

JOB ROLES (CAREER PATH)

Computerised Office Management course is designed in such a way that after the successful completion of the course the learner would be able to get employment opportunities in Government/Semi Government Departments and Private Sector organizations. As well as he/she can start self employment ventures. The job roles identified are:

GOVT/ SEMI GOVT SECTOR	PRIVATE SECTOR	SELF EMPLOYMENT
<ul style="list-style-type: none"> • Office clerk • IT service desk assistant • Computer assistant • DTP operator • Data entry operator • Front office assistant • Telephone operator • Office assistant • Public relation executive • Lab technical assistant in vhse • Computer operator • Confidential assistant • Personal assistant 	<ul style="list-style-type: none"> • Office clerk • Office attendant • Data entry operator • EDP operator • Computer assistant • BPO worker • Supportive work to officers • Front office executive • Receptionist • Public relation executive • Sales officer/ executive • Call centre executive • Personal assistant/ secretary • Private secretary 	<ul style="list-style-type: none"> • Reprographic center • Internet café • Akshaya center • DTP center • IT outsourcing work • Event organization • Online service provider • Help desk attendant

ABOUT THE COURSE

In the present-day scenario Computerised Office Management (COM) professionals are essential for every business/service sector. Due to the technological advancement, people live in a culture governed by the demands of digital life. This digital life blurs and transforms old boundaries between work and home, public and private. It requires ever-increasing levels of technology, literacy and competency. Computer software tools and devices constantly evolve and expand, as well as the skills needed to use them.

The Central and State Governments as well as public and private sectors are shifting from P-Governance to E-Governance. The government offices are changing from Paper office to Paperless office ie., e-office. In this juncture, our mission is to develop "technology-savvy adults" who possess literacy and competency in Management and IT applications that are able to carryout any type of work assigned to them.

The course aims to generate awareness among the students on the working of modern offices. The course is intended to equip the students to assist the officers at the management level for administration. Through this course students can develop the skill to perform office work in a computerized environment and also can carry out change management in transforming paper offices to paperless offices. It also brings out chances of starting self employment ventures in Desk Top Publishing, digitization in records management and other IT related establishments and wage employment.

Every credible organization needs an office. The nature of office work differs from organization to organization and from one officer to another. There are lots of employment opportunities related with office management. In modern days computers and other digital equipments are used in every sphere of office activity. A student who acquires COMPUTERISED OFFICE MANAGEMENT skill can find out plenty of chances in this area. The course is relevant in present day employment scenario.

This course is designed to impart office management, office automation and IT skills together to a learner. As a result, such passed outs can be used as Multi-skilled/ Multi-tasking workforce.

The skills like data entry in English and Malayalam, desk top publishing, effective communication, handling office routine works, digitized records management, routine office accounting, front office management, telephone etiquette, basic presentation skills, Reports/ minutes preparation using Dictaphone, etc. will be acquired by the learner on completion of this course.

The job roles identified for the passed outs are Computer Assistant, IT Desk Assistant, Confidential Assistant/ Secretaries to Officers, Data Entry Operator (English and Malayalam), Accounts Assistant, Receptionist, Records management (for paper office as well as paperless office), self employment opportunities like Internet café entrepreneur, ITES entrepreneurs, Photo editors and designers, etc.

The above jobs are available in plenty in Government and Private sectors, BPO Companies, etc. Besides these opportunities, there are lots of self employment avenues.

SUBJECT APPROACH

Vocational education at higher secondary level has greater significance as this is the first time a student enter into stream specialization and skills training. The selection of a vocational course must be based on one's own interests, capabilities, aptitude and challenges they have to face in future. This curriculum revision adopts the NSQF approach of providing skills training in modular form. Computerised Office

Management curriculum is more relevant because all business organizations have its own offices and they provides huge number of employment opportunity in India as well as abroad. This course is designed to impart office management and IT skills together to a learner. Computerised Office Management is intended not only to satisfy the skill training but also to provide a basic understanding of office services and procedures. This is to be achieved by an adequate spiraling of knowledge acquired from other subjects in the commerce stream with Computerised Office Management.

The course Computerised Office Management has the following special features:

- ICT Enabled Education. NSQF stress the need on developing skills. For this emphasis is given to the ICT based education. Advancements in the field of information technology have changed the way of carrying out office works. BPO'S and KPO's widely use word processors, spread sheets, power point presentation, MS Access etc. for information generation, retrieval and dissemination. The organizations are using different software's based on their requirement. Therefore, this course is revamped to impart ICT skills in office management, office automation, communication and information technology.
- Practical Skills Training. Acquisition of various skills such as data entry, word processing, publishing, presentation, communication, analysis, logical thinking, creative thinking and problem solving, which are highly useful for doing office work are given with greater significance.
- Adequate industrial Linkage. With a view to provide hands on experience in real office situation, a close industrial linkage is to be established. Opportunity must be provided to the learners to familiarize office works, use of ICT for business communication, etc...
- OJT for specialized skill. A thirty days OJT is designed for acquiring skills through training. It can be conveniently designed during the two years of study.
- A tie up with sector associations like ITES Sector Skill Council, Chamber of Commerce, FICCI, etc is recommended.
- Computerised Office Management course emphasis on developing entrepreneurship values and skills among the learners. For this the skill acquired from the subject EDS and linkage with Government and private institutions and industries are recommended.

- The learning resources include computers, videos, animated CD's, typing tutorials, PPT, DTP Packages, Text books, etc.

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Objectives:

- To create proper awareness on the working of the offices in modern world.
- To equip the students to assist the officers at the management level for administration by using ICT techniques.
- To develop skills in creating an attitude towards work by using ICT in an office environment.
- To encourage the students to find out chances of self employment and wage employment.
- To develop entrepreneurial skills among the students.
- To impart Office management and IT skills together to the learner to develop him/her as a multi-skilled worker.
- To develop communication skills

SYLLABUS

Module 1 : Office management with computer word processing - (340 periods)

1.1 OFFICE AND ITS FUNCTIONS - (30)

1.1.1 Introduction to office

1.1.2 Concept of office - General, Traditional, Modern

1.1.3 Purpose of an Office

1.1.4 Role and Importance of office

1.1.5 Functions of an Office - Basic or Primary functions - Secondary or Auxiliary functions

1.1.6 Changing Office Scenario - Office yesterday- today- tomorrow

1.1.7 e-office- Meaning - importance- objectives- comparison with traditional office

1.1.8 Departmentation - Different sections in office and their functions

1.2 COMPUTER FUNDAMENTALS - (40)

- 1.2.1 History and generation of computers
- 1.2.2 Application and usage of computers
- 1.2.3 Classification of computers
- 1.2.4 Input - output - memory units
- 1.2.5 Block diagram
- 1.2.6 Hardware and Software (Including virus and antivirus software)
- 1.2.7 Memory devices - Primary and secondary storage devices - Data backup
- 1.2.8 Computer languages
- 1.2.9 Operating systems

1.3 COMPUTERISED TYPING (ENGLISH AND MALAYALAM) - (100)

- 1.3.1 Drill exercise of words, practicing alphabets.
- 1.3.2 Typing sentences and paragraphs. Speed practice, at the end of this module, the learner should acquire a speed of 25 w.p.m in English and 15 w.p.m in Malayalam (Unicode / Inscript key board layout is to be used for Malayalam Typing)
- 1.3.3 Fonts

1.4 WORD PROCESSING- Ms Word/Open Office. - (100)

- 1.4.1 Advantages of word processing
- 1.4.2 Getting started with word-Creating, saving, editing and formatting a document- working on a new document, formatting texts, templates, incorporating and formatting table, Formatting Page, Typing specimens, mail merge Printing the document, etc.

1.5 OFFICE MANAGEMENT - (20)

- 1.5.1 Meaning and definition of office management
- 1.5.2 Functions of office management
- 1.5.3 Elements of Office Management
- 1.5.4 Office Manager - Meaning
- 1.5.5 Functions of office manager
- 1.5.6 Qualifications of office manager

- 1.5.7 Position of office manager
- 1.5.8 Role and importance of office manager
- 1.5.9 Qualities of a good Office Manager
- 1.6 OFFICE SECRETARY - (10)**
 - 1.6.1 Meaning
 - 1.6.2 Qualifications of a secretary
 - 1.6.3 Qualities of a secretary
 - 1.6.4 Duties and responsibilities of a secretary
 - 1.6.5 Types of secretary
- 1.7 OFFICE MANUAL - (20)**
 - 1.7.1 Meaning
 - 1.7.2 Purpose of office manual
 - 1.7.3 Contents of office manual
 - 1.7.4 Procedure of office work
 - 1.7.5 Advantages of office manual
 - 1.7.6 Organizational Chart - Types
 - 1.7.7 Advantages and limitations of organization chart
- 1.8 FRONT OFFICE MANAGEMENT - (20)**
 - 1.8.1 Meaning
 - 1.8.2 Purpose of front office management
 - 1.8.3 Functions of Front Office
 - 1.8.4 Meaning of customer
 - 1.8.5 Types of customers
 - 1.8.6 Customer need and satisfaction
 - 1.8.7 Public relation meaning, importance and functions
 - 1.8.8 Advantages of public relation
 - 1.8.9 Interpersonal relationships in office

	MODULE 2 - OFFICE AUTOMATION	-	340 Periods
2.1	OFFICE AUTOMATION	-	(30)
	2.1.1 Introduction		
	2.1.2 Objectives		
	2.1.3 Merits and limitations		
	2.1.4 Office machines and its uses - Computer, Fax, Photocopier, Modem, Telephone, Printer, Scanner, Dictating machine, Multi functional equipments		
	2.1.5 Local Area Network		
2.2	DATA MANAGEMENT	-	(90)
	2.2.1 Data and Information		
	2.2.2 Data Processing and its types		
	2.2.3 Computers in data processing		
	2.2.4 Spread sheets for office works (Excel/Open Office Calc)		
	2.2.5 Relational Data Base Management (RDBMS) applications in office (MS Access/Base)		
2.3	OFFICE FORMS	-	(40)
	2.3.1 Office forms - Definition, meaning, purpose		
	2.3.2 Forms management - Cycle		
	2.3.3 Form design - Principles, Steps		
	2.3.4 Types of forms - Paper forms and electronic forms		
	2.3.5 Submission of online forms		
2.4	REPORT PREPARATION AND PRESENTATION	-	(40)
	2.4.1 Report - Meaning and importance		
	2.4.2 Types of report		
	2.4.3 Format of Report		
	2.4.4 Report Writing - steps in Report writing		
	2.4.5 Report presentation (MS Power point / Open office Impress)		
2.5	RECORDS MANAGEMENT AND RTI ACT	-	(30)
	2.5.1 Records - Definition, meaning and importance		
	2.5.2 Objectives of records management		
	2.5.3 Records management process		
	2.5.4 Classification of records		

- 2.5.5 Filing - Meaning, importance and methods
- 2.5.6 Digital filing - merits and demerits
- 2.5.7 Centralised and decentralised filing
- 2.5.8 Indexing
- 2.5.9 RTI Act 2005 - Introduction - Objectives - Information to be disclosed - Responsible Officials - Application, Fees, Penalties, Appeal, etc.
- 2.6 COMPUTERISED TYPING (ENGLISH & MALAYALAM) - (80)
 - 2.6.1 Speed practice, At the end the learner should acquire a speed of 30 w.p.m in English and 20 w.p.m in Malayalam
- 2.7 COMMUNICATION AT WORK PLACE - (30)
 - 2.7.1 Self Introduction by Students
 - 2.7.2 Greeting a Person
 - 2.7.3 Know more about each other
 - 2.7.4 Talking About One's Family
 - 2.7.5 Tell about each other
 - 2.7.6 Introducing Oneself
 - 2.7.7 Telling the Time
 - 2.7.8 Describing Someone
 - 2.7.9 Asking Simple Questions.
 - 2.7.10 Likes and Dislikes
 - 2.7.11 Strengths and Weaknesses
 - 2.7.12 Talking about Aspirations, Influences, Values, Favorite Things
 - 2.7.13 Inviting Someone

LEARNING OUTCOMES

After the completion of two modules, the learner will be able to:

Module 1 : office management with computerised word processing

Unit 1.0 Office and its functions

- 1.1.1 Identify the working of Office
- 1.1.2 Explain the meaning and definition of office
- 1.1.3 Evaluate the concepts of office - General, Traditional and Modern

- 1.1.4 Identify the Purpose, Role and Importance of office
- 1.1.5 Explain and distinguish the Functions of an Office
- 1.1.6 Detecting the Changing Office Scenario- offices of Yesterday, today and tomorrow,
- 1.1.7 Compare e-Office with traditional office
- 1.1.8 Identify the need of departmentation
- 1.1.9 Summarise the functions of each department

Unit 2.0 Computer Fundamentals

- 1.2.1 Identify the History and Generation of computers
- 1.2.2 Evaluate the application and usage of computers
- 1.2.3 Classify computers
- 1.2.4 Identify and classify the Input - output - memory unit
- 1.2.5 Draw and explain block diagram
- 1.2.6 Distinguish Hardware and Software (including virus and antivirus software)
- 1.2.7 Differentiate the memory devices - Primary and Secondary storage devices - Data backup
- 1.2.8 Acquaint the different computer languages
- 1.2.9 Explain and differentiate operating systems

Unit 3.0 Computerised Typing (English & Malayalam)

- 1.3.1 Acquire a speed of 25 w.p.m in English
- 1.3.2 Acquire a speed of 15 w.p.m in Malayalam
- 1.3.3 Select suitable fonts at different situations
- 1.3.4 Identify and attach fonts with the documents

Unit 4.0 Computer Word Processing (English & Malayalam)

- 1.4.1 Describe word processing
- 1.4.2 Sort out the advantages of word processing
- 1.4.3 Create, save, edit and format a document with Word/Writer
- 1.4.4 Work on an existing document
- 1.4.5 Use templates
- 1.4.6 Incorporate and format tables

1.4.7 Type specimens letters, invoices, statements

1.4.8 Do mail merge

1.4.9 Print a document

Unit 5.0 Office Management

1.5.1 Describe the Meaning and definition of office management

1.5.2 Explain the functions of office management

1.5.3 Identify the elements of Office Management

1.5.4 Explain the meaning and functions of office manager

1.5.5 Identify the Role and importance of office manager

1.5.6 List out the qualifications of office manager

1.5.7 Identify the position of office manager

1.5.8 Outline the qualities of office manager

Unit 6.0 Office Secretary

1.6.1 Explain the meaning of office secretary

1.6.2 List out the qualifications of office secretary

1.6.3 Identify the qualities of office secretary

1.6.4 Outline the duties of office secretary

1.6.5 Identify different types of secretaries

Unit 7.0 Office Manual

1.7.1 Summarise the meaning and Purpose of office manual

1.7.2 Explain the contents of office manual

1.7.3 Present any one procedure of office work

1.7.4 Outline the advantages of office manual

1.7.5 Explain and draw Organization Chart

1.7.6 Differentiate the Types of organization chart

1.7.7 List out the advantages and limitations of organization chart

Unit 8.0 Front Office Management

1.8.1 Greet/receive customers

1.8.2 Deal with customers over Telephone

1.8.3 Describe the Meaning of customer

1.8.4 Identify different types of customers and their needs

1.8.5 Deal the customers effectively

- 1.8.6 Respond to customer complaints
- 1.8.7 Interpret elements of best customer services
- 1.8.8 Explain Public Relation, its Importance, Functions
- 1.8.9 Outline advantages of Public Relation Activities in office
- 1.8.10 Evaluate the role of Interpersonal Relationship in office

Module 2 : OFFICE AUTOMATION

Unit 1.0 Office Automation

- 2.1.1 Explain meaning and objectives
- 2.1.2 Evaluate merits and limitations
- 2.1.3 Operate different office machines
- 2.1.4 List out uses of each office machine
- 2.1.5 Use networked systems
- 2.1.6 Outline the merits of LAN

Unit 2.0 Data Management

- 2.2.1 Distinguish data and information
- 2.2.2 Explain data processing
- 2.2.3 Create, edit and apply data base whenever needed
- 2.2.4 Work in spreadsheets
- 2.2.5 Create a data base in MS Access/Base and manage by using queries

Unit 3.0 Office Forms

- 2.3.1 Explain office forms, meaning, purpose
- 2.3.2 Identify different types of forms and its uses
- 2.3.3 Fill up paper and electronic forms
- 2.3.4 Design new forms
- 2.3.5 Submit online forms

Unit 4.0 Report Preparation and Presentation

- 2.4.1 Explain reports
- 2.4.2 Identify importance of reports
- 2.4.3 List out different types of reports
- 2.4.4 Identify steps in report writing
- 2.4.5 Acquaint with report writing

2.4.6 Prepare report and present it in Power point/Impress

Unit 5.0 Records Management and RTI Act

2.5.1 Explain the term record

2.5.2 Identify the importance of records

2.5.3 Classify the records

2.5.4 List out the records management process

2.5.5 Explain filing

2.5.6 Identify importance of filing

2.5.7 List out different methods of filing

2.5.8 Digitise documents

2.5.9 Distinguish centralized and decentralised filing

2.5.10 Explain indexing

2.5.11 Explain RTI Act

2.5.12 Identify objectives of the Act

2.5.13 Summarise the procedures

2.5.14 Identify the responsible officers

Unit 6.0 Computerised Typing (English & Malayalam)

2.6.1 Acquire a speed of 30 w.p.m in English

2.6.2 Acquire a speed of 20 w.p.m in Malayalam

Unit 7.0 Communication at Work place

2.7.1 Develop communication skill

2.7.2 Acquire self confidence

2.7.3 Enrich vocabulary

SCHEME OF WORK

Term	Units	Periods
Term I	June, July, August, September	
1.	Office and its functions	30
2.	Computer Fundamentals	40
3.	Computerised Typing (English & Malayalam)	100
4.	Computer Word Processing	100
5.	Office Management	20
6.	Office Secretary	10
Term II	October, November, December	
7.	Office Manual	20
8.	Front Office Management	20
9.	Office Automation	30
10.	Data Management	90
11.	Office Forms	40
12.	Report Preparation and Presentation	40
Term III	January, February	
13.	Records Management and RTI Act	30
14.	Computerised Typing (English & Malayalam)	80
15.	Communication at Work Place	30

Course Structure:

The Computerized office Management course is a planned sequence of instructions consisting of the following 4 modules.

Sl. no.	Module / code	Unit title	No. of notional / learning periods
1	Module 1	<i>office management with computer word processing</i>	340
2	Module 2	<i>office automation</i>	340
3	Module 3	<i>communication and publishing art</i>	340
4	Module 4	<i>new generation offices</i>	340

Successful completion of 100 hours of theory and 240 hrs of practical activities and on-the-job learning (7 days X 4 modules) is to be done for full qualification. Classroom Activities: Classroom activities are an integral part of this programme and interactive lecture sessions, followed by discussions should be conducted by trained teachers. Teachers should make effective use of a variety of instructional aids, such as Videos, Colour Slides, Charts, Diagrams, Models, Exhibits, Handouts, Recorded Compact Discs, etc. to transmit knowledge in projective and interactive mode.

CLASS ROOM ACTIVITIES :

Give brief description of the standard procedure. This will include Interactive discussion sessions, group discussions, seminar, project, role play , quiz, interaction with successful entrepreneurs, use of instructional aids such as videos, slides, charts, diagrams, posters, models , exhibits, handouts, animated CDs, etc.

PRACTICAL ACTIVITIES:

Give a description of the standard procedure. This will include Practice in computer, Browsing, Down loading and uploading, field visit, on the job training, project, case studies, role play etc. Equipment should be provided to enhance hands-on-experiences.

ON-THE-JOB-TRAINING

On-the-job training (OJT) occurs whenever more experienced employee or supervisor teaches less experienced person on how to do one or more tasks of a job. The training utilizes actual equipment and materials. OJT should be undertaken in a structured manner with a training plan under the supervision of an experienced trainer or supervisor. A training plan that reflects tasks to be performed and competencies to be imparted should be prepared and signed by the student, teacher, and supervisor at the workplace for training of the students in the organization/ industry. The trainer should break down all the steps of the job and train the students as per the training plan. In a structured OJT, the following steps should be followed:

Step 1: The Instructor or the trainer tell, show, demonstrate, and explain. The trainer gives an overview of the task while explaining the constructional details and use of the tools, equipment, materials, etc. in performing the tasks.

Step 2: The Instructor or the trainer demonstrates each step in detail, actually doing the steps of the task and explaining each step, one at a time, while the trainee watches. The steps may not necessarily be demonstrated in the sequence of actual operation, as sometimes it is better that simple tasks are demonstrated first to build confidence. While

demonstrating, the trainer explains why each step is done in the way it is done.

Step 3: It involves direct trainee participation. The trainer monitors the progress on a checklist of competencies and offers feedback and pointers where and when needed.

Step 4: The trainee practices with clearly defined targets for performance standards.

The Computerized office Management course is a planned sequence of instructions consisting of the following 4 modules.

Certification skills in each module

Sl.no.	Module / Code	Unit title	Skill certificate
1	Module 1	Office Management with Computer Word Processing	Certificate in Office Management with Computer Word processing
2	Module 2	Office Automation	Certificate in Office Automation and EDP
3	Module 3	Communication and Publishing Art	Certificate in Communication and Publishing Art
4	Module 4	New Generation Offices	Certificate in Computerised Typing (English & Malayalam) - Higher

Upon successful completion of this course, the State Vocational Higher Secondary Education Board will give certificates.

OVER VIEW OF MODULE

Office is the administrative centre of every organisation, be it in service or in productive sector. With the advancement of Information and Communication Technology, the scenario has changed a lot. The present day management experts expect maximum efficiency with minimum effort and cost. The old methods of doing office work were replaced with latest technologies. This module deals with the importance of office in an organisation, office management, office manual, the fundamentals of Computer, Typing in Computer, and the Computer Word processing which are necessary for performing office activities efficiently.

Module 1 : Office management with computer word processing (340 Periods)				
Ideas/Concepts/Skill	Learning Outcomes	Suggested Activities	Assessment	
Office - Introduction, Meaning, Definition, Concept	<p>The learner will be able to:</p> <ul style="list-style-type: none"> Identify the working of Office Explain the meaning and definition of office Evaluate the concepts of office <ul style="list-style-type: none"> - General, Traditional and Modern 	<ul style="list-style-type: none"> Brain storming General discussion Presentation using ICT 	<ul style="list-style-type: none"> Participation in discussion Notes in the activity log Skills - Identification 	
Office - purpose, role and importance	<ul style="list-style-type: none"> Identify the Purpose, Role and Importance of office 	<p>General discussion</p> <p>Group discussion</p> <p>Presentation using ICT</p>	<ul style="list-style-type: none"> Application of knowledge Participation in discussion Notes in the activity log Skills - Communication 	
Office - functions.	<ul style="list-style-type: none"> Explain and distinguish the Functions of an Office 	<p>General discussion</p> <p>Presentation using ICT</p>	<ul style="list-style-type: none"> Application of knowledge Participation in discussion Notes in the activity log Skills - Identification, Comparison 	
Differentiate Traditional office with e.office	<ul style="list-style-type: none"> Detecting the Changing Office Scenario- offices of Yesterday, today and tomorrow, Compare e-Office with traditional office 	<p>Group discussion</p> <p>Presentation using ICT</p> <p>Office visit</p> <p>Preparation of Comparative statement</p>	<ul style="list-style-type: none"> Application of knowledge Participation in discussion Notes in the activity log Comparative statement Skills - Identification, observation, Interaction, Comparison 	

Ideas/Concepts/Skill	Learning Outcomes	Suggested Activities	Assessment
Office-Departmentation	<ul style="list-style-type: none"> Identify the need of departmentation Summarise the functions of each department 	<ul style="list-style-type: none"> General discussion Presentation using ICT Office visit 	<ul style="list-style-type: none"> Application of knowledge Participation in discussion Notes in the activity log Skills - Identification, observation, Interaction
Fundamental awareness of computers	<ul style="list-style-type: none"> Identify the History and Generation of computers Evaluate the application and usage of computers Classify computers 	<ul style="list-style-type: none"> Brain storming General discussion Demonstration in ICT lab 	<ul style="list-style-type: none"> Participation in discussion Notes in the activity log Skills - Identification, observation, Interaction, Comparison
Basic components of computers	<ul style="list-style-type: none"> Identify and classify the Input - output - memory unit Draw and explain block diagram Distinguish Hardware and Software (including virus and antivirus software) Differentiate the memory devices - Primary and Secondary storage devices - Data backup Acquaint the different computer languages. 	<ul style="list-style-type: none"> Group discussion Demonstration in ICT lab Connect and disconnect computer peripherals 	<ul style="list-style-type: none"> Application of knowledge, Participation in discussion Notes in the activity log Skills - Identification, observation, Interaction, Comparison, use of ICT
<ul style="list-style-type: none"> Operating system 	<ul style="list-style-type: none"> Explain and differentiate operating systems 	<ul style="list-style-type: none"> General discussion Demonstration in ICT lab 	<ul style="list-style-type: none"> Application of knowledge, Participation in discussion Notes in the activity log Skills - Identification, observation, Interaction, Comparison, use of ICT

Ideas/Concepts/Skill	Learning Outcomes	Suggested Activities	Assessment
Computerised typing (English & Malayalam) - Acquire Data Entry Skill	<ul style="list-style-type: none"> The learner will be able to: Acquire a speed of 25 w.p.m in English Acquire a speed of 15 w.p.m in Malayalam 	<ul style="list-style-type: none"> Brain storming Drill exercise of words, Practicing alphabets, Typing sentences and paragraphs. Speed practice (Note: Inscript/Unicode keyboard layout is to be used for Malayalam typing). 	<ul style="list-style-type: none"> Application of knowledge, Speed test Skills - Data entry, Presentation
Computerised typing (English & Malayalam) - Fonts	<ul style="list-style-type: none"> Select suitable fonts at different situations Identify and attach fonts with the documents 	<ul style="list-style-type: none"> Practice different fonts Copying and attaching fonts (Note: Inscript/Unicode keyboard layout is to be used for Malayalam typing). 	<ul style="list-style-type: none"> Application of knowledge, Notes in the activity log Skills - Identification, Communication
Computer word processing (English & Malayalam) - Introduction - Meaning - Advantages	<ul style="list-style-type: none"> Describe word processing Sort out the advantages of word processing Create, save, edit and format a document with Word/Writer Work on an existing document Use templates Incorporate and format tables Type specimens letters, invoices, statements Do mail merge Print a document 	<ul style="list-style-type: none"> Brain storming General discussion 	<ul style="list-style-type: none"> Application of knowledge Participation in discussion Notes in the activity log Skills - Identification, observation, Interaction, Comparison.

Ideas/Concepts/Skill	Learning Outcomes	Suggested Activities	Assessment
Using word processing software	<ul style="list-style-type: none"> • Create, save, edit and format a document with Word/Writer • Work on an existing document • Use templates • Incorporate and format tables • Type specimens letters, invoices, statements 	<ul style="list-style-type: none"> • General discussion • Practice activities like Creating, saving, editing and formatting page/text/table , etc. in the ICT Lab 	<ul style="list-style-type: none"> • Application of knowledge • Participation in discussion • Notes in the activity log • Viva-voce • Practical test • Skills - Identification, observation, use of ICT, presentation
Computer word processing - Mail merge - Printing	<ul style="list-style-type: none"> • Do mail merge • Print a document 	<ul style="list-style-type: none"> • General discussion • Practice mail merge and print the merged documents in the ICT Lab 	<ul style="list-style-type: none"> • Application of knowledge • Participation in discussion • Notes in the activity log • Practical test • Skills - Identification, observation, use of ICT, Communication
Office management - Meaning, Definition, Functions,	<ul style="list-style-type: none"> • Describe the Meaning and definition of office management • Explain the functions of office management • Identify the elements of Office Management 	<ul style="list-style-type: none"> • Brain storming • General discussion 	<ul style="list-style-type: none"> • Participation in discussion • Notes in the activity log • Skills - Identification, observation, Interaction

Ideas/Concepts/Skill	Learning Outcomes	Suggested Activities	Assessment
<p>Office manager - Meaning, Role and importance, Functions, Qualifications, Position, Qualities</p>	<ul style="list-style-type: none"> • Explain the meaning and functions of office manager • Identify the Role and importance of office manager • List out the qualifications of office manager • Identify the position of office manager • Outline the qualities of office manager 	<ul style="list-style-type: none"> • General discussion • Presentation using ICT • Office visit • Interaction with office manager • Seminar 	<ul style="list-style-type: none"> • Participation in discussion • Seminar report • Notes in the activity log • Skills - Identification, observation, Interaction, Communication, Presentation
<p>Office secretary - Meaning, Qualifications, Qualities, Duties, Types</p>	<ul style="list-style-type: none"> • Explain the meaning of office secretary • List out the qualifications of office secretary • Identify the qualities of office secretary • Outline the duties of office secretary • Identify different types of secretaries 	<p>General discussion Presentation using ICT Office visit Interaction with office secretary</p>	<ul style="list-style-type: none"> • Participation in discussion • Seminar report • Notes in the activity log • Skills - Identification, observation, Interaction, Communication, Presentation
<p>Office Manual- Meaning, purpose, contents, importance and advantages of office manual</p>	<ul style="list-style-type: none"> • Summarise the meaning and Purpose of office manual • Explain the contents of office manual • Present any one procedure of office work • Outline the advantages of office manual 	<p>Brain storming Group discussion Case study Presentation using ICT</p>	<ul style="list-style-type: none"> • Notes in the activity log • Case study report • Skills - Identification, observation, Interaction, Communication, Presentation

Ideas/Concepts/Skill	Learning Outcomes	Suggested Activities	Assessment
<p>Organization Chart - advantages and limitations Front Office Management</p>	<ul style="list-style-type: none"> Explain and draw Organization Chart Differentiate the Types of organization chart 	<ul style="list-style-type: none"> Group discussion Case Study of a chart Presentation using ICT 	<ul style="list-style-type: none"> Notes in the activity log organization chart Case study report Skills - Identification, observation, Interaction, Communication, Presentation
<p>Front office Management Develop the ability to attend, manage and handle visitors/ customers, etc. Enhance communication skill</p>	<ul style="list-style-type: none"> Greet/receive customers Deal with customers over Telephone Describe the Meaning of customer Identify different types of customers and their needs Deal the customers effectively Respond to customer complaints Interpret elements of best customer services Explain Public Relation, its Importance, Functions Outline advantages of Public Relation Activities in office Evaluate the role of Interpersonal Relationship in office 	<ul style="list-style-type: none"> Brain storming Group discussion Presentation using ICT On the Job Training Role Play 	<ul style="list-style-type: none"> Application of knowledge Participation in discussion Notes in the activity log Skills - Identification, observation, Interaction, Communication, Presentation

PRACTICAL ACTIVITIES

Module 1 : office management with computer word processing

- 1.0 Office visit
- 2.0 Fingering in English and Malayalam
- 3.0 Drill exercise of words, practicing alphabets, typing sentences and paragraphs. Speed practice (English)
- 4.0 Drill exercise of words, practicing alphabets, typing sentences and paragraphs. Speed practice (Malayalam)
- 5.0 Draw organization chart
- 6.0 Connect and disconnect computer peripherals
- 7.0 Creation of document, saving and editing it. Formatting page/text/table , printing document etc. in the ICT Lab
- 8.0 Interaction with office manager
- 9.0 Role play
- 10.0 On the job training
- 11.0 Interaction with office secretary

OVERVIEW TO THE SECOND MODULE

The way of doing office work has undergone radical changes during the last few decades. The new era of technological advancements changed the office environment and any information is available in our fingertips within seconds. This technical revolution has opened a newer dimension in the area of office work. Adoption of ICT Tools for enhancing productivity and reduction of manual labour resulted automation of office activities. This module provides information about office Automation, Office Report preparation, Records management, Calculations in spreadsheets, Application of MS Access in Data Management, Keeping Databases and presentation using ICT.

Module 2 : Office Automation

Ideas/Concepts/Skill	Learning Outcomes	Suggested Activities	Assessment
Office automation - Introduction, meaning, objectives, merits and limitations, familiarizing office machines	<p>The learner will be able to:</p> <ul style="list-style-type: none"> • Explain meaning and objectives • Evaluate merits and limitations • Operate different office machines • List out uses of each office machine • Use networked systems • Outline the merits of LAN 	<ul style="list-style-type: none"> • Group discussion • Demonstration of working of each equipment with the help of multimedia learning tools. • Practice the use of Dictaphone • Connect and disconnect systems in LAN • Office visit 	<ul style="list-style-type: none"> • Notes in the activity log. • Recording and reproduction of the recorded message. • Skills - Identification, observation, Interaction, Communication, Presentation, use of machines
<p>1. Data management - Data, Information, Data processing</p> <p>2. Working with spreadsheet</p> <p>3. Application of MS Access/ Base</p> <p>Office forms - Meaning, purpose, form design, types of forms, online forms, online submission</p> <p>Reports - Meaning, importance, types, Report writing, Communication and presenting with ICT</p>	<ul style="list-style-type: none"> • Distinguish data and information • Explain data processing • Create, edit and apply data base whenever needed • Work in spreadsheets • Create a data base in MS Access/Base and manage by using queries 	<p>Group discussion</p> <p>Spreadsheet practice in computer lab:</p> <ul style="list-style-type: none"> • Creating, Editing, Page setup, Formatting, Saving and printing. • Conditional formatting, Sorting, filtering and validating data. • Creating and formatting charts. • Import & Export Data. • Application of If, nested if <p>MS Access/Base practice in computer lab:</p> <ul style="list-style-type: none"> • Creating database, designing a simple table, Relationships and joining tables. • Practice queries with various criteria and calculations so as to make reports. • Creating and modifying form, design with controls, macros and events. • Import and export data • Access with Other Applications and Manage an Access/Base Database 	<ul style="list-style-type: none"> • Notes in the activity log • Practical test • Skills - Identification, observation, Use of ICT, Presentation

Ideas/Concepts/Skill	Learning Outcomes	Suggested Activities	Assessment
<p>Office forms - Meaning, purpose, form design, types of forms, online forms, online submission</p>	<p>The learner will be able to:</p> <ul style="list-style-type: none"> • Explain office forms, meaning, purpose • Identify different types of forms and its uses • Fill up paper and electronic forms • Design new forms • Submit online forms 	<ul style="list-style-type: none"> • General discussion • Collection of forms and preparing an album • Designing of forms in Word/Writer and spreadsheet • Online filling and submission of forms • On the job training. 	<ul style="list-style-type: none"> • Notes in the activity log • Collections in the album • Practical test • Printout evaluation • Skills - Identification, observation, Interaction, Communication, Presentation, Use of ICT, Comparison, Creative thinking
<p>Reports - Meaning, importance, types, Report writing, Communication and presenting with ICT</p>	<ul style="list-style-type: none"> • Explain reports • Identify importance of reports • List out different types of reports • Identify steps in report writing • Acquaint with report writing • Prepare report and present it in Power point/Impress 	<p>General discussion Prepare field visit report Using ICT resources Power point/Impress practice in computer lab</p>	<p>Notes in the activity log Practical test Report Report presentation Skills - Identification, observation, Interaction, Communication, Presentation, Interpersonal relations, Planning, Creative and critical thinking</p>

Ideas/Concepts/Skill	Learning Outcomes	Suggested Activities	Assessment
Records management - Meaning, importance, types, classification, process	<ul style="list-style-type: none"> • Explain the term record • Identify the importance of records • Classify the records • List out the records management process 	General discussion On the Job training	<ul style="list-style-type: none"> • Notes in the activity log • Skills - Identification, observation, Interaction, Communication, Classification
Filing - Meaning, importance, Methods, digital filing, Centralisation and decentralization, indexing	<ul style="list-style-type: none"> • Explain filing • Identify importance of filing • List out different methods of filing • Digitise documents • Distinguish centralized and decentralised filing • Explain indexing 	General discussion On the job training Using ICT resources	<ul style="list-style-type: none"> • Notes in the activity log • Practical test • Skills - Identification, observation, Interaction, Classification, Use of ICT
RTI Act - Introduction, objectives, Information to be disclosed, Responsible officials, Application, fees, penalties, appeals, etc.	<ul style="list-style-type: none"> • Explain RTI Act • Identify objectives of the Act • Summarise the procedures • Identify the responsible officers 	General discussion Prepare an RTI application Using ICT resources Seminar	<ul style="list-style-type: none"> • Notes in the activity log • Seminar Report • Seminar presentation • Skills - Identification, observation, Interaction, Communication, Presentation, Preparation, Self awareness
Computerised typing (English & Malayalam) - Acquire Data Entry Skill	<ul style="list-style-type: none"> • Acquire a speed of 25 w.p.m in English • Acquire a speed of 15 w.p.m in Malayalam 	Speed practice	<ul style="list-style-type: none"> • Speed test • Skills - Data entry, Presentation
Communication at work place - Develop Communication skill	<ul style="list-style-type: none"> • Develop communication skill • Acquire self confidence • Enrich vocabulary 	General discussion Presentation Role play	<ul style="list-style-type: none"> • Participation • Presentation style • Knowledge in language • Skills - Identification, observation, Interaction, Communication, Presentation, Creative thinking

PRACTICAL ACTIVITIES

Module 2 : Office automation

- 1.0 Demonstration of working of each equipment with the help of multimedia learning tools.
- 2.0 Office visit
- 3.0 Spreadsheet (Excel/Calc) practice in computer lab:
 - Creating, Editing, Page setup, Formatting, Saving and printing.
 - Conditional formatting, Sorting, filtering and validating data.
 - Creating and formatting charts.
 - Import & Export Data.
 - Application of If, nested if
- 4.0 MS Access/Base practice in computer lab:
 - Creating database, designing a simple table, Relationships and joining tables.
 - Practice queries with various criteria and calculations so as to make reports.
 - Creating and modifying form, design with controls, macros and events.
 - Import and export data.
 - Access with Other Applications and Manage an Access/Base Database
- 5.0 Designing of forms in Word/Writer and spreadsheet (Excel/Calc)
- 6.0 Online filling and submission of forms
- 7.0 On the job training
- 8.0 Power point/Impress practice in computer lab
- 9.0 Speed practice (English and Malayalam)
- 10.0 Role play
- 11.0 Recording of message in Dictaphone and its reproduction

Detailing of learning activities

Activity 1

Topic :- Introducing the term Office

Suggested strategy : General discussion

A general discussion can be conducted after an introduction by the teacher about office and its activities.

Teacher list downs some office activities

Teacher asks the students to say more office activities which are familiar to them.

Listing it in the Board

Then Teacher asks the students about the need of these activities in an office.

How they are important in the working of an organisation? How it affects the efficiency?

Which are the routine works in the office?

Teacher makes a consolidation and a brief report of the discussion is written in the Students activity log.

List of Equipment needed

1. Computer - 25 nos
2. Dictaphone - 5 nos
3. Printers - 2nos
4. Fax - 1 nos
5. Photocopier - 1 nos
6. Scanner - 1
7. PABX System - 1
8. Networking cable, switch, Modem, Internet connection
9. Video conferencing system
10. Intercom

List of Books and Instructional Materials

1. Office Management, R.K. Chopra
2. Office Management,
3. Performance Driven CRM , Stanley A Brown
4. CRM Getting it Right, Judith W. Kincaid
5. Fundamentals of Computers, V.Ramanujan
6. Comdex computer Course kit. MS office