

CLASS XII

There will be one paper of 3 hours duration of 100 marks and divided into 2 parts.

Part 1 (30 marks) will consist of compulsory short answer questions testing knowledge, application and skills relating to elementary / fundamental aspects of the entire syllabus.

Part 2 (70 marks) will consist of **seven** questions out of which the candidate will be required to answer **five** questions, each carrying 14 marks.

1. Staff

Specific Objectives - At the end of this section pupils should be able to-

- explain staff selection procedures.
 - state the importance and methods of staff training.
 - describe the indicators of low morale and the methods of raising morale.
 - describe different types of staff remuneration methods.
 - distinguish between different leadership styles.
 - identify the purpose, merits and methods of staff appraisal.
 - explain the need for promotion policy for staff.
 - understand the meaning and importance of staff promotion and transfer.
 - enlist the grounds for staff dismissal.
- (i) Staff recruitment: meaning; sources - internal, external.
- (ii) Staff selection procedures.
- (iii) Staff training: importance; methods - on the job, off the job; preparation of the training programme.
- (iv) Staff morale: meaning; importance of morale; factors affecting morale; methods of raising morale; indicators of low morale; importance of team work.

- (v) Staff remuneration: methods - time rate, wage rate, incentive methods (Halsey, Rowan plan), wage records (time card, attendance book, pay slip, pay roll, etc.).
- (vi) Staff motivation: meaning and importance; factors of motivation; Maslow's theory of the hierarchy of human needs.
- (vii) Staff leadership: leadership qualities; leadership styles.
- (viii) Staff appraisal: purpose; merits; methods - merit grading, interviewing, reporting.
- (ix) Staff promotion and transfer: meaning and importance; basis (seniority vs. ability); need for promotion policy; process for selection; types of transfer.
- (x) Staff dismissal: grounds for dismissal; procedure.

2. Office Communication

Specific Objectives: At the end of this section pupils should be able to -

- explain the need for efficient communication.
- state the barriers to effective communication.
- identify the oral and written methods of communication.
- describe the procedures of handling people at the Reception.
- identify the appropriate use of internal and external communication methods in given circumstances.
- explain the post office service for mail and telecommunication services for telephone, telex, telegram, tele-fax etc.
- describe the procedures of incoming and outgoing mail.
- list and describe mail room machines and equipment.

- compose relevant correspondence from available data - letters, memos, etc.
- describe the standard telephone and switchboard equipment.
- outline recent advances in telephone services.
- explain the arrangements to be made by a secretary for a meeting.
- state the essentials of a meeting.
- identify the different kinds of meetings from given details.
- prepare reports and minutes of a meeting from given notes.
- explain the role of the chairman.
- explain the procedures and common terms used in meetings.
- explain the use of graphic methods of communication.
- construct a table, graph, from given data.
- interpret the graphs or diagrams.

(i) Meaning and importance of communication and essentials of effective communication.

(ii) Methods: oral, written and visual - face to face communication; reception - qualities of a receptionist, procedure of reception, organisation of reception area; interviewing types - appraisal, disciplinary, recruitment, telephone - qualities of an efficient telephone operator, procedure rules for internal and external services, types of calls, modern developments in telephone communication, telephone switch board equipment, others - telex, fax, tele-write, video conferencing, cellular phones, cordless phones, loudspeaking, tele-text, staff locating systems - public address systems, bells and buzzers, lighted signals, wireless signals; written correspondence - essentials of a good business letter, structure of a letter, types of letters (only the following types: application for job, enquiry, quotation, order, complaints, drafting of interview letter, offer of appointment), letter for quick communication (standard letters, blitz reply, monogram, D.O. letters, return memo set), -internal written

communication (memos, circulars, office orders), telegrams (types of telegrams, telegraphic addresses, essentials of a telegram, drafting a telegram); report writing - essentials of a good reporter, format simple informal reports (exclude company reports); meetings - meaning, requisites of a valid meeting, types (statutory, annual, extraordinary, board), secretary's duties, preparation of notices, agenda, chairman's role and power, preparation of minutes from given data only, terms used and procedures of meetings; motions; resolutions; adjournment; postponement; voting; proxy; point of order, etc.

(iii) Visual communication and its importance: graphs - nature and types (Z-graph, line-graph, bar graphs); diagrams - nature and types (pictogram, pie, histogram); tables - nature and types, presentation of specific data in tabular form.

(iv) Organisation of mailroom in a large office: handling of incoming and outgoing mail; mechanical aids used; post office services used.