

II. BUSINESS AND COMMERCE GROUP

(I) TRADE : MODERN OFFICE PRACTICES

12th VOCATIONAL

PAPER-I

OFFICE MANAGEMENT - II

THEORY

Time : 2 hrs

Theory	: 30 Marks
InA	: 10 Marks
Practical	: 50 Marks
Total	: 90Marks

Office Machines and Furniture

Objective of Using Office Machines, Advantages, Principles of Selecting Office Machines and Equipment,
Furniture: Importance, Types, Suitability, Factors to be considered while Purchasing New Furniture.

Office Forms and Stationery

Office Forms: Meaning, Advantages, Disadvantages, Designing Forms: Principles, Form Control, Office
Stationery: Principles of Stationery Control.

Office Manuals and Charts

Office Manuals: Meaning, Content, Types, Steps in Preparing Office Manuals.

Concept of Communication

Meaning, Importance, Essential Features, Qualities of Good Communication, Classification: Oral and Written, Barriers to Communications. Uses of telephone in business. video calling

Mechanical System

CCTV (Close Circuit TV), Bells and Buzzers, Photostat Machine, Printers.

Business letters

Meaning, Importance and Types of Business Letters, Essentials of Letter Writing, Layout of a Business Letter, Qualities of Good Business Letter.

Job Finding and Job Success

Preparation for Job Finding, Applying and Interviews for Jobs.

Reception work

Qualities of a Receptionist, Location and need of the Reception Office, types of reception counter.

Arrangement of Meetings

Meaning, Importance, Requisites of Valid Meetings, Making Prior Arrangements, Notice, Agenda, Quorum, Minutes, Proxy, Procedure for Discussion in Meetings, Motions, Resolutions, Interruptions in Debate Amendments, Formal Motions, Point of Order, Making Prior Arrangements for Meetings.

Report Writing

Meaning, Objectives, Importance, Kinds, Qualities of a Good Report, How to Prepare a Report.

OFFICE MANAGEMENT - II

Time: 3 hrs

PRACTICAL

Marks : 50

- Visit an office to see types, quality, arrangement and suitability of furniture and submit a report.
- Preparation of a stock register.
- Consulting telephone directory.
- Applying and Preparing for an interview.
- Charge handling over and taking over.
- Keeping record of visitors.
- Railway and air reservation.
- Booking hotel accommodation..
- Making travel arrangements for participants.
- Practice on Stapling/Punching/use of tags on records.

PAPER-II

**12th VOCATIONAL
TYPOGRAPHY - II (ENGLISH)/ (PUNJABI)
THEORY**

Time : 2 hrs

**Theory : 30 Marks
InA : 10 Marks
Practical : 50 Marks
Total : 90Marks**

Part-I: Typography

Correspondence

Business: Different styles of letters – indented, semi indented and blocked, Official: Office Memorandum, office order, DO letter and Office Note.

Manuscript

Proof correction signs, List of standard abbreviations.

Shorthand

Introduction and Importance, Correct Sitting Posture, Qualities of a good Stenographer, Consonants and Vowels – Meaning, First six consonants, Second Group of Consonants, Next Eight consonants, First, Second & Third place vowels

Part-II: Computer Applications

Excel

Starting with Excel, understanding worksheets/spreadsheet and workbooks, entering text, entering numbers and formulas, entering dates and times, Navigating between spreadsheets, Opening a Workbook, Saving a workbook and printing a Worksheet/Workbook.

Editing Excel

selecting cells, Editing cell contents, Inserting and deleting cells, Inserting and deleting rows and columns, working with worksheet ranges, Using cut, copy and paste options, clearing data, Spell checking, auto correct worksheets, finding and replacing data, using autofill, adding comments.

Using Formulas and Functions

Using arithmetic operators, using range names in formulas, using relative and absolute cell referencing, copying formulas. Using auto sum for efficiency, common functions – sum (), average (), max(), min(), count(), countif(), counta(), Using paste function.

Formatting Worksheets

Center aligning, left aligning, right aligning and justifying cell content, row and column height, changing width and font, Making format changes, Auto formatting worksheets, modifying styles, additional formatting options - special alignment, special cell borders, special cell shades, protecting cells, Conditional formatting, tab colors help separate worksheets.

Using Charts

Creating custom charts (graphs) - choosing the chart type, selecting data for chart, modifying the chart, Making a quick, presentable and easily interpretable chart.

Power Point

Understanding presentations and slides, creating a new presentation - the auto content wizard and presentation design, creating presentations using design templates, Editing and Arranging Presentations: Using the outline - adding and importing new items, promoting and demoting elements, Using the slide sorter view, using the notes page view. Saving and printing.

Power Point Advanced Features

Modifying presentations, editing individual slides - putting comments in your Presentations, adding text and text boxes, moving and rotating text, Adding pictures, Animating your Presentations: Using Power Point's slide show - timed transitions, transition effects, setting up shows, rehearsing slide show, Voice narration, using action buttons, Introducing animation schemes, customizing animation.

Internet and Security

Finding information from the web using popular Internet search engines like Google, Yahoo, Rediff, e-Commerce and e-Business.

Email

Opening e-mail accounts using popular sites offering free email services like Yahoo, Google, Rediffmail, Indiatimes, Hotmail etc., composing a message, formatting text, selecting the e-mail message format, add a signature, sending and receiving emails with/without attachment, reading email, replying to email, printing an email, deleting email, forwarding an email, creating folders/labels for archiving emails.

Computer Virus

Computer virus, computer virus versus biological virus. Virus classification - boot sector virus, companion virus, e-mail virus, logic bomb, macro virus, cross-site scripting virus, Worm and Trojan, Effects of computer virus, the vulnerability of operating systems to virus, protection from virus and use of popular antivirus software.

TYPOGRAPHY – II
PRACTICAL

Time: 3 hrs

Marks : 50

- Key Board Operations - Speed Test of 30 wpm – 10 minutes (300 words/ 1500 strokes)
- Inculcation of Accuracy in key boarding skills for typing a paragraph by using Typing Tutor software. Minimum benchmark for accurate typing is the speed of 30 words per minute.
- Proof Corrections / Correspondence - One manuscript of 200 words containing 10 proof correction signs.
- One Official/Business letter of 180-200 words in MS word.
- Creating a spreadsheet with at least 5-6 columns and 6-8 rows including main heading, column headings, calculations (max, min, sum, average, or simple arithmetic operations), formatting and page setting, saving and printing the Spreadsheet.
- Creating a presentation with at least 7-8 slides including Bulleted points, Insertion of Picture/Clip Arts, Slide Transition Effects and Custom Animations, saving and printing the presentation.
- Shorthand - Dictation

Same for Punjabi as well as Hindi Medium

12th VOCATIONAL
PAPER-III ACCOUNTING AND E-COMMERCE

Time : 2 hrs

Theory	: 30 Marks
InA	: 10 Marks
Practical	: 50 Marks
Total	: 90Marks

Introduction to Accounting
Meaning, Definition, Functions, Importance, Accounting Cycle.

Key Accounting Terms
Transaction, Debit, Credit, Accounting Equation, Assets, Liabilities, Capital, Profit, Expenditure, Stock, Depreciation, Types of Accounts- Personal, Real, Nominal.

Depreciation

Meaning, Need, Features, Causes of Depreciation and Basic Factors affecting Depreciation, Methods: Straight Line, Written Down Method.

Goods and Services Tax (GST)

Meaning, Characteristics and Objectives.

Introduction to e-commerce

Definition, Applications, History, Elements, Features, Working, Functions, Need of e-commerce, Limitations, e-commerce Practices vs. Traditional Practices, Scope, Types of e-commerce.

e-commerce in India

Introduction, e-commerce in India, Problems, Opportunities, Legal Issues Involved in e-commerce.

e-payment

Introduction, Transaction through Internet, Characteristics, Requirements of e-payment System, Types: e-cheques, Credit Card and Debit Card, Working of e-cash, e-wallets, Procedure of using an e-wallet, Benefits, Risk, Use of ATMs, Digital Signatures and Biometric Security System.

e-banking

Meaning, Features, Service Provide by e-banking, Traditional Banking vs. e-banking, Process., Types, Merits and demerits, Present Status of e-banking in India, Future Prospects.

e-marketing

Meaning, Features, 4 P's of Marketing, Traditional Marketing vs. e-marketing, Advantages and Disadvantages of e-marketing.

ACCOUNTING AND E-COMMERCE

Time: 3 hrs

PRACTICAL

Marks : 50

- Preparation of final accounts.
- Visit a bank to see the services offered by bank to a business firm.
- Drawing cheque, various types of crossings on a cheque.
- Purchasing through internet/online purchases.
- How to transfer money online.
- Purchasing through debit and credit cards.
- View your account statements online.
- Making DD, FD payments etc. through e-banking.
- How to use Amazon, and other apps.
- Visit to nearby ATM and withdraw money through ATMs, making payments through- Credit card, Smart cards and Debit cards.

OR

TRADE : MODERN OFFICE PRACTICES
12th VOCATIONAL
SHORTHAND – II (ENGLISH)/ (PUNJABI)
THEORY

PAPER-III

- **Time : 2 hrs**

Theory : 30 Marks
InA : 10 Marks
Practical : 50 Marks
Total : 90Marks

- **Prefixes and Suffixes**
- Definition, Importance and its Uses.
- **Terminations and Special Contractions**
- Introduction, Importance and its Uses.
- **Circle S and Z**
- Define S and Z Circle, Use of Stroke S and Z.
- **Large Circle SW, SS or SZ**
- Define Circle SW, SS or SZ and their Uses.
- **Loop ST & STR**
- What is Loop ST & STR, Explain with Examples.
- **Hooks**
- Use of Initial and Final Hooks, Alternative Signs of Hooked Strokes, Circle and Loop with Initial and Final Hooks- 'Shun' and 'Sh' Upward.
- **Halving Principle**
- Describe its Properties & Examples.
- **Doubling Principle**
- Definition, Importance and its Uses.
- **Transcription**
- Introduction, Good Method/Arrangement of Transcription and its Importance.
- **Phraseography**
- Definition, Rules and Explain with Examples.
- **Evaluation of Paper**
- Evaluation Methods and its Properties.
- **Functions of a Steno**
- **SHORTHAND – II (ENGLISH)/ (PUNJABI)**
- **Time: 3 hrs PRACTICAL Marks : 50**
- • Weekly a lesson practice using newspaper of minimum 100 words in shorthand.
- • Practice shorthand for simple words including grammar and phrases.
- • Students are to pick up a speed of 80 W.P.M. a passage of 200 words in English will be dictated in 2.30 minutes.
- • After an interval of two minutes, another passage of 200 words will be dictated in 2.30 minutes. Students will be required to transcribe both paras will in 27 minutes on T/W.
- • Make a file of at least 100 pages during the session.
- **Same for Punjabi as well as Hindi Medium**