

Syllabus for Office Executive Associate

Course Name	Office Executive Associate
Sector	MANAGEMENT & ENTREPRENEURSHIP AND PROFESSIONAL
Course Code	MEP/2024/OEAS/282
Level	4
Occupation	Personal Assistant/ Front Office Executive/ Back Office Executive
Job Description	Secretary will be responsible for answering and directing phone calls, organizing files, Scheduling meetings and conferences, preparing documents, managing office supply inventory and scheduling appointments,
Course Duration	Total Duration 450 Hrs (T- 90 , P- 240 , OJT-60 and ES-60)
Trainees' Entry Qualification	<ul style="list-style-type: none"> • 12th grade pass • Completed 2nd year of 3-year diploma (after 10th) • Pursuing 2nd year of 3-year regular Diploma (after 10th) • 10th grade pass with two years of any combination of NTC/NAC/CITS or equivalent. • 8th pass plus 2-year NTC plus 1-Year NAC plus 1-Year CITS • 10th grade pass and pursuing continuous schooling (for 2-year program) • 11th Grade Pass and pursuing continuous schooling • Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th Grade pass with 3-year relevant experience • Previous relevant Qualification of NSQF Level 3.5 with 1.5-year relevant experience
Trainers Qualification	Diploma in Office Management/ Diploma in Secretarial Practice/ MBA

Structure of Course:

Module No.	Module name	Outcome	Compulsory/ Optional	Theory (Hrs)	Practical (Hrs)	Total (Hrs) [Multiple of 30]
1	Office procedure & management	Execute office management procedures along with various secretarial activities and their effective management	Compulsory	10	20	30
2	Introduction to Internet and Cyber Security	Explain the procedure of accessing information from Internet using different Web Browser along with basic knowledge of computer security.	Compulsory	20	40	60
3	Shorthand Practice	Apply Shorthand skills in Office management	Compulsory	30	60	90

Module No.	Module name	Outcome	Compulsory/ Optional	Theory (Hrs)	Practical (Hrs)	Total (Hrs) [Multiple of 30]
4	Written & Oral Communication	Perform various types of written and oral communication processes in office management	Compulsory	20	40	60
5	Computer Fundamentals	Identify computer components and apply MS Office applications in effective office management	Compulsory	--	60	60
6	Official correspondence	Analyze and differentiate various types of official letters, its procedure and transcribe the same on computer	Compulsory	10	20	30
7	OJT	Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	Compulsory	--	60	60
8	Employability Skill	As per guided curriculum	Compulsory	60	--	60
TOTAL				150	300	450

SYLLABUS:**Module 1: Office procedure & management****Outcome:**

Execute office management procedures along with various secretarial activities and their effective management

Theory Content:

- i. Office: Definition, structure & function
- ii. Filing system & Indexing: Objectives, Functions & classification (Alphabetical, Numerical, Geographical, Subject wise), Methods of filing (Traditional & modern method), Purpose & types of indexing
- iii. Office Equipment: Purpose of using office machinery, use of computer, printer, projector, photocopier, scanner, buinder & Laminator.
- iv. Meetings: Ensuring meetings are effectively organised and minute, maintaining effective records and administration, upholding the legal requirements of governing documents, charity law, company law, etc. (where relevant), Communication and correspondence.
- v. Maintaining diaries and arranging appointments
- vi. Key Skills for Secretaries: Good communication, customer service and relationship-building skills, Teamworking skills, Organisation and time management skills, Attention to detail, Negotiation skills, Assertiveness, Flexibility act, discretion and diplomacy, the ability to be proactive and use your initiative: to

see what needs doing and to do it, the ability to use standard software packages (eg Microsoft Office) and to learn bespoke packages if required.

Practical Content:

- Operation & small troubleshooting of office machines like computer, printer, projector, photocopier, laminator, scanner, binder.
- Mock meeting coordination and draft the meeting agenda
- Roleplaying on team working skill, negotiation skill, customer handling
- Utilize a calendar management tool to schedule and organize
- Plan for business trip for the executive, including booking train, flights and accommodation
- Organize digital and physical files

Tools & Equipment needed:

Computer, printer, projector, photocopier, laminator, scanner, binder.

Module 2: Introduction to Internet and Cyber Security

Outcome

Explain the procedure of accessing information from Internet using different Web Browser along with basic knowledge of computer security.

Theory Content:

The Internet and Cyber Security

- Explore the Internet's history and applications with an understanding of the World Wide Web
- Describe the use of Web Browsers, Search Engine, E-mail Service
- Define Computer Security
- Explain Cyber Stalking, Malware, Fraud and Abuse
- Overview of Information Security, SSL, HTTPS, Security threats
- Introduction to Privacy protection, Audit and Security.
- Introduction to IT Act and penalties for cybercrimes.

Practical Content:

- Use of Web Browser and World Wide Web for accessing information
- Use of Search Engine for information of some topic
- Create a new Gmail account and practice sending/receiving messages with attachments.
- Create a Facebook account for social networking.
- Apply security measures against viruses, spyware, and malicious code, including firewall protection for internet and network systems
- Make backup copies of important file, data and information.
- Practice on securing Wi-Fi networks using password

Tools & Equipment:

Computer, printer, projector, Wi-Fi router, Internet connectivity

Module 3: Shorthand Practice

Outcome:

Apply Shorthand skills in Office management

Theory Content:

- i. Phonetic system, various tools required, Explanation of consonants, vowels, diphthongs & phraseography
- ii. Alternative signs for R and H, abbreviated-W, circle and stroke S and Z, large circles, ST and STR loops
- iii. Initial hooks, alternative forms of FR, VR, circle or loop preceding initial hooks, Final hooks, circle or loop preceding final hooks,
- iv. Shun hook, The Aspirate, Upward & downward R,L & SH
- v. Halving Principles & Doubling Principles

Practical Content:

- i. Intensive drill in consonant signs
- ii. Application of Vowel sounds
- iii. Attaining Speed of 40 to 80 wpm

Tools & Equipment needed:

Shorthand note book, pencil, eraser, white board, marker pen for white board

Module 4: Written & Oral Communication**Outcome:**

Perform various types of written and oral communication processes in office management

Theory Content:

- i. Communication Skills: Introduction, Definition, Importance of Communication, Communication Process – Source, Message, Encoding, Channel, Decoding, Receiver, Feedback, Context
- ii. Barriers to communication: Physiological Barriers, Physical Barriers, Cultural Barriers, Language Barriers, Gender Barriers, Interpersonal Barriers, Psychological Barriers, Emotional barriers
- iii. Perspectives in Communication: Introduction, Visual Perception, Language, Other factors affecting our perspective - Past Experiences, Prejudices, Feelings, Environment
- iv. Elements of Communication: Introduction, Face to Face Communication – Tone of voice, Body Language (Non-Verbal Communication), Verbal Communication Physical Communication.
- v. Communication Styles: Introduction, The Communication styles Matrix with example for each Direct Communication style, Spirited Communication style, Systematic Communication style, Considerate Communication style.
- vi. Basic Listening Skills: Introduction, Self-Awareness, Active Listening, Becoming an Active Listener, Listening in Difficult Situations.
- vii. Effective Written Communication: Introduction, When and When Not to Use Written Communication - Complexity of the Topic, Amount of Discussion 'Required, Shades of Meaning, Formal Communication.
- viii. Writing Effectively: Subject Lines, Put the Main Point First, Know Your Audience, Organization of the Message

Practical Content:

- i. Drafting practice
- ii Maintenance of Office register: Attendance, Stock, Pay & Issue Register
- iii. Telephone Handling practice
- iv. Role playing on communication etiquette in work place and call handling

Tools & Equipment needed:

Module 5: Computer Fundamentals**Outcome:**

Identify computer components and apply MS Office applications in effective office management

Theory Content: NIL**Practical Content:**

- i. Central Processing Unit, Keyboard, Mouse and Video Display Unit (VDU), Computer Memory, Software
- ii. Opening Documents, Save and Save as, Page Set up, Print Preview, Printing of Documents, Document creation, editing Text, Text Selection, Cut, Copy and Paste, Undo, Redo, Spell Check Thesaurus, Water Mark
- iii. Font and size selection, Alignment of Text, Paragraph Indenting Bullets and Numbering, Changing Case
- iv. Draw Table, Changing Cell width and height, Alignment of Text in Cell, delete / Insertion of row and column, Border and Shading
- v. Creating a Spreadsheet, Opening of Spread Sheet, Addressing of Cells, Printing of cells, Printing of spread sheet, Saving Workbooks, Manipulation of Cells, Entering Text, Numbers and Dates, Creating Text, Number and Date Series, Editing Worksheet Data, Inserting and Deleting Rows, Column, Changing Cell Height and Width
- vi. Web Browsing Software's, Search Engines, E-mails, Opening E-mail account, Mailbox: Inbox and Outbox, Creating and sending a new E-mail, replying to an E-mail message, Forwarding an E-mail message, Sorting and Searching E-mails
- vii. Creating a Presentation Using a Template, creating a Blank Presentation, Entering and Editing Text, Inserting and Deleting Slides in a Presentation, Inserting Word Table or An Excel Worksheet, Adding Clip Art Pictures, Inserting Other Objects, Resizing and Scaling an Object, Header and
- viii. Practice typing to attain a speed of minimum 40w.p.m

Tools & Equipment needed:

Computer, MS Office

Module 6: Official correspondence

Outcome: Analyze and differentiate various types of official letters, its procedure and transcribe the same on computer

Theory Content:

- Enquiry Letter, Quotation, Order, Tender
- Complaint letter, Adjustment Letter etc and their formats.
- Banking Correspondence Account opening letters
- Credit Letters, Guarantee Documents
- Standing Instructions for Payment, Request for Bank over Draft etc
- Government Correspondence Advertisements etc

Practical Content:

- . Analyze & take dictation on Railway Working and other miscellaneous topics and Transcript the same on Computer
- Refer official documents/ projects in Library
- Take Dictation of various Topics and Transcript the same on Computer Training

Tools & Equipment needed:

Computer, MS Office

Module 7 : OJT

Outcome: Work in real job situation with special emphasis on basic safety and hazards in this domain

Practical Content:

Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for **60 Hours**.)

Module 8 : Employability Skills (60 Hrs)**Key Learning Outcomes****Introduction to Employability Skills**

Duration: 1.5 Hours

After completing this programme, participants will be able to:

1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

Constitutional values - Citizenship

Duration: 1.5 Hours

3. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

Becoming a Professional in the 21st Century

Duration: 2.5 Hours

5. Discuss importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
7. Describe the benefits of continuous learning.

Basic English Skills

Duration: 10 Hours

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English
10. Write a short note/paragraph / letter/e -mail using basic English

Career Development & Goal Setting

Duration: 2 Hours

11. Create a career development plan with well-defined short- and long-term goals

Communication Skills

Duration: 5 Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communication

etiquette.

13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

Diversity & Inclusion

Duration: 2.5 Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per POSH act.

Financial and Legal Literacy

Duration: 5 Hours

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions, safely and securely
19. List the common components of salary and compute income, expenditure, taxes, investments etc.
20. Discuss the legal rights, laws, and aids

Essential Digital Skills

Duration: 10 Hours

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic features
25. utilize virtual collaboration tools to work effectively

Entrepreneurship

Duration: 7 Hours

26. Explain the types of entrepreneurship and enterprises
27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
29. Create a sample business plan, for the selected business opportunity

Customer Service

Duration: 5 Hours

30. Describe the significance of analyzing different types and needs of customers
31. Explain the significance of identifying customer needs and responding to them in a professional manner.
32. Discuss the significance of maintaining hygiene and dressing appropriately

Getting Ready for apprenticeship & Jobs

Duration: 8 Hours

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering for apprenticeship opportunities

Learning Outcome – Assessment Criteria

Module No.	Outcome	Assessment Criteria
1	Execute office management procedures along with various secretarial activities and their effective management	After completion of this module students will be able to: 1.1 Explain the duties & responsibilities of Secretary 1.2 Explain Filing System 1.3 Demonstrate mail handling procedure 1.4 Demonstrate key skill required for secretary 1.5 Explain the functions of office machineries
2	Explain the procedure of accessing information from Internet using different Web Browser along with basic knowledge of computer security.	After completion of this module students will be able to: 2.1 Describe the applications of internet 2.2 Illustrate the use of Web Browser, Search Engine and World Wide Web for accessing information 2.3 Perform Sending and receiving messages & Sending attachment with E-mail 2.4 Protect information, computers and networks from viruses, spyware and other malicious code. 2.5 Provide firewall security for Internet connection and Network System. 2.6 Secure wifi with password
3	Apply Shorthand skills in Office management	After completion of this module students will be able to: 3.1 Demonstrate shorthand skills and Explain the importance of stenography. 3.2 Describe office practice work 3.3 Describe strokes. 3.4 Explain transcription 3.5 Take dictation in shorthand 3.6 Type the given exercise 3.7 Analyze and compare documents
4	Perform various types of written and oral communication processes in office management	After completion of this module students will be able to: 4.1 Draft official letter 4.2 Demonstrate etiquette of telephonic communication 4.3 Explain the communication etiquette in work place 4.4 Draft notice & circular 4.5 Explain the types of communication & the barriers to communication
5	Identify computer components and apply MS Office applications in effective office management	After completion of this module students will be able to: 5.1 Apply the concept of Text & Table manipulation 5.2 Create & work on Spread Sheet 5.3 Demonstrate the use of Web browsing & communication

Module No.	Outcome	Assessment Criteria
		5.4 Prepare presentation on Power Point. 5.5 Type text on keyboard at a minimum speed of 40wpm
6	Analyze and differentiate various types of official letters, its procedure and transcribe the same on computer	After completion of this module students will be able to: 6.1 analyze & categorize various types of official documents and letters 6.2 Note down dictation on office matters and transcribe the same on computer 6.3 Illustrate communication skills and decision making 6.4 Illustrate various banking correspondences 6.5 Assess & fill various government correspondence like circulars, notice etc 6.6 Prepare the report on the refer subject
7	OJT	Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for 60 Hours.)
8	Employability Skill	As per guided curriculum

List of Tools, Equipment & materials needed for 30 Trainees (Practical)

SI No	Items Name	Specification	Qty
1	Computer		30
2	Projector		1
3	Photocopier		1
4	Laminator		1
5	Scanner		1
6	Printer		1
7	Binder		1
8	White Board		2
9	Wi-Fi router		1
10	Internet connectivity		1

Marks Distribution

Outcome	Outcome Code	Total Th marks	Total Pr marks	Total OJT marks
Execute office management procedures along with various secretarial activities and their effective management	MEP/2502/OC1	20	50	0
Explain the procedure of accessing information from Internet using different Web Browser along with basic knowledge of computer security.	MEP/2502/OC2	30	130	0
Apply Shorthand skills in Office management	MEP/2502/OC3	50	140	0
Perform various types of written and oral communication processes in office management	MEP/2502/OC4	30	130	0
Identify computer components and apply MS Office applications in effective office management	MEP/2502/OC5	0	150	0
Analyze and differentiate various types of official letters, its procedure and transcribe the same on computer	MEP/2502/OC6	20	50	0
Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	MEP/2502/OC7	0	0	150
Employability Skills – 60 Hrs	DGT/VSQ/N0102	50	0	0