

BOARD OF SCHOOL EDUCATION HARYANA

CURRICULUM FOR SESSION 2023-2024

OFFICE SECRETARYSHIP & STENOGRAPHY ENGLISH
SUBJECT CODE - 919
CLASS – XI, XII

SUBJECT OVERVIEW:

Office Secretaryship & Stenography English Subject is designed to acquire 21st century administrative, secretarial and organizational skills required to make the students proficient in handling the office activities independently. Office work includes supporting executives, administrative routines on the one end and running a high level conferences/meetings at the other end apart from preparing presentations, maintaining record, handling computer application activities. They are responsible for most front-office procedures, such as photocopying, preparing schedules, filing, greeting clients, mail sorting and handling phone calls. Good communication and interpersonal skills are essential to secure a good administrative job position.

Stenographer may refer to:- A person who job is to write down what some body speaks through a quick system of signs or scripts and then to transcribe / type same. A Stenographer /Personal Secretary is a person who is Skilled in Shorthand and writes types quickly at the Speed required by the Officer. Shorthand is a subject whereas Stenography is the art or the Process of writing in Shorthand. It is the combination of words Pronounced in English and are written in Short hand.

OBJECTIVES OF THE SUBJECT

At the end of the Subject, the students will be able to:

- Understand the concept of Office, role of Office Manager
- Manage secretarial activities independently like filling online and offline office forms, mail handling, filing and indexing, managing stationery etc.
- Communicate effectively and handle communication services.

- Handle and operate different types of Office Machines
- Draft different types of Business and Govt. letters.
- Understand different terms related to meetings and conduct meetings.
- To Familiarize the Students with the Principles of the Shorthand.
- To prepare the Student for getting employment in Private Sector, Public Sector, Banks, Insurance, Ministries, Courts etc.
- To develop Skill in Students which are required for obtaining jobs for providing Secretarial assistants.
- Good knowledge of English Language.
- Knowledge of Computer.
- Speed in E-typing.
- Concentration.

SALIENT FEATURES:

Now a days, the profile of a Professional Secretary has changed to a great extent. Today, he/she is performing the role of Manager's Manager and is expected to handle all its activities efficiently and effectively. This Subject enables a person to handle all administrative and secretarial functions independently and generates employment opportunities viz. Office Executives/ Front Office Executive/ Executive Assistant/ Professional Secretary/ Private Secretary/ Office Manager etc. Aims of the exercise of portfolio are:-

To create a desire in the student to go beyond the text and class room learning.

To offer the scope for imaginative thinking.

To develop the power of interpretation.

The student begins to think independently and critically about the subject.

The student learns to develop his/her own themes.

The student learns to identify upon his/her own strengths and weaknesses.

LIST OF EQUIPMENT AND MATERIALS:

The list given below is suggestive and not an exhaustive list to be prepared by the vocational Lecturer. Only basic tools, equipment and accessories should be

procured by the Institution so that the routine tasks can be performed by the students regularly for practice and acquiring adequate practical experience:

1. Files/File Folders/Filing Cabinet of different types
2. Computers
3. Printer
4. Scanner
5. Photocopier
6. Software-MS Office, Mail Accounting Software, etc.
7. Basic Mail Handling Machines

CAREER OPPORTUNITIES:

After learning this Subject, the students become proficient in handling various administrative procedures independently in a modern office, draft basic correspondence, handle e-mail work, handle certain office equipment etc. The various job opportunities available to the students include Private Secretary, Front Office Assistant, Office Executive, Executive Assistant, Administrative Professional etc.

CURRICULUM:

This course is a planned sequence of instructions consisting of Units meant for developing employability and Skills competencies of students of Class XI and XII opting for Skills subject along with other subjects. The distribution of hours and marks is as follows:-

Board of School Education Haryana

Syllabus and Chapter wise division of Marks (2023 – 24)

Class – XI, XII

Subject – OSS English

Code – 919

General Instructions:-

1. There will be Annual Examination based on the entire Syllabus.
2. The Annual Examination will be of 60 Marks weightage shall be for Internal Assessment.
3. For Practical Examination:-
 - (i) Written Test – 10 Marks
 - (ii) Practical record of 05 Marks
 - (iii) Viva – voce of 05 Marks
4. For Internal Assessment:-

There will be periodic Assessment that would include:-

- (i) For 6 Marks – Three SAT exams will be conducted and will have a weightage of 6 Marks towards the Final Internal Assessment.
- (ii) For 2 Marks:- One half yearly exam will be conducted and will have a weightage of 02 Marks towards the Final Internal Assessment.
- (iii) For 2 Marks - Subject teacher will assess and give maximum 2 Marks for CRP (Class Room Participation).
- (iv) For 5 Marks:- A Project work to be done by Students and will have a weightage of 5 Marks toward the Final Internal Assessment.
- (v) For 5 Marks:- Attendance of Student will be awarded 5 Marks as –

75 % to 80% = 01 Mark

Above 80% to 85% = 02 Marks

Above 85% to 90% = 03 Marks

Above 90% to 95% = 04 Marks

Above 95% = 05 Marks

Course Structure (2023 – 24)

Class – XI

Subject – OSS English

Subject Code – 919

| Sr. No. | Chapter | Marks |
|---------|---------------------------------|-------|
| 1 | Role of Office | 7 |
| 2 | Fundamental of Computer | 6 |
| 3 | Origin of Shorthand | 6 |
| 4 | Mail & Filing in Office | 9 |
| 5 | Computer Parts | 7 |
| 6 | Consonants in English Shorthand | 5 |
| 7 | Letters | 6 |
| 8 | Operating System | 7 |
| 9 | Vowels in English Shorthand | 7 |
| | Total: | 60 |
| | Practical Examination | 20 |
| | Internal Assessment | 20 |
| | Grand Total: | 100 |

MONTHWISE SYLLABUS SESSION 2023-24

CLASS - XI SUBJECT O.S.S ENGLISH SUBJECT CODE- 919

| Month | Subject Specific Skill | No. of Hours For Theory | Revision | Marks |
|-----------|---|-------------------------|----------|-------|
| April | Meaning, Importance and Function of an Office | 6 | | 2 |
| | Meaning, importance and use of Computer | 4 | 2 | 2 |
| | Meaning and importance of Shorthand | 4 | | 2 |
| May | Principle Department of Modern Office | 8 | | 2 |
| | Characteristics of Computer and method of typing | 6 | 3 | 2 |
| | Meaning, Origin of Shorthand, Meaning of Stenography | 4 | | 2 |
| June | Summer vocation 01 June to 30 June | | | |
| July | Meaning and Importance of Mail | 6 | | 3 |
| | Types of Computer and its generation | 6 | 3 | 2 |
| | Meaning and list of consonant, thickness, thinness, direction | 6 | | 2 |
| August | Types of mail – inward and outward | 8 | | 4 |
| | Computer input devices as Key board, Mouse, Scanner, Joystick | 6 | 2 | 2 |
| | Classification of consonant | 4 | | 2 |
| September | Mail room equipment | 6 | | 2 |
| | Computer output devices as Monitor, Printer | 6 | 4 | 2 |
| | Joining Strokes | 4 | | 1 |
| October | Meaning, importance and characteristics of filing | 8 | | 3 |
| | Meaning and parts of C.P.U | 6 | 3 | 3 |
| | Meaning and number of vowels used in English shorthand | 4 | | 2 |
| November | Method of filing, meaning and types of | 8 | | 2 |

| | | | | |
|----------|--|---|---|---|
| | indexing Meaning and types of Memory | 6 | 4 | 3 |
| | Kinds of vowel as long & short, places of vowels | 4 | | 3 |
| December | Meaning, Features and types of good letter | 8 | | 2 |
| | Computer hardware and software, types of software | 6 | 5 | 2 |
| | Sign of shorthand vowels as dot and dash, intervening vowels | 4 | | 2 |
| January | Types of letter as personal, official and complaint | 6 | | 2 |
| | Start of Computer by using window operating system, different icons displayed on Ist screen – my computer, my document, recycle bin etc. | 4 | 4 | 2 |
| | Grammalogues & punctuation marks used in English shorthand | 2 | | 2 |
| February | Revision | | | |

DETAILED CURRICULUM FOR CLASS – XI

UNITS

Unit – 1 Introduction of Office, Function and mail

- 1.1 Meaning of an Office
- 1.2 Importance of an Office
- 1.3 Function of an Office
- 1.4 Principle Department of Modern Office
- 1.5 Type of Mail (Inward & outward Mail)
- 1.6 Mail room equipment's

Unit – 2 Introduction of Computer its characteristics and input unit

- 2.1 Meaning of Computer
- 2.2 Importance of Computer
- 2.3 Use of Computer
- 2.4 Characteristics of Computer
- 2.5 Method of Typing (Touch & Sight Method)
- 2.6 Types and Generation of Computer
- 2.7 Input devices of Computer (Key Board, Mouse, Scanner, Joysticks)

Unit – 3 Introduction, Origin, Consonant and Joining stroke

- 3.1 Meaning Importance and Origin of Shorthand
- 3.2 Meaning of Stenography
- 3.3 List of Consonant (Thickness, Thinness, Direction)
- 3.4 Classification of Consonants
- 3.5 Joining strokes

Unit – 4 Introduction of Filing, Method, Indexing and Correspondence

- 4.1 Meaning of Filing
- 4.2 Importance of Filing
- 4.3 Characteristics of Filing
- 4.4 Method of Filing (Old & New Method)
- 4.5 Meaning of Indexing
- 4.6 Types of Indexing
- 4.7 Meaning & Features of good letter
- 4.8 Types of letter (personal, official, complaint)

Unit – 5 Computer parts as output unit, CPU, Memory and Operating system

- 5.1 Output Devices of Computer (Monitor, Printer)
- 5.2 Part of C.P.U.

| |
|--|
| 5.3 Memory – Primary and Secondary |
| 5.4 Computer Hardware and Software |
| 5.5 Start of Compute by using window operating system |
| 5.6 Different Icon displayed on the Screen as – My computer, My document and Recycle bin |
| Unit – 6 Meaning, Number, Sign, Places, Punctuation Marks, Grammalogues |
| 6.1 Meaning of Vowel |
| 6.2 Number of Vowels used in English shorthand |
| 6.3 Kinds of Vowel (long and short Vowel) |
| 6.4 Sign of shorthand Vowel (Dot & Dash) |
| 6.5 Intervening Vowel |
| 6.6 Grammalogues & Punctuation marks |
| Unit – 7 Practical Examination |
| 7.1 Written Test |
| 7.2 Vive voce |
| Unit – 8 Internal Assessment |
| 8.1 Project work |
| 8.2 Attendance |
| 8.3 SAT |
| 8.4 CRA |
| 8.5 September Test |

PRACTICAL GUIDELINES FOR CLASS - XI

Assessment of performance:

A single examiner should be assigned for the conduct and assessment of Practical Examinations each in Senior Secondary School Curriculum. Question for the viva examinations should be conducted by the examiner. Question to be more of General nature, project work or the curriculum. Investigatory Project especially those that show considerable amount of effort and originality, on the part of the student, should get suitable high marks, while project of a routine or stereotyped nature should only receive mediocre marks.

Contents of Practical File/Student Portfolio:

JOB 1: INTRODUCTION OF OFFICE, ORGANISATIONAL

CHARTS AND COMPUTER DIAGRAM

- After the visit, a Project Report indicating different departments of office, functions of office, functions of Office Manager etc. to be prepared by each student.
- The students will prepare the computer Charts such as input, output, C.P.U, memory unit.

JOB II: OFFICE- SPACE, ENVIRONMENT, USE OF CONSONANT, COMPUTER DIAGRAM

- During the visit mentioned above, the students should observe the office layout, environment aspects of the office, physical amenities provided to the staff etc.
- The changing scenario in the office being visited has to be observed by the students and their views presented in the Project Report.
- The student should gain knowledge of formats of Dairy, Dispatch Register.
- The Student practice list of consonant and use of consonant.
- The Students will prepare the computer Diagram such as C.P.U, Memory Units.

JOBIII: OFFICE MACHINES, CONSONANTS & COMPUTER

- The students should practice on different office machines like Photocopier, FAX, Franking Machines, Laptop, Computers etc.
- The student prepare the chart of computer with keyboard, mouse, scanner, joystick.
- Practice of consonant as their size, direction, thickness, thinness etc.

- Make the diagram of monitor/printer.

JOB IV: CORRESPONDENCE, VOWELS AND OPERATING SYSTEM

- The students should practice drafting and typing different types of Business letters like Enquiry, Quotations, Placing an Order, Execution of Order, and Adjustment Letters etc.
- The students should practice preparation of Resume and fill up on-line job application forms.
- Practice of vowel, make outlines.
- Start Computer by using window operating system.

NOTE:

1. The above mentioned activities are proposed for the preparation of Project File (Practical File/ Student Portfolio). The Project File should contain activities from each unit.
2. The practical work should be as near as the actual work performed in an Office.
3. The marks to be allocated should be based on the quality of work done by the students as per the Curriculum.
4. The teacher conducting the final practical examination may ask verbal questions related to the project work done by the student.

Procedure for Recording of Marks in the Practical answer-books (Total 20 marks):

The examiner will indicate separately marks of practical examination on the title page of the answer-books under the following heads: -

| | |
|-----------------------|-----------|
| Practical Work | |
| Practical Examination | 10 |
| Written Test | 05 |
| Viva Voce | 05 |
| Total | 20 |

PRACTICAL EXAMINATION

10 marks

The practical work includes: Operation of Office Machines and equipment; Creation of Email accounts and sending emails, online filling of simple forms; Two-minute speech on any general/subject related topic to be given to observe oral and non-verbal communication skills, telephone handling; layout (format) of business and government letters etc.

WRITTEN EXAMINATION**5 marks**

Filling up of Office Forms and Bin Cards, Drafting of Business letters, Resume, and Govt. letters.

VIVA-VOCE**5 marks**

Oral questions based on the syllabus/Project to be asked.

NOTE: Activity question to be created by Internal Examiner, to be conducted on the practical day - 30 minutes



CLASS - XI (PRACTICAL)
SUBJECT – O.S.S. ENGLISH

| Month | Unit | Subject Specific Skills | Practical Hours |
|--------------|-------------|--|------------------------|
| April | Unit – 1 | Visit of an office and study about its outlook, Furniture, Files, Sitting Posture and stationary items. | 5 |
| May | Unit – 1 | The student will prepare the computer chart such as – input units. | 6 |
| June | ----- | Summer vacation 01 June to 30 June | |
| July | Unit – 2 | Practice of consonants as their size direction, thickness, thinness etc. use of computer and practice IInd, IIIrd, Ist row of key board. | 7 |
| August | Unit – 3 | Use of shift key and typing special signs and symbols etc. practice joining strokes. | 8 |
| September | Unit – 3 | Prepare the chart of Computer with Keyboard, Mouse, Scanner and Joystick. Parts of Computer as CPU, Scanner and Joystick, types of memory. | 6 |
| October | Unit – 4 | Practice vowels & their places. Use of different filing methods in an office. | 8 |
| November | Unit – 5 | Starting of computer by using window operating system. | 8 |
| December | Unit – 6 | Use of intervening vowels and draw outlines, uses grammalogues and punctuation marks. | 6 |
| January | Unit – 6 | Practice to write different types of letters as – personal official and complaint & type on computer. | 6 |
| February | ----- | Revision | |

Question Paper Design (2023 – 24)

Class – XI

Subject – OSS English

Subject Code – 919

| Competencies | Total |
|---------------|-------|
| Knowledge | 40% |
| Understanding | 30% |
| Application | 20% |
| Skill | 10% |
| | 100% |

| Type of Question | Marks | Number | Description | Total |
|---------------------------------|-------|--------|---|-------|
| Objective Questions | 1 | 15 | 6 Multiple Choice Questions, 3 Fill in the Blanks Questions, 3 one word Answer type Questions, 3 Assertion Reason Questions | 15 |
| Very Short Answer type question | 2 | 6 | Internal Choice will be given in any 2 questions | 12 |
| Short answer type question | 3 | 6 | Internal Choice will be given in ay 2 questions | 18 |
| Essay answer type question | 5 | 3 | Internal Choice will be given in all the questions | 15 |
| Total | | 30 | | 60 |

Roll No.

OFFICE SECRETARYSHIP AND STENOGRAPHY IN ENGLISH

ACADEMIC/OPEN

Time allowed : 3 hours

M.M. – 60

-
- Please make sure that the printed pages in this question paper are 3 in number and it contains 34 questions.
 - The Code No. on the top of the question paper should be written by the candidate on the front page of the answer-book.
 - Before beginning to answer a question, its Serial Number must be written.
 - Don't leave blank page/pages in your answer-book.
 - Except answer-book, no extra sheet will be given. Write to the point and do not strike the written answer.
- 3 Candidates must write their Roll Number on the question paper.
- Before answering the question, ensure that you have been supplied the correct and complete question paper, no claim in this regard, will be entertained after examination.
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- Note :**
- (i) All questions are compulsory.
 - (ii) Marks for each question are indicated against it.
 - (iii) Your answer should be according to marks.

Section – A

1.is a Place where Clerical work is done. 1 x 15
 - a. Public Place
 - b. Office
 - c. Meeting
 - d. None of these
2. There aremethods of filing.
 - a. 4
 - b. 6
 - c. 2
 - d. 8

3. How many main parts of Computer?
 - a. 5
 - b. 6
 - C. 7
 - d. 4
4. How many types of Memory?
 - a. 4
 - b. 3
 - C. 2
 - d. 5
5. How many Consonant in pitman Shorthand?
 - a. 12
 - b. 26
 - C. 6
 - d. 4
6. How many types of vowel in pitman Shorthand?
 - a. 4
 - b. 6
 - C. 2
 - d. None of these
7. How many types of mail?
8. Who is the Father of the Computer?
9. Who is the writer of pitman Shorthand?
10. Index meansto be done.
11. Computer is andevice.
12. Stroke when joined must be written withoutthe pen/ pencil.
13. Full Form of P.A.
14. Full Form of C.P.U.
15. What should be the length or size of the consonant?

Section – B

Note :- Answer any 6 out of the given 8 question: (2 x 6)

16. What do you mean by filing? 2
17. What do you know about mail? 2
18. What do you know about Indexing 2
19. Write down the importance of Computer? 2

20. Describe the input device Key board. 2
21. Write down types indexing? Give name them. 2
22. What do you mean by vowel? 2
23. Defined the uses computer. 2

Section – C

Note :- Answer any 6 out of the given 8 question: (3 x 6)

24. Write down the importance and function of modern office? 3
25. Write down meaning features of good letter? 3
26. Describe inward mail. 3
27. Giving detail the part of computer – CPU. 3
28. Describe following Desktop icons – My computer, Recycle bin. 3
29. How the consonant are written jointly? Explain in detail. 3
30. Write down classification of consonant? 3
31. Describe start of computer by using window operating system. 3

Section – D

Note :- Answer 3 out of the given 6 question: (5 x 3)

32. What should be the qualities for becoming an efficient stenographer? 5
- (OR)
- Explain the mailing room equipment.
33. How many generation of computer, giving detail? 5
- (OR)
- Give meaning, importance, scope and use of computer.
34. Write the meaning and importance of shorthand? 5
- (OR)
- How many kinds of vowel in pitman shorthand giving detail?

Course Structure (2023 – 24)

Class – XII

Subject – OSS English

Subject Code – 919

| Sr. No. | Chapter | Marks |
|---------|---|-------|
| 1 | Office Stationery & Meeting | 7 |
| 2 | Computer accessories | 6 |
| 3 | Diphthongs, Form of Stroke R & H | 6 |
| 4 | Telephone Directory, Railway Time Table, C.C.T.V. & Post Office guide. | 9 |
| 5 | M S Word Features | 7 |
| 6 | Circle and Stroke S & Z | 5 |
| 7 | Duties of Personal Secretary | 6 |
| 8 | Functions of M S Word | 7 |
| 9 | Large Circle SW, SS, SZ & Loop ST, STR | 7 |
| | Total: | 60 |
| | Practical Examination | 20 |
| | Internal Assessment | 20 |
| | Grand Total: | 100 |

MONTHWISE SYLLABUS SESSION 2023-24

CLASS - XII SUBJECT O.S.S ENGLISH SUBJECT CODE- 919

| Month | Subject Specific Skill | No. of Hours For Theory | Revision | Marks |
|-----------|---|-------------------------|----------|-------|
| April | Meaning, Importance and use of Office Stationery. | 6 | | 2 |
| | Use of Computer accessories – Paint Brush and Calculator. | 4 | 2 | 2 |
| | Consonant and vowels used in English Shorthand. | 4 | | 2 |
| May | Use of Stock Register. | 8 | | 2 |
| | Use of Computer accessories – Note Pad. | 6 | 3 | 2 |
| | Use of upward and downward form of R & H. | 4 | | 2 |
| June | Summer vacation 01 June to 30 June | | | |
| July | Meaning and Importance of meeting. | 6 | | 3 |
| | Use of Computer accessories Word Pad and Calendar. | 6 | 3 | 2 |
| | Use of Diphthongs in Shorthand. | 6 | | 2 |
| August | Short Note on Notice, Agenda, Quorum. | 8 | | 4 |
| | Use of Computer accessories – Communication, entertainment. | 6 | 2 | 2 |
| | Meaning and Importance of Phraseography use in Shorthand. | 4 | | 2 |
| September | Short Note on Proxy, Minutes. | 6 | | 2 |
| | Meaning of M.S DOS. | 6 | 4 | 2 |
| | Qualities of a good Phrase used in Shorthand. | 4 | | 1 |
| October | Short Note on – Telephone Directory, Railway Time Table. | 8 | | 3 |
| | Start M.S. Word and create any document. | 6 | 3 | 3 |
| | Use of Circle S & Z in Shorthand. | 4 | | 2 |
| November | Short Note on – C.C.T.V, Post office guide book | 8 | | 2 |
| | Use of Options – File & Edit Menu in M.S. | 6 | 4 | 3 |

| | | | | |
|----------|---|---|---|---|
| | Word. Use of Stroke S & Z in Shorthand. | 4 | | 3 |
| December | Meaning and Function of Secretary/ P.A./ Stenographer. | 8 | | 2 |
| | Use of Format, Insert & View Menu in M.S. Word. | 6 | 5 | 2 |
| | Use of Large Circle SS, SW, SZ in Shorthand. | 4 | | 2 |
| January | Quality and Qualification of Secretary/ P.A./ Stenographer. | 6 | | 2 |
| | Table Menu Tools, Check Spelling and Use of mail Marge in M.S. Word. | 4 | 4 | 2 |
| | Use of ST & STR Loop in Shorthand. | 2 | | 2 |
| February | Revision. | | | |
| | Hard spot and preparation of Exam. | | | |
| March | Exam. | | | |

DETAILED CURRICULUM FOR CLASS – XII

UNITS

Unit – 1 Meaning, Importance, Uses of Office Stationery, Meeting, Agenda, Quorum, Proxy, Minutes.

- 1.1 Meaning of an office Stationery.
- 1.2 Importance of office Stationery.
- 1.3 Uses of an office Stationery.
- 1.4 Meaning & uses of Stock Register.
- 1.5 Meaning and Importance of Meeting.
- 1.6 Types of Meeting.
- 1.7 Short Note on – Notice, Agenda, Quorum.
- 1.8 Short Note on – Proxy, Minutes.

Unit – 2 Paint brush, Calculator, Not pad, Word pad, Calendar, Communication, Entertainment, M.S.DOS

- 2.1 Use of Computer accessories as – Paint brush, Calculator.
- 2.2 Use of Computer accessories as – Note pad.
- 2.3 Use of Computer accessories as – Word pad, Calendar.
- 2.4 Use of Computer accessories as – Communication, Entertainment.
- 2.5 Meaning of M.S. DOS & main commands.

Unit – 3 Consonants, Vowels, Form of R&H Diphthong, Phraseography, Phrases.

- 3.1 Consonants and vowels used in English Shorthand.
- 3.2 Use of upward and downward form of R & H.
- 3.3 Use of Diphthong in Shorthand.
- 3.4 Meaning and Importance and Phraseography.
- 3.5 Qualities of a good Phrases.

Unit – 4 Telephone Directory, Railway Time Table, Post Office Guide Book, C.C.T.V & Secretary.

- 4.1 Short Note on Telephone Directory.
- 4.2 Short Note on Railway Time table.
- 4.3 Short Note on Post Office Guide Book.
- 4.4 Short Note on C.C.T.V.
- 4.5 Meaning and Function of Secretary/ P.A. / Stenographer.
- 4.6 Qualities of a Secretary/ P.A./ Stenographer.
- 4.7 Qualification of a Secretary/ P.A./ Stenographer.

Unit – 5 Use of File, Edit, Insert, Format, Table Menu, Mail Marge etc.

| |
|---|
| 5.1 Start M.S. Word & create any document. |
| 5.2 Use of File Menu in M.S Word. |
| 5.3 Use of Edit Menu in M.S Word. |
| 5.4 Use of Insert Menu in M.S Word. |
| 5.5 Use of Format Menu in M.S Word. |
| 5.6 Use of Table Menu & Spelling Check. |
| 5.7 Use of Mail marge in M.S Word. |
| Unit – 6 Use of Circle & Stroke S&Z, Large Circle SW, SS, SZ and ST, STR Loop. |
| 6.1 Use of Circle S & Z in Shorthand. |
| 6.2 Use of Stroke S & Z in Shorthand. |
| 6.3 Use of Large Circle SW, SS, SZ in Shorthand. |
| 6.4 Use of ST Loop in Shorthand. |
| 6.5 Use of STR Loop in Shorthand. |
| Unit – 7 Practical Examination |
| 7.1 Written Test |
| 7.2 Vive voce |
| Unit – 8 Internal Assessment |
| 8.1 Project work |
| 8.2 Attendance |
| 8.3 SAT |
| 8.4 CRA |
| 8.5 September Test |

PRACTICAL GUIDELINES FOR CLASS - XII

Assessment of performance:

A single examiner should be assigned for the conduct and assessment of Practical Examinations each in Senior Secondary School Curriculum. Question for the viva examinations should be conducted by the examiner. Question to be more of General nature, project work or the curriculum. Investigatory Project especially those that show considerable amount of effort and originality, on the part of the student, should get suitable high marks, while project of a routine or stereotyped nature should only receive mediocre marks.

Contents of Practical File/Student Portfolio:

JOB 1: INTRODUCTION OF OFFICE, STATIONERY CHART & STOCK REGISTER AND COMPUTER ACCESSORIES DIAGRAM.

- After the visit, a Project Report indicating different items of office stationery, stock register entry etc. to be prepared by each student.
- The students will prepare the computer Charts such as Computer accessories.

JOB II: OFFICE- SPACE, ENVIRONMENT, USE OF DIPHTHONGS, COMPUTER MS - DOS COMMANDS.

- The changing scenario in the office being visited has to be observed by the students and their views presented in the Project Report.
- The Student practice list of Diphthongs and use of triphones, phrases etc.
- The Students will prepare the computer Diagram such as MS- DOS commands.

JOB III: TELEPHONE DIRECTORY, COMPUTER CHART, CIRCLE S & Z, C.C.T.V.

- The students should practice Telephone Directory, Post office guide book, Railway time table.
- The student prepare the chart of computer with different type of MS – Word menus.
- Practice of Circle S & Z as their direction etc.
- Make the diagram of C.C.T.V.

JOB IV: SECRETARY DUTIES, MS – WORD MENU, LARGE CIRCLE AND LOOP.

- The students should practice Secretary Duties.
- The students should practice preparation of Resume and fill up on-line job application forms.

- Practice of large circle and loop words in shorthand.
- Write text matter and apply different M S Office commands.

NOTE:

1. The above mentioned activities are proposed for the preparation of Project File (Practical File/ Student Portfolio). The Project File should contain activities from each unit.
2. The practical work should be as near as the actual work performed in an Office.
3. The marks to be allocated should be based on the quality of work done by the students as per the Curriculum.
4. The teacher conducting the final practical examination may ask verbal questions related to the project work done by the student.

Procedure for Recording of Marks in the Practical answer-books (Total 20 marks):

The examiner will indicate separately marks of practical examination on the title page of the answer-books under the following heads: -

| | |
|-----------------------|-----------|
| Practical Work | |
| Practical Examination | 10 |
| Written Test | 05 |
| Viva Voce | 05 |
| Total | 20 |

PRACTICAL EXAMINATION

10 marks

The practical work includes: Operation of Office Machines and equipment; Creation of Email accounts and sending e-mails, online filling of simple forms; Two-minute speech on any general/subject related topic to be given to observe oral and non-verbal communication skills, telephone handling, layout (format) of business and government letters etc.

WRITTEN EXAMINATION

5 marks

Filling up of Office Forms and Bin Cards, Drafting of Business letters, Resume, and Govt. letters.

VIVA-VOCE

5 marks

Oral questions based on the syllabus/Project to be asked

NOTE: Activity question to be created by Internal Examiner, to be conducted on the practical day - 30 minutes

CLASS - XII (PRACTICAL)
SUBJECT – O.S.S. ENGLISH

| Month | Unit | Subject Specific Skills | Practical Hours |
|--------------|-------------|--|------------------------|
| April | Unit – 1 | Prepare of Stock Register, Practice Computer accessories as – Paint brush, Note pad, Calculator. Practice of words by using vowels in Shorthand. | 5 |
| May | Unit – 2 | Practice Computer accessories as – Word pad, Calendar, Entertainment. | 6 |
| June | ----- | Summer vacation 01 June to 30 June | |
| July | Unit – 2 | Conduct a meeting to make a group of two or more Students. Use of Diphthongs and make different words. | 7 |
| August | Unit – 3 | Practice Computer accessories as – Communication, System Tools M.S. DOS. | 8 |
| September | Unit – 3 | Make a specimen of Telephone Directory. Practice the list of Phrases in English Shorthand. | 6 |
| October | Unit – 4 | Make a specimen of Railway Time Table. Create a Document and use File menu Commands. Practice of Circle S&Z in Shorthand. | 8 |
| November | Unit – 5 | Visit a Place where any C.C.T.V is installed. Use Edit and Insert menu Commands on Created document. Practice Stroke S & Z in Shorthand. | 8 |
| December | Unit – 6 | Practice of Secretarial duties. Practice of Large Circle SW, SS, SZ in Shorthand. Use of View or Format Menu. | 6 |
| January | Unit – 6 | Use Table Menu, Check Spelling and Mail marge Command. Type an application on computer for a job. | 6 |
| February | ----- | Revision | |
| March | ----- | Exam | |

Question Paper Design (2023 – 24)

Class – XII

Subject – OSS English

Subject Code – 919

| Competencies | Total |
|---------------|-------|
| Knowledge | 40% |
| Understanding | 30% |
| Application | 20% |
| Skill | 10% |
| | 100% |

| Type of Question | Marks | Number | Description | Total |
|---------------------------------|-------|--------|---|-------|
| Objective Questions | 1 | 15 | 6 Multiple Choice Questions, 3 Fill in the Blanks Questions, 3 one word Answer type Questions, 3 Assertion Reason Questions | 15 |
| Very Short Answer type question | 2 | 6 | Internal Choice will be given in any 2 questions | 12 |
| Short answer type question | 3 | 6 | Internal Choice will be given in ay 2 questions | 18 |
| Essay answer type question | 5 | 3 | Internal Choice will be given in all the questions | 15 |
| Total | | 30 | | 60 |

Class : 12th

PRACTICE PAPER (2023 – 24)

Roll No.

OFFICE SECRETARYSHIP AND STENOGRAPHY IN ENGLISH

ACADEMIC/OPEN

Time allowed : 3 hours

M.M. – 60

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- Please make sure that the printed pages in this question paper are 3 in number and it contains 34 questions.
 - The Code No. on the top of the question paper should be written by the candidate on the front page of the answer-book.
 - Before beginning to answer a question, its Serial Number must be written.
 - Don't leave blank page/pages in your answer-book.
 - Except answer-book, no extra sheet will be given. Write to the point and do not strike the written answer.
- 3 Candidates must write their Roll Number on the question paper.
- Before answering the question, ensure that you have been supplied the correct and complete question paper, no claim in this regard, will be entertained after examination.
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- Note :**
- (i) All questions are compulsory.
 - (ii) Marks for each question are indicated against it.
 - (iii) Your answer should be according to marks.

Section – A

1. Who mentioned the stock register? 1 x 15
 - b. Secretary
 - b. Clerk
 - d. Store Keeper
 - d. Stenographer
2. Railway time table means.
 - b. List of City
 - b. Directory of Phone
 - c. List of Train Driver
 - d. List of Arrival and Departure
3. How many main parts of Computer?
 - b. 2
 - b. 5
 - D. 4
 - d. 6

4. Printer is andevice.
 - b. Input
 - b. Storage
 - D. Output
 - d. Backup
5. There are.....diphthongs in pitman Shorthand.
 - b. 12
 - b. 26
 - D. 6
 - d. 4
6. Finally ST Loop also given the sound of.....
 - b. SD/ZD
 - b. SZ
 - D. Vowel sound
 - d. None of these
7. What do you mean by agenda?
8. DOS stand for.
9. What is the length of the stroke?
10. Chairman is a.....person.
11. The short key to open a file matter is
12. A small circle used initially representonly.
13. What is a post office guide book?
14. Full form of HDD.
15. Write down the size of STR loop.

Section – B

Note :- Answer any 6 out of the given 8 question: (2 x 6)

16. What do you know about office stationery? 2
17. Write down meaning of meeting? 2
18. How do you open note pad? 2
19. How will you save a document in M.S Word? 2
20. What do you know about phraseography? 2
21. In which circumstances the stroke S & Z is used initially and finally? 2

22. What do you understand by modern office? 2
23. Write the advantages of calculator? 2

Section – C

Note :- Answer any 6 out of the given 8 question: (3 x 6)

24. Write a short note on agenda? 3
25. Write a short note on post office guide book? 3
26. Write a short note on C.C.T.V.? 3
27. How can you create first document in M.S. word? 3
28. How can you insert page number in M.S word? 3
29. State the use of STR Loop with examples? 3
30. Explain cut, copy, paste or delete functions in Note pad? 3
31. Write a short note on stock register? 3

Section – D

Note :- Answer 3 out of the given 6 question: (5 X 3)

32. Write down the qualities & qualifications of secretary /PA/
stenographer? 5

(OR)

Write a short note on telephone directory and its advantages?

33. What is mail merge? Explain the steps of performing mail merge? 5

(OR)

Explain the format menu in M.S word?

34. Explain the use of various forms of R & H with examples? 5

(OR)

State the use of SW, SS, SZ with examples? 5

NAME OF RESOURCE PERSON –

DR. NAVEEN KUMAR PIPLANI

Mobile No. – 8814950400

SUBJECT TEAM MEMBERS - TWO

1. Sh. Ram Dhan Jain

Address – G.G.S.S.S., JIND

Designation – Vocational Lecturer OSS English

Mobile No. – 8295195605

E - mail – drjainsir@gmail.com.

School E - mail – ggsss1748@gmail.com.

2. Smt. Indirawati

Address – G.G.S.S.S., BHIWANI (0317)

Designation – Vocational Lecturer OSS English

Mobile No. 9466580713, 8059828539

E – mail – induyadav124@gmail.com

School E – mail – ggsssbhiwani2@gmail.com

LESSON PLAN

Pupil Teacher Roll No.

Class –

Subject – OSS English

Date_____

Topic - Computer and its application

Time – 40 Minutes

General Objectives:-

1. To create interest of students in Computer.
2. To give practical knowledge of the students.
3. To give them the knowledge and aware about computer and its application.
4. To make the use of their knowledge in day to day life.

Instructional Objectives:-

Knowledge:-

- (i) The student will be able to know about computer and its functioning.
- (ii) The student will be able to recognize different areas where computer is used.

Understanding:-

- (i) The student will be able to classify the area where computer is used.
- (ii) The student will be able to discriminate between data and information.

Application:-

- (i) The student will be able to use computer in their daily life.

Skill:-

- (i) The student will be able to draw chart showing organization of computer system.

Teaching aids:- Chalk, Duster, Black Board, Pointer, Model.

Previous Knowledge Testing:-

| Sr. No. | Pupil Teacher Activity | Pupil's Activity |
|---------|--|-----------------------------------|
| 1 | What are name of some electronic machine? | T.V., Radio, Washing machine etc. |
| 2 | In early time which equipment was used mainly for fast calculations? | Calculator |
| 3 | Which was machine was used for typing text? | Typewriter |
| 4 | Can typewriter and calculator save data for future use? | No |
| 5 | What is Computer? | Problematic question |

Announcement of the Topic:-

Well students, to day use will study about “Computer and its application”.

Presentation:-

| Teaching Point | Pupil Teacher Activity | Pupil's Activity | Black Board Work |
|---------------------|---|----------------------------|--|
| Origin of word | Computer word has been originated for the word 'Computer' which means to calculate | Listen carefully | Computer word has been originated for the word 'Computer' which means to calculate |
| Meaning of Computer | A computer is an electronic device that accepts data, process it & gives output. | Write down in note book | |
| Data | The unprocessed or raw facts are called data. | | Raw facts are called data. |
| Data Processor | Processed and meaning full facts are termed as information. A computer process data which done by CPU so it is known as data processor. | Student listen attentively | |

| | | | |
|---------------------|---|---|---|
| Characteristics | <p>A computer has various characteristics such as –</p> <p>Speed:- Computer can complete any kind of calculations in few second because computer is superfast machine.</p> <p>Accuracy:- Computer is very accurate about its result. Each calculation performed by computer is 100% correct.</p> <p>Automation:- Computer is automatic machine because once started on a job, they carry out the job until it is finished.</p> <p>Storage:- Computer have high storage capacity, due to which they can store large amounts of data.</p> <p>Q.1. What is the meaning of computer?</p> | <p>Be attentive</p> <p>Listen carefully</p> <p>A computer is an electronic device that accepts data, process it & gives output.</p> | <p>Characteristics of computer</p> <ul style="list-style-type: none"> • speed • Accuracy • Automation • Storage |
| Area of application | <p>There is wide area where computer can be used.</p> | | <p>There is a wide area where computer can be used.</p> |
| Education | <p>Computers used in education sector through on line classes, referring e-books, online examination, online tutoring etc. They help increased use of audio visual aids in the education</p> | | |

| | | | |
|---------------|--|--------------------------|--|
| Banking | field. In the banking sector, computers used to store details of computer and conduct transactions, such as withdrawal and deposit of money through ATMs. | Write down in note book. | Area of Computer Application - Education - Banking - Medical Field - Research |
| Medical Field | Computers used in Hospital to mentioned a data base of patients history, diagnosis etc. | | |
| Research | Scientists were the initial user of computers. Since then, it has become an indispensable tool to carry out experiments, records. | Listen carefully | |

Recapitulations:-

- Q.1. What is the meaning of computer?
- Q.2. What is data?
- Q.3. What are the characteristics of computer?
- Q.4. What is data processer?

Home Work:-

- Q.1. Write 5 uses of computer in our daily life.
- Q.2. Fill in the blanks:-
 - (i) The unprocessed orfacts are called data.
 - (ii) A computer is andevice.
 - (iii) Withdrawal and deposit of money through