of performance:

The two examiners, one internal and the other external, assigned for the conduct and assessment of Practical Examinations each in Senior Secondary School Curriculum. Question for the viva examinations should be conducted by both the examiners. Question to be more of General nature, project work or the curriculum. Investigatory Project especially those that show considerable amount of effort and originality, on the part of the student, should get suitable high marks, while project of a routine or stereotyped nature should only receive MEDIOCRE marks.

Contents of Practical File/Student Portfolio:

The students should visit modern offices/banks (minimum two) in order to understand the general office procedures.

UNIT I - INTRODUCTION TO SECRETARIAL PRACTICE

- After the visit, a Project Report to be prepared by each student. One chapter to include routine, reception and higher level duties of a private secretary. The chapter should also highlight the changing profile of a secretary in today's world of work and using IT (Information Technology) skills for completion of daily tasks viz. letter typing, preparing presentations, scheduling appointments, practicing e-filing, indexing, holding meetings etc.
- The students to identify their strengths and weaknesses. They should assess them and set goals which can be measurable and attainable for next three months. To attain these goals in consistent manner, how will they prepare a daily agenda and prioritize their tasks of the day. This will help them in managing time and stress. (The activity should be recorded in the Project File)

UNIT II - HANDLING THE MAIL

- The students to note Mail Handling procedure being followed in their own school's office. In the Project Report, one chapter/topic should be included on the same along with mail handling tools/equipment used by the office.
- Demonstration of Mail Handling Tools/Equipment and observations to be recorded.

UNIT III - FILING AND INDEXING

- The students to note various types of files, filing equipment, filing method/procedure, Filing classification, indexing etc. used by the organizations/own school's office for record management during the visit and include one chapter/topic on the same in the Project Report. Procedure of weeding out of old records also to be noted.
- Demonstration of E-filing by creating two folders and five files in each folder. Files to be named according to Geographical/Subject wise/Alphabetical classification and arranged in the folder.

UNIT IV - ARRANGING MEETINGS

- 6-8 students to hold an imaginary meeting. For the proposed meeting, preparation of Notice, Agenda and Minutes of Meeting also to be taken up. Observations to be recorded in the Project File.
- Duties of a Private Secretary before, during and after the meeting to be included.

UNIT V - TRAVEL ARRANGEMENTS

- One imaginary itinerary to be prepared for five days' tour to any national/international location.
- Arrangements to be enlisted which are required for arranging international tour.
- Demonstration of booking an e-ticket, hotel reservation, car rental services etc. and observations to be recorded in the Project file
- Filling up of Tour Advance and Tour Claim forms.

UNIT VI - BANKING SERVICES

- Demonstration of filling up of various types of bank forms viz. opening of bank account, withdrawal slip, pay-in-slip, requesting demand draft etc.

NOTE:

1. The above mentioned activities are proposed for the preparation of Project File(Practical File/ Student Portfolio). The Project File should contain activities from each unit (minimum one).
2. The practical work should be as near as the actual work performed in an Office.
3. The marks to be allocated should be based on the quality of work done by the students as per the Curriculum.
4. The teacher conducting the final practical examination may ask verbal questions related to the project work done by the student.

Procedure for Recording of Marks in the Practical answer-books (Total 40 marks):

The examiner will indicate separately marks of practical examination on the title page of the answer-books under the following heads:-

1.	Practical Work	
	Practical Examination	15
	Written Test	10
	Viva Voce	05
	Total	30
2.	Project Work/Field Visit	
	Practical File/ Student Portfolio	10
	Total	10
	GRAND TOTAL	40

PRACTICAL EXAMINATION**15 marks**

The practical work includes: Preparation of Presentation related to office procedures (viz. mailing, filing, etc.), outlining steps of incoming physical mail (i.e. all the steps beginning from receiving mail till its distribution) and outgoing mail (preparation of replies till its posting), filling up of different forms related to Bank, making online bookings-air, train and hotel; creation of files and folders for e-filing, sending of e-mails etc.

WRITTEN EXAMINATION**10 marks**

Filling up of Office Forms and Bin Cards, Drafting of Business letters, Resume, and Govt. letters

VIVA-VOCE**5 marks**

Oral questions based on the syllabus/Project to be asked.

PRACTICAL FILE**10 marks**

Practical file & Project work based on Field Visits

NOTE: Activity question to be created by Internal Examiner, to be conducted on the practical day - 30 minutes