

# **CBSE | DEPARTMENT OF SKILL EDUCATION**

## **CURRICULUM FOR SESSION 2021-2022**

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### **OFFICE PROCEDURES & PRACTICES (SUB. CODE - 824)**

#### **JOB ROLE: EXECUTIVE ASSISTANT**

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#### **CLASS – XI**

#### **COURSE OVERVIEW:**

Office Procedures & Practices Course is designed to acquire 21<sup>st</sup> 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 a 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.

**OFFICE PROCEDURES & PRACTICES (SUB. CODE - 824)****Class XI (Session 2021-2022)****Total Marks: 100 (Theory - 60+Practical - 40)**

	TERM	UNITS	NO. OF HOURS for Theory and Practical		MAX. MARKS for Theory and Practical
Part A	Employability Skills				
	TERM I	Unit 1 : Communication Skills-III	13		5
		Unit 2 : Self-Management Skills- III	07		
		Unit 3 : ICT Skills- III	13		
	TERM II	Unit 4 : Entrepreneurial Skills- III	10		5
		Unit 5 : Green Skills- III	07		
		Total	50		10
Part B	Subject Specific Skills		Theory	Practical	Marks
	TERM I	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	02	02	01
	TERM II	Unit 4: Communication	18	11	07
		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			30
Part D		Project Work/ Field Visit/ Practical File/ Student Portfolio			10
		Total			10
		GRAND TOTAL	260		100

**NOTE:** 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 BackOffice
- 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. Nonverbal

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 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: -

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

**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