

OFFICE ASSISTANT

AIMS AND OBJECTIVES :

- 1 *To train and develop competent office personnel for wage employment and for self-employment .*
- 2 *To make the student understand the role of an office in an enterprise.*
- 3 *To make the student aware of the importance of organization, management, procedure and practice in an office.*
- 4 *To train the student in the theoretical and practical skills of using and maintaining office equipment.*
- 5 *To develop personality traits, behaviour and work habits appropriate to the requirements of the job.*

COMPONENTS OF SYLLABUS

1. OFFICE EQUIPMENT, ITS FUNCTIONING AND ITS MAINTENANCE
 - 1 Computer PC and peripherals (UPS, Printer, CD writer, Scanner, Web cam)
 - 2 Photocopier
 - 3 Fax
 - 4 Duplicating machines/photocopying
 - 5 Telephone
 - 6 Intercom
 - 7 Answering machine
 - 8 Dictaphone
2. BASIC WRITING SKILLS
 - 1 Grammar
 - 2 Spelling
 - 3 Drafting and composing
 - 4 Proof-reading
 - 5 Different kinds of letters
 - 6 Use of dictionary, thesaurus
3. SHORTHAND: writing legible shorthand from dictation at a minimum speed of 100 words per minute.
4. TYPING AND KEYBOARD SKILLS WITH SOFT WARE
 - 1 Keyboard operation
 - 2 Display techniques
 - 3 Speed building
 - 4 Touch-typing techniques on PC.
 - 5 Instant transcribing on a lap-top, through headphones
5. INTRODUCTION TO COMPUTER APPLICATIONS
 - 1 **MS Office** –Word, Excel, Power Point, Access (Data Management package),
 - 2 Apple Mackintosh software
6. BASIC ELEMENTS OF ACCOUNTING AND STATISTICAL TECHNIQUES
 - 1 Recording transactions
 - 2 Accounting procedures
 - 3 Bank Transactions
 - 4 Use of “Tally” software/other financial packages
 - 5 Statistical Techniques: collection, presentation, basic statistical averages
7. OFFICE PROCEDURES
 - a. Filing and Indexing & retrieving:
 - i. *Traditional methods*
 - ii *Working towards a paper-less office: Back-ups. CD roms*
 - b. Keeping Records year wise
 - c. Handling Mail, including e-mail
 - d. Cash and credit
 - e. Banking
 - f. Stock-keeping
 - g. Inventory control Arranging meetings /Conferences
 - h. Travel arrangements
 - i. Handling Public Relations matters both for internal & external customers
8. Office Organisation Office Management, Office Communication.
9. Attitudes Business Etiquette, Organizing oneself, Prioritizing, Time Management, Personality Development, Confidentiality.

3. OFFICE PRACTICE AND COMMUNICATION MANAGEMENT

There will be 2 papers in this subject.

Paper 1 - Theory	3 hours	40 marks
Paper II - Practical	3 hours	40 marks
project work.....		20 marks

CLASS XI : THEORY

3hours

40 Marks

1. **Office**

- 1 Meaning
- 2 Functions
- 3 Importance
- 4 Centralization of office services vs. decentralization
- 5 Elementary idea about an organization
- 6 Principal departments of a modern office
 - 7 Correspondence section
 - 8 Typing and duplication section
 - 9 Filing section
 - 10 Mailing section
 - 11 General office

2. **Mailing Departments**

- ❖ Meaning and importance of mail
- ❖ Centralization of mail handling work – its advantages
- ❖ Mail-room equipments
 - 1 Sorting tables/Pigeon holes and racks
 - 2 Letter openers
 - 3 Time and date stamps
 - 4 Postal franking machines
 - 5 Addressing machines
 - 6 Mailing scales
 - 7 Post office guide
 - 8 Courier rates etc.,

Handling Inward Mail

- 1 Receiving
- 2 Sorting department-wise and class-wise
- 3 Opening
- 4 Recording
- 5 Marking
- 6 Distributing
- 7 E-mail

Handling Outward Mail

- 1 Folding of letters
- 2 Preparation of envelopes
- 3 Sorting
- 4 Scaling
- 5 Weighing
- 6 Stamping
- 7 Entering in letter-sent-book (dispatch book or register) or peon book
- 8 Dispatching
- 9 E-mail

3. Special mail

- 1 Rail parcel service
- 2 Air mail service
- 3 Couriers

4. Filing and Indexing and retrieving

- 1 Meaning and importance of filing
- 2 Essentials of a good filing system
- 3 Centralized vs. decentralized filing
- 4 System of classification
- 5 Methods of filing and filing equipment
- 6 Meaning and need of indexing for both computer & regular files
- 7 Various types of indexing for retrieval
- 8 Paper-less office:
- 9 Computer filing, back-ups, CD writer

5. Computer and Peripherals

- 1 History of Computers
- 2 Structure of Computers
- 3 Computer hardware – a brief overview
- 4 Computer software – a brief overview
- 5 Database concepts
- 6 Representation of data in computers
- 7 Computer languages knowledge of basic languages
- 8 Types of systems and their applications
- 9 Input and output devices
- 10 Storage devices
- 11 Important operating systems

Computers and peripherals - usage and maintenance:

- 1 PC & CPU
- 2 Laptop
- 3 Mouse
- 4 Printer
- 5 UPS
- 6 CD writer
- 7 Modem
- 8 Scanner/storing & retrieval of data

Computing and Ethics

Ethical issues in computing; intellectual property rights; protection of individual's right to privacy; data protection on the internet; protection against Spam; software piracy, cyber crime, hacking, protection against malicious intent and malicious code.

6. Other Office Appliances and Machines

Meaning, importance of selection of appropriate machines for an office.

Types of office machines:

- 1 Accounting Machine
- 2 Addressing Machine
- 3 Answering machine
- 4 Attendance/Entry key punching Card
- 5 Calculators
- 6 Cash Register Machine
- 7 CD Writer
- 8 Cheque Protector
- 9 Coin Sorter
- 10 Desk jet/Laser Printers
- 11 Dictaphone
- 12 Dot Matrix Printers
- 13 Duplicator
- 14 DVD
- 15 Folding Machine
- 16 Franking Machines
- 17 I Pods
- 18 Invoicing Machine
- 19 Projectors -Overhead
- 20 Punch Card Machines
- 21 Scaling Machine
- 22 Scanner & other machines of a routine nature.
- 23 Tape Recorders
- 24 Time Recorder
- 25 UPS
- 26 Web Cam
- 27 Weighing Machine
- 28 Xerox Machines

7. Business and Office Correspondence : Basic Writing and Drafting skills

- Grammar
- Spelling, spell-check on a computer
- Proof-reading
- Use of dictionary, thesaurus
- Skills of Drafting and composing
- Different kinds of letters

Drafting a business letter, form and essentials of a good letter, letter of enquiry, quotation, order, advice, making payment, trade references, complaints, dunning letters, letter of introduction and credit, circular letters, follow-up letters, correspondence pertaining to employment, official letters (memorandum, correspondence), official letter of recommendation, invitation and reply thereto. Planning & scheduling of day to jobs prioritizing according to needs.

8. Assembling

Assembling of papers efficiently, use of heavy and light stapler, punch, electrical stapler, tags, Post-Its.

3. OFFICE PRACTICE AND COMMUNICATION MANAGEMENT

CLASS XI : PRACTICAL (3 hours)

60 Marks

Note: The practical should be as near the actual work performed in the office as possible. Project work to be for 20 marks

1. Computer applications and operations

Usage of Computer and peripherals

- 1 PC & CPU
- 2 Laptop
- 3 Mouse
- 4 Printer
- 5 UPS
- 6 CD writer
- 7 Modem
- 8 Scanner

1.2 Operating System :-

1 Command User Interface

The need for an Operating System, the Booting Process, Directory handling, absolute and Relative path names, file handling, Disk handling Commands, Batch Files.

2 Graphic User Interface

Working with the Graphical User Interface (GUI), Elements of a GUI, handling files and directories under GUI, managing the desktop.

3 Installing the Operating System

Installing the operating System and other software, setting up printers.

1.3 Word Processing (e.g. MSWord)

Starting and closing the word processor under a graphic user interface; creating and saving a document; protecting a document; editing a document, find and replace, page layout, printing a document, formatting a document, mail merge; labels & envelopes; creating indexes and table of contents. Templates, embedding objects.

1.4 Multimedia Presentation (e.g. PowerPoint)

The art and science of communication. Planning a presentation; creating and saving a presentation in different formats; slide layout and transition; working with graphics, embedding audio and video clips; recording dialogue and sounds; embedding scanned images and objects from other software. Integrating the presentation with word processors and the Internet, animation and design enhancement.

1.5 Spreadsheets (e.g. Excel)

The need for spreadsheets; creating and saving a spreadsheet; working with formulae; relative and absolute referencing; editing a spreadsheet, using functions, working with ranges, graphs and charts; formatting a spreadsheet; working with multiple spreadsheets; printing spreadsheets; importing external data and working with it. Tools for analysis.

1.6 Database Packages (e.g. Access)

The need for database management; creating and saving a database; performing calculations; modifying the structure of a database; sorting, indexing; querying; mailing labels; report generation. Working with multiple databases, object linking and embedding, creating applications.

1.7 The Internet

Communicating through Computers, creating an e-mail I.D., e-mail and FTP, POP and IMAP and SMTP for mail and the FTP protocol for file transfer; using the World Wide Web, HTTP and web servers; downloading information; using Search engines, configuring the Internet.

1.8 Other software packages :-

Familiarity with other software packages applicable to an office environment so as to keep in touch with the work world. Some basic knowledge of trouble shooting minor problems.

2. Filing and indexing

- 1 Paper-less office: computer filing, back-ups, CD Writer
- 2 Keeping office files alphabetically
- 3 Using numeric filing systems for arranging files
- 4 Arranging office files subject-wise
- 5 Arranging office files geographically
- 6 Searching for a particular file from a filing cabinet/ retrieving files accurately/
- 7 Transferring of old files for future reference
- 8 Preparing a book index of old files and updating it regularly
- 9 Preparing a book index of all the equipments and materials kept in an office
- 10 Helping the librarian to develop a good indexing system in a school library
- 11 Developing a card indexing system for the office
- 12 Arranging cards in indexing order and providing visible tabs.
- 13 Arranging file sin folders/subfolders in the computer & retrieving them accurately

3. Drafting of the following (on the basis of given information)

- 1 Application for a job
- 2 Interview letter
- 3 Letter indicating appointment
- 4 Sales letter
- 5 Letter for making a purchase
- 6 Letters to be written to a bank
- 7 Inquiry letter in relation to purchase of goods
- 8 Letters to clients/customers
- 9 Letters to special clients/customers
- 10 Legal letters /Legal agreements
- 11 Letters to suppliers of goods/vendors/services
- 12 Office notes
- 13 Office orders
- 14 Inter office-memos
- 15 Office Circulars

4. Working in the office

- 1 Practising using the Email
- 2 Practice of recording inward/outward mail/ download attachments
- 3 Filing in folders in inboxes of the emails/creating folders & subfolders /Retrieving of mails from these folders
- 4 Maintenance of office equipments /.Maintaining regularly updating files listing each item of office equipments mentioning ,manufacturer ,its date of purchase ,warranty period ,insurance, details of renewal of maintenance contracts etc.,
- 5 Practice of wrapping and packing
- 6 Handling money and keeping records

4. Making travel arrangements

- 1 Preparing tour programme
- 2 Railway and air reservation/cancellation /prepone/postpone/block booking
- 3 Rules & regulations of Foreign travel .Working with travel agents
- 4 Booking hotel accommodation
- 5 Filling forms for tour advance
- 6 Preparation and submission of T.A. bills

6. Assisting visitors and co-workers

- 1 Preparation of appointment schedules
- 2 Keeping records of visitors
- 3 Receiving visitors.
- 4 Giving assistance for observance of office rules
- 5 Furnishing requested information as and when required
- 6 Supplying needed materials
- 7 Distributing cheque/other relevant information circulars etc for various needs

7. Preparing a complete report

- 1 Preparation of appointment schedules
- 2 Photo copying
- 3 Assembling papers for various purposes
- 4 Stapling/punching/use of tags
- 5 Binding

8. Working in the mailing department

- 1 Use of letter opener
- 2 Use of time and date stamps
- 3 Receiving and sorting mail department-wise in pigeon hole system
- 4 Distributing mail department wise /floor -wise/name- wise
- 5 Preparation of envelopes/with types of envelopes & their usage
- 6 Weighing and stamping according to the need.
- 7 Entering in letter-sent book / dispatch book and peon book
- 8 Preparation of railway and postal parcels
- 9 Preparation of courier air parcels
- 10 Declaration reports for couriers

3. OFFICE PRACTICE AND COMMUNICATION MANAGEMENT

CLASS XII : THEORY (3 hours) 40 Marks

1. Office Stationery

- 1 Introduction - increasing use of stationery vs. the move towards a Paper-less office.
- 2 Types of paper and envelopes, control of consumption of paper, ink, printer ribbons, pins, clips, erasers, etc. – and issue thereof.
- 3 Filling of forms
- 4 Stocks and stock record

2. Duplicating and Photocopying

Duplication methods like Photocopying, scanning

3. Meetings

Elementary knowledge of procedure, content, format and the details of the conduct of a meeting: Notice, Agenda, Physical facilities, Attendance, helping in ascertaining quorum, providing secretarial assistance, etc.

4. Using information

Working knowledge of making use of information from different sources such as: Telephone directories, Post office guide, Railway timetable, various other journals, magazines & newspapers.

5. Communication Systems

- 1 Meaning and kinds of communication systems
- 2 Written communication, including Email
- 3 Messenger Service
- 4 Postal services

6. Oral Communication

- 1 Telephone, including VOIP (Voice Over Internet Protocol)
- 2 Direct Line
- 3 Direct line with extensions
- 4 PBX/PABX
- 5 Inter-com/Mobiles
- 6 Telephone etiquette: voice and speech
- 7 Receiving calls
- 8 Transferring calls
- 9 Taking messages
- 10 Video conferencing
- 11 Answering queries/

7. Mechanical Systems

- 1 Telex, teleprinter/Laptops, Computers
- 2 FAX
- 3 CCTV (closed circuit TV)
- 4 Bells and Buzzers

8. Secretarial Functions

- 1 Nature and scope of secretarial duties
- 2 Routine office duties
- 3 Noting and drafting
- 4 Receptionist's duties
- 5 Attending to visitors & customers
- 6 Duties involving accounting work

9. Job-finding and working towards being a success

- 1 Preparation for finding a job; applying and interviewing for the job.
- 2 Duties and qualifications of a personal assistant,
- 3 Available opportunities,
- 4 Personal qualifications, work habits, appearance: dress, health and posture.

10. Office Production Techniques

- 1 Organization of work according to its immediacy of need
- 2 Working under pressure of time deadlines
- 3 Multi-tasking according to priority
- 4 Prioritizing tasks/jobs
- 5 Time Management
- 6 Delegating jobs & ensuring proper desired outputs
- 7 Handling of Office material efficiently
- 8 Drafting letters for regular correspondence
- 9 Use of ready reckoner;
- 10 Models of wrapping and packing
- 11 Use of simple labour saving devices
- 12 Handling money and keeping record of travel
- 13 Inventory and transportation.

11. Assisting Visitors and co-workers

- 1 Preparation of appointment schedules
- 2 Giving assistance for observance of office rules
- 3 Instructing co-workers furnishing requested information
- 4 Supply of needed materials
- 5 Common code of behaviour
- 6 Effective use of language and development of power of expression
- 7 Keeping records of visitors.

12. Personality development: Personal Habits and Work Habits

- ❖ Appearance & Presentability
- ❖ Personal Qualities
- ❖ Willingness
- ❖ Proper Attitude To Work
- ❖ Trustworthiness
- ❖ Promptness
- ❖ Following Instructions /Directions
- ❖ Punctuality
- ❖ Calmness
- ❖ Courtesy /Manners – Etiquette
- ❖ Confidentiality.

3. OFFICE PRACTICE AND COMMUNICATION MANAGEMENT

There will be 2 papers in this subject.

Paper 1 - Theory	3 hours	40 marks
Paper II - Practical	3 hours	40 marks
	project work.....	20 marks

CLASS XII : PRACTICAL (3 Hours) - 60 Marks

Note: The practical should be as near the actual work performed in an office as possible. Project work 20 marks to be included

1. Working in the office

Stationery department

Maintenance of registers e.g. attendance register, pay registers, provident fund register, loan and advances register, diary registers, issue register, stock register, recording income tax, sales tax, excise duty, etc. Use of bells, buzzers.

2. Organizing Meetings

- ❖ Preparation of notice, agenda, resolutions
- ❖ Recording Minutes of the meetings

3. Practice for handling the Telephone

- 1 Receiving calls/taking down notes/messages
- 2 Answering calls /Recording messages
- 3 Checking of flight/train timing
- 4 Placing a local call & transferring calls on the intercom
- 5 Mobile phone handling/teleconferencing
- 6 Placing a toll / ISD / International call & transferring calls on the intercom
- 7 Consulting the telephone directory/journal/magazines newspapers for details.
- 8 Usage of the internet for various information

4. Practice on the following office machines

- 1 Photocopier/Scanner/ Small/pocket calculator
- 2 Adding and calculating machines (heavy and light)
- 3 Addressing machine
- 4 Folding, paper cutting, punching and stapling machines
- 5 Weighing machine and franking machine
- 6 Coin sorter/note counter
- 7 Time recorder
- 8 PBX/PABX/Intercom

6. Using Information: practice using:

- 1 Telephone directory
- 2 Post office guide
- 3 Railway timetable
- 4 Ready reckoner for frequently used nos /Mobile nos /Contact telephone nos & list of ready address & telephone nos.

7. Practice of secretarial duties

- 1 Noting on official papers
- 2 Doing receptionist work
- 3 Meeting callers/visitors/customers regarding their queries & effective customer management
- 4 Checking invoices and bills
- 5 Duties involving accounting work

8. Job Finding

- 1 Selecting suitable positions from wanted columns newspapers
- 2 Applying / Preparing for interview
- 3 Preparing acceptance letter, relieving and giving reports
- 4 Charge, handling over and taking over charge

PAPER 4: TYPING AND KEYBOARD SKILLS

There will be 2 papers in this subject.

Paper 1 - Theory	3 hours	40 marks
Paper II - Practical	3 hours	40 marks
	project work.....	20 marks

CLASS XI : THEORY (3 hours) 40 marks

1. Computer and peripherals: proper usage and maintenance

- 1 PC
- 2 Laptop
- 3 Mouse
- 4 Printer
- 5 UPS
- 6 Scanner
- 7 Modem

Keyboard Operation

- 1 Touch/Sight
- 2 Approaches to typing :Horizontal /Vertical

1 Practice sessions for beginners on computers for develop key board skills

- 2 Proper type and size of tables and chairs /Sitting posture
- 3 Learning the second row (home row) – guide keys and home keys
- 4 Learning the third row (upper row)
- 5 Learning the first row (bottom row)
- 6 Learning the fourth row (Number row)
- 7 Special signs and symbols in the key board and their uses

3. Display in typewriting / keyboard operation

- 1 Centering – horizontal and vertical
- 2 Types of headings
- 3 Margin-spacing and line-spacing
- 4 Use of punctuation marks
- 5 Figures – Arabic and Roman
- 6 Paragraphs – types, style, numbering
- 7 Styles of typing different kinds of letters
- 8 Arrangements of tabular statements
- 9 Footnotes

4. MS Office

- 1 Word
- 2 Excel
- 3 Power Point
- 4 Access
- 5 Apple Mackintosh Software

4. TYPING AND KEYBOARD SKILLS

CLASS XI : PRACTICAL (3 hours) - 60 Marks

Note: The practical /project work should be as near the actual work performed in an office as possible. Project work 20 marks to be included

1. Key Board Operation for beginners

- 1 Practising second row, third row, first row and fourth row
- 2 Practising words,
- 3 Sentences,
- 4 Paragraphs – Indenting –sub paragraphs
- 5 Passages with conversations
- 6 Literary passages
- 7 Use of shift keys and other non-character keys
- 8 Typing of special symbols and punctuation marks

2. Speed Building

- 1 Different kinds of drills for typing
- 2 Grades speed tests, leading to a speed of accurate 30 w.p.m.
- 3 Typing passages each containing 300 words in 10 minutes
- 4 Touch typing techniques on PCs, Lap-Tops
- 5 Instant transcribing on a Laptop, through headphones.

3. Teaching Guidelines

- 1 Alternative hand words, balanced hand words.
- 2 Same letter in different words, drills of common words,
- 3 Drills of alphabetically sentences and words division drills.

4. Display Techniques

- 1 Centering – horizontal and vertical
- 2 Ensuring proper margins; line spacing
- 3 Typing different types of headings including space heading

5. Letter Typing

- 1 Typing exercises of personal letters in different styles with proper display
- 2 Typing exercises of official letters in different styles with proper display
- 3 Typing exercises of business letters in different styles with proper display
- 4 Typing of applications for job
- 5 Typing address on the envelopes

4. TYPING AND KEYBOARD SKILLS -

There will be 2 papers in this subject.

Paper 1 - Theory	3 hours	40 marks
Paper II - Practical	3 hours	40 marks
	project work.....	20 marks

CLASS XII : THEORY (3 hours) 40 Marks

1. Handwritten manuscript:-

List of commonly used proof correction signs in the manuscripts and their meanings.
List of standard abbreviations,
Precautions to be taken before typing a confused handwritten manuscript/draft.

2. Arrangement of computer stationery

Proper arrangements of stationery and other materials on table and in the cupboard.

3. Computers/Laptops

Characteristics
Use
Importance
Makes
Maintenance
Trouble shooting

4. TYPING AND KEYBOARD SKILLS -

CLASS XII : PRACTICAL (3 hours) 60 Marks

Note: The practical /project work should be as near the actual work performed in an office as possible. Project work 20 marks to be included

1. Typing Tabular Statements

- 1 Arrangement of tabular statements
- 2 Typing exercise of simple six column tables with not more than eight to ten items in each column
Converting excel tables to word & vice versa. Typing of statements spreadsheets in word & excel & access. Taking print outs on paper acetates both in landscape & portrait style.

2. Typing Form

- 1 Exercise on typing of confused handwritten drafts with few corrections
- 2 Manuscript/Drafts.

3. Production typing

- 1 Typing of a telegram
- 2 Notice for a meeting
- 3 Memorandum
- 4 Office order
- 5 Legal papers, Lease deed
- 6 Literary matter
- 7 Typing of printed forms.

4. Care & upkeep of the Computer/Lap -Top

Cleaning, care and upkeep of the Computer, transporting the machine from one place to another.

5. **Typing of Balance Sheet, Invoices, Bills, Index Cards, Reports, Minutes, Forms, Certificates ,typing of draft copy of Advertisement for Press etc.**

PAPER 5 :

SHORTHAND (ENGLISH)

There will be 2 papers in this subject.

Paper 1 - Theory	3 hours	40 marks
Paper II - Practical	3 hours	40 marks
	project work.....	20 marks

CLASS XI : THEORY (3 hours) 40 Marks

1. Introduction

- 1 Origin of shorthand with particular emphasis on Pitman's shorthand
- 2 Definition and importance of stenography
- 3 Qualities of a successful stenographer
- 4 Writing techniques and materials

2. Consonants

- 1 Definition,
- 2 Number Forms,
- 3 Classes, Sizes,
- 4 Thinness, Thickness,
- 5 Direction And
- 6 Joining Strokes.

3. Vowels, Diphthongs and Diphones

- Vowels : definition, number, sounds, signs, places, position of outlines, intervening vowels.
- Introduction of Upward/Downward strokes in Stenography
- Diphthongs: definition, names, signs, places, joined diphthongs and triphones
- Diphones-definition, signs and application
- Uses of vowels, diphthongs and diphones in plurals in Stenography

4. Grammalogues and Phraseography

- 1 Grammalogues
- 2 Definition of grammalogue and logogram
- 3 List of grammalogues
- 4 Punctuation signs
- 5 Phraseography
- 6 Definition of phrase
- 7 How a phrase is written
- 8 Qualities of a good phraseogram
- 9 List of simple phrases

5. Circles, Loops and Hooks

Circles:

- 1 Sizes and direction
- 2 Application in Phraseography
- 3 Attachment with straight and curved strokes
- 4 Exception to the use of circle

Loops:

- 1 Sizes and direction
- 2 Application in Phraseography

5. SHORTHAND (ENGLISH)

CLASS XI : PRACTICAL (3 hours) 60 Marks

Note: The practical/project work should be as near the actual work performed in an office as possible. Project work 20 marks to be included

1. Repeated practice

Of consonants,

- 1 Writing each consonant from the text material with particular attention to their formation,
- 2 Length, angle and size, direction, etc. Joining/strokes

2. Repeated practice

- 1 Of vowels
- 2 Diphthongs
- 3 Diphones and triphones
- 4 by copying the text material and other printed shorthand books and reading back the same.
- 5 Repeated practice of plural signs vowels indicating plural number and
- 6 Uses of diphones and diphthongs in shorthand.

3. Repeated practice of grammalogues and phrases

4. Repeated practice on the use of circles, loops and hooks and reading back the same.

5. Variety of drills:

- 1 Reading shorthand from the black board
- 2 Copying shorthand from black board
- 3 'Cold' note reading
- 4 'Delayed' writing
- 5 Students dictate to the class from shorthand book
- 6 Two minutes speeches by students
- 7 Reading printed shorthand matter

6. Transcription from shorthand into longhand.

7. Dictation from unseen passages.

5. SHORTHAND (ENGLISH)

There will be 2 papers in this subject.

Paper 1 - Theory	3 hours 40 marks
Paper II - Practical	3 hours 40 marks
	project work.....	20 marks

CLASS XII : THEORY (3 hours) 40 marks

1. Extended use of certain consonants: sounds

- 1 The Aspirate, tick and dot 'H'
- 2 Downward 'L'
- 3 Upward 'Sh'
- 4 Compound Consonants
- 5 Medial Semi-circles

2. Halving and doubling principle

- 1 Halving – general principles and their exceptions
- 2 Use of halving principle in Phraseography
- 3 Doubling – general principles and their exceptions
- 4 Use of doubling principles in Phraseography

3. Prefixes, Suffixes, Contractions and Intersections

- 1 Prefixes and Suffixes: meaning and uses
- 2 List of prefixes and suffixes
- 3 Contractions: general rules and list of contractions
- 4 Intersections: meaning, uses and list of intersections, writing of figures in shorthand
- 5 Note-taking techniques and transcriptions on keyboard.

4. Advance Phraseography

5. Phraseography related to business, banking, insurance, stock-broking and administration

6. Special list of words

7. Arrangement of material on keyboards on desk to facilitate transcription

8. Checking and proof reading transcription

5. SHORTHAND (ENGLISH)

CLASS XII : PRACTICAL (3 hours) 60 marks

Note: The practical/project work should be as near the actual work performed in an office as possible. Project work 20 marks to be included

1. Practising the use of halving and doubling principles, prefixes, suffixes, from text book.
2. Repeated practice of contraction and intersection taking dictation from exercises containing grammalogues, contractions, intersections and advance phrases.
3. Taking dictation from seen and unseen passages from shorthand books, newspapers, Parliament and Assembly debates, etc., and their transcription on the keyboard.
4. Dictation of passages for five minutes at a speed of 60 WPM and transcription of the same on keyboard.
5. Taking dictation from slow-speed news of AIR and others speeches.
6. Taking dictation from tape-recorders if available.
7. Daily regular practice of taking dictation at 60 WPM and its transcription and analyzing the mistakes.
8. Taking dictation from newspapers, journals and books.
9. Taking dictation from different voices
10. Taking dictation from old examination papers
11. Recording speech delivered by an orator in a public function
12. Recording class lecture in shorthand
13. Recording minutes of meeting in shorthand
14. Assuming Stenographic duties in the school principal's office for two days
15. Taking class notes during all periods in shorthand only
16. Taking information from other documents in completion of shorthand notes
17. Office-style dictation with amendments
18. Submitting transcribed material for signature
19. Marking and filing of shorthand notes after completion of transcription.

**BASIC ELEMENTS OF ACCOUNTING AND
STATISTICAL TECHNIQUES**

CLASS XI

PRACTICAL

60 MARKS

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

A. Basic Elements of Accounting:-

1. Recording Transactions

- 1 Preparation of basic vouchers such as :-
- 2 Cash Memos
- 3 Receipts
- 4 Bills
- 5 Invoices
- 6 Debit Notes and
- 7 Credit Notes.

2. Accounting Procedure

- 1 Preparation of a Day Book making entries in a Journal
- 2 Use of Ledger Posting of transactions recorded in vouchers to ledgers.
- 3 Preparation of cash book with cash Bank column
- 4 Preparing petty cash book
- 5 Application of imprest system.

B. Presentation of Statistical Data :-

- 1 Classification
- 2 Tabulation
- 3 Frequency distribution
- 4 Diagrams and graphs

**BASIC ELEMENTS OF ACCOUNTING AND
STATISTICAL TECHNIQUES**

There will be 2 papers in this subject.

Paper 1 - Theory	3 hours 40 marks
Paper II - Practical	3 hours 40 marks
	project work.....	20 marks

CLASS XII

THEORY

40 MARKS

A. BASIC ELEMENTS OF ACCOUNTING

1. Bank Transactions and Negotiable Instruments

- 1 Bank :
2. Services offered by a Bank to a Business Firm
3. Types of Bank Accounts : Current Savings and Fixed Deposit Accounts ; Pass Book.
- 2 Cheque :
 - 1 Nature and Type
 - 2 Crossing and Endorsement
 - 3 Dishonour of a Cheque

2. Use of “Tally” software and other updated financial packages

B. Basic Elements of Statistical Techniques

- 1 Meaning
- 2 Advantages
- 3 Disadvantages
- 4 Suitability of Basic Statistical Averages e.g.
- 5 Arithmetic Mean
- 6 Median &
- 7 Mode

**BASIC ELEMENTS OF ACCOUNTING AND
STATISTICAL TECHNIQUES**

CLASS XII

PRACTICAL

40 MARKS

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

1. Bank Transactions and Negotiable Instruments

- 1 Drawing a Cheque Various types of crossings on a Cheque
- 2 Pay-in slip Demand Drafts Bankers Cheque
- 3 Various endorsements of Cheque / Demand Draft
- 4 Preparation of cash receipts – Bills of Credit
- 5 Preparation of TA bills Wages and Salary Bill

2. Use of “Tally” software and other updated financial packages

3. Basic Elements of Statistical Techniques

- 5 Basic Statistical Averages e.g.
 - 6 Arithmetic Mean
 - 7 Median &
 - 8 Mode

List of equipments

For a batch of 20 students :-

Classrooms	–	2 nos
Audiovisual Rooms	–	2 nos
Computer rooms	-	2 nos
Latest P4 computers with LAN along with printers modems	-	20 nos
Sever Room	-	1 no

List of Equipments Required:-

6	Accounting Machine	-	1no.
7	Addressing Machine	-	1no
8	Attendance Card	-	1no.
9	Entry key punching Card	-	1no
10	Calculators	-	4 nos
11	Cash Register Machine	-	1 no
12	CD Writer	-	5 nos
13	Cheque Protector	-	1 no
14	Coin Sorter	-	1 no
15	Computer	-	20 nos
16	Desk jet/Laser Printers	-	10 nos
17	Dictaphone	-	2 nos
18	Directories	-	4 nos
19	Dot Matrix Printers	-	10 nos
20	Duplicator /copier	-	2 nos
21	DVD Player	-	2 nos
22	Fax Machine	-	2 nos
23	Folding Machine	-	2 nos
24	Franking Machines	-	2 no
25	I Pods	-	2 nos
26	Invoicing Machine	-	1 no
27	Laptop	-	4 nos
28	Modem	-	2 nos
29	Mouse	-	20 nos
30	Office Stationery	-	as required
31	PABX /EPABX	-	4 nos
32	Projectors -Overhead	-	5 nos
33	Punch Card Machines	-	4 nos
34	Scanner	-	4 nos
35	Railway Guides	-	2 nos
36	Scaling Machine	-	2 nos
37	Tape Recorders	-	2 nos
38	Telephone Guides	-	2 nos
39	Teleprinter .	-	1 no
40	Telex	-	1 no
41	Time Recorder	-	2 nos
42	UPS	-	20 nos
43	Web Cam	-	5 nos
44	Weighing Machine	-	2 nos
45	Xerox Machines	-	2 nos

And any other materials required as per the need.

BOOKS OF REFERENCE

Office Practice & Communication Management

Business Administration for Secretarial Certificates by Jon Sutherland & Diane Canwell Heinemann
Educational Publishers

Office Skills 4th edition Thelma J Foster Educational Publishers Nelson Thornes Ltd

Studies for Advanced Secretarial Studies Carol Carysforth Heinemann Educational Publishers

Office Management & Secretarial Practice by Y.P.Singh – Gyan Publishing House Delhi

Secretarial Practice by H.A. Mehta & others –Vikas Publications Pune.

Office Practice made simple –Mc Graw Hill Publications

Shorthand

Pitman's shorthand Instruction – A.H. Wheeler & Co.

Pitman's Short hand Dictionary

Pitman's Short hand Reading & Dictation Exercises

New course in Pitman's Shorthand

Short Course Bryan Coombs Publishers Longman

Key Board Skills

Practical course in Touch Typing by Sir Isaac Pitman & Sons.

High powered typewriting drills by Sir Isaac Pitman & Sons.

Handbook of typewriting by Sir Isaac Pitman & Sons.

Typewriting drills for speed & accuracy –Gregg Publishing Corpn. U.S.A.

Accounts

Business Accounting 1 (9th edition) Frank Wood Alan Sangster & FT Prentice Hall

Accounting for Non- Accounting Students(5th edition) J R Dyson FT Prentice Hall

Business Accounting 2 (8th edition)

Frank Wood, Alan Sangster FT Prentice Hall

Principles of Accounting _S.N.Maheswari Arya Book Depot.

Word Processing Techniques Intermediate

Word Processing Techniques Intermediate Word by Jackie Tench -Pitman Publications

Word Processing and Typing Exam Practice Stage II-by Sharon Spencer & Barbara Edwards

Word Processing and Document Presentation Stage III –by Sharon Spencer Heinemann

Excel Right from the Start -by R S Heathcote Payne-Gallway Publisher Limited

Spreadsheet Processing Techniques- by Jackie Tench Pitman