

CBSE | DEPARTMENT OF SKILL EDUCATION CURRICULUM FOR SESSION 2020-2021

**OFFICE PROCEDURES & PRACTICS (SUBJECT CODE 824)
JOB ROLE: EXECUTIVE ASSISTANT**

RATIONALIZED CURRICULUM FOR CLASS-XII FOR SESSION 2020-21

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

	UNITS	NO. OF HOURS for Theory and Practical		MAX. MARKS for Theory and Practical
		Theory Periods	Practical Periods	
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			
	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			
	Project			10
	Viva			05
	Practical File			10
	Demonstration of skill competency via Lab Activities			15
	Total			40
	GRAND TOTAL	260		100

DETAILED CURRICULUM/ TOPICS:

Part-A: EMPLOYABILITY SKILLS

S. No.	Units	Duration in Hours
1.	Unit 1: Communication Skills-IV	13
2.	Unit 2: Self-management Skills-IV	07
3.	Unit 3: Information and Communication Technology Skills-IV	13
4.	Unit 4: Entrepreneurial Skills-IV	10
5.	Unit 5: Green Skills-IV	07
	TOTAL DURATION	50

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

Part-B – SUBJECT SPECIFIC SKILLS

S. No.	Units	Duration in Hours
1.	Unit 1: Introduction to Secretarial Practice	20
2.	Unit II: Handling the mail	23
3.	Unit III: Filing and Indexing	20
4.	Unit IV: Arranging Meetings	23
5.	Unit V: Travel Arrangements	20
6.	Unit VI: Banking Services	20
	TOTAL DURATION	126

UNIT	SUB-UNIT	SESSION/ ACTIVITY/ PRACTICAL
1. Introduction to Secretarial Practice	1.1 Meaning, Importance, Types and Duties	Session: To understand meaning, importance and types of secretaries.
		Activity: Students can play a role showing various duties being performed by a Secretary by creating an artificial office in the class room
	1.2 Changing Profile of a Secretary	Session: The students should be taught why and how the profile of a Secretary has changed
		Activity : Two different scenarios can be created - old and new office systems and students can perform the roles as secretaries of both the offices
	1.3 Qualifications and Personal Qualities of a Secretary	Session: To understand the Personal Qualities of a secretary
		Activity: Quiz can be organized
	1.4 Personality Development	Session: Students should understand the meaning importance of personality
Activity: Role play can be created highlighting the personality of a Secretary.		
1.5 Time Management – Meaning and Importance	Session: Student should be able understand the importance of time management and how to plan it	
	Activity: Students can be given different situations while working in offices and students to give solutions	
1.6 Stress Management*	Session : Stress should understand the type of stress they can face in the offices and how to handle them* Activity : Students can be given different situations and students to suggest solutions*	

***Note:- To be assessed in practical only. No question shall be asked from this portion in Theory Exams.**

UNIT	SUB-UNIT	SESSION/ ACTIVITY/ PRACTICAL
2. Handling the mail	2.1 Meaning and Types of Mail	Session: To understand the meaning and different types of mails
		Activity: Students can be taken to the school office or any other office to understand different types of mails
	2.2 Handling of Incoming Mail	Session : To tell the students about different steps involved while handling inward mail
		Activity: Students can be taken to the school office or any other office to understand procedure of handling Inward mail
	2.3 Handling of Outgoing Mail	Session: To tell the students about different steps involved while handling inward mail
		Activity: Students can be taken to the school office or any other office to understand the procedure of handling outward mail
	2.4 Handling of Electronic Mail	Session: To apprise the students about the Electronic mails
		Activity: students can be given assignment as to draft a mail and send it electronically
3. Filing and Indexing	2.5 Mail Room Equipment	Session : Students to be given knowledge about different types of equipment being used in mailing room
		Activity: Students can be taken to different offices/school office to show the functioning of different machines used in the mailing room.
	2.6 Postal Services	Session: Students to be given full knowledge of different postal services available.
		Activity: Demo of posting speed post, courier and other types of mails (at least three)
3.1 Filing- Meaning, Importance and Essentials	Session: Students should be knowing the meaning essentials and importance of filing	
	Activity: Demo showing at least five essentials of filing	
3.2 Classification of Filing – Alphabetical, numerical, geographical, subject, chronological	Session: To understand classification of filing	
	Activity Students can be taken to different offices/school office to show them arrangement of filing	

UNIT	SUB-UNIT	SESSION/ ACTIVITY/ PRACTICAL
	3.3 Methods of Filing – Horizontal and Vertical	Session : To apprise the students about Horizontal and Vertical Filing
		Activity : Students to be shown the system of filing the documents horizontally and vertically
	3.4 E-filing	Session : Students should understand the concept of E-filing
		Activity : Students can be told to arrange all their personal documents in the e- folder. They can also record/file their speed passages, excel practice sheets, manuscripts etc. by adopting the system of e-filing
	3.5 Weeding Out or Destruction of Old Records	Session : The students should understand the meaning and method of weeding the documents in accordance of their importance
		Activity : Students can do weeding of the documents already lying in their personal folders
	3.6 Indexing – Meaning, Importance and Types	Session : Students should understand the meaning, importance and types of Indexing
Activity : They can prepare Indexes of their syllabus files		
3.7 Filing Procedure	Session : Filing procedure	
	Activity : Students can be given a task of preparing a document and then file it.	
4. Arranging Meetings	4.1 Meeting- meaning, importance, and types of meetings	Session : Students should understand the meaning, importance and types of meeting
		Activity : Role play of holding an official meeting (on any official subject)
	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	Session : Students to understand the meaning and importance of each activity for a meeting
		Activity : An imaginary meeting schedule Can be created and students can be told to perform all the activities required in order to conduct the meeting properly.

UNIT	SUB-UNIT	SESSION/ ACTIVITY/ PRACTICAL
	4.3 Secretarial Duties relating to meetings	
	4.4 Terms relating to Meetings	<p>Session : Students should know all the terms involved for the conduct of a meeting</p> <p>Activity: Group presentation by students on different terms related to meeting. Or Group quiz to be organized on terms related to meeting</p>
5.Travel Arrangements	5.1 Modes of Travel	Session : Students should possess the knowledge of different modes available
		Activity: Group presentation
	5.2 How to make railway reservation	Session : To understand the process of making railway reservations
		Activity: students can be given an imaginary task of making a reservation for their boss
	5.3 Air Travel	Session : To understand the process of booking air tickets
		Activity: students can be given an imaginary task of making a reservation for their boss
	5.4 E-Ticket and Paper Tickets	Session: Students should know the difference between the two.
		Activity: E tickets and Paper tickets to be prepared of the given task
	5.5 Travel Agencies	Session : Knowledge about different available agencies to be given
		Activity: Students to make imaginary planning for boss. Schedule to be given
5.6 Hotel Reservation	Session : Students should know the steps involved while booking hotel	
	Activity: Students to make imaginary booking of hotel while adopting proper steps	
5.7 Itinerary	Session : Students should know the meaning of itinerary and how to prepare it	
	Activity: Students can be given task of preparing imaginary itinerary for their boss	
5.8 Organizing Travel	Session: Students should understand all steps of organizing travel plans for their boss.	
	Activity: A full-fledged task of organizing Travel for their Officer can be assigned to the students	

UNIT	SUB-UNIT	SESSION/ ACTIVITY/ PRACTICAL
	5.9 Tour Advance and Tour Claim	Session: To understand the meaning and difference between Tour advance and Tour claim
		Activity: Students should possess the knowledge of filling and claiming TA advance and claims
	5.10 Overseas Travel Arrangements	Session : Knowledge of overseas travel Arrangements to be given to the students
		Activity: Role play on various activities involved in overseas travel
6. Banking Services	6.1 Services provided by Bank	Session : Knowledge of all the services being provided by different banks
		Activity: Group presentation Or Group quiz
	6.2 Terms used in Banking Transaction	Session : Knowledge of all the terms
		Activity: Students can visit any nearby banks and gather the knowledge about different forms, services provided by banks. They should have the knowledge of filling different types of forms available in Banks.