

# **CURRICULUM**

**Technical School Leaving Certificate**

**Computer Application & Secretarial Management**

**(18 months program)**



Council for Technical Education and Vocational Training

**Curriculum Development Division**

**Sanothimi, Bhaktapur**

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## Table of contents

Introduction:.....	3
Title:.....	3
Aim: .....	3
Objectives: .....	3
Programme Description: .....	3
Course Duration:.....	3
Entry criteria: .....	3
Group size:.....	3
Medium of Instruction: .....	4
Pattern of Attendance:.....	4
Instructors' Qualification:.....	4
Teacher and Student Ratio:.....	4
Instructional Media and Materials: .....	4
Teaching Learning Methodologies: .....	4
Evaluation Details:.....	4
Grading System:.....	5
Certificate Awarded:.....	5
Job Opportunity: .....	5
Course Structure.....	6
Office System and Management.....	7
Secretarial Function .....	15
Records Management.....	21
Computer Application.....	29
Communication.....	51
Office Equipment.....	61
Financial and Inventory Management .....	71
Entrepreneurship Development .....	82
On the Job Training (OJT).....	86

**Introduction:**

Nepal Government, Ministry of Education implemented the letter grading system in SLC from 2072 B.S. The door of TSLC programme is open for those students who have appeared in SLC exam and achieved any GPA and any grade in each subject. Focusing on such students the curriculum of TSLC of 29 months and 15 months have been converted into 18 months to create uniformity among different TSLC programme.

This curriculum is designed to produce basic level Office Secretary or Computer Operator having knowledge and technical skills in the field of office management. Graduates of office secretary course will be capable to perform the secretarial functions as per the need of government, semi-government, non-government and private organizations so as to meet the demand of such technician in the country.

**Title:**

The title of the programme is TSLC in Computer Application & Secretarial Management.

**Aim:**

The aim of the programme is to produce competent workforce equipped with required skills and knowledge to undertake any clerical and secretarial profession.

**Objectives:**

After completing this curricular program, the students will be able to:

- Maintain the office environment and safety
- Perform a reception work
- Maintain records and indexes
- Familiarize with computer applications
- Handle email, internet and web page
- Write letters, memoranda and notice/circulation and report
- Assist to organize interviews, meetings, workshop and conferences
- Handle and operate different office equipment
- Handle accounting

**Programme Description:**

This programme is based on the job required to be performed by an Office Secretary/Computer Operator. This curriculum deals with office system and management, secretarial functions, record management, computer application, office equipment and financial management.

**Course Duration:**

This course will be completed within 18 months (40 hrs./week X 39 weeks a year = 1560 hrs. class plus 6 months on the job training (OJT).

**Entry criteria:**

Individuals with following criteria will be eligible for this program:

- SLC with any grade and any GPA (Since 2072 SLC).
- SLC appeared (Before 2072 SLC)
- Pass entrance examination administered by CTEVT

**Group size:**

The group size will be maximum 40 (Forty) in a batch.

**Medium of Instruction:**

The medium of instruction will be in English and/or Nepali language.

**Pattern of Attendance:**

The students should have minimum 90% attendance in theory classes and practical/performance to be eligible for internal assessments and final examinations.

**Instructors' Qualification:**

- Instructors should have Bachelor Degree in Management/Humanities with experience in computer and secretarial services.
- Good communicative/instructional skills

**Teacher and Student Ratio:**

- Theory: 1:40
- Practical: 1:10

**Instructional Media and Materials:**

The following instructional media and materials are suggested for the effective instruction, demonstration and practical.

- Printed media materials (assignment sheets, handouts, information sheets, procedure sheets, performance check lists, textbooks, newspaper etc.).
- Non-projected media materials (display, models, photographs, flip chart, poster, writing board etc.).
- Projected media materials (multimedia/overhead transparencies, slides etc.).
- Audio-visual materials (films, videodiscs, videotapes etc.).
- Computer-based instructional materials (computer-based training, interactive video etc.)

**Teaching Learning Methodologies:**

The methods of teaching for this curricular program will be a combination of several approaches such as;

- Theory: lecture, discussion, assignment, group work, question-answer.
- Practical: demonstration, observation, simulation, role play, guided practice and self-practice.

**Evaluation Details:**

- The ratio between the theory and practical tests will be as per the marks given in course structure of the curriculum. Ratio of internal and final evaluation is as follows:

S.N.	Particulars	Internal Assessment	Final Exam	Pass %
1.	Theory	50%	50%	40%
2.	Practical	50%	50%	60%

- There will be three internal assessments and one final examination in each subject. Moreover, the mode of assessment and examination includes both theory and practical or as per the nature of instruction as mentioned in the course structure.
- Every student must pass in each internal assessment to appear the final exam.
- Continuous evaluation of the students' performance is to be done by the related instructor/ trainer to ensure the proficiency over each competency under each area of a subject specified in the curriculum.

- The on-the-job training is evaluated in 500 full marks. The evaluation of the performance of the student is to be carried out by the three agencies; the concerned institute, OJT provider industry/organization and the CTEVT Office of the Controller of Examinations. The student has to score minimum 60% for successful completion of the OJT.

**Grading System:**

The grading system will be as follows:

<u>Grading</u>	<u>Overall marks</u>
Distinction	80% or above
First division	75% to below 80%
Second division	65% to below 75%
Third division	Pass aggregate to below 65%

**Certificate Awarded:**

The council for technical education and vocational training will award certificate in “**Technical School Leaving Certificate in Computer Application and Secretarial Management**” to those graduates who successfully complete the requirements as prescribed by the curriculum.

**Job Opportunity:**

The graduate will be eligible for the position equivalent to Non-gazetted 2nd class/level 4 as an Office Secretary/Computer Operator or as prescribed by the Public Service Commission of Nepal/Related Organizations.

**Course Structure**  
**(18 Months Programme)**

S.N.	Subject	Nature	Class Hours		Full Marks	
			Theory	Practical	Theory	Practical
1.	Office System and Management	T	55	23	30	20
2.	Secretarial Functions	T+P	39	78	30	50
3.	Records Management	T+P	39	78	30	50
4.	Computer Application	T+P	78	312	50	200
5.	Communication	T+P	78	234	50	150
6.	Office Equipment	T+P	39	195	20	120
7.	Financial and Inventory Management	T+P	78	156	50	100
8.	Entrepreneurship Development	T+P	30	48	20	30
<b>Total</b>			<b>436</b>	<b>1124</b>	<b>280</b>	<b>720</b>
<b>Sub Total</b>			<b>1560</b>		<b>1000</b>	
On the Job Training (6 months)			960		500	
<b>Grand Total</b>			<b>2520</b>		<b>1500</b>	

## Office System and Management

**Theory total: 55 hrs**  
**Practical total: 23 hrs**

**Full marks: 50 (Th. 30+Pr. 20)**  
**Pass marks: 24 (Th. 12+Pr. 12)**

### Course Descriptions:

This course is designed to equip the students with knowledge and skills on office system and management with different elements of office such as; types of office, office resources, office works, supervision procedure, planning process, and office layout technique. It also provides the skill of organization chart preparation, job description writing and duty roster preparation and assisting to staff development plan, obtaining evaluation form/report & management of office environment and practicing safety discipline.

### Course objectives:

After completion of subject, students will be able to:

1. describe the characteristics of office
2. list the types of office
3. describe the importance of office
4. enable course attendants to prepare office documents
5. enhance their office management skills; and
6. enable them develop their professionalism

### Duties and Tasks:

Duties	Tasks
1. Familiarize with office	<ul style="list-style-type: none"><li>• Familiarize with office elements</li><li>• List the types/ characteristics of office</li><li>• Familiarize the resources of office</li></ul>
2. Manage office	<ul style="list-style-type: none"><li>• Familiarize with office works</li><li>• Supervise and control subordinates</li><li>• Plan and sketch an office layout</li></ul>
3. Prepare Organization Chart, Job Description and Duty Roster	<ul style="list-style-type: none"><li>• Prepare an organizational chart</li><li>• Write a Job description</li><li>• Prepare a duty roster</li></ul>
4. Assist to Develop Staff	<ul style="list-style-type: none"><li>• Assist to organize staff development training plan</li><li>• Obtain performance evaluation form</li></ul>
5. Maintain Office Environment and Safety	<ul style="list-style-type: none"><li>• Manage working environment physically</li><li>• Manage optimize use of resources</li><li>• Practice preventive safety discipline</li><li>• Follow security and safety arrangements</li></ul>

## Task Analysis

### Duty 1: Familiarize with office

Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Familiarize with office elements</b></p> <ul style="list-style-type: none"> <li>• Introduce office</li> <li>• Write down concept of office</li> <li>• Write down mission of office</li> <li>• Write down vision of office</li> <li>• List the goals of office</li> <li>• List the objectives of office</li> <li>• Specify programs and activities of office</li> <li>• Find out resources of office</li> <li>• Protect materials and assets</li> </ul>	<p><b>Task:</b> Familiarize with office</p> <p><b>Conditions:</b> Well-equipped classroom</p> <p><b>Standards:</b> Familiarized with office with (mission, vision, goal, objective, programs, activities and resources)</p>	<p><b>Office</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Concept</li> <li>• Types</li> <li>• Mission</li> <li>• Vision</li> <li>• Goal</li> <li>• Objective</li> <li>• Importance</li> <li>• Programs</li> <li>• Activities</li> <li>• Resource</li> <li>• Safety</li> <li>• Staffs</li> <li>• Furniture</li> <li>• Materials</li> </ul>
<p><b>List the types/ characteristics of office</b></p> <ul style="list-style-type: none"> <li>• List the types of office</li> <li>• Identify the type of office</li> <li>• List the characteristics of office</li> </ul>	<p><b>Task:</b> List the types/ characteristics of office</p> <p><b>Conditions:</b> Well-equipped classroom</p> <p><b>Standards:</b> Listed the types of office</p>	<p><b>Office</b></p> <ul style="list-style-type: none"> <li>♦ Types <ul style="list-style-type: none"> <li>○ Government, semi-government &amp; non-government sector</li> <li>○ Public &amp; private sector</li> <li>○ Profit making and non-profit making organizations</li> <li>○ Various public enterprises</li> <li>○ Tall and flat organizations</li> <li>○ Formal and informal organizations</li> </ul> </li> </ul>
<p><b>Familiarize with resource of office</b></p> <ul style="list-style-type: none"> <li>• Introduce office resource</li> <li>• Familiarize the need of office resource</li> <li>• Find out the source of office resource</li> </ul>	<p><b>Task:</b> Familiarize with resource of office</p> <p><b>Conditions:</b> Well-equipped classroom</p> <p><b>Standards:</b> Familiarized with office resource as per nature</p>	<p><b>Office resource</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Need</li> <li>• Types</li> <li>• Proper utilization</li> </ul>



## Duty 2: Manage the Office

Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Familiarize with office works</b></p> <ul style="list-style-type: none"> <li>• Familiarize with office work</li> <li>• List the types of office work</li> <li>• Identify the type of office work</li> <li>• Find out resources for office work</li> <li>• Protect materials and assets</li> </ul>	<p><b>Task:</b> Familiarize with office and its functions</p> <p><b>Conditions:</b> Well-equipped classroom</p> <p><b>Standards:</b> Familiarized with office works</p>	<p><b>Office work</b></p> <ul style="list-style-type: none"> <li>♦ Introduction</li> <li>♦ Types</li> <li>♦ Objective</li> <li>♦ Importance</li> </ul>
<p><b>Supervise and Control Subordinates</b></p> <ul style="list-style-type: none"> <li>• Fix objectives of the job</li> <li>• Set standard of performance</li> <li>• Mention deadlines</li> <li>• Fix checkpoints to monitor</li> <li>• Layout seats for easy supervision</li> <li>• Observe and analyze performance</li> <li>• Keep a log of employees' activities and work progress</li> <li>• Give feedback and directions</li> <li>• Take corrective measures</li> <li>• Report back to boss</li> </ul>	<p><b>Task:</b> Supervise and Control Subordinates</p> <p><b>Conditions:</b> Clarify the topic by means of case study examples and exercises</p> <p><b>Standard:</b> Fit the task learned to organizational setting(s)</p>	<p><b>Office Staff</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• organizational setting</li> <li>• Level</li> <li>• Senior</li> <li>• Colleagues</li> <li>• Junior/ subordinates</li> <li>• Work division</li> </ul> <p><b>Job</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objective</li> <li>• Description</li> <li>• standard</li> </ul> <p><b>Supervision</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objective</li> <li>• checklist</li> <li>• Supervisory procedures</li> <li>• Supervisory system</li> <li>• Qualities</li> <li>• Feedback</li> <li>• Correcting measures</li> </ul>

<p><b>Plan and sketch a Layout Design</b></p> <ul style="list-style-type: none"> <li>• Analyze office work flow and procedures</li> <li>• Explore staff movement pattern</li> <li>• Check position of doors, windows, services and equipment</li> <li>• Check power plugs, telephone sockets and lighting</li> <li>• Study desk organisation</li> <li>• Identify space available</li> <li>• Draw sketch of office</li> <li>• Ensure easy movement from one part to another</li> </ul>	<p><b>Task:</b> Plan and Draw a Layout Design</p> <p><b>Conditions:</b> Flip charts and board markers in the classroom for practicing layout designs</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Planned office layout as per office nature and staff</li> <li>• Draw office layout as per office nature and staff</li> </ul>	<p><b>Office layout</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Importance</li> </ul> <p><b>Office work pattern</b></p> <p><b>Staff movement Design</b></p> <ul style="list-style-type: none"> <li>• Room allocation procedure</li> <li>• Various stages</li> <li>• Storage facilities</li> <li>• Disposal</li> <li>• Suitable configuration: <ul style="list-style-type: none"> <li>- Open plan layout</li> <li>- Closed office layout</li> <li>- Cellular layout</li> </ul> </li> </ul>
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### Duty 3: Prepare Organization chart, Job Description and Duty Roster

Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Prepare an Organizational Chart</b></p> <ul style="list-style-type: none"> <li>• Show all posts in office</li> <li>• Allocate duties to each post</li> <li>• Group duties logically</li> <li>• Display hierarchy for reporting back</li> <li>• Show persons responsible for divisions/sub-divisions</li> <li>• Review and revise chart periodically</li> </ul>	<p><b>Task:</b> Prepare an organization chart</p> <p><b>Conditions:</b> Classroom with flipcharts and markers for exercise</p> <p><b>Standards:</b> Demonstration of various types of organ grams</p>	<p><b>Organization chart</b></p> <ul style="list-style-type: none"> <li>• Description</li> <li>• Management structure and relationship in: <ul style="list-style-type: none"> <li>- line organization</li> <li>- functional organization</li> <li>- line and staff organization</li> <li>- committee organization</li> </ul> </li> <li>• Structure of organization</li> <li>• Mutual relationships</li> <li>• Chain of command</li> <li>• Details of positions, duties and relationships</li> </ul>
<p><b>Prepare Job Description</b></p> <ul style="list-style-type: none"> <li>• Specify roles and responsibilities of the job</li> <li>• Fix job specifications</li> <li>• Identify the authority to report back</li> <li>• Set indicators for standard of performance</li> <li>• Conduct periodic review of job description</li> <li>• Review job description</li> <li>• Update personnel record card and specification</li> </ul>	<p><b>Task:</b> Prepare Job Description</p> <p><b>Conditions:</b> Classroom with materials for display of various job descriptions</p> <p><b>Standards:</b> Allow to prepare job descriptions in flipcharts</p>	<p><b>Job description</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Elements</li> <li>• Special conditions,</li> <li>• Special information</li> <li>• Limitation</li> <li>• Role and responsibilities</li> <li>• Specifications</li> </ul>
<p><b>Prepare Duty Roster</b></p> <ul style="list-style-type: none"> <li>• Make periodic personal organizers</li> <li>• Distribute workload evenly</li> <li>• Keep checklist of works to do</li> <li>• Prioritize tasks as `must', `ought to' and `could'</li> <li>• Allocate time scale for each task</li> <li>• Keep provision for contingency planning</li> <li>• Include checkpoints to monitor</li> <li>• Keep staff movement board/wall chart</li> </ul>	<p><b>Task:</b> Prepare Duty Roster</p> <p><b>Conditions:</b> Classroom with samples of duty roster sheets and formats</p> <p><b>Standards:</b> Checked out work schedules suitable for office and job duties</p>	<p><b>Duty Roster</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Elements</li> <li>• Special conditions</li> <li>• Special information</li> <li>• Looks of boss's and one's own daily and periodic duties</li> </ul>

#### Duty 4: Assist to Develop Staff

Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Assist to organize staff development training plan</b></p> <ul style="list-style-type: none"> <li>• Assess needs through feedback seminar</li> <li>• Collect professional publications</li> <li>• Prepare timing and schedule</li> <li>• Invite trainees</li> <li>• Contact resource persons</li> <li>• Receive budget</li> <li>• Manage venue, training materials, aids and other facilities/logistics</li> <li>• Implement training program</li> <li>• Conduct evaluation (pre-training, ongoing and post-training)</li> <li>• Collect feedback from trainees</li> </ul>	<p><b>Task:</b> Assist to Organize Professional Training Programs</p> <p><b>Conditions:</b> Availability of ample standard training resources, equipment and materials in the classroom</p> <p><b>Standards:</b> Organized training properly</p>	<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Systematic approach</li> <li>• Cycle</li> <li>• Management techniques</li> <li>• Evaluation techniques</li> </ul>
<p><b>Obtain performance evaluation form</b></p> <ul style="list-style-type: none"> <li>• Prepare an appraisal scheme</li> <li>• Obtain evaluation forms filled up</li> <li>• Arrange appraisal interviews</li> <li>• Assist to publish appraisal results</li> <li>• Assist to improve existing performance evaluation system</li> </ul>	<p><b>Task:</b> Obtain Performance Evaluation Forms</p> <p><b>Conditions:</b> Supply sample evaluation forms and simulate appraisal interviews</p> <p><b>Standards:</b> Collect various evaluation forms</p>	<p><b>Evaluation Forms</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Type</li> <li>• Elements</li> <li>• Purpose</li> <li>• Method of evaluation</li> <li>• Appraisal scheme</li> </ul>

**Duty 5: Maintain Office Environment and Safety**

Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Manage working environment physically</b></p> <ul style="list-style-type: none"> <li>• Maintain decor or color in rooms</li> <li>• Ensure adequacy, intensity and right positioning of lights</li> <li>• Site and plan desks well</li> <li>• Keep absorbing screens round noisy equipment</li> <li>• Keep flower posts and green plants in proper places</li> <li>• Limit use of pictures, posters and notices in the premise</li> <li>• Prepare office cleaning cycles (daily and weekly)</li> <li>• Develop checklists to follow-up cleaning process</li> </ul>	<p><b>Task:</b> Manage Working Environment Physically</p> <p><b>Conditions:</b> Move around and judge existing work environment</p> <p><b>Standards:</b> Pay visits to better managed offices and suggest improvements in the office</p>	<p><b>Environment Working Environment</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Factors</li> <li>• Office set-up premises</li> </ul>
<p><b>Manage optimize use of resources</b></p> <ul style="list-style-type: none"> <li>• Close taps after use</li> <li>• Switch off electrical equipment and devices after use</li> <li>• Obtain solar power if possible</li> <li>• Minimize over use and over talk on telephone</li> <li>• Promote re-use of stationeries</li> <li>• Control misuse of vehicles</li> </ul>	<p><b>Task:</b> Optimize use of resources</p> <p><b>Conditions:</b> Study use of resources in office</p> <p><b>Standards:</b> Ensure to apply these rules in behaviour</p>	<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Elements</li> <li>• Purpose</li> <li>• Types</li> </ul>
<p><b>Practice preventive safety discipline</b></p> <ul style="list-style-type: none"> <li>• Keep equipment and tools well-maintained and safety Measures</li> <li>• Service them regularly</li> <li>• Put them in their proper places</li> <li>• Place filing cabinets, desks and drawers free from sharp edges</li> <li>• Keep gangways clear</li> <li>• Do not leave cables, telephone wires and electric flexes trailing around</li> <li>• Make floor finishes or polishes non-slip</li> <li>• Keep non-slip floor coverings</li> <li>• Put safety posters and notices in workplaces</li> <li>• Distribute safety literature</li> <li>• Run training in safety measures</li> </ul>	<p><b>Task:</b> Practice Preventive Safety Discipline</p> <p><b>Conditions:</b> Move around and check office security arrangements/assign tasks to participants</p> <p><b>Standards:</b> Translate the preventive rules into action</p>	<p><b>Office safety</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Elements</li> <li>• Purpose</li> <li>• Devices</li> <li>• Facilities</li> </ul>

<p><b>Follow security and safety arrangements</b></p> <ul style="list-style-type: none"> <li>• Include health and safety routines, and measures in job descriptions</li> <li>• Clarify roles of each staff in office security</li> <li>• Identify causes of accidents and prevent them</li> <li>• Keep fire alarm or extinguishers sufficient and in order</li> <li>• Conduct fire drills</li> <li>• Mark fire exits clearly</li> <li>• Keep them unlocked</li> <li>• Check first-aid box for supplies</li> <li>• Keep security alarm or surveillance system intact</li> <li>• Establish security procedures for visitors</li> <li>• Issue identity cards, label badges and parking permits for staff movement</li> </ul>	<p><b>Task:</b> Follow Security and Safety Arrangements</p> <p><b>Conditions:</b> Collection of security acts, rules and regulations of or study and analysis</p> <p><b>Standards:</b> Study present office situation and suggest for better security arrangements</p>	<ul style="list-style-type: none"> <li>• Health and safety law, acts and rules</li> <li>• Security procedures</li> </ul>
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## Secretarial Function

**Theory total: 39 hrs (1 hrs/week)**  
**Practical total: 78 hrs (2 hrs/week)**

**Full marks: 80 (Th. 30 + Pr. 50)**  
**Pass marks: 42 (Th. 12 + Pr. 30)**

### Course Descriptions:

This course is designed to equip the students with knowledge and skills on secretarial functions such as; greeting, telephone handling, diary maintaining, appointments making, mail maintaining, dictation taking and transcribing, making travel arrangements and preparing speech/presentation.

### Course objectives:

After the completion of this subject students will be able to:

1. Familiarize with office secretary
2. Perform reception skills
3. Handle Telephone
4. Maintain Diary and Make Appointments
5. Maintain mails
6. Take dictation and transcribe
7. Make Travel Arrangements and prepare travel itinerary
8. Prepare speech / presentation

### Duties and Tasks:

<b>Duties</b>	<b>Tasks</b>
1. Perform secretarial functions	<ul style="list-style-type: none"><li>• Familiarize with office secretary</li><li>• Perform reception skills</li><li>• Deal with visitors</li><li>• Handle telephone</li></ul>
2. Maintain secretarial functions	<ul style="list-style-type: none"><li>• Maintain diary and make appointments</li><li>• Maintain mails</li></ul>
3. Manage travel	<ul style="list-style-type: none"><li>• Make travel arrangements</li><li>• Prepare travel itinerary</li></ul>
4. Take note and prepare speech / presentation	<ul style="list-style-type: none"><li>• Take dictation and transcribe</li><li>• Prepare speech/presentation</li></ul>

## Duty 1: Perform secretarial functions

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Familiarize with office secretary</b></p> <ul style="list-style-type: none"> <li>• Introduce secretary</li> <li>• List the types of a secretary</li> <li>• List the functions of a secretary</li> <li>• Describe the importance of secretary</li> <li>• Specify roles and responsibilities of the job</li> </ul>	<p><b>Task:</b> Familiarize with office secretary</p> <p><b>Conditions:</b> Classroom with materials for display of various job descriptions</p> <p><b>Standards:</b> Familiarized with all with a secretary's role functions and skills</p>	<p><b>Office Secretary</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Functions</li> <li>• Importance</li> <li>• Languages</li> <li>• Role</li> <li>• Qualities</li> <li>• Manner</li> <li>• Responsibilities</li> <li>• Skills               <ul style="list-style-type: none"> <li>○ Managerial</li> <li>○ Technical</li> </ul> </li> <li>• Event management</li> </ul>
<p><b>Perform reception skills</b></p> <ul style="list-style-type: none"> <li>• Maintain reception area</li> <li>• Manage reception accessories</li> <li>• Deal with visitors</li> <li>• Guide visitors</li> <li>• Follow safety procedure</li> <li>• Keep records</li> <li>• Report to supervisor</li> <li>• Take note</li> <li>• Fill message slip</li> <li>• Handle telephonic equipments</li> </ul>	<p><b>Task:</b> Perform reception skills</p> <p><b>Conditions:</b> Classroom with materials for display of various job descriptions</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Maintained reception areas managing all reception accessories</li> <li>• Performed reception skills providing good manner with visitors</li> </ul>	<p><b>Reception</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Guest behaviour</li> <li>• Manner</li> <li>• Display materials</li> <li>• Time management</li> </ul> <p><b>Office information Reception accessories</b></p> <ul style="list-style-type: none"> <li>• Visitor register</li> <li>• Visitor slip</li> <li>• Office profile</li> <li>• Yellow pages &amp; Dairy</li> </ul>
<p><b>Deal with visitors</b></p> <ul style="list-style-type: none"> <li>• Maintain Secretarial room</li> <li>• Receive visitors</li> <li>• Greet visitors</li> <li>• Ask the purpose of visit</li> <li>• Request executive with purpose</li> <li>• Manage time for appointment</li> <li>• Inform visitors</li> <li>• Follow safety procedure</li> <li>• Keep records</li> <li>• Note down appointment</li> <li>• Fill message slip</li> </ul>	<p><b>Task:</b> Deal with visitors</p> <p><b>Conditions:</b> Classroom with materials for display of various job descriptions</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Maintained secretary room</li> <li>• Dealt with visitors with politeness, patience and showing secretarial manner</li> </ul>	<p><b>Visitors</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Manner</li> <li>• Time management</li> </ul> <p><b>Office information Secretary room accessories</b></p> <ul style="list-style-type: none"> <li>• Visitor slip</li> <li>• Dairy</li> <li>• Telephone</li> </ul>



<p><b>Handle telephone</b></p> <ul style="list-style-type: none"> <li>• Receive telephone calls</li> <li>• Route telephone calls</li> <li>• Filter telephone calls</li> <li>• Take message</li> <li>• Make telephone calls</li> <li>• Manage external/internal calls using EPABX</li> <li>• Prioritize calls</li> <li>• Keep records</li> <li>• Report to senior</li> </ul>	<p><b>Task:</b> Familiar with different telephone sets</p> <p><b>Conditions:</b> Class and lab with different telephone items with intercom</p> <p><b>Standards:</b> Handled telephone calls properly prioritizing important calls as a good receptionist</p>	<p><b>Telephone</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Use</li> <li>• Language</li> <li>• Handling process <ul style="list-style-type: none"> <li>○ Telephone</li> <li>○ EPABX <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Function</li> <li>- Use</li> <li>- Troubleshoot</li> </ul> </li> </ul> </li> <li>• Message slip</li> <li>• Secrecy</li> <li>• Safety procedure</li> <li>• Telephone directory</li> <li>• STD/ISD Code</li> </ul>
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## Duty 2: Maintain secretarial functions

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Maintain Diary and Make Appointments</b></p> <p><b>Maintain Dairy</b></p> <ul style="list-style-type: none"> <li>Select appropriate diary</li> <li>Note down given appointment</li> </ul> <p>Note down taken appointment</p> <p><b>Make appointment</b></p> <ul style="list-style-type: none"> <li>Deal with guest</li> <li>Write purpose of visitors</li> <li>Allocate time and date</li> <li>Fix venue</li> <li>Take detail information</li> <li>Manage cross reference</li> <li>Give appointment</li> <li>Make telephone calls</li> <li>Conform time and date</li> <li>Conform venue</li> <li>Take appointment</li> </ul>	<p><b>Task:</b> Maintain Diary and Make Appointments</p> <p><b>Conditions:</b> Class and lab</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>Made appointments conforming time, date and venue</li> <li>Maintained diary properly</li> </ul>	<p><b>Diary</b></p> <ul style="list-style-type: none"> <li>Introduction</li> <li>Function</li> <li>Types</li> <li>Use</li> <li>Maintaining process</li> <li>Note taking</li> <li>Secrecy</li> </ul> <p><b>Appointments and follow up</b></p> <ul style="list-style-type: none"> <li>Introduction</li> <li>Use</li> <li>Maintaining process</li> <li>Cross reference</li> <li>Time allocation</li> <li>Secrecy maintaining</li> </ul>
<p><b>Maintain Incoming Mail</b></p> <ul style="list-style-type: none"> <li>Receive / collect mail</li> <li>Give receipt</li> <li>Sort incoming mail</li> <li>Open mail</li> <li>Scrutinize attachments (Check contents)</li> <li>Take approval for registration (Tok adesh)</li> <li>Register mail</li> <li>Circular mail</li> <li>File mail</li> <li>Maintain secrecy</li> </ul> <p><b>Maintain Outgoing Mail</b></p> <ul style="list-style-type: none"> <li>Receive outgoing mail</li> <li>Entry in dispatch (Chalani) Book</li> <li>Write reference no</li> <li>Fold mail</li> <li>Attach requirements</li> <li>Enclose envelop</li> <li>Write name and address on envelop</li> <li>Seal the necessary stamps</li> <li>Dispatch outgoing mail</li> </ul>	<p><b>Task:</b> Handle mails</p> <p><b>Conditions:</b> Class and lab field trip to postal service or courier service</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>Properly handle incoming mails</li> <li>Properly handle dispatching mails</li> </ul>	<p><b>Mail</b></p> <ul style="list-style-type: none"> <li>Introduction</li> <li>Types <ul style="list-style-type: none"> <li>Receiving incoming mail (darta) <ul style="list-style-type: none"> <li>Confidential</li> <li>personal</li> <li>invitation</li> </ul> </li> <li>Dispatching Outgoing mail (Chalani)</li> <li>Inter department mail</li> </ul> </li> <li>Use</li> <li>Handling process</li> <li>Secrecy</li> <li>Pending mail</li> <li>Courier system <ul style="list-style-type: none"> <li>Introduction</li> <li>Types</li> </ul> </li> <li>Mailing accessories</li> </ul> <p><b>Stamps (Seal)</b></p> <ul style="list-style-type: none"> <li>Introduction</li> <li>Types <ul style="list-style-type: none"> <li>Incoming</li> <li>Outgoing</li> </ul> </li> </ul>

### Duty 3: Manage travel

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Make Travel Arrangements</b></p> <ul style="list-style-type: none"> <li>• Manage tickets</li> <li>• Manage passport</li> <li>• Manage visa</li> <li>• Prepare presentation / speech</li> </ul>	<p><b>Task:</b> Make Travel Arrangements</p> <p><b>Conditions:</b> Class room</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Made all travel arrangements as per need</li> </ul>	<p><b>Travel Arrangements</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Mode</li> <li>• Arrangements</li> <li>• Presentation</li> <li>• Visa/Passport</li> <li>• Ticketing</li> <li>• Current situation</li> <li>• Weather condition</li> <li>• Custom and Holidays</li> <li>• Traveling documents</li> </ul>
<p><b>Prepare Travel Itinerary</b></p> <ul style="list-style-type: none"> <li>• Collect information</li> <li>• Fix/obtained date</li> <li>• Select/obtained mode of travel</li> <li>• Open website for necessary information of the location</li> <li>• Prepare/obtain necessary documents</li> <li>• Prepare/fill itinerary format</li> <li>• Study rules and regulation</li> <li>• Collect necessary information</li> <li>• Prepare/Fill Itinerary</li> </ul>	<p><b>Task:</b> Prepare Itinerary</p> <p><b>Conditions:</b> Class room</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Prepared itinerary using necessary requirements</li> </ul>	<p><b>Itinerary</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Use</li> <li>• Information</li> <li>• Formats</li> <li>• Rules and regulation</li> </ul> <p>Preparation process</p>

**Duty 4: Take note and prepare speech / presentation**

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Take dictation and transcribe</b></p> <ul style="list-style-type: none"> <li>• Listen boss carefully</li> <li>• Write in short form</li> <li>• Write clearly</li> <li>• Transcribe in appropriate format</li> </ul> <p><b>Audio</b></p> <ul style="list-style-type: none"> <li>• Receive memory chips/cassette</li> <li>• Insert memory chips/cassette in machine</li> <li>• Play machine</li> <li>• Listen carefully</li> <li>• Transcribe in appropriate format</li> </ul>	<p><b>Task:</b> Why it is important to take Dictation</p> <p><b>Conditions:</b> Class room</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Listened boss carefully and transcribed properly</li> <li>• Listened audio memory chips/ cassette carefully and transcribed properly</li> </ul>	<p><b>Dictation</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Type <ul style="list-style-type: none"> <li>○ Audio (Voice record)</li> <li>○ Written</li> </ul> </li> <li>• Taking process</li> <li>• Secrecy</li> <li>• Transcribe</li> </ul>
<p><b>Prepare speech / presentation</b></p> <ul style="list-style-type: none"> <li>• Conform subject</li> <li>• Collect different materials for speech / presentation.</li> <li>• Study materials</li> <li>• Concern to boss</li> <li>• Take notes</li> <li>• Write speech</li> <li>• Choose appropriate media for presentation</li> <li>• Prepare presentation</li> <li>• Make demo before present</li> </ul>	<p><b>Task:</b> Develop the speech by referring different materials</p> <p><b>Conditions:</b> Class room</p> <p><b>Standards:</b> Prepared speech for presentation following all steps and corrected as per the instruction of boss</p>	<p><b>Speech / presentation</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Addressing the mass</li> <li>• Salutation</li> <li>• Media for presentation</li> </ul>

## Records Management

**Theory total: 39 hrs (1 hrs/week)**  
**Practical total: 78 hrs (2 hrs/week)**

**Full marks: 80 (Th. 30 + Pr. 50)**  
**Pass marks: 42 (Th. 12 + Pr. 30)**

### Course Descriptions:

This course is designed to equip the students with knowledge and skills on records management. This subject contains the information related to records and its management.

### Course objectives:

After the completion of Record Management subject, students will be able to:

1. introduce record management
2. identify the types of records
3. familiarize with records cycle
4. prepare and follow filing guidelines
5. maintain different filing
6. systematize and maintain files
7. control files
8. maintain card and index
9. dispose unnecessary documents

### Duties and Tasks:

Duties	Tasks
1. Familiarize with record management	<ul style="list-style-type: none"><li>• Introduce record management</li><li>• Identify the types of records</li><li>• List out the Importance of records</li><li>• Familiarize with records cycle</li></ul>
2. Familiarize with Filing classification	<ul style="list-style-type: none"><li>• Prepare and follow filing guidelines</li><li>• Maintain chronological filing</li><li>• Maintain Alphabetical filing</li><li>• Maintain Geographical filing</li><li>• Maintain Subject filing</li><li>• Maintain Numerical filing</li></ul>
3. Apply the Filing Methods	<ul style="list-style-type: none"><li>• Systematize files</li><li>• Maintain Wire file, Pigeonhole file, Box file</li><li>• Maintain horizontal filing</li><li>• Maintain Vertical Filing Method</li><li>• Control Files</li></ul>
4. Maintain Indexes	<ul style="list-style-type: none"><li>• Maintain Vertical Card Index</li><li>• Maintain Visible Card Index</li><li>• Familiarize with visible strip index</li><li>• Familiarize with rotary card index</li></ul>
5. Retain and Dispose of Records	<ul style="list-style-type: none"><li>• Differentiate Documents for Retention / Disposal</li><li>• Dispose Unnecessary Documents</li></ul>

## Duty 1: Familiarize with record management

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Introduce record management</b></p> <ul style="list-style-type: none"> <li>• Introduce record</li> <li>• List types of record</li> <li>• Describe the importance of record</li> <li>• Introduce Record management</li> <li>• Describe the principles of record management</li> <li>• Describe the importance of record management</li> <li>• Enlist the objective of record management</li> </ul>	<p><b>Task:</b> Introduce record management</p> <p><b>Conditions:</b> Classroom with different records</p> <p><b>Standards:</b> Introduced records and record management described its principles and objectives</p>	<p><b>Record</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> </ul> <p><b>Record Management</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Principles</li> <li>• Objective</li> </ul>
<p><b>Identify the types of records</b></p> <ul style="list-style-type: none"> <li>• Take records</li> <li>• Identify personal records</li> <li>• Identify official records               <ul style="list-style-type: none"> <li>○ Identify General</li> <li>○ Identify Confidential</li> <li>○ Identify Semi active</li> <li>○ Identify Active</li> <li>○ Identify Inactive</li> </ul> </li> </ul>	<p><b>Task: Identify the types of records</b></p> <p><b>Conditions:</b> In classroom with different records</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Identified official and personal records</li> </ul>	<p><b>Types of records</b></p> <ul style="list-style-type: none"> <li>• Official               <ul style="list-style-type: none"> <li>○ General</li> <li>○ Confidential</li> <li>○ Semi active</li> <li>○ Active</li> <li>○ Inactive</li> </ul> </li> <li>• Personal</li> </ul>
<p><b>List out the Importance of records</b></p> <ul style="list-style-type: none"> <li>• List out records to control error</li> <li>• List out records to control wastage</li> <li>• List out records to make comparison</li> <li>• List out records to make future plan</li> </ul>	<p><b>Task:</b> List out the Importance of records</p> <p><b>Conditions:</b> In classroom with different records</p> <p><b>Standards:</b> Listed records to find</p> <ul style="list-style-type: none"> <li>• error</li> <li>• wastage Listed records to make</li> <li>• comparison</li> <li>• future plan</li> </ul>	<p><b>Types of importance / Value of records</b></p> <ul style="list-style-type: none"> <li>• To control error</li> <li>• To control wastage</li> <li>• To make comparison</li> <li>• To make future plan</li> </ul>
<p><b>Familiarize with records cycle</b></p> <ul style="list-style-type: none"> <li>• Create records</li> <li>• Utilize records</li> <li>• Distribute records</li> <li>• File records</li> <li>• Retain and dispose records</li> </ul>	<p><b>Task:</b> Familiarize with records cycle</p> <p><b>Conditions:</b> In classroom with different years of documents</p> <p><b>Standards:</b> Records cycle identified</p>	<ul style="list-style-type: none"> <li>▪ Creation of records</li> <li>▪ Utilization, of records</li> <li>▪ Distribution of records</li> <li>▪ Storage of records</li> <li>▪ Retention disposal of records</li> </ul>

## Duty 2: Familiarize with Filing classification

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Prepare and follow filing guidelines</b></p> <ul style="list-style-type: none"> <li>• Identify job nature of office</li> <li>• Identify nature of files of office</li> <li>• List the type of records</li> <li>• Write guidelines to maintain filing system as per job nature</li> <li>• Collect/received records daily</li> <li>• Sort official and non official letters</li> <li>• Set retention schedule for various documents</li> <li>• Follow disposal schedule and regulation</li> <li>• Sort papers in filing trays or baskets</li> <li>• Follow prepared filing guidelines</li> </ul>	<p><b>Task:</b> Prepare and follow filing guidelines</p> <p><b>Conditions:</b> In classroom with different official and non official letters</p> <p><b>Standards:</b> Developed standard guideline Practiced developed guideline</p>	<p><b>File</b></p> <ul style="list-style-type: none"> <li>▪ Introduction</li> <li>▪ Type</li> <li>▪ Importance</li> <li>▪ Functions</li> </ul> <p><b>Filing System</b></p> <ul style="list-style-type: none"> <li>▪ Introduction</li> <li>▪ Features</li> <li>▪ Process</li> <li>▪ Type <ul style="list-style-type: none"> <li>○ Centralized</li> <li>○ Decentralized</li> </ul> </li> <li>▪ Importance</li> <li>▪ Functions</li> </ul>
<p><b>Maintain chronological filing</b></p> <ul style="list-style-type: none"> <li>• Collect/received records</li> <li>• Sort official and non official letters</li> <li>• Sort papers in filing trays or baskets</li> <li>• Follow prepared filing guidelines</li> <li>• Specify date of records</li> <li>• Sort out documents into categories</li> <li>• Prepare files chronologically</li> </ul>	<p><b>Task:</b> Maintain chronological filing</p> <p><b>Conditions:</b> Well conditioned filing tray and cabinet</p> <p><b>Standards:</b> Prepare chronological filing system following proper steps</p>	<p><b>Filing System</b></p> <ul style="list-style-type: none"> <li>▪ Classification <ul style="list-style-type: none"> <li>○ Chronological</li> <li>○ Alphabetical</li> <li>○ Numerical</li> <li>○ Subject</li> <li>○ Geographical</li> </ul> </li> <li>▪ Chronological filing <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Document Processing <ul style="list-style-type: none"> <li>- Bill</li> <li>- Voucher</li> <li>- Letter</li> </ul> </li> </ul> </li> </ul>
<p><b>Maintain Alphabetical filing</b></p> <ul style="list-style-type: none"> <li>• Collect/received records</li> <li>• Sort official and non official letters</li> <li>• Sort papers in filing trays or baskets</li> <li>• Follow prepared filing guidelines</li> <li>• Specify date of records</li> <li>• Sort out documents into categories</li> <li>• Prepare files chronologically</li> </ul>	<p><b>Task:</b> Maintain Alphabetical filing</p> <p><b>Conditions:</b> Well conditioned filing tray and cabinet</p> <p><b>Standards:</b> Prepared alphabetical filing system following proper steps</p>	<p><b>Filing System</b></p> <ul style="list-style-type: none"> <li>▪ Alphabetical filing <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Document Processing <ul style="list-style-type: none"> <li>- Bill</li> <li>- Voucher</li> <li>- Letter</li> </ul> </li> </ul> </li> </ul>
<p><b>Maintain Geographical filing</b></p> <ul style="list-style-type: none"> <li>• Collect/received records</li> <li>• Sort official and non official letters</li> <li>• Sort papers in filing trays or baskets</li> <li>• Follow prepared filing guidelines</li> <li>• Specify date of records</li> <li>• Sort out documents into categories</li> </ul>	<p><b>Task:</b> Maintain Geographical filing</p> <p><b>Conditions:</b> Well conditioned filing tray and cabinet</p>	<p><b>Filing System</b></p> <ul style="list-style-type: none"> <li>▪ Geographical filing <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Document Processing <ul style="list-style-type: none"> <li>- Bill</li> </ul> </li> </ul> </li> </ul>

<ul style="list-style-type: none"> <li>• Prepare files chronologically</li> </ul>	<p><b>Standards:</b> Prepare geographical filing system following proper steps</p>	<ul style="list-style-type: none"> <li>- Voucher</li> <li>- Letter</li> </ul>
<p><b>Maintain Subject filing</b></p> <ul style="list-style-type: none"> <li>• Collect/received records</li> <li>• Sort official and non official letters</li> <li>• Sort papers in filing trays or baskets</li> <li>• Follow prepared filling guidelines</li> <li>• Specify date of records</li> <li>• Sort out documents into categories</li> <li>• Prepare files chronologically</li> </ul>	<p><b>Task:</b> Maintain Subject filing</p> <p><b>Conditions:</b> Well conditioned filing tray and cabinet</p> <p><b>Standards:</b> Prepare subject filing system following proper steps</p>	<p><b>Filing System</b></p> <ul style="list-style-type: none"> <li>• Subject filing <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Document Processing <ul style="list-style-type: none"> <li>○ Bill</li> <li>○ Voucher</li> <li>○ Letter</li> </ul> </li> </ul> </li> </ul>
<p><b>Maintain Numerical filing</b></p> <ul style="list-style-type: none"> <li>• Collect/received records</li> <li>• Sort official and non official letters</li> <li>• Sort papers in filing trays or baskets</li> <li>• Follow prepared filling guidelines</li> <li>• Specify date of records</li> <li>• Sort out documents into categories</li> <li>• Prepare files chronologically</li> </ul>	<p><b>Task:</b> Maintain Numerical filing</p> <p><b>Conditions:</b> Well conditioned filing tray and cabinet</p> <p><b>Standards:</b> Prepare numerical filing system following proper steps</p>	<p><b>Filing System</b></p> <ul style="list-style-type: none"> <li>▪ Numerical filing <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Document Processing <ul style="list-style-type: none"> <li>○ Bill</li> <li>○ Voucher</li> <li>○ Letter</li> </ul> </li> </ul> </li> <li>▪</li> </ul>



### Duty 3: Apply the Filing Methods

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Systematize files</b></p> <ul style="list-style-type: none"> <li>• Apply dividers on the left</li> <li>• Apply "cross-references" as per copies</li> <li>• Keep one-fifth of each drawer free for expansion</li> <li>• Keep one-half of space unused for putting filing supplies</li> <li>• Give color coding on files for typical subjects</li> <li>• Glue red tags or flags to indicate classified and confidential files</li> <li>• Keep a reading file</li> <li>• Make an index in each file</li> </ul>	<p><b>Task:</b> Follow basic rules of filing process so as to facilitate management of files</p> <p><b>Conditions:</b> Abide by filing principles and practices for systematic work</p> <p><b>Standards:</b> Files are kept in appropriately and systematically</p>	<p><b>Filing accessories:</b></p> <ul style="list-style-type: none"> <li>• Lever arch files <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Function</li> <li>○ Importance</li> </ul> </li> <li>• Box files <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Function</li> <li>○ Importance</li> </ul> </li> <li>• Ring files <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Function</li> <li>○ Importance</li> </ul> </li> <li>• Simple folder <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Function</li> <li>○ Importance</li> </ul> </li> <li>• Suspension folder <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Function</li> <li>○ Importance</li> </ul> </li> <li>• Filing tray <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Function</li> <li>○ Importance</li> </ul> </li> </ul> <p>Digital filing</p> <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Function</li> <li>○ Importance</li> </ul>
<p><b>Maintain Wire file, Pigeonhole file, Box file</b></p> <ul style="list-style-type: none"> <li>• Collect documents / records</li> </ul> <p><b>Wire file</b></p> <ul style="list-style-type: none"> <li>• Set wire on the wall</li> <li>• Insert document in wire</li> </ul> <p><b>Pigeonhole file</b></p> <ul style="list-style-type: none"> <li>• Insert document into pigeon hole</li> </ul> <p><b>Box file</b></p> <ul style="list-style-type: none"> <li>• Sort document for long time preservation</li> <li>• Insert document in box</li> </ul>	<p><b>Task:</b> Maintain Wire file, Pigeonhole file, Box file</p> <p><b>Conditions:</b> Decide by the type whether files can be arranged in wire, box or pigeon hole</p> <p><b>Standards:</b> Maintained wire file, pigeonhole file, box file properly</p>	<p><b>Filing Methods</b></p> <ul style="list-style-type: none"> <li>• Old methods <ul style="list-style-type: none"> <li>○ Wire</li> <li>○ Pigeonhole,</li> <li>○ Box</li> </ul> </li> <li>• New Methods <ul style="list-style-type: none"> <li>○ Horizontal</li> <li>○ Vertical</li> </ul> </li> <li>• Process</li> </ul>
<p><b>Maintain horizontal filing</b></p> <ul style="list-style-type: none"> <li>• Keep this for filing maps or plans</li> <li>• Punch documents</li> <li>• Insert into rope or hinge</li> <li>• Place files flat, one on top of the folder</li> <li>• Prepare index</li> </ul>	<p><b>Task:</b> Maintain horizontal filing</p> <p><b>Conditions:</b> Decide whether files can be arranged horizontally</p> <p><b>Standards:</b> Maintained horizontal</p>	<p><b>Horizontal filling methods</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types <ul style="list-style-type: none"> <li>○ Arc lever</li> <li>○ Flat</li> </ul> </li> <li>• Importance</li> </ul>

	filling properly	<ul style="list-style-type: none"> <li>• Index preparation</li> <li>• Process</li> </ul>
<b>Maintain Vertical Filing Method</b> <ul style="list-style-type: none"> <li>• Place folders one behind the other</li> <li>• Keep a filing cabinet drawer with suspension pockets</li> <li>• Label guide cards on drawers as per classification</li> <li>• Arrange files in alphabetical order</li> </ul>	<b>Task:</b> Maintain Vertical Filing Method  <b>Conditions:</b> Decide whether files can be arranged vertically <b>Standards:</b> Maintained vertical filing properly	<b>Vertical filing methods</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Importance</li> <li>• Material <ul style="list-style-type: none"> <li>○ Filing cabinets,</li> <li>○ Divider,</li> <li>○ Absent card</li> <li>○ File folder</li> <li>○ Tap</li> </ul> </li> <li>• Process</li> </ul>
<b>Control Files</b> <ul style="list-style-type: none"> <li>• Set rules for withdrawal and return of files</li> <li>• Obtain requisitions filled up for borrowing files</li> <li>• Insert absent cards in place of withdrawn file, folders</li> <li>• Withdraw the card when the file is returned</li> <li>• computerize important papers</li> </ul>	<b>Task:</b> Control files by means of setting rules for borrowers <b>Conditions:</b> Keep good record of files being borrowed and returned  <b>Standards</b> Prepared cards/markers properly while withdrawing files	<b>File Controlling</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Methods</li> <li>• Importance</li> <li>• Rules</li> <li>• Process</li> </ul>

#### Duty 4: Maintain Indexes

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Maintain Vertical Card Index</b></p> <ul style="list-style-type: none"> <li>• Collect materials for vertical card indexing</li> <li>• Make cards each concerned with one item</li> <li>• Give heading on the top edge of card</li> <li>• Put cards in a indexing drawer box</li> <li>• Arrange cards vertically one behind another</li> <li>• Put dividers at intervals</li> </ul>	<p><b>Task:</b> Maintain Vertical Card Index</p> <p><b>Conditions:</b> Make card index to find the filed documents</p> <p><b>Standards:</b> Keep standard size of name cards and divider</p>	<p><b>Indexing</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Importance</li> <li>• Preparing process</li> </ul> <p><b>Vertical indexing</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Tools &amp; materials               <ul style="list-style-type: none"> <li>○ Cabinet</li> <li>○ Name card</li> <li>○ Divider</li> <li>○ Different card size</li> </ul> </li> </ul>
<p><b>Maintain Visible Card Index</b></p> <ul style="list-style-type: none"> <li>• Collect tools and materials</li> <li>• Collect file numbers for Visible indexing</li> <li>• Write office name of concern numbers</li> <li>• Arrange overlapped cards</li> <li>• Put card alternative plastic</li> </ul>	<p><b>Task:</b> Maintain Visible Card Index</p> <p><b>Conditions:</b> Make card index to file folder</p> <p><b>Standards:</b> Maintained visible card index using alternative plastic in overlapped cards</p>	<p><b>Visible indexing</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Tools &amp; materials               <ul style="list-style-type: none"> <li>○ Cabinet</li> <li>○ Name card</li> <li>○ Divider</li> </ul> </li> </ul>
<p><b>Familiarize with visible strip index</b></p> <ul style="list-style-type: none"> <li>• Collect non–confidential information</li> <li>• Apply this for limited amount of non-confidential information</li> <li>• Make a strip for one item or entry not more than two or three lines</li> <li>• Update by the removal or insertion of appropriate strips</li> </ul>	<p><b>Task:</b> Familiarize with visible strip index</p> <p><b>Conditions:</b> Make visible strip index to show in the class</p> <p><b>Standards:</b> Identified visible strip index</p>	<p><b>Visible strip index</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Format</li> <li>• Functions</li> <li>• Process</li> </ul>
<p><b>Familiarize with rotary card index</b></p> <ul style="list-style-type: none"> <li>• Make cards for each item</li> <li>• Slot them on the wheel</li> <li>• Revolve wheel to select cards</li> </ul>	<p><b>Task:</b> Familiarize with rotary card index</p> <p><b>Conditions:</b> Display a rotary card index system</p> <p><b>Standards:</b> Identified rotary card index</p>	<p><b>Rotary strip index</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Format</li> <li>• Functions</li> <li>• Process</li> </ul>

## Duty 5: Retain and Dispose of Records

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Differentiate Documents for Retention / Disposal</b></p> <ul style="list-style-type: none"> <li>• Collect existing rules and regulation for retention &amp; disposal of files</li> <li>• Be familiarize with existing rules and regulation for retention &amp; disposal of files</li> <li>• Classify documents               <ul style="list-style-type: none"> <li>○ Permanent,</li> <li>○ Semi-permanent,</li> <li>○ Periodic or temporary retention</li> </ul> </li> <li>• Transfer documents to be retained in the store or central filing department</li> </ul>	<p><b>Task:</b> Classify documents and retain important ones</p> <p><b>Conditions:</b> Ensure to identify the significant and redundant files duly</p> <p><b>Standards:</b> Identify and preserve important documents</p>	<p><b>Existing rules and regulation for retention &amp; disposal of files of</b></p> <ul style="list-style-type: none"> <li>• Government</li> <li>• Projects</li> <li>• NGO</li> <li>• INGO</li> </ul> <p><b>Types of documents</b></p> <ul style="list-style-type: none"> <li>• Active,</li> <li>• Semi-active</li> <li>• Inactive</li> </ul> <p><b>Documents to be</b></p> <ul style="list-style-type: none"> <li>• Retention</li> <li>• Disposal</li> </ul> <p><b>Process of</b></p> <ul style="list-style-type: none"> <li>• Retention</li> <li>• Disposal</li> </ul>
<p><b>Dispose Unnecessary Documents</b></p> <ul style="list-style-type: none"> <li>• Fill form for dispose unnecessary documents</li> <li>• Take permission for disposal</li> <li>• Collect tools materials and equipment</li> <li>• Collect disposable documents</li> <li>• Keep disposable documents in shredding machine</li> <li>• Operate machine</li> <li>• Sale / through in wastage bin</li> </ul>	<p><b>Task:</b> Identify unnecessary records and get rid of them</p> <p><b>Conditions:</b> Classify retainable and redundant records</p> <p><b>Standards:</b> Abide by rules relating to disposal of records</p>	<p><b>Disposal</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Process</li> <li>• Importance</li> <li>• Tools &amp; Equipment (Shredding Machine))</li> <li>• Materials</li> </ul> <p><b>Retention</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Process</li> <li>• Importance</li> <li>• Tools &amp; Equipment</li> <li>• Materials</li> </ul>

## Computer Application

**Theory total: 78 hrs (2 hrs/week)**  
**Practical total: 312 hrs (8 hrs/week)**

**Full marks: 250 (Th. 50+Pr. 200)**  
**Pass marks: 140 (Th. 20+Pr. 120)**

### Course Description:

This subject contains the familiarization of computer hardware device; practice in typing tutor Familiarize with desktop customize desktop work with Files and folders work with storage device customize the functionality of computer; execute disk operating system (DOS), create & work files and directories and their directories attributes, perform preliminary Activities in word processing program; work with texts, paragraph & document.

### Course objectives:

After the completion of Computer Application subject, students will be able to:

- perform preliminaries and basics of computer system
- Operate Graphical User Interface (GUI) Based Windows
- Operate Character User Interface (CUI) Based Windows
- Operate Word processing program
- Operate Spreadsheet program
- Operate Presentation program
- Operate Database program
- Handle Email & Internet
- Operate Web Page

### Duties and Tasks

Duties	Tasks
1. Preliminaries and Basics of Computer System	<ul style="list-style-type: none"><li>• Familiarize with Hardware Device</li><li>• Work with Typing Tutor</li></ul>
2. Operate Graphical User Interface (GUI) Based Windows	<ul style="list-style-type: none"><li>• Familiarize with desktop</li><li>• Customize Desktop</li><li>• Work with files and folders</li><li>• Work with storage devices</li></ul>
3. Operate Character User Interface (CUI) Based Windows	<ul style="list-style-type: none"><li>• Customize the functionality of computer</li><li>• Execute Disk Operating System</li><li>• View files and directories</li><li>• Work with files</li><li>• Work with directories</li><li>• Work on files &amp; directories attributes</li></ul>
4. Perform word processing program	<ul style="list-style-type: none"><li>• Perform preliminary Activities in Word Processing Program</li><li>• Setup page margin and layout</li><li>• Work with table</li><li>• Work with graphics, charts and objects</li><li>• Work with references &amp; track change</li><li>• Work with mail merge, header and footer</li><li>• Print document</li><li>• Customize Ms-word</li></ul>

5. Operate spreadsheet program	<ul style="list-style-type: none"> <li>• Perform preliminary activities in spreadsheet program</li> <li>• Format cell, row, column &amp; worksheet</li> <li>• Work with data</li> <li>• Create and Modify Charts</li> <li>• Work with formula and functions</li> <li>• Setup page layout</li> <li>• View workbook</li> <li>• Print Workbook</li> </ul>
6. Operate presentation program	<ul style="list-style-type: none"> <li>• Perform preliminary activities in Presentation program</li> <li>• Format slide and presentation</li> <li>• Work with graphics, charts and media clips</li> <li>• Apply animation effects</li> <li>• Perform slide show</li> <li>• View presentation</li> <li>• Print Presentation</li> </ul>
7. Perform database program	<ul style="list-style-type: none"> <li>• Perform preliminary activities in Database program</li> <li>• Work with table</li> <li>• Work with Queries</li> <li>• Work with relationships</li> <li>• Work with forms</li> <li>• View &amp; print reports</li> </ul>
8. Email & Internet	<ul style="list-style-type: none"> <li>• Perform preliminary activities in Email &amp; Internet</li> <li>• Work with email</li> </ul>
9. Web Page	<ul style="list-style-type: none"> <li>• Perform preliminary activities in Web page</li> <li>• Work with text, line and image</li> <li>• Work with table</li> </ul>

## Task Analysis

### Duty 1: Preliminaries and Basics of Computer System

Tasks and Task steps	Terminal Performance Objective	Related Knowledge
<p><b>Familiarize with Hardware Device</b></p> <ul style="list-style-type: none"> <li>• Identify Input devices</li> <li>• Identify output devices</li> <li>• Identify Processing Device</li> <li>• Identify Storage/Memory Devices</li> <li>• Connect computer peripherals</li> <li>• Turn on/off computer</li> <li>• Restart Computer</li> </ul>	<p><b>Task:</b> Familiarize with Hardware Device</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Computer peripherals identified.</li> <li>• Peripherals connected tightly and safely to the correct ports.</li> <li>• Computer turned on/off.</li> </ul>	<p><b>Computer</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Characteristics</li> <li>• Application</li> <li>• Block diagram</li> </ul> <p><b>Hardware</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types <ul style="list-style-type: none"> <li>○ Input unit</li> <li>○ Output unit</li> <li>○ Processing Unit</li> <li>○ Memory or Storage Unit</li> </ul> </li> </ul> <p><b>Software</b></p> <ul style="list-style-type: none"> <li>• Introduction to Software</li> <li>• Types <ul style="list-style-type: none"> <li>○ Application</li> <li>○ System</li> <li>○ Utility Software</li> </ul> </li> <li>• Peripheral connections &amp; Ports</li> </ul>
<p><b>Work with Typing Tutor</b></p> <ul style="list-style-type: none"> <li>• Identify Keyboard parts(Home row, Top Row, Bottom row, control/special keys, Number keys &amp; Function keys</li> <li>• Practice Home Row</li> <li>• Practice Top Row</li> <li>• Practice Bottom Row</li> <li>• Practice All</li> </ul>	<p><b>Task:</b> Work with Typing Tutor</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Keyboard parts identified.</li> <li>• Typing tutor practiced with accuracy and at the speed of 30 or more in average.</li> </ul>	<p><b>Typing tutor</b></p> <ul style="list-style-type: none"> <li>• Importance</li> </ul> <p><b>Keyboard</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Different parts</li> <li>• Keys and Finger Position</li> <li>• Position of Keyboard, Mouse, Monitor &amp; Body</li> <li>• Introduction to Nepali fonts &amp; Unicode</li> </ul>

## Duty 2: Operate Graphical User Interface (GUI) Based Windows

Tasks and Task steps	Terminal Performance Objective	Related Knowledge
<p><b>Familiarize with desktop</b></p> <ul style="list-style-type: none"> <li>• Identify Desktop components</li> <li>• Turn on/off computer</li> <li>• Restart computer</li> <li>• Hibernate computer</li> <li>• Open/close programs. (Notepad, word pad, Ms-paint, Calculator, Character map)</li> </ul>	<p><b>Task:</b> Familiarize with Desktop</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Desktop components identified</li> <li>• Computer turned on/off.</li> <li>• Computer Hibernated and restarted.</li> <li>• Programs opened as per need.</li> </ul>	<p><b>Operating System</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Function/Role</li> <li>• Introduction to Desktop Components</li> </ul> <p><b>Mouse</b></p> <ul style="list-style-type: none"> <li>• Using Methods</li> <li>• Parts</li> </ul>
<p><b>Customize Desktop</b></p> <ul style="list-style-type: none"> <li>• Adjust Taskbar</li> <li>• Adjust Icon</li> <li>• Change Wallpaper</li> <li>• Apply screensaver</li> <li>• Adjust Screen resolution</li> <li>• Change Screen Appearance</li> <li>• Change Theme</li> <li>• Add/Remove Gadgets</li> <li>• Add/Remove Sticky notes</li> <li>• Print Screen</li> <li>• Capture a portion of a screen (snipping tools)</li> <li>• Adjust Date and Time</li> <li>• Resize windows</li> <li>• Switch windows</li> <li>• Empty recycle bin</li> <li>• Show/Hide Desktop Icon</li> <li>• Create program shortcut to desktop</li> <li>• Add/remove program to start menu</li> </ul>	<p><b>Task:</b> Customize Desktop</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Taskbar, Icon, Screen resolution, windows, Screen appearance, Data and Time adjusted as per need.</li> <li>• Wallpaper and screensaver applied.</li> <li>• Gadgets, Sticky notes, program shortcut Added.</li> <li>• Unnecessary programs removed safely without effecting smooth operation of computer</li> <li>• Recycle bin cleared.</li> </ul>	<p><b>Use of</b></p> <ul style="list-style-type: none"> <li>• Sticky notes,</li> <li>• Recycle Bin</li> <li>• Program shortcut</li> </ul> <p><b>Function and uses of</b></p> <ul style="list-style-type: none"> <li>• Relevant keys</li> <li>• Command</li> </ul>
<p><b>Work with files and folders</b></p> <ul style="list-style-type: none"> <li>• Create files and folders</li> <li>• Rename files and folders</li> <li>• Copy files and folders</li> <li>• Move files and folders</li> <li>• Delete files and folders</li> <li>• Restore deleted files and folders</li> </ul>	<p><b>Task:</b> Work with files and folders</p> <p><b>Conditions:</b> A classroom with computer sets</p>	<p><b>File</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Name</li> <li>• Extension</li> </ul> <p><b>Folders</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> </ul> <p><b>Use of</b></p> <ul style="list-style-type: none"> <li>• wild card</li> </ul>



<ul style="list-style-type: none"> <li>• Explore files and folders</li> <li>• View files and folders properties</li> <li>• Search for files and folders</li> <li>• Change files and folders attribute</li> <li>• Show/hide files and folders</li> <li>• Remove temporary files and folders</li> <li>• Compress folder</li> <li>• Import files from scanner</li> <li>• Scan for virus</li> </ul>	<p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Files and folders created at specified location.</li> <li>• Files and folders renamed, copied and moved to specified location.</li> <li>• Virus/infected files removed from computer.</li> </ul>	<p>characters (* , ?)</p> <p><b>Resolution, DPI</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> </ul> <p><b>Scanner</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Use</li> </ul> <p><b>Virus</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> </ul> <p><b>Antivirus</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Use</li> </ul>
<p><b>Work with storage devices</b></p> <ul style="list-style-type: none"> <li>• Open internal drives (C:, D: , E: etc)</li> <li>• Open CD/DVD Drive</li> <li>• Open Pen Drive/Memory card</li> <li>• View Properties</li> <li>• Create/Copy/Move files and folders to internal drives/Pen drives/Memory card</li> <li>• Burn files and Folders</li> <li>• Remove/Eject Pen drive</li> <li>• Format Pen drive/Memory card/internal drives</li> </ul>	<p><b>Task:</b> Work with files and folders</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Files and folders moved to specified location.</li> <li>• Files &amp; folders stored in optical drive</li> <li>• All data erased from the formatted drive.</li> <li>• Pen drives safely and securely removed.</li> </ul>	<p>Secondary Storage Device</p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types <ul style="list-style-type: none"> <li>• Hard disk,</li> <li>• Optical drive,</li> <li>• Pen drive</li> <li>• Memory Cards)</li> </ul> </li> </ul> <p><b>Format and Partition</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> </ul> <p><b>Burning process &amp; methods</b></p> <ul style="list-style-type: none"> <li>• Data,</li> <li>• Music,</li> <li>• Videos</li> </ul>

### Duty 3: Operate Character User Interface (CUI) Based Windows:

Tasks and Task steps	Terminal Performance Objective	Related Knowledge
<p><b>Execute Disk Operating System</b></p> <ul style="list-style-type: none"> <li>• Open Ms-DOS</li> <li>• Exit Ms-DOS</li> <li>• Clear screen</li> <li>• Adjust date and time</li> <li>• View Help</li> </ul>	<p><b>Task:</b> Execute Disk Operating System</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Ms-Dos operated</li> <li>• Ms-Dos screen cleaned</li> <li>• Date and time adjusted to current date and time.</li> <li>• Help file viewed</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction to Ms-Dos</li> <li>• Define Booting</li> <li>• Types of Booting</li> <li>• Internal &amp; External Commands</li> </ul>
<p><b>View files and directories</b></p> <ul style="list-style-type: none"> <li>• List files and directories (Page wise, Column wise)</li> <li>• List files and directories alphabetically</li> <li>• List files and directories with specified attributes (Files only, Directories, Read only, hidden &amp; System</li> </ul>	<p><b>Task:</b> View files and directories</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Files and directories listed as instructed or specified</li> </ul>	<ul style="list-style-type: none"> <li>• Terns used in Ms-Dos (Files, Filename, Extension, Directory, Sub directory, Root)</li> <li>• Syntax and uses of relevant command</li> </ul>
<p><b>Work with files</b></p> <ul style="list-style-type: none"> <li>• Create file</li> <li>• Open file</li> <li>• Rename file</li> <li>• Copy file</li> <li>• Edit file</li> <li>• Delete files</li> <li>• Search files &amp; directories (use wild cards</li> </ul>	<p><b>Task:</b> Work with files</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Files created, copied at the specified location</li> <li>• File renamed &amp; modified as specified</li> <li>• Files deleted from the location</li> <li>• Files and directories listed as specified</li> </ul>	<ul style="list-style-type: none"> <li>• Syntax and uses of relevant command</li> <li>• Uses of wild card characters (*, ?)</li> </ul>
<p><b>Work with directories</b></p> <ul style="list-style-type: none"> <li>• Create directories</li> <li>• Change directories</li> <li>• Move directories</li> <li>• Remove directories</li> </ul>	<p><b>Task:</b> Work with directories</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p>	<ul style="list-style-type: none"> <li>• Syntax and uses of relevant command</li> </ul>

	<ul style="list-style-type: none"> <li>• Directories created, changed, moved and removed as instructed</li> </ul>	
<p><b>Work on files &amp; directories attributes</b></p> <ul style="list-style-type: none"> <li>• View file &amp; directories attributes</li> <li>• Show/Hide files &amp; directories</li> <li>• Change files &amp; directories attributes</li> </ul>	<p><b>Task:</b> Work on files &amp; directories attributes</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Files and directories attributes viewed &amp; changed.</li> </ul>	<ul style="list-style-type: none"> <li>• Syntax and uses of relevant command</li> </ul>

#### Duty 4: Perform word processing program

Tasks and Task steps	Terminal Performance Objective	Related Knowledge
<p><b>Perform preliminary Activities in Word Processing Program</b></p> <ul style="list-style-type: none"> <li>• Identify Ms Word components</li> <li>• Start Ms Word</li> <li>• Exit Ms Word</li> <li>• Create Document</li> <li>• Open Document</li> <li>• Save Document</li> <li>• Close Document</li> <li>• Store document in different locations and different file type using Save As.</li> <li>• Protect Document</li> </ul>	<p><b>Task:</b> Perform preliminary Activities in Word Processing Program</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Document created &amp; modified</li> <li>• Document opened from the given location and document protected with password.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction to word processing program</li> <li>• Introduction to Ms-Word</li> <li>• Introduction to Ms-Word components</li> <li>• Default extension and location of document</li> <li>• Use of shortcut key.</li> </ul>
<p><b>Work with texts, paragraphs and document</b></p> <ul style="list-style-type: none"> <li>• Select, Move &amp; Delete Text/Paragraph/Object</li> <li>• Copy, Cut &amp; Paste Texts &amp; Paragraph</li> <li>• Undo &amp; redo current action</li> <li>• Change Font, Font size, Font color, Font style, Font Effects, Underline Style</li> <li>• Change alignment of text/paragraph</li> <li>• Adjust character spacing</li> <li>• Change case</li> <li>• Create drop cap</li> <li>• Split Text into two or more columns.</li> <li>• Adjust spacing between lines/Paragraph.</li> <li>• Find &amp; Replace text/formatting</li> <li>• Check Spelling &amp; grammar</li> <li>• Apply Indention</li> <li>• Use Tab setting and leaders</li> <li>• Insert bullets and numbering</li> <li>• Insert symbols</li> <li>• Apply Format Painter</li> <li>• Clear Formatting</li> </ul>	<p><b>Task:</b> Work with texts, paragraphs and document</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Text/paragraph/objects are moved and unnecessary part of a document is deleted</li> <li>• Text /Paragraph formatted and aligned as specified</li> <li>• Symbols, bullets and numbering inserted</li> <li>• Drop cap created and cases changed</li> <li>• Grammatical &amp; spelling error removed</li> <li>• Indention, tab setting and leaders applied</li> <li>• Column created as mentioned</li> <li>• Unnecessary</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>

	formatting removed from the text/paragraph	
<b>Setup page margin and layout</b> <ul style="list-style-type: none"> <li>• Set/Change page margin</li> <li>• Choose paper size &amp; orientation</li> <li>• Apply/Remove background color, page border &amp; watermark.</li> </ul>	<b>Task:</b> Setup page margin and layout  <b>Conditions:</b> A classroom with computer sets  <b>Standards:</b> <ul style="list-style-type: none"> <li>• Page margin changed as specified</li> <li>• Paper size &amp; orientation selected as per requirement</li> <li>• Background color, page border &amp; watermark applied.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<b>Work with table</b> <ul style="list-style-type: none"> <li>• Create Table</li> <li>• Draw Table</li> <li>• Insert Cell/Row/Column</li> <li>• Delete Cell/Row/Column/Table</li> <li>• Merge Cell</li> <li>• Split Cell or table</li> <li>• Auto fit table</li> <li>• Distribute rows/column evenly</li> <li>• Adjust Cell/Row/Column</li> <li>• Apply Borders and shading</li> <li>• Choose text direction &amp; align text</li> <li>• Show/hide gridlines</li> <li>• Convert text to table or vice versa</li> <li>• Sort the contents of a table</li> <li>• Repeat table headings</li> <li>• Apply formula</li> </ul>	<b>Task:</b> Work with table  <b>Conditions:</b> A classroom with computer sets  <b>Standards:</b> <ul style="list-style-type: none"> <li>• Table created with specified no of rows and columns</li> <li>• Tables modified and formatted as specified</li> <li>• Border &amp; shading applied.</li> <li>• Text direction and alignment selected as per requirement</li> <li>• Text converted to table and vice versa</li> <li>• Table contents sorted as instructed</li> <li>• Tab headings repeated at every page.</li> <li>• Formula applied</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<b>Work with graphics, charts and objects</b> <ul style="list-style-type: none"> <li>• Add picture, clipart, shapes, smart art, chart, text box and word art</li> <li>• Format picture, clipart, shapes,</li> </ul>	<b>Task:</b> Work with graphics, charts and objects  <b>Conditions:</b> A classroom with	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>

<p>smart art, chart, text box and word art</p> <ul style="list-style-type: none"> <li>• Adjust Brightness, Contrast &amp; Color</li> <li>• Crop Picture/Clipart</li> <li>• Adjust Size</li> <li>• Arrange Position &amp; text wrapping</li> <li>• Rotate Picture/Clipart</li> <li>• Insert caption</li> <li>• Insert file/object</li> </ul>	<p>computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Picture, clipart, shapes, smart art chart, text box, and word art created.</li> <li>• Picture, clipart, shapes, smart art chart, text box, and word art formatted.</li> <li>• Brightness, contrast &amp; color adjusted to make picture clear</li> <li>• Unnecessary portion of the picture removed</li> <li>• Picture size, position, wrapping adjusted as specified</li> <li>• Clip art/picture rotated to correct position</li> <li>• File inserted from specified location</li> </ul>	
<p><b>View document</b></p> <ul style="list-style-type: none"> <li>• Apply/remove outline view</li> <li>• Apply/Remove print layout view</li> <li>• Show/Hide rulers and thumbnails</li> <li>• Zoom documents</li> <li>• Arrange window</li> <li>• Split window</li> <li>• Remove split</li> </ul>	<p><b>Task:</b> View document</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Document viewed in different style</li> <li>• Multiple document arranged for viewing</li> <li>• Window divided in two parts.</li> <li>• Document zoomed as per requirement</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<p><b>Work with references &amp; track change</b></p> <ul style="list-style-type: none"> <li>• Create Bookmark</li> <li>• Insert Hyperlink</li> <li>• Insert Footnote and end note</li> <li>• Insert Table of Contents</li> <li>• Track change</li> </ul>	<p><b>Task:</b> Work with references &amp; track change</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Bookmark created</li> <li>• Hyperlink, Footnote, endnote and table of</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>

	<p>contents inserted.</p> <ul style="list-style-type: none"> <li>• Linked file must opened when click on hyperlink file</li> <li>• Track changed document must show all the changes to the document</li> </ul>	
<p><b>Work with mail merge, header and footer</b></p> <ul style="list-style-type: none"> <li>• Insert Section Breaks</li> <li>• Insert Header &amp; Footer</li> <li>• Insert Page number.</li> <li>• Format Page no, header &amp; footer</li> <li>• Create mail merge</li> </ul>	<p><b>Task:</b> Work with references &amp; track change</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Section break created.</li> <li>• Page number, header and footer must appear at each page.</li> <li>• Mail merge created.</li> <li>• Same contained is mailed to every person in the list</li> </ul>	<ul style="list-style-type: none"> <li>• Types and uses of section break</li> <li>• Use of header &amp; footer</li> <li>• Use of mail merge</li> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<p><b>Print document</b></p> <ul style="list-style-type: none"> <li>• Preview document</li> <li>• Print Document (All, current page, Pages, selected text, Even page, odd page &amp; no of copies)</li> <li>• Adjust print properties/preference</li> </ul>	<p><b>Task:</b> Print document</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Document printed as seen in preview and within the specified margin</li> <li>• Only the selected/even/odd page printed</li> <li>• Print properties adjusted to print both side with economy mode.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<p><b>Customize Ms-word</b></p> <ul style="list-style-type: none"> <li>• Customize Quick Access toolbar</li> <li>• Move Quick Access toolbar</li> <li>• Minimize the ribbon</li> <li>• Set the default font</li> </ul>	<p><b>Task:</b> Customize Ms-word</p> <p><b>Conditions:</b> A classroom with computer sets</p>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>

<ul style="list-style-type: none"> <li>• Change Autocorrect option</li> <li>• Change Default save location</li> <li>• Customize commands and keyboard shortcuts</li> </ul>	<p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Quick access toolbar customized and move as per requirement</li> <li>• Required font is set as default font.</li> <li>• Autocorrect option adjusted to type in English and Nepali</li> <li>• Default location changed to another location</li> <li>• Commands and keyboard shortcuts customized</li> </ul>	
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## Duty 5: Operate spreadsheet program

Tasks and Task steps	Terminal Performance Objective	Related Knowledge
<p><b>Perform preliminary activities in spreadsheet program</b></p> <ul style="list-style-type: none"> <li>• Identify Ms Excel components</li> <li>• Start Ms Excel</li> <li>• Exit Ms Excel</li> <li>• Create Workbook</li> <li>• Open Workbook</li> <li>• Save Workbook</li> <li>• Close Workbook</li> <li>• Protect Workbook</li> </ul>	<p><b>Task:</b> Perform preliminary activities in spreadsheet program</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Workbook created &amp; modified in Ms-excel</li> <li>• Workbook opened from the given location and protected with password.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction to spreadsheet program</li> <li>• Introduction to Ms-Excel</li> <li>• Introduction to workbook</li> <li>• Introduction to Ms-excel components</li> <li>• Default extension and location of workbook</li> <li>• Use of shortcut key.</li> </ul>
<p><b>Format cell, row, column &amp; worksheet</b></p> <ul style="list-style-type: none"> <li>• Insert Cell/Row/Column/Worksheet</li> <li>• Delete Cell/Row/Column/Worksheet</li> <li>• Copy or Move Data from Cell/Row/Column/Worksheet</li> <li>• Perform paste special</li> <li>• Rename worksheet</li> <li>• Show/Hide Row/Column/Sheet</li> <li>• Adjust Column/Row Width/Height</li> <li>• Format Cell (Number Format, Alignment, Fonts, Border &amp; Shading, Fill)</li> <li>• Lock/Protect cell/Worksheet</li> <li>• Clear Formats</li> <li>• Find and Replace Data/Formats</li> </ul>	<p><b>Task:</b> Format cell, row, column &amp; worksheet</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Cell/Row/Column/Worksheet inserted as per need to the correct location.</li> <li>• Unnecessary cell/row/column/worksheet removed.</li> <li>• Row/Column adjusted as per text.</li> <li>• Cell formatted as specified</li> <li>• Unnecessary formats cleared and cell/worksheet locked.</li> <li>• Given Data/Formats found and replaced</li> </ul>	<ul style="list-style-type: none"> <li>• Define cell, row, column &amp; worksheet</li> <li>• Use of paste special</li> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<p><b>Work with data</b></p> <ul style="list-style-type: none"> <li>• Fill data (Down, Up, Left, Right, Series, across worksheet.</li> <li>• Sort Data (Ascending, Descending)</li> </ul>	<p><b>Task:</b> Work with data</p> <p><b>Conditions:</b> A classroom with computer sets</p>	<ul style="list-style-type: none"> <li>• Use of Filter</li> <li>• Use of Data validation</li> <li>• Use of conditional</li> </ul>

<ul style="list-style-type: none"> <li>Filter Data including advance filter</li> <li>Apply Data Validation</li> <li>Remove Duplication</li> <li>Group/Ungroup Data</li> <li>Subtotal Data</li> <li>Apply conditional formatting</li> </ul>	<p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>Data sorted and filtered as per requirement</li> <li>Duplicate data removed from the record</li> <li>Formatting applied according to the given condition</li> </ul>	<p>formatting</p> <ul style="list-style-type: none"> <li>Uses of relevant key and command</li> <li>Use of Shortcut key</li> </ul>
<p><b>Create and modify charts</b></p> <ul style="list-style-type: none"> <li>Select Data</li> <li>Switch Row/Column Data</li> <li>Create Charts (Line, Column, Bar, Pie)</li> <li>Modify Charts</li> <li>Insert/Modify Chart Title</li> <li>Insert/Modify Data Table</li> <li>Insert/Modify Legends</li> <li>Show/Hide Axis</li> <li>Show/Hide Grid lines</li> <li>Format Plot Area</li> </ul>	<p><b>Task:</b> Create and modify table</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>Different types of charts created and modified as specified</li> <li>Chart title, axes, data table, legends and plot area formatted to clearly visualize chart</li> </ul>	<ul style="list-style-type: none"> <li>Uses of Charts</li> <li>Use of Shortcut key</li> </ul>
<p><b>Work with formula and functions</b></p> <ul style="list-style-type: none"> <li>Insert Date &amp; time</li> <li>Apply Sum, Product, Average, Maximum, Minimum, Rank, Division, Subtract, Power)</li> <li>Concatenate Text/String</li> <li>Count Data</li> <li>Apply Lower, Upper &amp; Proper Function</li> <li>Apply IF and nested IF function</li> </ul>	<p><b>Task:</b> Work with formula and functions</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>Date &amp; time inserted formatted as required</li> <li>Different formula applied</li> <li>Text converted to upper/lower/proper using formula</li> <li>IF and nested IF function carried out</li> </ul>	<ul style="list-style-type: none"> <li>Define operators</li> <li>Types of operators <ul style="list-style-type: none"> <li>Arithmetic operator</li> <li>Comparison operator</li> <li>Reference operator</li> </ul> </li> <li>Logical function(AND , OR</li> <li>Use of parentheses</li> <li>Use of IF Condition</li> <li>Syntax &amp; uses of relevant formula or functions</li> <li>Use of Shortcut key</li> </ul>
<p><b>Setup page layout</b></p> <ul style="list-style-type: none"> <li>Set/Change page margin</li> <li>Choose paper size &amp; orientation</li> <li>Scale/Adjust size</li> <li>Apply/Remove background.</li> <li>Set/Clear print area</li> <li>Insert/Remove Page break</li> </ul>	<p><b>Task:</b> Setup page layout</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>Page margin changed as specified</li> </ul>	<ul style="list-style-type: none"> <li>Uses of relevant key and command</li> <li>Use of Shortcut key</li> </ul>

<ul style="list-style-type: none"> <li>• Insert/Remove Header &amp; Footer</li> <li>• Repeat Rows/Columns Heading</li> </ul>	<ul style="list-style-type: none"> <li>• Paper size, Print area &amp; orientation selected as per requirement</li> <li>• Header and footer appeared at each printed page</li> <li>• Column Heading repeated at the top of each page</li> </ul>	
<p><b>View workbook</b></p> <ul style="list-style-type: none"> <li>• Apply/remove workbook views (Normal, Page Layout, Page break view, Custom views, Full screen views)</li> <li>• Show/Hide grid lines, Formula bar and Headings</li> <li>• Zoom Worksheet</li> <li>• Arrange window</li> <li>• Split window</li> <li>• Freeze Panes</li> </ul>	<p><b>Task:</b> View workbook</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Workbook viewed in different style</li> <li>• Multiple workbook arranged for viewing</li> <li>• Window divided in two parts.</li> <li>• Workbook zoomed as per requirement</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<p><b>Print Workbook</b></p> <ul style="list-style-type: none"> <li>• Preview workbook</li> <li>• Print workbook (Current page, Pages &amp; no of copies</li> <li>• Print Selection and workbook</li> <li>• Adjust print properties</li> </ul>	<p><b>Task:</b> Print Workbook</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Workbook printed as seen in preview and within the specified margin</li> <li>• Only the selected/even/odd page printed</li> <li>• Print properties adjusted to print both side with economy mode.</li> <li>• Selected portion of workbook printed</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>

## Duty 6: Operate presentation program

Tasks and Task steps	Terminal Performance Objective	Related Knowledge
<p><b>Perform preliminary activities in Presentation program</b></p> <ul style="list-style-type: none"> <li>• Identify Ms PowerPoint Component</li> <li>• Start Ms PowerPoint</li> <li>• Exit Ms PowerPoint</li> <li>• Create Presentation</li> <li>• Open Presentation</li> <li>• Save Presentation</li> <li>• Close Presentation</li> <li>• Protect Presentation</li> </ul>	<p><b>Task:</b> Perform preliminary activities in Presentation program</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Presentation created &amp; modified in Ms-PowerPoint</li> <li>• Presentation opened from the given location and protected with password.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction to presentation program</li> <li>• Introduction to Ms-PowerPoint</li> <li>• Introduction to Ms-Presentation components</li> <li>• Default extension and location of Presentation</li> <li>• Use of shortcut key.</li> </ul>
<p><b>Format slide and presentation</b></p> <ul style="list-style-type: none"> <li>• Insert Slide</li> <li>• Remove Slide</li> <li>• Duplicate Slide</li> <li>• Apply/Modify Themes (Fonts, Color, Effects)</li> <li>• Format Background</li> <li>• Show/Hide Background graphics</li> <li>• Add/Remove Header &amp; Footer</li> <li>• Insert Slide no, Date &amp; Time</li> <li>• Insert Hyperlink</li> <li>• Select Slide Orientation</li> <li>• Apply Template</li> <li>• Apply Master Slides</li> </ul>	<p><b>Task:</b> Format slide and presentation</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Slides inserted</li> <li>• Unnecessary removed from presentation</li> <li>• Slide no date &amp; time, header &amp; footer appeared at each page</li> <li>• Hyperlink inserted and linked document opened when clicked</li> <li>• Template, theme and master slides applied.</li> </ul>	<ul style="list-style-type: none"> <li>• Define master slide</li> <li>• Use of master slide</li> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<p><b>Work with graphics, charts and media clips</b></p> <ul style="list-style-type: none"> <li>• Add picture, clipart, shapes, tables, smart art, chart, text box , word art , action button, Sound and video(Movie)</li> <li>• Format picture, clipart, shapes, tables, smart art, chart text box , word art , action button, Sound and</li> </ul>	<p><b>Task:</b> Work with graphics, charts and media clips</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Picture, clipart,</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>

<p>video(Movie)</p> <ul style="list-style-type: none"> <li>• Adjust Brightness, Contrast &amp; Color</li> <li>• Crop Picture/Clipart</li> <li>• Adjust Size</li> <li>• Arrange Position &amp; text wrapping</li> <li>• Rotate Picture/Clipart</li> <li>• Insert caption</li> <li>• Insert file/object</li> <li>• Insert symbols</li> </ul>	<p>shapes, tables, smart art , chart, text box, word art, action button &amp; media clip added as per requirement</p> <ul style="list-style-type: none"> <li>• Picture, clipart, shapes, tables, smart art , chart, text box, word art, action button &amp; media clip formatted as per requirement</li> <li>• Brightness, contrast &amp; color adjusted to make picture clear</li> <li>• Unnecessary portion of the picture removed</li> <li>• Picture size, position, wrapping adjusted as specified</li> <li>• Clip art/picture rotated to correct position</li> <li>• File inserted from specified location</li> </ul>	
<p><b>Apply animation effects</b></p> <ul style="list-style-type: none"> <li>• Apply Custom Animation(Entrance, Emphasis, Exit &amp; Motion Path)</li> <li>• Remove/Modify Animation Effects</li> <li>• Adjust Animation (Start, Property &amp; Speed)</li> <li>• Adjust Effect Option, Timing &amp; Text animation</li> <li>• Apply Slide Transitions</li> <li>• Remove/Modify Slide Transitions</li> <li>• Adjust Transition Sound, Speed, Manual/Automatic</li> </ul>	<p><b>Task:</b> Apply animation effects</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Custom animation applied and modified as per requirement.</li> <li>• Text effects, speed, property and timing adjusted</li> <li>• Transition sound applied and presentation type manual/automatic selected</li> </ul>	<ul style="list-style-type: none"> <li>• Use of Animation</li> <li>• Use of Slide transition</li> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<p><b>Perform slide show</b></p> <ul style="list-style-type: none"> <li>• Show presentation from beginning</li> <li>• Show presentation from current slide</li> <li>• Show/Hide Slide</li> <li>• Perform Slide setup</li> </ul>	<p><b>Task:</b> Perform slide show</p> <p><b>Conditions:</b> Classroom &amp; computer lab</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Slide position</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>

	<p>selected to begin presentation</p> <ul style="list-style-type: none"> <li>• Unnecessary slides hidden from the presentation</li> <li>• Slide setup performed to play presentation continuously</li> </ul>	
<p><b>View presentation</b></p> <ul style="list-style-type: none"> <li>• Apply/remove Presentation views (Normal, Slide sorter, Slide Master, Note pages, Handout)</li> <li>• Show/Hide grid lines, Zoom Presentation, fit to window</li> <li>• Apply Color, Gray scale &amp; Pure Black &amp; white to presentation</li> <li>• Arrange window</li> <li>• Split window</li> </ul>	<p><b>Task:</b> View presentation</p> <p><b>Conditions:</b> Classroom &amp; computer lab</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Presentation viewed in different style</li> <li>• Multiple presentation arranged for viewing</li> <li>• Window divided in two parts.</li> <li>• Presentation zoomed as per requirement</li> <li>• Color, gray scale, pure black &amp; white selected as per requirement for presentation</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<p><b>Print Presentation</b></p> <ul style="list-style-type: none"> <li>• Preview Presentation</li> <li>• Print Presentation (Current Slide, Slides &amp; no of copies)</li> <li>• Print Handout &amp; Notes</li> </ul>	<p><b>Task:</b> Print Presentation</p> <p><b>Conditions:</b> Classroom &amp; computer lab</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Presentation printed as seen in preview</li> <li>• Only the selected/even/odd slides printed</li> <li>• Print properties adjusted to print both side with economy mode.</li> <li>• Handout &amp; notes printed in color or grayscale or black &amp; white as per requirement.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>

## Duty 7: Perform database program

Tasks and Task steps	Terminal Performance Objective	Related Knowledge
<p><b>Perform preliminary activities in Database program</b></p> <ul style="list-style-type: none"> <li>• Identify Ms Access Component</li> <li>• Start Ms Access</li> <li>• Exit Ms Access</li> <li>• Create Database</li> <li>• Open Database</li> </ul>	<p><b>Task:</b> Perform preliminary activities in Database program</p> <p><b>Conditions:</b> Classroom &amp; computer lab</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Database created &amp; modified in Ms-Access</li> <li>• Database opened from the given location and protected with password.</li> </ul>	<ul style="list-style-type: none"> <li>• Define Data</li> <li>• Define Database Management System (DBMS)</li> <li>• Importance of DBMS</li> <li>• Introduction to Database program</li> <li>• Introduction to Ms-Access</li> <li>• Introduction to Ms-Access components</li> <li>• Default extension and location of Presentation</li> <li>• Use of shortcut key.</li> </ul>
<p><b>Work with table</b></p> <ul style="list-style-type: none"> <li>• Create Table in design view</li> <li>• Create Table by using template</li> <li>• Modify table</li> <li>• Delete table</li> <li>• Set data type for field in table</li> <li>• Set primary key</li> <li>• Create lookup field</li> <li>• Set field properties</li> <li>• Insert/Delete Fields</li> <li>• Delete records</li> <li>• Show/Hide Columns</li> <li>• Move Columns</li> <li>• Adjust Row/Column Height/Width</li> <li>• Sort Data</li> <li>• Filter Data</li> <li>• Import/Export Data from Excel</li> </ul>	<p><b>Task:</b> Work with table</p> <p><b>Conditions:</b> Classroom &amp; computer lab</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Table created with proper data type and field property</li> <li>• Primary key set for the unique field</li> <li>• Row/column formatted</li> <li>• Unnecessary data, record and table removed</li> <li>• Data sorted and filtered as per given criteria</li> <li>• Data imported from excel and exported to excel</li> </ul>	<ul style="list-style-type: none"> <li>• Define Record, Table</li> <li>• Define primary key &amp; foreign key</li> <li>• Use of Data type</li> <li>• Use of Field property</li> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<p><b>Work with Queries</b></p> <ul style="list-style-type: none"> <li>• Create query in design view</li> <li>• Create query by using wizard</li> <li>• Modify query</li> <li>• Delete query</li> </ul>	<p><b>Task:</b> Work with Queries</p> <p><b>Conditions:</b> Classroom &amp; computer lab</p>	<ul style="list-style-type: none"> <li>• Define query</li> <li>• Define criteria operators</li> <li>• Use of criteria operators</li> <li>• Use of parameter</li> </ul>

<ul style="list-style-type: none"> <li>• Save query</li> <li>• Total Query</li> <li>• Show/Hide field in query</li> <li>• Create Parameter Query</li> <li>• Create query with criteria operators</li> </ul>	<p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Queries created from the wizard or design view</li> <li>• Query modified, deleted as required</li> <li>• Query created as per given condition using parameter query and criteria operators</li> </ul>	<p>query</p> <ul style="list-style-type: none"> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>
<p><b>Work with relationships</b></p> <ul style="list-style-type: none"> <li>• Create Relationships</li> <li>• Edit Relationships</li> <li>• Add Table/Query</li> <li>• Show/Hide Table</li> </ul>	<p><b>Task:</b> Work with relationships</p> <p><b>Conditions:</b> Classroom &amp; computer lab</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Relationships created and modified based on assigned primary key and foreign key</li> <li>• Table/query added or removed as per need</li> </ul>	<ul style="list-style-type: none"> <li>• Define relationships</li> <li>• Types of relationships</li> <li>• use of relationships</li> </ul>
<p><b>Work with forms</b></p> <ul style="list-style-type: none"> <li>• Create Form from wizard</li> <li>• Create Auto Form</li> <li>• Delete Form</li> <li>• Format Form (Font, Gridlines, Color, Width, Style &amp; Auto Format)</li> </ul>	<p><b>Task:</b> Work with forms</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Forms created automatically based on current table</li> <li>• Forms formatted as per requirement</li> <li>• Unnecessary forms deleted</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of form</li> </ul>
<p><b>View &amp; print reports</b></p> <ul style="list-style-type: none"> <li>• Create Report from wizard</li> <li>• Create Auto Report</li> <li>• Delete Report</li> <li>• View Report in Print Preview</li> <li>• Set Paper Size, Margin &amp; Orientation</li> <li>• Print Report</li> </ul>	<p><b>Task:</b> View &amp; print reports</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Reports are generated automatically based on current table/queries</li> <li>• Unnecessary reports are removed from database</li> <li>• Report printed within margin as viewed in preview</li> </ul>	<ul style="list-style-type: none"> <li>• Uses of report</li> <li>• Uses of relevant key and command</li> <li>• Use of Shortcut key</li> </ul>



## Duty 8: Email & Internet

Tasks and Task steps	Terminal Performance Objective	Related Knowledge
<p><b>Perform preliminary activities in Email &amp; Internet</b></p> <ul style="list-style-type: none"> <li>• Check Internet Connection</li> <li>• Open web browser</li> <li>• Adjust web browser</li> <li>• Open/browse website</li> <li>• Search information on the web</li> <li>• Download information/software</li> <li>• Clear history</li> <li>• Use Instant Messaging Service (IMS)</li> <li>• Share information through social networking sites</li> </ul>	<p><b>Task:</b> Perform preliminary activities in Email &amp; Internet</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Internet connectivity checked and websites browsed.</li> <li>• Web browser customized as per requirement.</li> <li>• Required materials searched and downloaded from the web</li> <li>• Unnecessary cache and history are cleared</li> <li>• Information shared from IMS and social networking sites</li> </ul>	<ul style="list-style-type: none"> <li>• Define Internet</li> <li>• Advantages/use of Internet</li> <li>• Internet Service Provider</li> <li>• Define Web Site</li> <li>• Use of Website.</li> <li>• Brief knowledge of home page, web page, web browser, WWW, HTTP and domain name.</li> <li>• Search engine, searching techniques and download.</li> <li>• History Useful websites including social network websites</li> </ul>
<p><b>Work with email</b></p> <ul style="list-style-type: none"> <li>• Create new email account</li> <li>• Compose mail</li> <li>• Send email</li> <li>• Attach a file</li> <li>• Reply email</li> <li>• Forward email</li> <li>• Delete email</li> <li>• Manage/use address book</li> <li>• Print email</li> <li>• Change password</li> <li>• Configure outlook express</li> <li>• Send/Manage email through outlook express</li> </ul>	<p><b>Task:</b> Work with email</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Email account created</li> <li>• Email received to sent location</li> <li>• Received mail replied an forwarded to assigned person</li> <li>• Documents are attached to mail and must download from recipients</li> <li>• Unnecessary mail removed from mail box</li> <li>• Email Id managed with name and contact</li> <li>• Email account must be opened with changed password.</li> </ul>	<ul style="list-style-type: none"> <li>• Define email</li> <li>• Advantages/use of email.</li> <li>• Free email service</li> <li>• Compose, Inbox, Sent item, Trash, Reply, Forward, CC, BCC.</li> <li>• Address book</li> <li>• Concept of Outlook Express.</li> <li>• Use of POP, SMTP, IMAP</li> </ul>

## Duty 9: Operate web page

Tasks and Task steps	Terminal Performance Objective	Related Knowledge
<p><b>Perform preliminary activities in Web page</b></p> <ul style="list-style-type: none"> <li>• Create &amp; save html page.</li> <li>• Create heading style.</li> <li>• Create different font style</li> </ul>	<p><b>Task:</b> Perform preliminary activities in web page</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Web page created with different heading and font styles using Notepad</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction to HTML.</li> <li>• Structure of HTML and HTML Tags.</li> <li>• Heading Tags, Paragraph Tags and their attributes.</li> <li>• Font Tag and their attributes.</li> </ul>
<p><b>Work with text, line and image</b></p> <ul style="list-style-type: none"> <li>• Create horizontal line</li> <li>• Apply text format</li> <li>• Create multi column text</li> <li>• Scroll text</li> <li>• Add/insert images</li> <li>• Create order &amp; unordered list</li> <li>• Create hyperlink</li> </ul>	<p><b>Task:</b> Work with text, line and image</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Multiline text formatted and bulleted list created</li> <li>• Horizontal line created and images inserted as specified</li> <li>• Links are created to text and image</li> </ul>	<ul style="list-style-type: none"> <li>• Body tags and attributes</li> <li>• Strike through, super script and sub script tag</li> <li>• Multi column tag and attributes</li> <li>• Marquee tag and attributes</li> <li>• IMG tag and attributes</li> <li>• Bulleted list, Number list tag and attributes</li> <li>• Define hyperlink</li> <li>• Types of link (Internal and external link)</li> <li>• Anchor and hyperlink tag and attributes</li> </ul>
<p><b>Work with table</b></p> <ul style="list-style-type: none"> <li>• Create Row</li> <li>• Create Column</li> <li>• Create Table</li> </ul>	<p><b>Task:</b> Work with table</p> <p><b>Conditions:</b> A classroom with computer sets</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Table created with required no of row and column</li> </ul>	<ul style="list-style-type: none"> <li>• Define table, row, column and cell.</li> <li>• Table tag and attributes.</li> <li>• Table caption and header</li> <li>• Row span, col span</li> </ul>

## Communication

**Theory total: 78 hrs (2 hrs/week)**  
**Practical total: 234 hrs (6 hrs/week)**

**Full marks: 200 (Th. 50+Pr. 150)**  
**Pass marks: 110 (Th. 20+Pr. 90)**

### Course Description:

This subject contents performance of oral communication, writing letter, memoranda, notice and reports, organizing interviews, meetings and conferences; and visual and graphical communication.

### Course objectives:

After the completion of this subject, students will be able to:

1. Perform oral communication
2. Write letter, memoranda and notice
3. Write Report
4. Organize Interviews, Meetings and Conferences
5. Communicate Visually and Graphically

### Duties and Tasks

Duties	Tasks
1. Perform oral communication	<ul style="list-style-type: none"><li>• Familiarize in English language</li><li>• Communicate with visitors</li></ul>
2. Write letter, memoranda and notice	<ul style="list-style-type: none"><li>• Write letters</li><li>• Write memoranda</li><li>• Write notice/circulation</li></ul>
3. Write Report	<ul style="list-style-type: none"><li>• Set basic guidelines for report writing</li><li>• Compose Formal Report</li></ul>
4. Organize Interviews, Meetings and Conferences	<ul style="list-style-type: none"><li>• Make Arrangements for Interview</li><li>• Arrange / conduct Meeting</li><li>• Make physical arrangements in meeting/ conference</li><li>• Write Minutes</li><li>• Conduct Preparatory Works for Conference</li><li>• Finalize Arrangements for the Conference</li><li>• Host the Conference</li></ul>
5. Communicate Visually and Graphically	<ul style="list-style-type: none"><li>• Draw a Table</li><li>• Compose a simple / compound bar chart</li><li>• Prepare a Pie Chart</li><li>• Make a Line Graph</li></ul>

## Duty 1: Perform oral communication

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Familiarize in English language</b> Practice English conversation</p>	<p><b>Task:</b> Familiarize in English language</p> <p><b>Conditions:</b></p> <p><b>Standards:</b> Familiarize in English language</p>	<p><b>English language</b></p> <ul style="list-style-type: none"> <li>• Vocabulary</li> <li>• Sentence composition</li> <li>• Familiarize with               <ul style="list-style-type: none"> <li>○ Listening skill</li> <li>○ Speaking skill</li> </ul> </li> </ul>
<p><b>Communicate with visitors</b></p> <ul style="list-style-type: none"> <li>• Identify visitors</li> <li>• Identify visitors' need</li> <li>• Deal with visitors as per need           <ul style="list-style-type: none"> <li>- Take time</li> <li>- Prepare topics</li> <li>- Salutation</li> <li>- Discuss</li> <li>- Reach in decision</li> </ul> </li> </ul>	<p><b>Task:</b> Communicate with seniors</p> <p><b>Conditions:</b> Stand with communicator</p> <p><b>Standards:</b> Ensure to be a good communicator to senior</p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Type           <ul style="list-style-type: none"> <li>○ Upward</li> <li>○ Downward</li> <li>○ Horizontal</li> <li>○ Verbal</li> <li>○ Written</li> <li>○ Visual</li> </ul> </li> <li>• Importance</li> <li>• Means</li> <li>• Channels</li> <li>• Models</li> <li>• Barriers</li> </ul> <p><b>Visitor's identification</b></p> <ul style="list-style-type: none"> <li>• Senior</li> <li>• Junior</li> <li>• Collogues</li> </ul>

## Duty 2: Write letter, memoranda and notice

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Write letters</b>  <b>Set Basic Guidelines for a Good Letter</b>            * Keep the recipient in mind            * Think about the letter’s aim            * Make it simple, clear and precise            * Write letter right in accurately and grammatically            * Make letter technically right (correct paper size, short but meaningful words for subject heading, consistent margin, right spacing, error - free typing, neat and good looking )            * Write a clear action statement of request</p>	<p><b>Task:</b>            Set Basic Guidelines for a Good Letter</p> <p><b>Conditions:</b>            Practise letter writing in the class</p> <p><b>Standards:</b>            Success to write good letters using rules set here to write letters</p>	<p><b>Letter</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Importance</li> <li>• Types</li> <li>• Objectives</li> <li>• Subject</li> <li>• Language               <ul style="list-style-type: none"> <li>○ Grammar</li> <li>○ Spelling</li> </ul> </li> <li>• Elements</li> <li>• Writing style &amp; Layout</li> <li>• Guidelines</li> </ul>
<p><b>Plan a letter</b></p> <ul style="list-style-type: none"> <li>• Write down the points on paper</li> <li>• Organize points in sequence</li> <li>• Layout spider diagram (total format)</li> <li>• Make simple, clear and precise</li> <li>• Draft letter</li> <li>• Check grammar and spelling</li> <li>• Ensure write choice of words</li> </ul>	<p><b>Task:</b>            Plan a letter</p> <p><b>Conditions:</b>            Practise letter writing in the class</p> <p><b>Standards:</b>            Success to write good letters using rules set here to write letters</p>	<p>Planning Process</p>
<p><b>Draft letter</b></p> <ul style="list-style-type: none"> <li>• Collect tools and materials (computer, pen, printer, paper/letter pad)</li> <li>• Paper heading/letter head</li> <li>• Write date</li> <li>• Write subject</li> <li>• Write address</li> <li>• Write salutation</li> <li>• Write body paragraph</li> <li>• Write closing</li> </ul>	<p><b>Task:</b>            Draft letter</p> <p><b>Conditions:</b>            Design exercises and plan to write letters in the classroom</p> <p><b>Standards:</b>            Follow rules given here to retain quality of notes</p>	<p><b>Letter</b></p> <ul style="list-style-type: none"> <li>• Heading</li> <li>• Reference</li> <li>• Dispatch No (Chalani) No</li> <li>• Date</li> <li>• Subject</li> <li>• Addressing</li> <li>• Salutation</li> <li>• Body Paragraphs</li> <li>• Closing</li> </ul>
<p><b>Write memoranda</b>  <b>Plan a memoranda</b>            * Write down the points on paper            * Organize points in sequence            * Make simple, clear and precise            * Draft memoranda            * Check grammar and spelling</p>	<p><b>Task:</b>            Plan a memoranda</p> <p><b>Conditions:</b>            Provide situations to design memoranda</p> <p><b>Standards:</b>            Know points to write memoranda in right structure and style</p>	<p><b>Memoranda</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Importance</li> <li>• Objectives</li> <li>• Subject</li> <li>• Language               <ul style="list-style-type: none"> <li>○ Grammar</li> <li>○ Spelling</li> </ul> </li> <li>• Elements</li> <li>• Writing style &amp; Layout</li> </ul>

<p><b>Prepare memoranda</b></p> <ul style="list-style-type: none"> <li>• Collect tools and materials (computer, pen, printer, paper/memo pad)</li> <li>• Write date</li> <li>• Write subject</li> <li>• Write address</li> <li>• Write body paragraph</li> <li>• Write closing</li> </ul>	<p><b>Task:</b> Prepare memoranda</p> <p><b>Conditions:</b> Design exercises and plan to write letters in the classroom</p> <p><b>Standards:</b> Follow rules given here to retain quality of notes</p>	<p><b>Memoranda</b></p> <ul style="list-style-type: none"> <li>• Heading</li> <li>• Date</li> <li>• Subject</li> <li>• Addressing</li> <li>• Body Paragraphs</li> <li>• Closing</li> </ul>
<p><b>Write notice/circulation</b> <b>Set Basic Guidelines for a Good notice/circulation</b></p> <ul style="list-style-type: none"> <li>• Select topic for notice / circulation</li> <li>• Decide objective for notice / circulation</li> <li>• Decide recipient in mind</li> <li>• Plan for simple, clear and precise notice / circulation</li> </ul>	<p><b>Task:</b> Prepare to plan notice/circulation in systematic manner</p> <p><b>Conditions:</b> Let participants provide notices/circulation in practice room</p> <p><b>Standards:</b> Know the ideas to make notice/circulation in proper form</p>	<p><b>Notice/circulation</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Importance</li> <li>• Types</li> <li>• Objectives</li> <li>• Subject</li> <li>• Language <ul style="list-style-type: none"> <li>○ Grammar</li> <li>○ Spelling</li> </ul> </li> <li>• Elements</li> <li>• Writing style &amp; Layout</li> <li>• Guidelines</li> </ul>
<p><b>Plan and write a notice/circulation</b></p> <ul style="list-style-type: none"> <li>• Plan brief, accurate, neat, polite and in logical order</li> <li>• Write words clearly and simply</li> <li>• Present instructions chronologically</li> <li>• Make it in suitable size for easy reading</li> <li>• Apply short single sentences or phrases</li> <li>• Put signature and date</li> <li>• Write notice</li> <li>• Write circulation</li> </ul>	<p><b>Task:</b> Plan and write a notice/circulation</p> <p><b>Conditions:</b> Let participants provide notices/circulation in office uses</p> <p><b>Standards:</b> Present notice/circulation in proper format</p>	<ul style="list-style-type: none"> <li>• Planning and writing procedure</li> </ul>
<p><b>Organize a Notice-Board</b></p> <ul style="list-style-type: none"> <li>• Arrange various notices under appropriate, well-labeled, topic and subheadings</li> <li>• Display notice in a logical order at a suitable height</li> <li>• Remove outdated notice immediately</li> </ul>	<p><b>Task:</b> <b>Organize a Notice-Board</b></p> <p><b>Conditions:</b> Let class participants organize a notice-board</p> <p><b>Standards:</b> Organized notice in notice board as per date and suitable height</p>	<p><b>Notice-board</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Importance</li> <li>• Objectives</li> </ul>

### Duty 3: Write Report

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Set basic guidelines for report writing</b></p> <ul style="list-style-type: none"> <li>• Identify the user of report</li> <li>• Use terms of reference as the ground to be covered</li> <li>• Ensure the requirement of type and length</li> <li>• Collect, organize and interpret facts and information</li> <li>• Refer to sources used</li> <li>• Select appropriate layout best relay the message</li> <li>• Divide matters into section, headings and subheadings</li> <li>• Ensure the logical flow</li> </ul>	<p><b>Task:</b> Set basic guidelines for report writing</p> <p><b>Conditions:</b> Provide situations for exercise and making participants to plan report</p> <p><b>Standards:</b> Prepare basic guidelines for report writing</p>	<p><b>Report</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Type</li> <li>• Importance</li> <li>• Information</li> <li>• User</li> <li>• Length</li> <li>• Terms and References</li> <li>• Components               <ul style="list-style-type: none"> <li>○ Table of Content</li> <li>○ Introduction</li> <li>○ Objectives</li> <li>○ Findings</li> <li>○ Recommendation</li> </ul> </li> </ul>
<p><b>Compose Formal Report</b></p> <ul style="list-style-type: none"> <li>• Prepare a title (cover) page</li> <li>• Provide list of abbreviations and acronyms</li> <li>• Prepare table of contents</li> <li>• Present outlines of findings</li> <li>• Refer to terms of reference</li> <li>• Outline objectives</li> <li>• Hint procedure followed</li> <li>• Keep style reliable and objective</li> <li>• Provide conclusions</li> <li>• Add recommendations/suggested actions</li> <li>• Support by graphs, tables of statistics and appendix</li> <li>• Provide bibliography and sources of reference materials</li> <li>• Add an index,</li> <li>• Get drafts verified by concerned experts and edit</li> <li>• Sign and date the report</li> <li>• Print and bind the report with attractive get-up</li> </ul>	<p><b>Task:</b> Compose Formal Report</p> <p><b>Conditions:</b> Provide situations to participants and let them write suitable reports</p> <p><b>Standards:</b> Check reports written by participants against set criteria and standards of report writing</p>	<p><b>Report writing</b></p> <ul style="list-style-type: none"> <li>• Methodology</li> <li>• Format</li> <li>• Information</li> <li>• Facts analyzing</li> <li>• Abbreviations &amp; acronyms</li> </ul>

#### Duty 4: Organize Interviews, Meetings and Conferences

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Make Arrangements for Interview</b></p> <ul style="list-style-type: none"> <li>• Find out objectives of interview</li> <li>• Compile necessary papers and files</li> <li>• Notify interviewees through letter or phone call</li> <li>• Make Administrative and logistic arrangements</li> <li>• Fix place and time</li> <li>• Ensure for privacy, non-interruption and comfortable environment</li> </ul>	<p><b>Task:</b> Make Arrangements for Interview</p> <p><b>Conditions:</b> Prepare exercises and practice in the class for preplanning of interview event</p> <p><b>Standards:</b> Made necessary arrangements for Interview</p>	<p><b>Interview</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objective</li> <li>• Importance</li> <li>• Procedure</li> <li>• Subject experts</li> <li>• Forms and formats</li> <li>• Environment</li> <li>• Administrative and logistic arrangement</li> </ul>
<p><b>Arrange / conduct Meeting</b></p> <ul style="list-style-type: none"> <li>• Set objectives of meeting</li> <li>• Give/prepare agenda</li> <li>• Finalize place, date and time</li> <li>• Prepare circulation letter</li> <li>• Inform members through circular letter</li> <li>• Remind agenda to chairperson</li> <li>• Remind invitees by phone call</li> <li>• Make administrative and logistic arrangements</li> <li>• Well-come the members</li> <li>• Present agendas one by one</li> <li>• Open floor for discussion</li> <li>• Write decision made on each item</li> <li>• Write decided arguments</li> <li>• Contact speakers to check their availability</li> <li>• Book the conference centre or hotel</li> <li>• Arrange for logistics and transportation</li> <li>• Invite delegates specifying conference details</li> </ul>	<p><b>Task:</b> Arrange / conduct Meeting</p> <p><b>Conditions:</b> Design a planning checklist and tally items one by one</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Performed necessary arrangements for meeting</li> <li>• Conducted necessary arrangements for meeting</li> </ul>	<p><b>Meeting</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objective</li> <li>• Importance</li> <li>• Circulation letter <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Objective</li> <li>○ Importance</li> </ul> </li> <li>• Agenda <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Objective</li> <li>○ Importance</li> </ul> </li> <li>• Minutes <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Objective</li> <li>○ Importance</li> </ul> </li> <li>• Decision making</li> <li>• Venue</li> <li>• Administrative and logistic arrangement</li> </ul>



<p><b>Make physical arrangements in meeting/ conference</b></p> <ul style="list-style-type: none"> <li>• Set seating arrangements</li> <li>• Provide reading and writing materials</li> <li>• Provide folders for confidential materials</li> <li>• Set Audio/Visual materials and equipment</li> <li>• Arrange green plants and flowers to give a fresh look</li> <li>• Arrange refreshments</li> </ul>	<p><b>Task:</b> Make Physical Arrangements in meeting and conference</p> <p><b>Conditions:</b> Allow trainees to prepare a checklist to tally against</p> <p><b>Standards:</b> Made proper arrangements for meeting and conference</p>	<p><b>Administrative and logistic arrangement</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Importance</li> <li>• Materials needs</li> </ul>
<p><b>Write Minutes</b></p> <ul style="list-style-type: none"> <li>• Write decision made on each item</li> <li>• Divide minute into divisions and subdivisions</li> <li>• Get chairperson's approval</li> <li>• Circulate minute to participants</li> <li>• Number each minute serially,</li> <li>• Keep an index book of minutes</li> </ul>	<p><b>Task:</b> Write Minutes</p> <p><b>Conditions:</b> Create a meeting role-play and let participants write minutes</p> <p><b>Standards:</b> Wrote minutes properly</p>	<p><b>Minutes</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objective</li> <li>• Importance</li> <li>• Register</li> <li>• Minuting Procedure</li> <li>• Process of minute writing</li> </ul>
<p><b>Conduct Preparatory Works for Conference</b></p> <ul style="list-style-type: none"> <li>• Find out details of conference</li> <li>• Request boss for briefing</li> <li>• Make a checklist to plan activities</li> <li>• Check out outline programmed with time schedule and activities</li> <li>• Arrange team meetings to allocate specific duties to individual members</li> </ul>	<p><b>Task:</b> Conduct Preparatory Works for Conference</p> <p><b>Conditions:</b> Assume a conference event and prepare a checklist of preparatory tasks</p> <p><b>Standards:</b> Conducted Preparatory Works for Conference Properly</p>	<p><b>Conference</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objective</li> <li>• Importance</li> <li>• Register</li> <li>• Nature</li> <li>• Activities</li> </ul>

<p><b>Finalize Arrangements for the Conference</b></p> <ul style="list-style-type: none"> <li>• Confirm venue and accommodation</li> <li>• Book venue / accommodation</li> <li>• Confirm with speakers</li> <li>• Circulate programme</li> <li>• Prepare conference folders and relevant documents for each delegate</li> <li>• Produce identification badges, notices, direction signs and list of delegates</li> <li>• Arrange audio-visual equipment and other resources</li> <li>• Check physical arrangements and logistics</li> <li>• Check transportation</li> <li>• Collect necessary publicity materials such as brochures, posters, stickers, etc.</li> <li>• Make accounting provisions</li> <li>• Dispatch final details to delegates</li> </ul>	<p><b>Task:</b> Finalize arrangements for the conference</p> <p><b>Conditions:</b> Assume a conference situation and prepare a checklist for paper-works and physical arrangements</p> <p><b>Standards:</b> Finalized arrangements for the conference</p>	<ul style="list-style-type: none"> <li>• Venue</li> <li>• Accommodation</li> <li>• Logistics</li> </ul>
<p><b>Host the Conference</b></p> <ul style="list-style-type: none"> <li>• Receive delegates</li> <li>• Distribute information about each day's events</li> <li>• Anticipate and solve problems</li> <li>• Remind organizers of their next activity</li> <li>• Carry a folder with: <ul style="list-style-type: none"> <li>- details of delegates</li> <li>- Copies of programme with last minute amendments</li> <li>- List grouping and room allocations</li> </ul> </li> </ul>	<p><b>Task:</b> Host conference with tact and efficiency</p> <p><b>Conditions:</b> Role-play exercise to internalise ways to host a conference</p> <p><b>Standards:</b> Hosted the conference properly</p>	<ul style="list-style-type: none"> <li>• Etiquettes</li> <li>• Dealing manner with hosts</li> </ul>

## Duty 5: Communicate Visually and Graphically

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Draw a Table</b></p> <ul style="list-style-type: none"> <li>• On the top center, give title of the function</li> <li>• Indicate units or meanings of the displayed below the heading at the top right hand side</li> <li>• Give a list of items to be compared and totaled</li> <li>• Provide a scale or time interval in months or years</li> <li>• Classify and label data accurately</li> <li>• Write aggregated totals at the bottom row horizontally</li> <li>• Do not make length and breadth too different from each other</li> <li>• Keep numbers well-spaced, not too far apart or too close together</li> </ul>	<p><b>Task:</b> Draw a Table</p> <p><b>Conditions:</b> Design exercises for the classroom</p> <p><b>Standards:</b> Check the table prepared, for its accurate format and entries</p>	<p><b>Table</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Importance</li> <li>• Column</li> <li>• Row</li> </ul>
<p><b>Compose a simple / compound bar chart</b></p> <ul style="list-style-type: none"> <li>• Provide a clear and concise title</li> <li>• Draw bars horizontally or vertically against a scale showing the unit of measurement</li> <li>• Make bars or blocks of an equal lateral dimension</li> <li>• Distinguish bars either by color or contrasting, hatching or shading</li> <li>• Show the total value of each bar within it for clarity</li> <li>• Identify each bar using index</li> <li>• Apply a single bar or block for each item in a simple bar chart</li> <li>• Apply different colours shadings in a compound bar chart</li> </ul>	<p><b>Task:</b> Compose a simple or compound bar chart</p> <p><b>Conditions:</b> Provide exercises to participants to prepare bar charts</p> <p><b>Standards:</b> Check the structure and accuracy of bars</p>	<p><b>Bar charts</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Importance</li> <li>• Bar</li> <li>• X Axis</li> <li>• Y Axis</li> </ul>

<p><b>Prepare a Pie Chart</b></p> <ul style="list-style-type: none"> <li>• Show information broken into segments of circle or 'slices' of a pie</li> <li>• Keep total value of the items 100 percent for 360°</li> <li>• Make each percentage point of the pie chart exactly equal to 3.60°</li> <li>• Give values of each slice of pie in percentage terms</li> <li>• Include values of units</li> <li>• Identify each segment of pie in color or contrasting black and shadings</li> <li>• Show clear titles (year, month, quarter for comparison)</li> </ul>	<p><b>Task:</b> Prepare a pie chart</p> <p><b>Conditions:</b> Provide exercises to participants to compose pie charts</p> <p><b>Standards:</b> Check pie charts for accuracy, form and entries</p>	<p><b>Pie chart</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Importance</li> <li>• Degree</li> <li>• percentage</li> </ul>
<p><b>Make a Line Graph</b></p> <ul style="list-style-type: none"> <li>• Produce a line graph upon a grid of squares of equal size or freely on a plain sheet</li> <li>• Plot the set of changing variable (data or information) on the upright or vertical 'Y' axis</li> <li>• Plot the set of fixed variable date on the horizontal 'X' axis (on top row or bottom row)</li> <li>• Show timescale on horizontal axis</li> <li>• Indicate quantity or value on vertical axis</li> <li>• Indicate on graph the totals represented by each plotted point</li> <li>• Decide how much detail information to provide on it</li> <li>• Give graph a full explanatory title</li> <li>• Apply different colours or contrast for different lines</li> <li>• Apply legend to explain meanings of colours or line types</li> </ul>	<p><b>Task:</b> Make a Line Graph</p> <p><b>Conditions:</b> Provide exercises to trainees to make line graphs</p> <p><b>Standards:</b> Check graphs prepared for their accuracy, neatness and quality</p>	<p><b>Line graphs</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Importance</li> <li>• X Axis</li> <li>• Y Axis</li> </ul>

**Note:** In most offices, communications works take place mainly in English language. Therefore, it is recommended that emphasis should be placed in enabling trainees to undertake tasks in correct, accurate, and precise communicative English Language – verbally as well as in writing – in standard and crisp Nepali Language too.

## Office Equipment

**Theory total: 39 hrs (1 hrs/week)**  
**Practical total: 195 hrs (5 hrs/week)**

**Full marks: 140 (Th. 20+Pr. 120)**  
**Pass marks: 80 (Th. 8 + Pr. 72)**

### Course Description:

This subject contains the familiarization with office equipment, handling mailing system equipment & tools, working on telephonic equipment, operation a photocopier/scanner, working on film slides, flip charts and projectors and handle binding machine, handle stapler, laminating & numbering machine.

### Course objectives:

After the completion of Record Management subject, students will be able to:

1. Familiarize with office equipment
2. Handle Mailing system equipment & tools
3. Work on Telephonic Equipment
4. Operate a Photocopier/Scanner
5. Work on Film Slides, Flip Charts and Projectors
6. Handle Binding Machine, Handle Stapler, laminating & numbering machine.

### Duties and Tasks:

Duties	Tasks
1. Familiarize with office equipment	<ul style="list-style-type: none"> <li>• Identify office equipment</li> <li>• List the types of office equipment</li> </ul>
2. Handle Mailing system equipment & tools	<ul style="list-style-type: none"> <li>• Handle tools to manage mails</li> </ul>
3. Work on Telephonic Equipment	<ul style="list-style-type: none"> <li>• Handle Telephone</li> <li>• Send / receive Facsimile (fax) document</li> <li>• Familiarize with PBX / EPABX.</li> <li>• Operate an Audio Dictation and Transcription Machine</li> </ul>
4. Operate a Photocopier/Scanner	<ul style="list-style-type: none"> <li>• Operate a Photocopying Machine</li> <li>• Operate Scanner</li> </ul>
5. Work on Film Slides, Flip Charts and Projectors	<ul style="list-style-type: none"> <li>• Present Slides among Audience</li> <li>• Work on Flip Charts</li> <li>• Handle Overhead Projectors</li> <li>• Handle multimedia projector</li> </ul>
6. Handle Binding Machine, Handle Stapler, laminating & numbering machine.	<ul style="list-style-type: none"> <li>• Handle Binding Machine</li> <li>• Handle laminating Machine</li> <li>• Handle Stapler Machine</li> <li>• Handle numbering and date stamping machine</li> <li>• Handle shredding machine</li> <li>• Handle cutting machine</li> </ul>

## Duty 1: Familiarize with office equipment

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Identify office equipment</b></p> <ul style="list-style-type: none"> <li>• Familiarize with office equipment</li> <li>• List out the functions of office equipment</li> <li>• List out the selecting principle of office equipment</li> <li>• Describe the Importance of office equipment</li> <li>• Describe the objectives of office equipment</li> <li>• List the types of office nature</li> <li>• Identify office equipments as per office nature</li> </ul>	<p><b>Task:</b> Identify office equipment</p> <p><b>Conditions:</b> Well equipped classroom</p> <p><b>Standards:</b> Identified office equipments as per office nature and its selecting principles</p>	<p><b>Office equipment</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Selecting principle</li> <li>• Function</li> <li>• Importance</li> <li>• Objective</li> <li>• Specification</li> </ul>
<p><b>List the types of office equipment</b></p> <ul style="list-style-type: none"> <li>• Collect different tools</li> <li>• Collect different equipment</li> <li>• List out the function of different equipment</li> <li>• List the types of office equipment</li> </ul>	<p><b>Task:</b> List the types of office equipment</p> <p><b>Conditions:</b> Well equipped classroom</p> <p><b>Standards:</b> Types of office equipment Listed</p>	<p><b>Types of office equipment</b></p> <ul style="list-style-type: none"> <li>• Importance</li> </ul>

**Duty 2: Handle Mailing system equipment & tools.**

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Handle tools to manage mails</b></p> <ul style="list-style-type: none"> <li>• Collect letters</li> <li>• Sort confidential and non-confidential</li> <li>• Open non-confidential letter using letter opener</li> <li>• Stamp date using date stamping machine</li> </ul>	<p><b>Task:</b> Handle tools to manage incoming mails</p> <p><b>Conditions:</b> Demonstrate and then allow participants to do hands-on exercise</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Check for handled letter opener properly</li> <li>• Handled date stamping machines appropriately</li> </ul>	<p><b>Letter opener</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> <li>• Handling process</li> <li>• Safety precaution</li> <li>• Maintaining</li> </ul> <p><b>Date Stamping machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Handling process</li> <li>• Safety precaution</li> <li>• Maintaining</li> </ul>
<p><b>Dispatch outgoing mails</b></p> <ul style="list-style-type: none"> <li>• Collect letters from different Sections</li> <li>• Sort confidential and non-confidential mails</li> <li>• Write name and address in envelop</li> <li>• Fill dispatch register</li> <li>• Write dispatch no in outgoing</li> <li>• Stamp designation of the authorized signature</li> <li>• Put letter in envelop</li> <li>• Seal outgoing mail</li> </ul>	<p><b>Task:</b> Handle tools to manage incoming mails</p> <p><b>Conditions:</b> Demonstrate and then allow participants to do hands-on exercise</p> <p><b>Standards:</b></p> <ul style="list-style-type: none"> <li>• Checked outgoing letter</li> <li>• Dispatched letter appropriately</li> </ul>	<p><b>Letter opener</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> <li>• Handling process</li> <li>• Safety precaution</li> <li>• Maintaining</li> </ul> <p><b>Date Stamping machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Handling process</li> <li>• Safety precaution</li> <li>• Maintaining</li> <li>• Out going mail</li> </ul>

### Duty 3: Work on Telephonic Equipment

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Handle Telephone</b></p> <ul style="list-style-type: none"> <li>• Introduce telephone</li> <li>• List functions of telephone</li> <li>• List the types of telephone</li> <li>• Describe the importance of telephone</li> <li>• Fill message slip</li> </ul>	<p><b>Task:</b> Handle a telephone</p> <p><b>Conditions:</b> Well equipped classroom</p> <p><b>Standards:</b> Checked for correct mechanical handling telephone manners</p>	<p><b>Telephone</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Types</li> <li>• Importance</li> <li>• Message slip</li> <li>• Handling process</li> </ul>
<p><b>Send / receive Facsimile (fax) document</b></p> <ul style="list-style-type: none"> <li>• Install fax machine</li> <li>• Power on fax machine</li> <li>• Join telephone line</li> <li>• Align documents for multiple documents transmission</li> <li>• Lift receiver and dial fax number of document recipient</li> <li>• Depress 'transmit' button when answer tone is heard</li> <li>• Replace the receiver</li> <li>• Watch for 'transmit' lamp to go out as an indication of reception of document</li> <li>• Obtain a print-out of message confirmation report</li> <li>• Ensure fax transceiver is switched on</li> <li>• Set that to an automatic reception mode, i.e., AUTO RECEIVE</li> <li>• Load paper into receiver to print out</li> </ul>	<p><b>Task:</b> Send a Facsimile (fax) document</p> <p><b>Conditions:</b> Display a fax machine and explain its functions</p> <p><b>Standards:</b> Ensure that trainees learn to hand the machine independently</p>	<p><b>Fax machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Mechanism</li> <li>• Types</li> <li>• Importance</li> <li>• Bottoms and their functions</li> <li>• Alignment</li> <li>• Faxing document</li> <li>• Report</li> <li>• Installing process</li> <li>• Setting process</li> <li>• Handling process</li> <li>• Sending process</li> <li>• Receiving process</li> <li>• Fax paper adjustment</li> </ul>
<p><b>Familiarize with PBX / EPABX.</b></p> <ul style="list-style-type: none"> <li>• Operate telephone set joint with EPABX system</li> <li>• Familiarize with different keys</li> <li>• Depress 'speak to exchange' key to receive an incoming call /to make outgoing call</li> <li>• Query with caller to wait till connection of line</li> <li>• Depress 'speak to exchange' key (a red lamp will glow)</li> <li>• Depress CALL EXTENSION</li> </ul>	<p><b>Task:</b> Familiarize with EPABX.</p> <p><b>Conditions:</b> Display EPABX and its functions</p> <p><b>Standards:</b> Ensure that trainees learn to hand the machine independently</p>	<p><b>PBX</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Mechanism</li> <li>• Importance</li> <li>• Bottoms and their functions</li> <li>• Handling process</li> </ul> <p><b>EPABX</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Mechanism</li> <li>• Importance</li> <li>• Bottoms and their functions</li> <li>• Handling</li> </ul>



<p><b>Operate an Audio Dictation and Transcription Machine</b></p> <ul style="list-style-type: none"> <li>• Prepare transcription machine for playback</li> <li>• Report immediately if any disorder is seen</li> <li>• Connect earphones</li> <li>• Insert recorded material</li> <li>• Switch on at main plugs and machine</li> <li>• Transcribe recorded material</li> <li>• Apply volume and speed controls as per need</li> <li>• Check transcription and correct it</li> <li>• Hand in the mail able work</li> </ul>	<p><b>Task:</b> Transcribe dictated notes for audio machine</p> <p><b>Conditions:</b> Demonstrate and design hands-on works for trainees</p> <p><b>Standards:</b> Check their performance for quality and accuracy</p>	<p><b>Audio Dictation and Transcription Machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Mechanism</li> <li>• Importance</li> <li>• Bottoms and their functions</li> <li>• Handling procedures</li> </ul>
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#### Duty 4: Operate a Photocopier/Scanner

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Operate a Photocopying Machine</b></p> <ul style="list-style-type: none"> <li>• Check electricity</li> <li>• Select paper size</li> <li>• Switch on machine</li> <li>• Adjust or contrast light and darkness as per requirement</li> <li>• Enlarge or reduce size if required</li> <li>• Check toner level indicator</li> <li>• Add toner if required</li> <li>• Set counter and reproduce required number of copies</li> <li>• Watch at paper jam indicator if stuck</li> </ul>	<p><b>Task:</b> Operate a photocopier in an efficient way</p> <p><b>Conditions:</b> Demonstrate and assign hands-on exercises to participants</p> <p><b>Standards:</b> Check quality of trainees' task performance</p>	<p><b>Photocopying /Xerox Machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Mechanism</li> <li>• Importance</li> <li>• Bottoms and their functions</li> <li>• Handling process</li> </ul>
<p><b>Operate Scanner</b></p> <ul style="list-style-type: none"> <li>• Switch on scanner machine</li> <li>• Turn on computer</li> <li>• Connect data cable to the computer</li> <li>• Place paper on the scanner</li> <li>• Scan document</li> <li>• Save on folder</li> </ul>	<p><b>Task:</b> <b>Operate Scanner</b></p> <p><b>Conditions:</b></p> <p><b>Standards:</b> Check quality of trainees' task performance</p>	<p><b>Scanner</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Mechanism</li> <li>• Importance</li> <li>• Handling process</li> </ul>

## Duty 5: Work on Film Slides, Flip Charts and Projectors

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Present Slides among Audience</b></p> <ul style="list-style-type: none"> <li>• Put slide projector 1-3 meter far from screen</li> <li>• Use ready-made slides for good quality</li> <li>• Insert series of slides in cassette</li> <li>• Use colors, if possible, for good effect</li> </ul>	<p><b>Task:</b> Present Slides among Audience</p> <p><b>Conditions:</b> Demonstrate and explain</p> <p><b>Standards:</b> Check the method and quality of slide preparation</p>	<p><b>Slides</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Mechanism</li> <li>• Importance</li> <li>• Handling process</li> </ul>
<p><b>Work on Flip Charts</b></p> <ul style="list-style-type: none"> <li>• Keep sheets clipped to a board or on ring</li> <li>• Apply colored board markers or crayons to draw on them</li> <li>• Use heavy broad lines and plenty of colour</li> <li>• Prepare flip charts beforehand or build up as one proceeds</li> <li>• Keep them simple and clear</li> <li>• Don't put too much materials and details on them</li> <li>• Show different stages on different sheets, placed on top of each other to uncover</li> <li>• Scrap sheet and start on a fresh one in case of error</li> <li>• Use a series of simple charts/ graphs instead of a single complicated one</li> <li>• Time well so as to give continuity to presentation</li> <li>• Don't over-use flip charts</li> </ul>	<p><b>Task:</b> Prepare and use flip charts systematically</p> <p><b>Conditions:</b> Explain and let participants work on that</p> <p><b>Standards:</b> Ensure that flip charts prepared are of good quality</p>	<p><b>Flip Charts</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> <li>• Handling process</li> </ul>
<p><b>Handle Overhead Projectors</b></p> <ul style="list-style-type: none"> <li>• Prepare transparencies by hand or photocopier</li> <li>• Keep them in paper-frames</li> <li>• Preview to check OHP and electric lines</li> <li>• Number and sign plates to put them in order and the right way up and the right way round</li> <li>• Don't keep watching screen behind during presentation</li> <li>• Use a pointer or pen to point at the platen</li> <li>• Overlay one sheet on top of another</li> </ul>	<p><b>Task:</b> Use and handle overhead projector properly</p> <p><b>Conditions:</b> Demonstrate and assign trainees hands-on exercises</p> <p><b>Standards:</b> Ensure that trainees handle the OHP methodically</p>	<p><b>Overhead Projectors</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> <li>• Handling process</li> </ul>

<p>for providing additional information or drawings</p> <ul style="list-style-type: none"> <li>• Do not switch on light until transparency sheet is in position</li> <li>• Switch off before moving it away</li> <li>• Alternatively, use a roll of clear acetate on the platen</li> <li>• Control focus by using a small knob at the side</li> </ul>		
<p><b>Handle multimedia projector</b></p> <ul style="list-style-type: none"> <li>• Prepare slide in PowerPoint</li> <li>• Set animation</li> <li>• Place projector far from screen</li> </ul>	<p><b>Task:</b> Handle multimedia projector</p> <p><b>Conditions:</b> Demonstrate and assign trainees hands-on exercises</p> <p><b>Standards:</b> Ensure that trainees handle the multimedia correctly</p>	<p><b>Multimedia</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> <li>• Handling process</li> </ul>

**Duty 6: Handle Binding Machine, Stapler, laminating & numbering machine.**

<b>Tasks and Task steps</b>	<b>Terminal Performance Objective</b>	<b>Related Technical Knowledge</b>
<p><b>Handle Binding Machine</b></p> <ul style="list-style-type: none"> <li>• Punch the papers</li> <li>• Fasten pages together into book form</li> <li>• Use plastic ring or spiral binding</li> <li>• Alternatively, secure pages into a slotted plastic strip</li> <li>• Bind them together</li> </ul>	<p><b>Task:</b> Handle Binding Machine</p> <p><b>Conditions:</b> Demonstrate and assign task to trainees</p> <p><b>Standards:</b> Check for proper handling of the machine</p>	<p><b>Binding Machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> <li>• Handling process</li> </ul>
<p><b>Handle laminating Machine</b></p> <ul style="list-style-type: none"> <li>• Select document</li> <li>• Cover document with laminating plastic</li> <li>• Power on the machine</li> <li>• Set temperature (110-120 °c)</li> <li>• Cover document with thick paper</li> <li>• Set speed</li> <li>• Insert document in the machine</li> </ul>	<p><b>Task:</b> Handle Laminating Machine</p> <p><b>Conditions:</b> Demonstrate and assign task to trainees</p> <p><b>Standards:</b> Check for proper handling of the machine</p>	<p><b>Laminating Machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> <li>• Handling process</li> </ul>
<p><b>Handle Stapler Machine</b></p> <ul style="list-style-type: none"> <li>• Select pin size</li> <li>• Put pin into the machine</li> <li>• Set Margin</li> <li>• Insert document on machine</li> </ul>	<p><b>Task:</b> Handle Stapler Machine</p> <p><b>Conditions:</b> Demonstrate and assign task to trainees</p> <p><b>Standards:</b> Check for proper handling of the machine</p>	<p><b>Stapler Machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> <li>• Handling process</li> </ul>
<p><b>Handle numbering and date stamping machine</b></p> <ul style="list-style-type: none"> <li>• Set starting number</li> <li>• Set paper</li> <li>• Select area to put date and number</li> </ul>	<p><b>Task:</b> Handle numbering and date stamping machine</p> <p><b>Conditions:</b> Demonstrate and assign task to trainees</p> <p><b>Standards:</b> Check for proper handling of the machine</p>	<p><b>numbering and date stamping machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> <li>• Handling process</li> </ul>
<p><b>Handle shredding machine</b></p> <ul style="list-style-type: none"> <li>• Collect document for dispose</li> <li>• Approve from concern person</li> <li>• Switch on the machine</li> </ul>	<p><b>Task:</b> Handle numbering and date stamping machine</p>	<p><b>Shredding machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> </ul>

<ul style="list-style-type: none"> <li>• Insert document into machine</li> </ul>	<p><b>Conditions:</b> Demonstrate and assign task to trainees</p> <p><b>Standards:</b> Check for proper handling of the machine</p>	<ul style="list-style-type: none"> <li>• Handling process</li> </ul>
<p><b>Handle cutting machine</b></p> <ul style="list-style-type: none"> <li>• Place paper cutter in appropriate place</li> <li>• Obtain size</li> <li>• Cut straight</li> </ul>	<p><b>Task:</b> Handle numbering and date stamping machine</p> <p><b>Conditions:</b> Demonstrate and assign task to trainees</p> <p><b>Standards:</b> Check for proper handling of the machine</p>	<p><b>Cutting machine</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Function</li> <li>• Importance</li> <li>• Handling process</li> </ul>

## Financial and Inventory Management

**Theory total: 78 hrs (2 hrs/week)**  
**Practical total: 156 hrs (4 hrs/week)**

**Full marks: 150 (Th.50+Pr. 100)**  
**Pass marks: 80 (Th. 20+Pr. 60)**

### Course Descriptions:

This course is designed to equip the students with knowledge and skills on accounting and inventory management in the government, semi government, non-government and private organizations.

### Course objectives:

After completion of Account and Inventory subject, students will be able to:

1. Familiar with Accounting
2. Handle Financial Accounting
3. Handle government accounting
4. Familiarize with inventory management
5. Procure, Receive and Store Office Supplies
6. Record, issue (Supply) and control goods

Duties	Tasks
1. Familiarize with Accounting	<ul style="list-style-type: none"> <li>• Familiarize with accountancy</li> <li>• Familiarize with principles of accounting</li> <li>• Familiarize with terminology used in accounting</li> <li>• Familiarize with government accounting</li> </ul>
2. Handle Financial Accounting	<ul style="list-style-type: none"> <li>• Maintain book of original entry</li> <li>• Maintain ledger account</li> <li>• Maintain cash and banking transaction</li> <li>• Maintain trial balance</li> <li>• Maintain Final Accounts</li> </ul>
3. Handle government accounting	<ul style="list-style-type: none"> <li>• Maintain voucher</li> <li>• Maintain bank cash book</li> <li>• Maintain petty cash book</li> <li>• Maintain budget sheet</li> <li>• Maintain statement of expenditure report and advance expenditure report</li> <li>• Maintain bank reconciliation statement</li> </ul>
4. Familiarize with inventory management	<ul style="list-style-type: none"> <li>• Familiarize with inventory management</li> <li>• Familiarize with inventory management technique</li> <li>• Familiarize with government stock keeping system</li> </ul>
5. Procure, Receive and Store Office Supplies	<ul style="list-style-type: none"> <li>• Estimate Office Supplies requirement</li> <li>• Procure required office supplies</li> <li>• Receive, check and store Goods</li> </ul>
6. Record, issue (Supply) and control goods	<ul style="list-style-type: none"> <li>• Maintain stock receipt records</li> <li>• Maintain stock requisition records</li> <li>• Maintain physical stock records</li> <li>• Maintain inventory control</li> </ul>

## Duty 1: Familiarize with Accounting

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Familiarize with accountancy</b></p> <ul style="list-style-type: none"> <li>Practice accounting equation</li> </ul>	<p><b>Task:</b> Familiarize with accountancy</p> <p><b>Conditions:</b> Well equipped class room</p> <p><b>Standards:</b> Described clearly the concept of book - keeping, accounting and double entry system</p>	<p><b>Book Keeping</b></p> <ul style="list-style-type: none"> <li>Concept</li> <li>Meaning</li> <li>Origin</li> <li>Evolution</li> </ul> <p><b>Accounting</b></p> <ul style="list-style-type: none"> <li>Concept</li> <li>Types <ul style="list-style-type: none"> <li>Personal</li> <li>Real</li> <li>Nominal</li> </ul> </li> <li>Meaning</li> <li>Functions</li> <li>Objectives</li> <li>Scopes</li> <li>Basic Accounting Concepts</li> <li>Bases</li> <li>Cycle</li> </ul> <p><b>Double entry system</b></p> <ul style="list-style-type: none"> <li>Introduction</li> <li>Rules</li> <li>Merits &amp; Demerits</li> </ul>
<p><b>Familiarize with principles of accounting</b></p>	<p><b>Task:</b> Familiarize with principles of accounting</p> <p><b>Conditions:</b> Well equipped class room</p> <p><b>Standards:</b> Described clearly the concept of accounting principle and debit &amp; credit</p>	<p><b>Accounting principles</b></p> <ul style="list-style-type: none"> <li>Meaning</li> <li>Concepts</li> <li>Fundamental accounting</li> <li>Assumptions</li> </ul> <p><b>Debit &amp; Credit</b></p> <ul style="list-style-type: none"> <li>Concept</li> <li>Meaning</li> <li>Rules</li> </ul>
<p><b>Familiarize with terminology used in accounting</b></p>	<p><b>Task:</b> Familiarize with terminology used in accounting</p> <p><b>Conditions:</b> Well equipped class room</p> <p><b>Standards:</b> Basic terminologies of business transactions used properly</p>	<p><b>Basic terminologies of business transactions</b></p> <ul style="list-style-type: none"> <li>Debtors</li> <li>Creditor</li> <li>Capital</li> <li>Goods</li> <li>Assets</li> <li>Equity</li> <li>Income</li> <li>Expenses</li> <li>Drawing</li> <li>Loss</li> <li>Voucher</li> <li>Ledger</li> </ul>



<p><b>Familiarize with government accounting</b></p>	<p><b>Task:</b> Familiarize with government accounting</p> <p><b>Conditions:</b> Well equipped class room</p> <p><b>Standards:</b> Presented the concept, objective and features of Government accounting</p>	<p><b>Government accounting</b></p> <ul style="list-style-type: none"> <li>• Concept,</li> <li>• Objectives</li> <li>• Features</li> </ul> <p><b>Difference between government and commercial accounting</b></p> <p><b>Accounting system of Nepal Government</b></p> <ul style="list-style-type: none"> <li>• Historical background,</li> <li>• Objectives,</li> <li>• Importance,</li> <li>• Features</li> <li>• Heads of expenditure</li> <li>• Used forms</li> </ul>
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## Duty 2: Handle Financial Accounting

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<b>Maintain book of original entry</b> <ul style="list-style-type: none"> <li>Prepare Journal entry</li> </ul>	<b>Task:</b> Maintain book of original entry  <b>Conditions:</b> Well equipped class room  <b>Standards:</b> Prepared journal following proper steps	<b>Journal</b> <ul style="list-style-type: none"> <li>Meaning</li> <li>Steps</li> <li>Format</li> </ul>
<b>Maintain ledger account</b> <ul style="list-style-type: none"> <li>Prepare Ledger accounts</li> <li>Prepare Purchase book</li> <li>Prepare Sales book</li> <li>Prepare Purchase return book</li> <li>Prepare Sales return book</li> </ul>	<b>Task:</b> Maintain ledger account  <b>Conditions:</b> Well equipped class room  <b>Standards:</b> Ledger account maintained accurately	<b>Ledger</b> <ul style="list-style-type: none"> <li>Meaning</li> <li>Concept</li> <li>Objectives</li> </ul> <b>Ledger account</b> <ul style="list-style-type: none"> <li>Importance</li> <li>Utility</li> <li>Format</li> </ul>
<b>Maintain cash and banking transaction</b> <ul style="list-style-type: none"> <li>Prepare Single column cash book</li> <li>Prepare Double column cash book</li> <li>Prepare Triple column cash book</li> <li>Prepare petty cash book</li> </ul>	<b>Task:</b> Maintain cash and banking transaction  <b>Conditions:</b> Well equipped class room  <b>Standards:</b> Banking transactions maintained properly	<b>Banking</b> <ul style="list-style-type: none"> <li>Concept</li> </ul> <b>Cash book</b> <ul style="list-style-type: none"> <li>Meaning</li> <li>Concept</li> <li>Features</li> <li>Types</li> </ul>
<b>Maintain trial balance</b> <ul style="list-style-type: none"> <li>Prepare of unadjusted trial balance</li> <li>Prepare of adjusted trial balance</li> <li>Rectification of errors</li> </ul>	<b>Task:</b> Maintain trial balance  <b>Conditions:</b> Well equipped class room  <b>Standards:</b> Trail balance maintained accurately	<b>Accounting errors</b> <ul style="list-style-type: none"> <li>Meaning</li> <li>types</li> </ul>
<b>Maintain Final Accounts</b> <ul style="list-style-type: none"> <li>Prepare of Trading Account including the closing entries.</li> <li>Prepare of Profit and loss account including the closing entries.</li> <li>Prepare of a balance sheet showing</li> </ul>	<b>Task:</b> Maintain final account  <b>Conditions:</b> Well equipped class room	<b>Capital</b> <ul style="list-style-type: none"> <li>Meaning</li> <li>Concept</li> <li>Types</li> </ul> <b>Revenue</b> <ul style="list-style-type: none"> <li>Meaning</li> </ul>

<p>the assets, liabilities and owners equity.</p> <ul style="list-style-type: none"> <li>• Prepare of final accounts with or without adjustment</li> </ul>	<p><b>Standards:</b> Final account maintained correctly</p>	<ul style="list-style-type: none"> <li>• Concept</li> <li>• Types</li> </ul> <p><b>Difference between Capital &amp; Revenue</b></p> <ul style="list-style-type: none"> <li>• Receipts,</li> <li>• Expenditure,</li> <li>• Losses,</li> <li>• Profit,</li> <li>• Reserves</li> </ul> <p><b>Trading accounts</b></p> <ul style="list-style-type: none"> <li>• Concept,</li> <li>• Importance</li> <li>• Advantages</li> </ul> <p><b>Profit and Loss accounts</b></p> <ul style="list-style-type: none"> <li>• Concept,</li> <li>• Advantages</li> </ul>
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### Duty 3: Handle government accounting

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<b>Maintain voucher</b> <ul style="list-style-type: none"> <li>Prepare of journal voucher (AGO F.N. 10)</li> </ul>	<b>Task:</b> Maintain voucher  <b>Conditions:</b> Well equipped class room  <b>Standards:</b> Journal voucher maintained accurately	<b>Journal voucher</b> <ul style="list-style-type: none"> <li>Meaning</li> <li>Format</li> </ul>
<b>Maintain bank cash book</b> <ul style="list-style-type: none"> <li>Prepare of bank cash book (AGO F.N. 5)</li> </ul>	<b>Task:</b> Maintain bank cash book  <b>Conditions:</b> Well equipped class room  <b>Standards:</b> Prepared bank cash book	<b>Bank cash book</b> <ul style="list-style-type: none"> <li>Concept of</li> <li>Format</li> </ul>
<b>Maintain petty cash book</b> <ul style="list-style-type: none"> <li>Prepare of petty cash book (AGO F.N.6)</li> </ul>	<b>Task:</b> Maintain petty cash book  <b>Conditions:</b> Well equipped class room  <b>Standards:</b> Maintained petty cash book	<b>Petty cash book</b> <ul style="list-style-type: none"> <li>Concept</li> <li>Format</li> </ul>
<b>Maintain budget sheet</b> <ul style="list-style-type: none"> <li>Prepare of budget sheet (AGO F.N. 5)</li> </ul>	<b>Task:</b> Maintain budget sheet book  <b>Conditions:</b> Well equipped class room  <b>Standards:</b> Maintained budget sheet	<b>Budget sheet</b> <ul style="list-style-type: none"> <li>Meaning</li> <li>Format</li> </ul>
<b>Maintain statement of expenditure report and advance expenditure report</b> <ul style="list-style-type: none"> <li>Prepare of statement of expenditure report (AGO F.N. 13)</li> <li>Prepare of advance expenditure report (AGO F.N. 14)</li> </ul>	<b>Task:</b> Maintain statement of expenditure report and advance expenditure report  <b>Conditions:</b> Well equipped class room  <b>Standards:</b> Statement of expenditure report and advance expenditure report properly maintained	<b>Expenditure report</b> <ul style="list-style-type: none"> <li>Concept of statement</li> <li>Concept of advance</li> <li>Format of statement</li> <li>Format of advance</li> </ul>

<p><b>Maintain bank reconciliation statement</b></p> <ul style="list-style-type: none"> <li>• Prepare of bank reconciliation statement (AGO F.N. 15)</li> </ul>	<p><b>Task:</b> Maintain bank reconciliation statement</p> <p><b>Conditions:</b> Well equipped class room</p> <p><b>Standards:</b> Bank reconciliation statement maintained properly</p>	<p><b>Bank Reconciliation statement</b></p> <ul style="list-style-type: none"> <li>• Concept</li> <li>• Format</li> </ul>
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#### Duty 4: Familiarize with inventory management

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<b>Familiarize with inventory management</b>	<p><b>Task:</b> Familiarize with inventory management</p> <p><b>Conditions:</b> Well equipped class room</p> <p><b>Standards:</b> Explore the concept of inventory management with objective</p>	<p><b>Inventory</b></p> <ul style="list-style-type: none"> <li>• Concept</li> <li>• Meaning</li> <li>• Objective</li> <li>• Types</li> </ul> <p><b>Inventory management</b></p> <ul style="list-style-type: none"> <li>• Concept</li> <li>• Meaning</li> <li>• Objective</li> </ul>
<b>Familiarize with inventory management technique</b>	<p><b>Task:</b> Familiarize with inventory management technique</p> <p><b>Conditions:</b> Well equipped class room</p> <p><b>Standards:</b> Listed types of inventory management techniques</p>	<p><b>Types of inventory management techniques</b></p>
<b>Familiarize with government stock keeping system</b>	<p><b>Task:</b> Familiarize with government stock keeping system</p> <p><b>Conditions:</b> Well equipped class room</p> <p><b>Standards:</b> Properly filled AGO 45, 46, 47, 48, 49, 51, 52 &amp; 53</p>	<p><b>Types of format in stock keeping system of Nepal</b></p> <ul style="list-style-type: none"> <li>• AGO F.N. 45</li> <li>• AGO F.N. 46</li> <li>• AGO F.N.47</li> <li>• AGO F.N.48</li> <li>• AGO F.N. 49</li> <li>• AGO F.N.51</li> <li>• AGO F.N.52</li> <li>• AGO F.N.57</li> </ul>

## Duty 5: Procure, Receive and Store Office Supplies

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Estimate Office Supplies requirement</b></p> <ul style="list-style-type: none"> <li>Estimate yearly requirements of office supplies</li> <li>Complete purchase requisition forms</li> <li>Fill up purchase order forms and get them approved</li> </ul>	<p><b>Task:</b> Estimate Office Supplies requirement</p> <p><b>Conditions:</b> Prepare issues and ask participants to create documents</p> <p><b>Standards:</b> Office supply requirement estimated</p>	<p><b>Procurement</b></p> <ul style="list-style-type: none"> <li>Rules,</li> <li>Acts</li> <li>Procedures</li> </ul>
<p><b>Procure required office supplies</b></p> <ul style="list-style-type: none"> <li>Correspond with suppliers/ agents for necessary information</li> <li>Collect price-lists and leaflets/catalogues</li> <li>Obtain quotations from suppliers in required number</li> <li>Publish tender notice/ advertisement locally and/or globally to invite tenders</li> <li>Make a comparative chart, and select the most appropriate supplier(s)</li> <li>Receive a invoice and other relevant documents</li> <li>Ensure to buy quality goods on time</li> <li>Place order and open a letter of credit (L/C) in bank</li> </ul>	<p><b>Task:</b> Procure required office supplies</p> <p><b>Conditions:</b> Prepare issues and ask participants to create documents</p> <p><b>Standards:</b> Performed required office supplies procurement properly</p>	<p><b>Invoice</b></p> <ul style="list-style-type: none"> <li>Concept</li> <li>Meaning</li> <li>Importance</li> </ul> <p><b>Permanent Account No (PAN)</b></p> <ul style="list-style-type: none"> <li>Concept</li> <li>Meaning</li> <li>Importance</li> </ul> <p><b>Value added Tax (VAT)</b></p> <ul style="list-style-type: none"> <li>Concept</li> <li>Meaning</li> <li>Importance</li> <li>System in Nepal</li> </ul>
<p><b>Receive, check and store Goods</b></p> <ul style="list-style-type: none"> <li>Fill up goods reception note</li> <li>Check incoming deliveries against orders</li> <li>Tally delivery notes against invoice(s)</li> <li>Check quality, quantity and intactness of goods</li> <li>Report discrepancies promptly</li> <li>Pass goods into store safely</li> <li>Select and fit storage facilities (dry, well - ventilated and adequately lit)</li> <li>House racks, cabinets and cupboards in ample space</li> <li>Store things in bins, racks, drawers, trays, boxes and floor as appropriate</li> <li>Store heavy items near ground level for easy handling</li> <li>Store items infrequently requested higher up on shelves</li> <li>Give each item a code number for easy identification and location</li> <li>Label shelves clearly</li> </ul>	<p><b>Task:</b> Receive, check and store goods</p> <p><b>Conditions:</b> Prepare exercises to Prepare store management</p> <p><b>Standards:</b> Stored checked goods after receiving</p>	<p><b>Goods</b></p> <ul style="list-style-type: none"> <li>Concept</li> <li>Meaning</li> <li>Checking procedures</li> <li>Storing system</li> </ul>

## Duty 6: Record, issue (Supply) and control goods

Tasks and Task steps	Terminal Performance Objective	Related Technical Knowledge
<p><b>Maintain stock receipt records</b></p> <ul style="list-style-type: none"> <li>• List items received through invoices</li> <li>• Show serial number, item, quantity and cost</li> <li>• Check receipts of stock against copy orders</li> <li>• Enter receipts and withdrawals of stock on stock records</li> <li>• File stock records (consumables and non-consumables)</li> <li>• Record receipt, issue and balance of inventory items in store ledgers</li> <li>• Maintain bin cards to record receipt, issue and balance of individual items</li> <li>• Keep records on principle of perpetual inventory system</li> <li>• Ascertain required stock level</li> <li>• Update records occasionally</li> <li>• Compile inventory with alphabetical index or loose leaves in a file</li> </ul>	<p><b>Task:</b> Maintain stock receipt records</p> <p><b>Conditions:</b> Provide exercises to practice store record keeping system</p> <p><b>Standards:</b> Maintained stock receipt records with alphabetical index</p>	<p><b>Storing ledger</b></p> <ul style="list-style-type: none"> <li>• Concept</li> <li>• Forms (Book)</li> <li>• Procedures,</li> </ul>
<p><b>Maintain stock requisition records</b></p> <ul style="list-style-type: none"> <li>• Check and replenish office supplies from time to time</li> <li>• Issue at specified times only</li> <li>• Notify all staff of issue procedures and times</li> <li>• Make available a copy of stock to staff</li> <li>• Get authorized requisition forms filled up and approved</li> <li>• Issue things in predetermined units of issue</li> <li>• Get signed by the receiver</li> <li>• Update stock record cards after each issue period</li> <li>• Check office supplies regularly for adequacy, proper use, wastage checking, records and stock</li> </ul>	<p><b>Task:</b> Maintain stock requisition records</p> <p><b>Conditions:</b> Devise exercise for issue procedures</p> <p><b>Standards:</b> Stock requisition record maintained following set rules.</p>	<p><b>Requisition forms</b></p> <ul style="list-style-type: none"> <li>• Concept</li> <li>• Forms</li> <li>• Types</li> <li>• Goods Issuing procedures</li> </ul>
<p><b>Maintain physical stock records</b></p> <ul style="list-style-type: none"> <li>• Prepare FIFO (First In, First Out) system</li> <li>• Prepare LIFO (Last In, First Out) system if appropriate</li> <li>• Prepare simple average Method</li> <li>• Follow principles of perpetual inventory system</li> <li>• Fix likely delay between ordering</li> </ul>	<p><b>Task:</b> Maintain physical stock records and verification</p> <p><b>Conditions:</b> Physical stock record maintained following set rules.</p>	<p><b>Stock-checking</b></p> <ul style="list-style-type: none"> <li>• Concept</li> <li>• Meaning</li> <li>• Principles,</li> <li>• Rules</li> <li>• Procedures</li> </ul> <p><b>Stock Pricing</b></p> <ul style="list-style-type: none"> <li>• Concept</li> </ul>



<p>and receiving goods</p> <ul style="list-style-type: none"> <li>• Draw up stock record card for each item for stock - taking</li> <li>• Show numbers of items received, issued or used, and balance</li> <li>• Check physically every day to verify the balance on bin cards</li> <li>• Keep records of stock movements up to date</li> <li>• Carry out inventory reconciliation</li> <li>• Report shortages and damages promptly</li> <li>• Include alphabetical index in each store record book</li> <li>• Prepare visible card index for numerous items</li> <li>• Keep cards alphabetically with visible strips at bottom</li> <li>• Keep them in a tray</li> <li>• Check stocks regularly every year</li> <li>• Check availability, proper use and security of goods</li> </ul>	<p><b>Standards:</b> Physical stock record maintained properly</p>	<ul style="list-style-type: none"> <li>• Meaning</li> <li>• Principles,</li> <li>• Rules</li> <li>• Procedures (LIFO , FIFO, Simple average method)</li> </ul>
<p><b>Maintain inventory control</b></p> <ul style="list-style-type: none"> <li>• Check all physical stock once a year</li> <li>• Perform on-the-spot checks of individual items or sets of items</li> <li>• Limit access to stock to one or two responsible people only</li> <li>• Inspect condition and security arrangements of items at irregular intervals</li> <li>• Carry out physical verification through visits</li> <li>• Determine critical levels (maximum and minimum reorder and reorder quantity (EOQ))</li> <li>• Carry out ABC Analysis Technique</li> </ul>	<p><b>Task:</b> Maintain inventory control</p> <p><b>Conditions:</b> Provide exercises to participants</p> <p><b>Standards:</b> Control Maintained inventory</p>	<p>Methods of physical verification Methods of inventory control</p> <ul style="list-style-type: none"> <li>• ABC Analysis Technique</li> <li>• Economic order quantity (EOQ) <ul style="list-style-type: none"> <li>○ Re order level</li> <li>○ Maximum level</li> <li>○ Minimum level</li> </ul> </li> </ul>

## Entrepreneurship Development

**Theory total: 30 hrs (hrs/week)**  
**Practical total: 48 hrs (hrs/week)**

**Full marks: 50 (Th. 20+Pr. 30)**  
**Pass marks: 24 (Th. 8 +Pr. 18)**

### Course description

This course is designed to impart the knowledge and skills on formulating business plan and managing small business in general. This course intends to deal with exploring, acquiring and developing enterprising competencies, identification of suitable business idea and developing of business plan.

### Course objectives

After completion of this course students will be able to:

1. Understand the concept of business and entrepreneurship
2. Explore entrepreneurial competencies
3. Analyze business ideas and viability
4. Formulate business plan
5. Learn to manage small business

S.N.	Task statements	Related technical knowledge	Time (hrs)		
			T	P	Total
Unit 1: Introduction to Entrepreneurship			5.75	4.25	10.00
1	Introduce business	<u>Introduction of business:</u> Definition of business/enterprise Types of business Classification of business Overview of MSMEs(Micro, Small and Medium Enterprises) in Nepal	1.5		1.5
2	Define entrepreneur/entrepreneurship	Definition of entrepreneur: Definition of entrepreneur Definition of entrepreneurship Entrepreneurship development process	0.5	0.5	1.0
3	Describe entrepreneur's characteristics	Entrepreneur's characteristics: Characteristics of entrepreneurs Nature of entrepreneurs	0.5	1.0	1.5
4	Assess entrepreneur's characteristics	Assessment of entrepreneur's characteristics: List of human characteristics Assessment of entrepreneurial characteristics	0.5	1.0	1.5
5	Compare entrepreneur with other occupations	<u>Entrepreneur and other occupations:</u>	1.0		1.0

		Comparison of entrepreneur with other occupations Types and styles of entrepreneurs			
6	Differentiate between entrepreneur and employee	<u>Entrepreneur and employee:</u> Difference between entrepreneur and employee Benefit of doing own business	0.5	0.5	1.0
7	Assess "Self"	<u>"Self" assessment:</u> Understanding "self" Self-disclosure and feedback taking	0.5	0.5	1.0
8	Entrepreneurial personality test: Assess "Self" inclination to business	<u>Entrepreneurial personality test:</u> Concept of entrepreneurial personality test Assessing self-entrepreneurial inclination	0.75	0.75	1.5
Unit 2: Creativity and Assessment			6.5	4.0	10.5
9	Create viable business idea	<u>Creativity:</u> Concept of creativity Barriers to creative thinking	1.67	0.33	2.0
10	Innovate business idea	<u>Innovation:</u> Concept of innovation SCAMPER Method of innovation	0.83	0.67	1.5
11	Transfer ideas into action	<u>Transformation of idea into action:</u> Concept of transferring idea into action Self-assessment of creative style	1.0	0.5	1.5
12	Assess personal entrepreneurial competencies	<u>Personal entrepreneurial competencies:</u> Concept of entrepreneurial competencies Assessing personal entrepreneurial competencies	0.5	1.0	1.5
13	Assess personal risk taking attitude	<u>Risk taking attitude:</u> Concept of risk Personal risk taking attitude Do and don't do while taking risk	1.5	1.0	2.5
14	Make decision	<u>Decision making:</u> Concept of decision making Personal decision making attitude Do and don't do while making decision	1.0	0.5	1.5
Unit 3: Identification and Selection of			0.83	3.42	4.25

Viable Business Ideas					
15	Identify/ select potential business idea  Analyze strength, Weakness, Opportunity and Threat (SWOT) of business idea	<u>Identification and selection of potential business:</u> Sources of business ideas Points to be considered while selecting business idea Business selection process Potential business selection among different businesses Strength, Weakness, Opportunity and Threats (SWOT) analysis of business idea Selection of viable business idea matching to “self”	0.83	3.42	4.25
Unit 4: Business Plan			16.67	36.58	53.25
16	Assess market and marketing	<u>Market and marketing:</u> Concept of market and marketing Marketing and selling Market forces 4 Ps of marketing Marketing strategies	1.33	0.75	2.08
17	Business exercise:  Explore small business management concept	<u>Business exercise:</u> Business exercise rules Concept of small business management Elements of business management  Planning Organizing Executing Controlling	1.58	1.67	3.25
18	Prepare market plan	<u>Business plan/Market plan</u> Concept of business plan Concept of market plan Steps of market plan	2.0	2.0	4.0
19	Prepare production plan	<u>Business plan/Production plan:</u> Concept of production plan Steps of production plan	1.25	1.5	2.75
20	Prepare business operation plan	<u>Business plan/Business operation plan:</u> Concept of business operation plan Steps of business operation plan Cost price determination	2.5	2.67	5.17
21	Prepare financial plan	<u>Business pan/Financial plan:</u> Concept of financial plan	4.5	7.5	12.0

		Steps of financial plan Working capital estimation Pricing strategy Profit/loss calculation BEP and ROI analysis Cash flow calculation			
22	Collect market information /prepare business plan	<u>Information collection and preparing business plan:</u> Introduction Market survey Precaution to be taken while collecting information Sample questions for market survey Questions to be asked to the customers Questions to be asked to the retailer Questions to be asked to the stockiest/suppliers Preparing business plan	2.0	13.0	15.0
23	Appraise business plan	<u>Business plan appraisal:</u> Return on investment Breakeven analysis Cash flow Risk factors	0.5	5.5	6.0
24	Maintain basic book keeping	<u>Basic book keeping:</u> Concept and need of book keeping Methods and types of book keeping Keeping and maintaining of day book and sales records	1.0	2.0	3.0
	Total:		29.93	48.07	78.0

**Text book:**

- क) प्रशिक्षकहरुका लागि निर्मित निर्देशिका तथा प्रशिक्षण सामग्री, प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद्, २०६९  
ख) प्रशिक्षार्थीहरुका लागि निर्मित पाठ्यसामग्री तथा कार्यपुस्तिका, प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद् (अप्रकाशित), २०६९

**Reference book:**

Entrepreneur's Handbook, Technonet Asia, 1981.

## On the Job Training (OJT)

**Full Marks: 500**

**Practical: 24 weeks /960 Hrs.**

### Course Description

On the Job Training (OJT) is a 6 months (24 weeks/144 working days) program that aims to provide trainees an opportunity for meaningful career related experiences by working fulltime in real organizational settings where they can practice and expand their classroom based knowledge and skills before graduating. It will also help trainees gain a clearer sense of what they still need to learn and provides an opportunity to build professional networks. The trainee will be eligible for OJT only after attending the final exam. The institute will make arrangement for OJT. The institute will inform the CTEVT at least one month prior to the OJT placement date along with plan, schedule, the name of the students and their corresponding OJT site.

### Objectives:

The overall objective of the On the Job Training (OJT) is to make trainees familiar with firsthand experience of the real work of world as well as to provide them an opportunity to enhance skills. The specific objectives of On the Job Training (OJT) are to;

- apply knowledge and skills learnt in the classroom to actual work settings or conditions and develop practical experience before graduation
- familiarize with working environment in which the work is done
- work effectively with professional colleagues and share experiences of their activities and functions
- strengthen portfolio or resume with practical experience and projects
- develop professional/work culture
- broaden professional contacts and network
- develop entrepreneurship skills on related occupation

### Activity:

In this program the trainees will be placed in the real work of world under the direct supervision of related organization's supervisors. The trainees will perform occupation related daily routine work as per the rules and regulations of the organization as follows;

- Maintain the office environment and safety
- Reception work
- Maintain records and indexes
- Computer typing, printing
- Email, internet and web page handling
- Write letters, memoranda and notice/circulation and report
- Assist to organize interviews, meetings, workshop and conferences
- Handle and operate different office equipment
- Handle accounting

In addition to the above, trainees must observe at least one ICT related exhibition/seminar/workshop within the OJT period.

### Potential OJT Placement Sites

The nature of work in OJT is practical and potential OJT placement site should be as follows;

- NGO, INGO, PNGO (Partners of NGOs)
- Government and Semi-Government Organizations
- National Planning Commission (National Volunteer Development Voluntary Service)
- Village Development Committee/ Municipality
- District Development Committee
- Educational Institute
- Financial Organizations
- E-enable Services/Organizations
- Hospitality Industries
- Hospitals
- Organizations related to computer application, communication & Secretarial works

### Requirements for Successful Completion of On the Job Training:

For the successful completion of the OJT, the trainees should;

- submit daily attendance record approved by the concerned supervisor and minimum 144 working days attendance is required
- maintain daily diary with detail activities performed in OJT and submit it with supervisor's signature
- prepare and submit comprehensive final OJT completion report with attendance record and diary
- secured minimum 60% marks in each evaluation

### Complete OJT Plan:

SN	Activities	Duration	Remarks
1	Orientation	2 days	Before OJT placement
2	Communicate to the OJT site	1 day	Before OJT placement
3	Actual work at the OJT site	24 weeks/144 days	During OJT period
4	First-term evaluation	one week (for all sites)	After 6 to 7 weeks of OJT start date
5	Mid-term evaluation	one week (for all sites)	After 15 to 16 weeks of OJT start date
6	Report to the parental organization	1 day	After OJT placement
7	Final report preparation	5 days	After OJT completion

- First and mid-term evaluation should be conducted by the institute.
- After completion of 6 months OJT period, trainees will be provided with one week period to review all the works and prepare a comprehensive final report.
- Evaluation will be made according to the marks at the following evaluation scheme but first and mid-term evaluation record will also be considered.

**Evaluation Scheme:**

Evaluation and marks distribution are as follows:

S.N	Activities	Who/Responsibility	Marks
1	OJT Evaluation (should be three evaluation in six months –one evaluation in every two months)	Supervisor of OJT provider	300
2	First and mid- term evaluation	The Training Institute	200
	<b>Total</b>		500

**Note:**

- Trainees must secure 60 percent marks in each evaluation to pass the course.
- If OJT placement is done in more than one institution, separate evaluation is required from all institutions.

**OJT Evaluation Criteria and Marks Distribution:**

- OJT implementation guideline will be prepared by the CTEVT. The detail OJT evaluation criteria and marks distribution will be incorporated in the guidelines.
- Representative of CTEVT, Regional offices and CTEVT constituted technical schools will conduct the monitoring & evaluation of OJT at any time during the OJT period.