

**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 XII (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 XII opting for vocational subject along with general education subjects. The unit-wise distribution of hours and marks for class XII is as follow:

<b>Office Procedures &amp; Practices(824) CLASS XII session 2019-20</b>				
	<b>Units</b>	<b>No. of Hours for Theory and Practical 260</b>		<b>Max. Marks for Theory and Practical 100</b>
<b>Part A</b>	<b>Employability Skills</b>			
	Unit 1 : Communication Skills-IV	10		10
	Unit 2 : Self-Management Skills-IV	10		
	Unit 3 : Information and Communication Technology Skills-IV	10		
	Unit 4 : Entrepreneurial Skills-IV	15		
	Unit 5 : Green Skills-IV	05		
	<b>Total</b>	<b>50</b>		<b>10</b>
<b>Part B</b>		<b>Theory Periods</b>	<b>Practical Periods</b>	
	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
		<b>126</b>	<b>84</b>	<b>50</b>
<b>Part C</b>	<b>Practical Work</b>			
	Practical Examination			15
	Written Test			10
	Viva Voce			05
	<b>Total</b>			<b>30</b>
<b>Part D</b>	<b>Project Work/Field Visit</b>			
	Practical File/ Student Portfolio			10
	<b>Total</b>	<b>126+84+50</b>		<b>10</b>
	<b>Total</b>	<b>260</b>		<b>100</b>

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

## **PART-B**

### **UNIT I INTRODUCTION TO SECRETARIAL PRACTICE**

**8 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**

**9 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**

**8 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**

**9 MARKS**

- 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

**UNIT V: TRAVEL ARRANGEMENTS**

**8 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**

**8 MARKS**

6.1 Services provided by Bank

6.2 Terms used in Banking Transaction

# **PRACTICAL**

**40 MARKS**

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

## **JOB I: INTRODUCTION TO SECRETARIAL PRACTICE**

- 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**

- 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**

- 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**

- 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**

- 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**

- 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 Voce**

#### **JOB VIII: Project Work/Field Visit(Practical Fill Work/Practical Student Portfolio)**

