

OFFICE PROCEDURES & PRACTICES (CODE-824)
SESSION (2019-20)
JOB ROLE: Executive Assistant

The course is designed to enable students to become proficient in the skill of Office Procedures. Office work includes supporting management, including executives, using a variety of project management, communication & organizational skills. They are responsible for most front-office procedures, such as photocopying, faxing, scheduling, word processing, filing, greeting clients, mail sorting and phone call routing. Most employers prefer secretarial experience to education, and do not usually require applicants to have more than a high school education. Good communication and interpersonal skills are essential. The students will be able to learn about office procedures, names of accounts and vendors, accounts receivable, accounts payable and so forth.

Class XI (2019-20)

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

SCHEME OF UNITS

This course is a planned sequence of instructions consisting of units meant for developing employability and vocational competencies of students of Class XI opting for vocational subject along with general education subjects. The unit-wise distribution of hours and marks for class XI is as follows:

Office Procedures & Practice(824) CLASS XI session 2019-20				
	Units	No. of Hours for Theory and Practical 260		Max. Marks for Theory and Practical 100
Part A	Employability Skills			
	Unit 1 : Communication Skills-III	10		10
	Unit 2 : Self-Management Skills-III	10		
	Unit 3 : Information and Communication Technology Skills-III	10		
	Unit 4 : Entrepreneurial Skills-III	15		
	Unit 5 : Green Skills-III	05		
	Total	50		10
Part B		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
		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	126+84+50		10
	Grand Total	260		100

Note:-Detailed Curriculum/ Topics to be covered under employability skill can be downloaded from CBSE website.

Part B

UNIT I: INTRODUCTION OF OFFICE, OFFICE MANAGER, ORGANISATIONAL CHARTS AND MANUALS **8 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

UNIT II OFFICE – SPACE AND ENVIRONMENT MANAGEMENT **8 MARKS**

- 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.

UNIT III: OFFICE FORMS AND STATIONERY

8 MARKS

- 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

UNIT IV: COMMUNICATION

8 MARKS

- 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

UNIT V: OFFICE MACHINES**8 MARKS**

- 5.1 Meaning, advantages and disadvantages of Mechanisation
- 5.2 Factors in selection of office machines
- 5.3 Kinds of Office Equipment/Machines

UNIT VI: CORRESPONDENCE – BUSINESS AND GOVERNMENT**10 MARKS**

- 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

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

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

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

- 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.

JOB VII: Viva Voce

JOB VIII: Project Work/Field Visit (Practical File/Student Portfolio)

