
OFFICE SECRETARYSHIP

CLASS–XII ELECTIVE

OFFICE PROCEDURES & PRACTICES (604)

(Common for Office Secretaryship and Stenography & Computer Application)

THEORY

Time: 3 Hours

Marks: 60

UNIT I INTRODUCTION TO SECRETARIAL PRACTICE

10 MARKS

- 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

UNIT II: HANDLING THE MAIL

10 MARKS

- 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

UNIT III: FILING AND INDEXING

10 MARKS

- 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

UNIT IV: ARRANGING MEETINGS

10 MARKS

- 4.1 Meeting- meaning, importance, and types of meetings
- 4.2 Requisites of a Valid Meeting
 - 4.3.1 Notice of a Meeting
 - 4.3.2 Agenda of a Meeting
 - 4.3.3 Quorum of a Meeting
 - 4.3.4 Chairman of a Meeting
 - 4.3.5 Motions and Resolutions

4.3.6 Adjournment of a Meeting

4.3.7 Minutes of a Meeting

4.3 Secretarial Duties relating to meetings

4.4 Terms relating to Meetings

UNIT V: TRAVEL ARRANGEMENTS

10 MARKS

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

UNIT VI: BANKING SERVICES

10 MARKS

6.1 Services provided by Bank

6.2 Terms used in Banking Transaction

CLASS XII
ELECTIVE
OFFICE PROCEDURES AND PRACTICES

PRACTICAL

Time: 3 Hours

40 MARKS

Note: The practical work should be as near as the actual work performed in an office.

JOB I: INTRODUCTION TO SECRETARIAL PRACTICE

5

- The students are required to visit different modern offices (minimum two) and observe the various duties performed there by Private Secretary/Professional Secretary e.g. taking dictation, handling computer, attending calls and visitors, making travel arrangements, arranging meetings, operation of office machines, record management etc.
After the visit, each student is required to prepare a Project Report of the visits undertaken.
- Role Play as Front Office Assistant and also of different Liaison Duties (Receptionist's Duties) by the students.
- Sessions on personal grooming.
- Demonstration and Role Play Activities concerning office etiquettes and various cross cultural etiquettes.
- Demonstration and Practice of different Time and Stress Management Techniques.
- Learning different occupational hazards.

JOB II: HANDLING THE MAIL

5

- The students are required to prepare specimen of Inward and Outward Mail Register and make minimum five imaginary entries therein.
- The students should practice preparing at least two envelopes complete in all respects ready for dispatch. The activities to be included are: folding of a letter, addressing, sealing, weighing and stamping the envelope. The prepared envelopes to be pasted in the file.
- The students to prepare a list of various postal and agency services provided by Department of Posts in India and place the same in the file.

JOB III: FILING AND INDEXING

5

- Practice on classification of files, saving and retrieval of information.
- The students are required to make 3-4 files on computer and save them in a folder.

JOB IV: ARRANGING MEETINGS**5**

- The students are required to learn drafting of Notice, Agenda and Minutes of Meeting. Specimen of minimum two nos., each of Notice, Agenda and Minutes of Meeting with proper format to be pasted in a file.

JOB V: TRAVEL ARRANGEMENTS**5**

- The students are required to prepare an imaginary itinerary with minimum five entries.
- Study online the various services provided by travel agencies. Also enlist the same and place in the file.
Practice of booking e-tickets for travel - by road, air and rail.
- Practice of filling of TA and Tour Claim Forms.
- Learning how to apply for Passport and Visa online.

JOB VI: BANKING SERVICES**5**

- 1 The students are required to practice filling up of different types of forms used in Banks e.g. opening an account, Withdrawal slips, etc.
- 2 Practice of e-banking and e-payment.

JOB VII: Viva and File Work**10**

