

Draft Module Material



Not Published

SECRETARY

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SECTOR: Management, Entrepreneurship and Professional Skills

(Grade XI)



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Preface

Vocational Education is a dynamic and evolving field, and ensuring that every student has access to quality learning materials is of paramount importance. The journey of the PSS Central Institute of Vocational Education (PSSCIVE) toward producing comprehensive and inclusive study material is rigorous and time-consuming, requiring thorough research, expert consultation, and publication by the National Council of Educational Research and Training (NCERT). However, the absence of finalized study material should not impede the educational progress of our students. In response to this necessity, we present the draft study material, a provisional yet comprehensive guide, designed to bridge the gap between teaching and learning, until the official version of the study material is made available by the NCERT. The draft study material provides a structured and accessible set of materials for teachers and students to utilize in the interim period. The content is aligned with the prescribed curriculum to ensure that students remain on track with their learning objectives.

The contents of the modules are curated to provide continuity in education and maintain the momentum of teaching-learning in vocational education. It encompasses essential concepts and skills aligned with the curriculum and educational standards. We extend our gratitude to the academicians, vocational educators, subject matter experts, industry experts, academic consultants, and all other people who contributed their expertise and insights to the creation of the draft study material.

Teachers are encouraged to use the draft modules of the study material as a guide and supplement their teaching with additional resources and activities that cater to their students' unique learning styles and needs. Collaboration and feedback are vital; therefore, we welcome suggestions for improvement, especially by the teachers, in improving upon the content of the study material.

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MODULE 1**INTRODUCTION TO OFFICE
MANAGEMENT****Module Overview**

Introduction to office management involves understanding the principles and practices that govern the efficient operation of an office environment. Office management encompasses various administrative tasks, including organising, planning, coordinating, and overseeing office operations to ensure smooth functioning and productivity. We will discuss some key aspects.

Key components include familiarity with organisational hierarchies and functional divisions, proficiency in standard administrative procedures such as document management and correspondence handling, and the ability to optimise workflow processes for enhanced efficiency and productivity. Effective resource management, personnel supervision, and communication skills are also essential, along with knowledge of technology tools and compliance with legal and ethical standards. Additionally, risk management, customer service orientation, and a commitment to continuous improvement through ongoing learning and professional development are integral to successful office management and supporting organisational success.

This Module consist of four sessions, where first session elaborates about the office management and its various operations and various tasks.

Second session involves the various career opportunities in office management, such as; office support duties and also career path for a secretarial job.

Third session deals with the importance of office management, types of organisational structure and calendar management.

Fourth session discusses about the various roles and responsibilities of a secretary.

The Last and Fifth session talks about the correspondence with other institutions/ departments. Like; Agenda, time tables, speedy disposal of work, etc.

Learning Outcomes

After completing this module, you will be able to:

- Demonstrate knowledge of office management;
- Identify various career opportunities in office management;

- Describe the importance of office management
- Demonstrate the various roles and responsibilities of a secretary
- Identify different services in secretarial practice

Module Structure

SESSION 1: BASICS OF OFFICE MANAGEMENT

SESSION 2: CAREER OPPORTUNITIES IN OFFICE MANAGEMENT

SESSION 3: IMPORTANCE OF OFFICE MANAGEMENT

SESSION 4: ROLES AND RESPONSIBILITIES OF SECRETAR

Session 1: Basics of Office Management

Basics of office management involves understanding the principles, practices, and techniques necessary for effectively overseeing the operations of an office environment. This understanding encompasses various aspects of office administration, including organisational structure, workflow processes, resource management, and personnel supervision.

- 1. Administrative Duties:** Office management involves handling administrative tasks such as managing schedules, appointments, correspondence, and record-keeping.
- 2. Resource Management:** It entails managing resources such as office supplies, equipment and personnel efficiently to meet the organisation's objectives while minimising costs.
- 3. Communication:** Effective communication is crucial in office management. This includes both internal communication among staff and external communication with clients, suppliers and other stakeholders.
- 4. Organisation and Planning:** Office managers need to plan and organise tasks, events, and projects effectively. This involves setting goals, creating schedules, and allocating resources appropriately.
- 5. Technology Integration:** With the advancement of technology, office management now involves leveraging various software tools and systems for tasks such as data management, communication, and project collaboration.

- 6. Human Resource Management:** Office managers often handle aspects of human resource management, including recruitment, training, performance evaluation, and conflict resolution.
- 7. Financial Management:** Managing budgets, expenses, and financial records is another key responsibility of office management to ensure that the office operates within its financial constraints.
- 8. Problem Solving:** Office managers are often tasked with resolving issues and conflicts that arise in the workplace, whether they are related to personnel, resources or procedures.
- 9. Quality Control:** Ensuring the quality and accuracy of work produced within the office is essential for maintaining the organisation's reputation and achieving its objectives.
- 10. Continuous Improvement:** Office management involves continuously seeking ways to improve processes, efficiency, and overall performance through feedback, evaluation, and implementing best practices.

By mastering these principles and practices, office managers can effectively oversee the operations of an office, contributing to the organisation's success and efficiency.

Introduction to Office Management

Office management entails the strategic coordination of administrative tasks to facilitate the smooth functioning of an organisation. It involves planning, organising, coordinating, and controlling various activities to achieve the company's objectives efficiently. Key components include setting goals, structuring the office environment, ensuring effective communication, managing time, overseeing teams, integrating technology, and problem-solving. A successful office manager excels in these areas to enhance productivity, foster teamwork, and adapt to changing circumstances, ultimately contributing to the organisation's success.

Sub Segment

Office management encompasses several major sub-segments, each focusing on specific aspects of administrative tasks and organisational operations. Following are some major sub-segments:

Sub Segment of Office Management

- 1. Administrative Support:** This sub-segment involves tasks such as managing correspondence, scheduling appointments, handling phone calls, maintaining records, and organising files. Administrative support ensures the smooth day-to-day operation of the office.

- 2. Human Resource Management:** It includes activities related to staffing, training, employee relations, performance management, and compliance with employment laws and regulations. It aims to recruit, develop, and retain a skilled and motivated workforce.
- 3. Facilities Management:** It involves overseeing the physical workspace, including office layout, maintenance, security, cleanliness, and amenities. It ensures that the office environment is conducive to productivity and safety.
- 4. Financial Management:** It entails budgeting, expense tracking, invoicing, payroll processing, and financial reporting. It aims to manage financial resources effectively and ensure compliance with accounting standards and regulations.
- 5. Information Management:** It involves organising, storing, retrieving, and protecting information and data assets within the organisation. It includes managing digital and physical records, implementing information security measures, and leveraging technology for efficient information sharing.
- 6. Communication Management:** It focuses on facilitating effective communication within the organisation and with external stakeholders. It includes managing E-mail correspondence, organising meetings, preparing presentations, and fostering a culture of open communication.
- 7. Technology Management:** It involves selecting, implementing, and maintaining technology tools and systems to support office operations. It includes managing hardware, software, networks and IT infrastructure to enhance productivity and security.
- 8. Project Management:** Project management involves planning, executing and monitoring projects to achieve specific goals within time, budget, and quality constraints. It includes defining project scope, allocating resources, managing timelines, and mitigating risks.

These sub-segments (Fig.1.1) are interconnected and collectively contribute to the efficient functioning of the office and the achievement of organisational objectives. Effective office management requires coordination and integration across these areas to optimise resources, streamline processes, and support overall business success.



Fig.1.1: Segments of Office Management

Principles of Office Management

- 1. Clear Communication:** Effective communication is fundamental in office management. It involves conveying information clearly, actively listening to others, and fostering an environment where employees feel comfortable sharing ideas and concerns.
- 2. Efficient Organisation:** Organising office resources, including people, equipment, and materials, in an efficient manner is crucial. This includes establishing clear workflows, assigning responsibilities, and structuring the physical workspace for maximum productivity.
- 3. Strategic Planning:** Office managers should engage in strategic planning to set goals, develop strategies, and allocate resources effectively. Planning helps ensure that the office operates in alignment with the organisation's overall objectives.
- 4. Continuous Improvement:** Embracing a culture of continuous improvement encourages employees to seek ways to enhance processes, increase efficiency, and achieve better results. Office managers should promote innovation and be open to feedback and suggestions for improvement.
- 5. Adaptability:** Offices have dynamic environments that constantly face changes in technology, market conditions, and organisational needs.

Office managers should be adaptable and able to respond effectively to change, adjusting processes and strategies as necessary.

- 6. Time Management:** Managing time efficiently is essential for maximising productivity and meeting deadlines. This involves setting priorities, minimising distractions, delegating tasks when appropriate, and using time management techniques to make the most of available time.
- 7. Teamwork and Collaboration:** Fostering a culture of teamwork and collaboration promotes synergy and creativity within the office. Office managers should encourage open communication, respect diverse perspectives, and facilitate effective collaboration among team members.
- 8. Ethical Conduct:** Upholding ethical standards and integrity is essential in office management. This includes maintaining confidentiality, treating employees and stakeholders fairly, and adhering to legal and regulatory requirements.
- 9. Conflict Resolution:** Conflict is inevitable in any workplace, but effective office managers should have strategies in place to address and resolve conflicts constructively. This involves listening to all parties involved, identifying underlying issues, and finding mutually acceptable solutions.
- 10. Employee Development:** Investing in employee development and training contributes to a skilled and motivated workforce. Office managers should provide opportunities for learning and growth, recognise and reward achievements, and support employees in reaching their full potential.

By adhering to these principles, office managers can create a productive, efficient, and harmonious work environment that contributes to the overall success of the organisation.

Structure and Functions of Office Management

The structure and functions of office management can vary depending on the size, nature, and objectives of the organisation. However, there are common elements that typically exist in most office management structures are elaborated below.

1. Administrative Structure

- **Office Manager:** Oversees the overall functioning of the office, sets goals, and ensures that office operations align with organisational objectives.

- **Department Heads/Team Leaders:** Responsible for specific areas such as human resources, finance, operations, or customer service.
- **Administrative Staff:** Supports the daily operations of the office, handling tasks such as correspondence, scheduling, filing, and data entry.



Fig. 1.2: Functions of Office Management

2. Functions of Office Management

Office management encompasses a spectrum of functions vital for the efficient operation of any business or organisation. At its core, office management involves overseeing administrative tasks, including maintaining office supplies, managing schedules, and facilitating communication both internally and externally. Additionally, office managers are responsible for coordinating meetings, handling correspondence, and ensuring that office procedures are streamlined and adhered to. They often serve as a liaison between different departments, fostering collaboration and cohesion within the organisation. Moreover, office management extends to facility management, where ensuring the functionality and safety of the workplace environment is paramount. In essence, the functions of office management are multifaceted, encompassing everything from administrative support to strategic planning, ultimately contributing to the overall productivity and success of the organisation (Fig.1.3).



Fig. 1.3: Functions of Office Management

- 1. Planning:** Office managers engage in strategic planning to establish goals, objectives, and action plans for the office. This involves identifying priorities, allocating resources, and setting timelines to achieve desired outcomes.
- 2. Organising:** This function involves structuring the office environment and resources to optimise efficiency and productivity. It includes establishing workflows, defining roles and responsibilities, and creating systems for communication and decision-making.
- 3. Staffing:** Office managers are involved in recruiting, selecting, training, and supervising employees to ensure that the office has the necessary talent to meet its objectives. They may also handle performance evaluations, promotions, and disciplinary actions.
- 4. Directing:** Office managers provide leadership and direction to employees, guiding them towards the accomplishment of organisational goals. This involves motivating staff, resolving conflicts, and promoting teamwork and collaboration.
- 5. Controlling:** Office managers monitor and evaluate office performance to ensure that it remains on track towards achieving its goals. This includes establishing performance metrics, analysing data, identifying areas for improvement, and implementing corrective actions when necessary.

- 6. Budgeting and Financial Management:** Office managers oversee budgetary planning and financial management for the office. This involves developing budgets, tracking expenses, managing cash flow, and ensuring compliance with financial policies and regulations.
- 7. Communication:** Office managers facilitate effective communication within the office and with external stakeholders. This includes disseminating information, conducting meetings, resolving conflicts, and fostering a culture of open communication.
- 8. Technology Management:** Office managers oversee the implementation and maintenance of technology systems and tools to support office operations. This may include software applications, hardware infrastructure, and communication networks.
- 9. Facilities Management:** Office managers are responsible for the physical workspace, including maintenance, security, cleanliness, and amenities. They ensure that the office environment is safe, comfortable, and conducive to productivity.
- 10. Risk Management:** Office managers identify potential risks and develop strategies to mitigate them. This may involve assessing safety hazards, implementing security measures, and developing contingency plans for emergencies.

By effectively structuring and managing these functions, office management contributes to the overall success and efficiency of the organisation.

Activities

Activity 1: Group Discussion on the principals of office management.

Materials Required: Flipchart or whiteboard, Markers, Printed copies of the principles of office management (optional).

Procedure:

1. Gather students in one class.
2. Welcome all participants and introduce the purpose of the group discussion activity.
3. Briefly recap the key principles of office management as outlined in the provided session material.
 - a) Display the list of principles of office management on the flipchart or whiteboard.

- b) Read aloud each principle, ensuring that all participants have a clear understanding of the concepts.
4. Divide participants into small groups, with each group assigned one principle of office management.
5. Instruct each group to discuss the following points:
 - a) Definition: What does this principle entail? How would you define it in your own words?
 - b) Importance: Why is this principle crucial in office management? How does it contribute to organisational success?
 - c) Examples: Can you provide real-life examples or scenarios that illustrate this principle in action?
 - d) Challenges: What challenges or obstacles might office managers face in applying this principle effectively?
6. Circulate among the groups to facilitate discussions, offer guidance, and address any questions or concerns.
7. Invite each group to present a brief summary of their discussion on the assigned principle.
8. Facilitate an open forum discussion where participants can share additional thoughts, perspectives, or reflections on the principles of office management.
9. Prompt participants to consider how these principles can be applied or adapted in their own workplace environments.
10. Summarise the key insights and takeaways from the group discussion.
11. Make a detailed report on the same and submit it to the subject teacher.

Activity 2: Design an Organisational Chart

Materials Required: Whiteboard or flipchart, Markers, Sticky notes, and Printed copies of the session material for reference.

Procedure:

1. Make a group of students in the classroom.
2. Introduce the activity by explaining the importance of having a clear organisational structure and hierarchy within an office.
3. Provide each group with a whiteboard, flipchart, or large sheet of paper.

4. Briefly review the key principles of office management related to organisational structure.
5. Divide participants into small groups or pairs.
 - a) Instruct each group to brainstorm the key roles, departments, and positions typically found within an office environment.
 - b) Instruct groups to design an organisational chart that depicts the structure, hierarchy, and reporting relationships identified during the brainstorming session.
 - c) Participants can use markers to draw the chart directly onto the board or paper, or they can use sticky notes to represent individual roles or departments for easy rearrangement.
6. Group will present their chart, explaining the structure, hierarchy, and reporting relationships depicted.
7. Students will take feedback, and suggestions for improvement.
8. Make a report by incorporating clarity, accuracy, and alignment with the principles of office management.
9. Submit the report to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Office management involves handling _____ tasks such as managing schedules, appointments, correspondence, and record-keeping.
2. Office managers often handle aspects of _____ management, including recruitment, training, performance evaluation, and conflict resolution.
3. Effective communication is crucial in _____ management, both internal communication among staff and external communication with clients and suppliers.
4. _____ management entails overseeing the physical workspace, including office layout, maintenance, security, cleanliness and amenities.
5. By embracing a culture of _____, employees continuously seek ways to enhance processes, increase efficiency, and achieve better results.

B. Multiple Choice Questions

1. Which of the following is NOT a sub-segment of office management?
 - a) Financial Management
 - b) Human Resources Management
 - c) Technology Management
 - d) Customer Relationship Management
2. What is a key principle of office management regarding communication?
 - a) Minimal communication to avoid confusion
 - b) Clear and effective communication
 - c) Restricting communication channels
 - d) Communication only at designated times
3. Which function of office management involves structuring the physical workspace for maximum productivity?
 - a) Staffing
 - b) Budgeting
 - c) Facilities Management
 - d) Risk Management
4. What is the primary goal of continuous improvement in office management?
 - a) Maintain the status quo
 - b) Increase bureaucracy
 - c) Enhance processes and efficiency
 - d) Minimise feedback and suggestions
5. Who oversees the overall functioning of the office in the administrative structure of office management?
 - a) Office Manager
 - b) Administrative Staff
 - c) Department Heads
 - d) Team Leaders

C. Match the Columns

	COLUMN A		COLUMN B
1.	Office Layout, Maintenance, Security	A.	Financial Management
2.	Recruitment, Training, Performance Evaluation	B.	Human Resources Management
3.	Setting Goals, Creating Schedules	C.	Risk Management
4.	Managing Budgets, Expenses	D.	Facilities Management
5.	Identifying Potential Risks, Developing Strategies	E.	Organisation and Planning

D. State Whether the Following Statement Are True or False

1. Effective communication is essential in office management.
2. Office managers are not responsible for financial management tasks such as budgeting and expense tracking.
3. Planning and organising are not integral functions of office management.
4. Conflict resolution is necessary in office management as conflicts rarely occur in the workplace.
5. Continuous improvement involves maintaining the current processes without any changes.

E. Short Answer Questions

1. What is one primary responsibility of office management regarding communication?
2. Name one sub-segment of office management related to physical workspace.
3. What are two examples of administrative duties in office management?

F. Long Answer Questions

1. What are some key administrative tasks involved in office management?
2. How does technology integration contribute to modern office management practices?

3. Why continuous improvement is emphasised in office management principles?
4. Describe the role of an office manager in risk management within an organisation.

G. Check Your Performance

1. Demonstrate the sub segments of the office management.
2. Perform the functions of office management.

Session 2: Career Opportunities in Office Management

Career opportunities in office management abound in various industries and sectors, offering a diverse range of paths for professionals seeking dynamic roles. Office managers play a crucial role in ensuring the smooth operation of businesses by overseeing administrative tasks, coordinating office procedures, and managing personnel. With the increasing demand for organised and efficient workplaces, opportunities for office managers continue to grow across sectors such as healthcare, finance, technology, government, and more. Positions in office management offer avenues for advancement, with roles ranging from administrative assistants and office coordinators to executive assistants and office managers. A career in office management rewards individuals with strong organisational skills, attention to detail, and effective communication abilities, providing opportunities for growth and development in a variety of professional settings.

Career Path for Secretary

A secretarial job can serve as a valuable stepping stone to various career paths within administrative, managerial, or specialised roles. Here's a potential career path for someone starting in a secretarial position (Fig:1.4).



Fig.1.4: Career Opportunities

1. Entry-Level Secretary/Office Assistant

Begin your career as an entry-level secretary or office assistant. In this role, you'll perform basic administrative tasks such as answering phones, managing correspondence, scheduling appointments, and maintaining records.

2. Administrative Assistant

As you gain experience and develop your skills, you can progress to an administrative assistant role. This position typically involves more responsibility, such as managing calendars, coordinating meetings, preparing reports, and assisting with project management tasks.

3. Executive Assistant

With further experience and demonstrated competence, you may advance to become an executive assistant, supporting high-level executives or managers. Executive assistants often handle more complex tasks, including managing confidential information, liaising with stakeholders, and representing executives in meetings.

4. Office Manager

Office managers oversee the day-to-day operations of an office, ensuring that administrative processes run smoothly. They may supervise administrative staff, manage budgets, coordinate office services (such as maintenance and supplies), and implement organisational policies and procedures.

5. Specialised Administrative Roles

Depending on your interests and skills, you may choose to pursue specialised administrative roles in areas such as human resources, finance, legal, or marketing. Specialisation may require additional training, certification, or education in the relevant field.

6. Management or Leadership Positions

With a solid foundation in administrative work and proven leadership abilities, you may aspire to higher-level management or leadership positions within the organisation. This could include roles such as department manager, operations manager, or director of administration.

7. Further Education or Certification

Consider pursuing further education or professional certifications to enhance your skills and qualifications. This could include obtaining a bachelor's degree in business administration, earning certifications in

office management or specific software applications, or pursuing advanced degrees such as an MBA.

8. Entrepreneurship

Alternatively, you may choose to leverage your administrative experience to start your own business or freelance as a virtual assistant or administrative consultant. This path offers flexibility and autonomy, allowing you to tailor your services to meet the needs of clients in various industries (Fig:1.5).



Fig.1.5: Entrepreneurship

It is important to develop your skills continuously, stay updated on industry trends, and seek out opportunities for growth and advancement. Networking, seeking mentorship, and pursuing professional development opportunities can also help to progress in the career.

Motives and Objectives of the Occupation

The occupation of a secretary entails a variety of motives and objectives, which can vary depending on the individual's career goals, the organisation's needs, and personal aspirations. Here are some common motives and objectives for individuals pursuing a career as a secretary:

- 1. Supporting Organisational Operations:** Secretaries play a vital role in supporting the smooth functioning of an organisation by assisting with administrative tasks, managing correspondence, and coordinating schedules. One primary objective is to contribute to the overall efficiency and productivity of the workplace.

- 2. Providing Administrative Assistance:** Secretaries aim to provide effective administrative support to managers, executives, and teams within the organisation. This includes tasks such as managing calendars, scheduling appointments, organising meetings, and preparing documents, all with the goal of facilitating decision-making and workflow.
- 3. Ensuring Communication:** Secretaries often serve as the first point of contact for external stakeholders and internal staff. They ensure effective communication by handling phone calls, E-mails, and correspondence professionally and promptly. Clear communication is essential for maintaining positive relationships and conveying information accurately.
- 4. Maintaining Confidentiality:** A key objective for secretaries is to maintain confidentiality and discretion when handling sensitive information. They may be privy to confidential documents, discussions, or personal matters, and must adhere to strict confidentiality policies to protect the organisation's interests and uphold trust.
- 5. Organising Information:** Secretaries are responsible for organising and managing information effectively, both in physical and digital formats. This includes maintaining filing systems, updating databases, and ensuring that documents are stored securely and can be easily accessed when needed.
- 6. Facilitating Time Management:** Time management is a crucial objective for secretaries, as they assist in managing schedules, prioritising tasks, and ensuring that deadlines are met. They help maximise the efficiency of managers and teams by coordinating appointments, meetings and travel arrangements.
- 7. Supporting Professional Development:** Secretaries may have personal objectives related to professional development and career advancement. They may seek opportunities to enhance their skills, pursue further education or certification, and take on additional responsibilities to progress in their careers.
- 8. Contributing to a Positive Work Environment:** Secretaries aim to contribute to a positive work environment by fostering teamwork, collaboration, and mutual respect. They may assist in organising social events, supporting employee morale, and promoting a culture of inclusivity and diversity.

Overall, the motives and objectives of a secretary revolve around providing valuable support, maintaining professionalism, and contributing to the

success of the organisation while also advancing personal and professional goals.

Activities

Activity 1: Draw the career opportunities of a stenographer.

Materials Required: Large poster paper or whiteboard, Markers, Sticky notes, Index cards, Pens or pencils.

Procedure:

1. Visit any multinational or government organization.
2. Meet the receptionist and ask for the stenographer.
3. Have a detailed conversation with the stenographer about the work and career opportunities of the stenographer.
4. Students will note down the information.
 - a) Return to the classroom and divide the participants into small groups (3-4 members per group).
 - b) Begin the session by briefly discussing the role of a stenographer, emphasising their importance in office management and administrative support.
 - c) Explain that the activity will involve mapping out different career paths and opportunities available to stenographers.
 - d) Provide each group with a large poster paper or whiteboard, markers, and sticky notes.
5. On the poster paper or whiteboard, draw a structure with different pathways and junctions.
 - a) "Stenographer" and scatter various career opportunities throughout the maze, such as "Administrative Assistant," "Executive Assistant," "Office Manager," "Specialised Administrative Roles," "Management Positions," "Further Education/ Certification," and "Entrepreneurship."
6. Provide index cards with scenarios or challenges related to career advancement or decision-making.
7. Each group should draw a scenario card and discuss how they would navigate the maze based on the given situation.

8. Participants should consider factors such as skill development, education requirements, personal goals, and industry trends when making decisions.
9. After completing the maze and scenario discussions, each group presents their chosen pathways and the reasoning behind their decisions.
10. Facilitate a discussion on the diversity of career paths available to stenographers and the importance of continuous learning and adaptability in navigating the professional landscape.
11. Conclude the activity by asking participants to reflect on what they've learnt about the career opportunities of a stenographer and how it relates to their own career aspirations.
12. Ask the students to visually map out the career opportunities of a stenographer while actively discussing and analysing potential pathways for professional advancement.
13. Make a detailed report and submit it to the subject teacher.

Activity 2: Group Discussion on the objectives of secretary.

Materials Required: Whiteboard or flip chart, Markers, Printouts of the objectives of a secretary, Notebooks or paper, Pens or pencils.

Procedure:

1. Students will gather in the class room.
2. Welcome students to the group discussion forum on the objectives of a secretary.
 - a) Briefly explain the purpose of the discussion: to collectively explore and understand the diverse objectives that guide the work of a secretary in various organisational settings.
 - b) Emphasise the importance of active participation, sharing experiences, and respecting diverse viewpoints throughout the discussion.
 - c) Provide a brief overview of the objectives typically associated with the role of a secretary, including supporting organisational operations, providing administrative assistance, ensuring effective communication, maintaining confidentiality, facilitating time management, supporting professional development, and contributing to a positive work environment.

- d) Display or distribute printouts of the objectives for reference during the discussion.
3. Facilitate an open-ended discussion by posing questions related to each objective.
4. Students should share their thoughts, experiences, and perspectives on how these objectives manifest in real-world secretary roles.
 - a) How do secretaries support organisational operations in their day-to-day work?
 - b) What are some common administrative tasks that secretaries perform to assist managers and teams?
 - c) How do secretaries ensure effective communication within the organisations and with external stakeholders?
 - d) Why is confidentiality important in the role of a secretary, and how do they maintain it?
 - e) What strategies do secretaries use to facilitate time management for themselves and others?
 - f) How can secretaries support their own professional development and career advancement?
 - g) In what ways do secretaries contribute to creating a positive work environment?
5. Encourage participants to share examples, anecdotes, or challenges they have encountered related to each objective.
6. After discussing each objective, facilitate a brief reflection session where participants can summaries key takeaways and insights gained from the discussion.
7. Encourage participants to identify common themes or overarching principles that emerge from exploring the objectives of a secretary.
8. Summaries the key points discussed and emphasize the importance of understanding and aligning.
9. Make detailed report and submit it to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Begin your career as an entry-level secretary or _____.

2. With further experience and demonstrated competence, you may advance to become an _____, supporting high-level executives or managers.
3. Depending on your interests and skills, you may choose to pursue specialised administrative roles in areas such as _____, finance, legal or marketing.
4. Alternatively, you may choose to leverage your administrative experience to start your own business or freelance as a _____ or administrative consultant.
5. _____ managers oversee the day-to-day operations of an office, ensuring that administrative processes run smoothly.

Multiple Choice Questions

1. What is the next career step after an entry-level secretary/office assistant?
 - a) Administrative Assistant
 - b) Executive Assistant
 - c) Office Manager
 - d) Specialised Administrative Roles
2. What role involves supporting high-level executives or managers?
 - a) Entry-Level Secretary
 - b) Administrative Assistant
 - c) Executive Assistant
 - d) Office Manager
3. What is the primary responsibility of an office manager?
 - a) Managing budgets
 - b) Coordinating office services
 - c) Implementing organisational policies
 - d) Supervising administrative staff
4. Which area might require additional training or education for specialization?
 - a) Finance
 - b) Human Resources
 - c) Marketing

d) All of the above

5. What option provides flexibility and autonomy for administrative professionals?

a) Executive Assistant role

b) Specialised Administrative Roles

c) Further Education or Certification

d) Entrepreneurship as a virtual assistant

Match the Columns

	COLUMN A		COLUMN B
1.	Entry-Level Secretary/Office Assistant	A.	Supporting high-level executives with complex tasks and confidentiality
2.	Administrative Assistant	B.	Basic administrative tasks like answering phones and scheduling
3.	Executive Assistant	C.	Pursuing areas like HR, finance, or marketing with additional training
4.	Office Manager	D.	More responsibilities such as managing calendars and coordinating meetings
5.	Specialised Administrative Roles	E.	Risk Management Overseeing office operations, staff, budgets, and policies

B. State Whether the Following Statement Are True or False

1. Secretaries do not play a crucial role in supporting the smooth functioning of an organisations.
2. Time management is a crucial objective for secretaries.
3. Office managers do not supervise administrative staff.
4. Specialized administrative roles do not require additional training or education.
5. Entrepreneurship is a viable career path for administrative professionals.

E. Short Answer Questions

1. What are some typical tasks performed by entry-level secretaries or office assistants?
2. How does a secretary contribute to maintaining confidentiality in an organisation?
3. What are the key responsibilities of an office manager, and how do they differ from those of an executive assistant?
4. Why is effective communication essential for secretaries, and how do they ensure it in their role?

F. Long Answer Questions

1. Describe the potential career path for someone starting as a secretary and the skills required for progression.
2. Discuss the various motives and objectives associated with pursuing a career as a secretary, emphasizing their significance in organisational efficiency.
3. Explain how office management roles contribute to the smooth operation of businesses across different industries, highlighting the skills and qualities necessary for success in such positions.
4. Explore the importance of continuous skill development, networking, and professional growth opportunities for individuals in office management careers, providing examples of how these practices can lead to advancement.

G. Check Your Performance

1. Spell out the career path for secretary.
2. Demonstrate the motives of the secretary.

Session 3: Importance of Office Management

Office management serves as the backbone of any organization, orchestrating the intricate symphony of tasks, resources, and people to ensure seamless operations. Its significance lies in its ability to optimize resources, enhance productivity, and foster a conducive work environment. By streamlining processes, facilitating communication, and resolving conflicts, office management paves the way for efficient collaboration and goal achievement. Moreover, it plays a pivotal role in maintaining facilities, managing finances, and promoting employee well-being, all of which are essential for organisational success. In essence, effective office management is not just

about managing tasks; it's about nurturing an environment where individuals can thrive, teams can excel, and the organisation can prosper (Fig. 1.6).



Fig. 1.6: Work Environment in Office

Office management plays a crucial role in ensuring the smooth functioning of an organisation. It encompasses various administrative tasks aimed at optimising resources, enhancing productivity, and fostering a conducive work environment. Here are some key aspects highlighting its importance:

- 1. Resource Optimisation:** Effective office management ensures efficient utilisation of resources such as time, space, equipment, and personnel. It involves streamlining processes to minimise waste and maximise output.
- 2. Productivity Enhancement:** By implementing efficient workflows, organising tasks, and providing necessary support systems, office management helps boost productivity levels among employees. It ensures that work is completed in a timely manner and meets quality standards.
- 3. Communication Facilitation:** Clear communication channels are essential for smooth operations within an organisation. Office management establishes and maintains effective communication networks, both internal and external, facilitating the flow of information among employees, departments, and external stakeholders.
- 4. Task Delegation and Coordination:** Office managers play a pivotal role in delegating tasks, assigning responsibilities, and coordinating efforts among team members. This ensures that everyone knows their role and works collaboratively towards common goals.
- 5. Conflict Resolution:** Conflicts and disputes are inevitable in any workplace. Office management plays a key role in identifying and

resolving conflicts promptly and effectively, thereby maintaining a harmonious work environment.

- 6. Facilities Management:** Office managers oversee the maintenance of facilities, equipment, and infrastructure to ensure a safe and conducive working environment for employees. This includes managing office supplies, utilities, and maintenance services.
- 7. Budgeting and Financial Management:** Office management involves budgeting and financial planning to ensure optimal allocation of financial resources. It involves monitoring expenses, controlling costs, and identifying areas for cost-saving measures.
- 8. Employee Well-being:** A positive work environment is essential for employee morale and well-being. Office management initiatives such as employee engagement programmes, wellness initiatives, and ergonomic workspaces contribute to enhancing employee satisfaction and retention.

Office management plays a vital role in ensuring the efficient functioning of an organisation by optimising resources, enhancing productivity, facilitating communication, resolving conflicts, managing facilities, overseeing finances, and promoting employee well-being.

Importance of a Stenographer in the Office

Stenographers play a crucial role in the office environment, providing essential services that contribute to the smooth functioning of various activities. Here are some key reasons why stenographers are important in an office setting (Fig. 1.7).



Fig. 1.7: Typing of Stenography

Transcription and Documentation: Stenographers are skilled in shorthand writing and transcription, enabling them to accurately record meetings, interviews, and other important discussions. Their ability to quickly capture spoken words in real-time ensures that important information is documented accurately for future reference.

Efficiency and Productivity: Stenographers help improve efficiency and productivity by transcribing verbal communication into written form rapidly. This allows employees to focus on their tasks without the distraction of taking detailed notes during meetings or discussions.

Accuracy and Clarity: Stenographers are trained to maintain accuracy and clarity in their transcriptions, ensuring that there are no misunderstandings or misinterpretations of the information conveyed during meetings or other interactions. This helps prevent errors and facilitates effective communication within the organisation.

Legal and Official Records: In many cases, stenographers are responsible for creating official records of legal proceedings, such as court hearings or depositions. Their expertise in capturing spoken words verbatim is crucial for maintaining the integrity and accuracy of these records, which may be used as evidence in legal proceedings.

Confidentiality: Stenographers are often privy to sensitive information discussed during meetings or interviews. Therefore, they must maintain strict confidentiality and adhere to ethical standards to ensure that sensitive information remains secure and protected from unauthorised access.

Support for Accessibility: Stenographers can also play a vital role in making events and discussions accessible to individuals with hearing impairments. By providing real-time captioning or transcription services, they help ensure that everyone can fully participate and understand the information being communicated.

Professionalism and Image: Employing a stenographer reflects positively on the professionalism and image of the organisation. It demonstrates a commitment to thorough documentation, effective communication, and attention to detail, which can enhance the organisation's reputation both internally and externally.

Overall, stenographers are invaluable assets in the modern office environment, offering specialised skills and services that contribute to organisational efficiency, accuracy, and professionalism.

Types of Organisational Structure

Organisational structure refers to the framework that outlines how activities are coordinated, controlled, and delegated within an organisation. There are several types of organisational structures, each with its own characteristics, advantages, and disadvantages. Here are some common types:

Functional Structure: In a functional structure, the organisation is divided into departments based on specialised functions or tasks, such as marketing, finance, operations, and human resources.

Each department is responsible for carrying out specific functions, and employees report to functional managers who oversee their respective areas.

Advantages: Specialisation, clear lines of authority, efficient use of resources within departments.

Disadvantages: Communication barriers between departments, potential for silo mentality, slower decision-making across functions.

Divisional Structure: A divisional structure organises the company into divisions or business units based on products, services, geographic regions, or customer segments.

Each division operates as a separate entity with its own functional departments, such as marketing, finance and operations.

Advantages: Flexibility to adapt to diverse markets or products, clear accountability within divisions, better coordination of resources.

Disadvantages: Duplication of functions across divisions, potential for competition between divisions, coordination challenges between corporate and divisional levels.

Matrix Structure: The matrix structure combines elements of both functional and divisional structures, where employees report to both functional managers and project managers simultaneously.

Employees work on cross-functional teams or projects while still belonging to their respective functional departments.

Advantages: Flexibility to utilise specialised skills for project-based work, improved coordination between functions, enhanced communication across departments.

Disadvantages: Complex reporting relationships, potential for power struggles between managers, increased administrative overhead.

Flat Structure: In a flat structure, there are few or no layers of middle management between top executives and front-line employees.

Decision-making authority is decentralised, and employees have more autonomy and responsibility in their roles.

Advantages: Streamlined communication, faster decision-making, increased employee empowerment and engagement.

Disadvantages: Limited opportunities for advancement, potential for overburdening top executives, challenges in managing larger organisations.

Hierarchical Structure: A hierarchical structure is characterised by clear, vertical lines of authority and control, with multiple levels of management.

Decisions flow from top-level executives down through various layers of management to front-line employees.

Advantages: Clear chain of command, well-defined roles and responsibilities, efficient delegation of tasks.

Disadvantages: Slow communication, limited flexibility in responding to changes, potential for bureaucracy and organisational politics.

Network Structure: In a network structure, the organisation operates as a network of interconnected entities, such as partnerships, alliances, or virtual teams.

Resources are shared across the network, and decision-making authority may be distributed among partner organisations.

Advantages: Flexibility to adapt to changing market conditions, access to specialised expertise or resources, reduced overhead costs.

Disadvantages: Coordination challenges, potential for conflicts of interest among partners, reliance on external entities for core functions.

Calendar Management

Calendar management refers to the process of organising, scheduling, and coordinating events, appointments, and activities using a calendar system. Effective calendar management is crucial for individuals, teams, and organisations to optimise their time, prioritise tasks, and ensure efficient workflow (Fig.1.8)

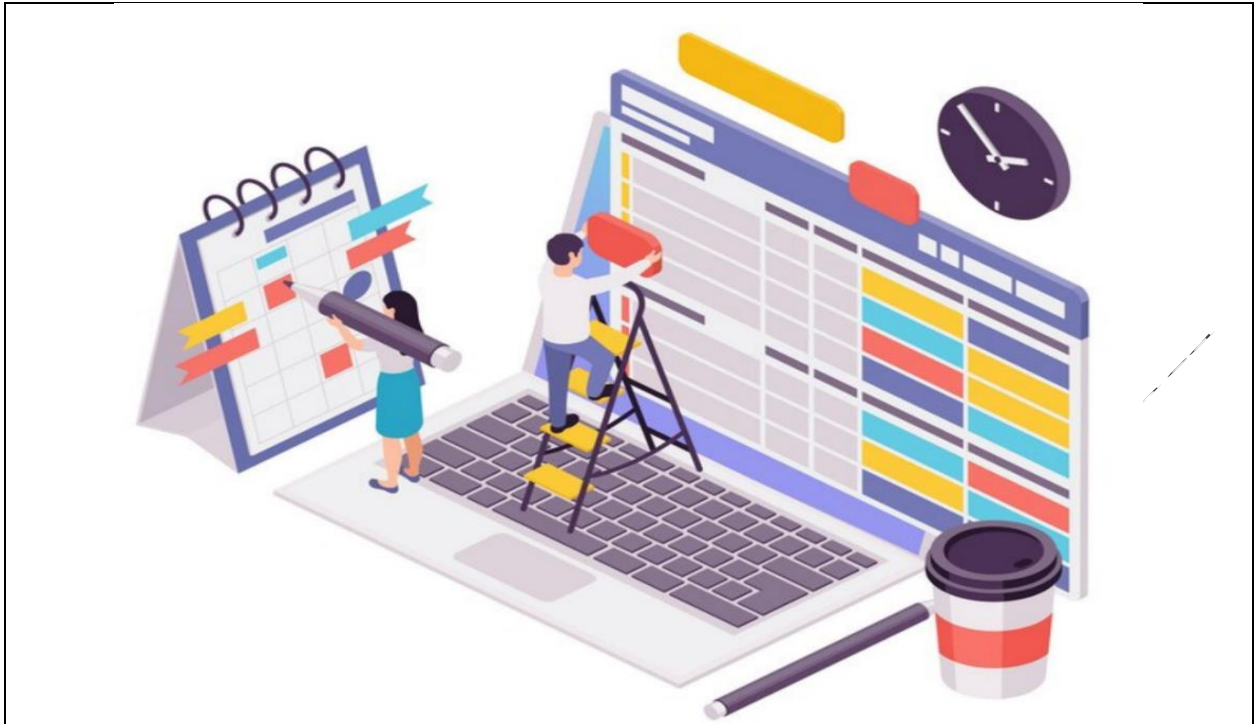


Fig. 1.8: Calendar Management

Calendar management for a secretary is often more complex due to the involvement in managing someone else's schedule in addition to their own. Here are some specific tips for effective calendar management as a secretary:

Understand Priorities: Gain a clear understanding of your boss's priorities and preferences regarding scheduling. This helps you make informed decisions when arranging appointments and events on their behalf.

Maintain a Master Calendar: Keep a master calendar that includes both your boss's schedule and your own commitments. This allows you to see all appointments and avoid conflicts when scheduling new meetings or tasks.

Coordinate Meetings: Take the initiative to coordinate meetings and appointments for your boss. This includes sending out invitations, reserving meeting rooms, arranging for necessary resources, and ensuring all participants are notified.

Screen and Prioritise Requests: Act as a gatekeeper for your boss's calendar by screening incoming meeting requests, E-mails, and phone calls. Prioritise requests based on urgency, importance, and alignment with your boss's objectives.

Allocate Buffer Time: Schedule buffer time between appointments to allow your boss to prepare for meetings, travel between locations, or simply have a moment to breathe. Avoid back-to-back scheduling whenever possible to prevent stress and ensure punctuality.

Use Scheduling Tools: Utilise calendar management tools and software to streamline the scheduling process. These tools can automate reminders, synchronise calendars across devices, and facilitate easy rescheduling of appointments.

Anticipate Needs: Anticipate your boss's needs and preferences when scheduling appointments. Consider factors such as their peak productivity hours, preferred meeting locations, and any travel requirements.

Communicate Effectively: Maintain open communication with your boss regarding their schedule, changes, and any conflicts that may arise. Provide regular updates on upcoming appointments and be proactive in addressing scheduling issues.

Delegate Responsibly: Delegate calendar management tasks to other team members or assistants when necessary, especially during busy periods or when handling multiple calendars for different executives.

Be Flexible: Remain flexible and adaptable to accommodate last-minute changes or unexpected events. Stay prepared to reschedule appointments, rearrange priorities, or handle urgent matters as they arise.

Maintain Confidentiality: Handle sensitive information with discretion and maintain confidentiality regarding your boss's schedule, appointments, and communications.

Review and Adjust: Regularly review your calendar management processes to identify areas for improvement. Reflect on what worked well and what could be optimised, and adjust your approach accordingly to enhance efficiency and effectiveness.

Effective calendar management is essential for a secretary to support their boss effectively, ensure smooth operations, and maximise productivity. By implementing these tips, you can effectively manage your boss's calendar while balancing your own responsibilities.

Effective Calendar Management

Use a Digital Calendar: Utilise digital calendar tools such as Google Calendar, Microsoft Outlook, or Apple Calendar. These tools offer features like syncing across devices, reminders and sharing options.

Set up Multiple Calendars: Create separate calendars for different aspects of your life, such as work, personal, family, or specific projects. This allows you to manage different areas of your life without cluttering your main calendar.

Colour Code Events: Assign different colours to different types of events or categories. For example, use one colour for work-related events, another for

personal appointments, and so on. This makes it easier to visually distinguish between various commitments.

Schedule Regular Review Times: Set aside dedicated time each day or week to review and update your calendar. This helps you stay organised, identify conflicts, and make necessary adjustments.

Prioritise Tasks: Assign priorities or importance levels to your tasks and appointments. This helps you focus on what's most important and ensures that critical deadlines are met.

Block out Time for Focus Work: Schedule uninterrupted blocks of time for deep work or focused tasks. This helps you minimise distractions and enhances productivity.

Include Buffer Time: Leave gaps between appointments to account for unexpected delays or to provide breathing room between tasks. This prevents overloading your schedule and allows for flexibility.

Set Reminders: Use reminders to alert you about upcoming events or deadlines. Set reminders in advance to give yourself enough time to prepare or transition between tasks.

Sync Across Devices: Ensure that your calendar is synced across all your devices, including smart phones, tablets, and computers. This ensures that you have access to your schedule wherever you go.

Share Calendars: If you collaborate with others or have shared responsibilities, consider sharing relevant calendars with colleagues, family members, or team members. This promotes transparency and facilitates coordination.

Learn Keyboard Shortcuts: Familiarise yourself with keyboard shortcuts or quick actions available in your calendar application. This can help you navigate and manage your calendar more efficiently.

Review and Reflect: Regularly review your calendar to evaluate your time management practices and identify areas for improvement. Reflect on what worked well and what didn't and adjust your approach accordingly.

Activities

Activity 1: Drawing an Organisational Chart (Organigram).

Materials Required: Whiteboard or flip chart paper, Markers or coloured pens, Sticky notes or index cards, Computer or tablet with drawing software (optional).

Procedure:

1. Make a group of students in the class and introduce the topic to them.
2. Divide participants into small groups or pairs, depending on the size of the group.
3. Provide each group with materials (whiteboard, markers, etc.) or access to drawing software if available.
 - a) Begin by explaining what an organigram is. Define it as a visual representation of the structure of an organisation, showing the hierarchy of positions and how they are related to each other.
 - b) Emphasise the importance of organigrams in understanding the organisational structure, roles, and reporting relationships within a company or institution.
4. Explanation of components to the students. The key components of an organigram are:
 - a) Positions or job titles.
 - b) Reporting lines (who reports to whom).
 - c) Hierarchical structure (top-level management, middle management, etc.).
 - d) Departments or functional areas.
5. Demonstrate how to draw a simple organigram on the whiteboard or flip chart paper.
6. Start by drawing the top-level position (e.g., CEO, Director).
7. Draw boxes or circles representing other positions beneath the top-level position, indicating reporting relationships.
8. Use lines to connect the positions, showing the flow of authority and communication.
9. Label each position with the corresponding job title or role.
10. Prepare an elaborative report and submit the report to the subject teacher.

Activity 2: Demonstrate the process of managing calls, taking messages, maintaining diaries and arranging appointments.

Materials Required: Phone or mobile devices, Pen and paper, Diary or calendar.

Procedure:

1. Explain the importance of efficient call management, message taking, diary maintenance, and appointment arrangement in a professional environment.
2. Emphasise the role of effective communication and organisation in managing these tasks successfully.
 - a) Prepare role-play scenarios that involve incoming calls, message-taking, diary management, and appointment scheduling. Tailor the scenarios to the participants' roles and responsibilities or create generic scenarios applicable to various job positions.
 - b) Ensure that each scenario includes specific details such as caller information, message content, scheduling preferences, and potential conflicts.
3. Divide participants into pairs or small groups, depending on the size of the group.
 - a) Assign roles to each student participant, such as "Receptionist," "Secretary," "Manager," or "Client."
 - b) Provide students with instructions for their assigned roles and distribute the role-play scenarios accordingly.
 - c) Instruct participants to begin the role-play activity by initiating or responding to a simulated phone call based on the provided scenarios.
 - d) Encourage them to actively engage in the communication process, asking relevant questions, taking accurate messages, and providing clear instructions or responses.
 - e) Participants assigned as receptionists or secretaries should demonstrate effective call handling skills, including greeting callers professionally, listening attentively, and recording messages accurately.
 - f) Participants assigned as managers or clients should demonstrate clear communication regarding scheduling preferences, availability, and any specific requirements.
4. Diary Maintenance and Appointment Arrangement
 - a) After completing the call, instruct participants to update their diaries or calendars with the relevant information obtained during the call.

- b) Participants responsible for diary maintenance should demonstrate proficiency in recording appointments, blocking out time slots, and avoiding scheduling conflicts.
 - c) Encourage participants to priorities appointments based on urgency, importance, and availability of resources.
5. Teacher will debrief session after the role-play activity to discuss the participants' experiences, challenges faced, and lessons learnt.
 6. Students will take constructive feedback from their peers on their communication skills, organisational abilities, and overall performance.
 7. Incorporate the suggestions for improvement based on the observed interactions and outcomes of the role-play scenarios.
 8. Make a detailed report and submit it to the class teacher.

Check Your Progress

A. Fill in the Blanks

1. Effective office management ensures efficient utilisation of resources such as _____, _____, equipment, and personnel.
2. Stenographers help improve efficiency and productivity by transcribing verbal communication into _____ form rapidly.
3. In a hierarchical structure, decisions flow from _____ executives down through various layers of management to front-line employees.
4. Calendar management refers to the process of organising, scheduling, and coordinating events, appointments, and activities using a _____ system.
5. Effective calendar management is essential for a secretary to support their boss effectively, ensure smooth operations, and maximise _____.

B. Multiple Choice Questions

1. What is the primary role of office management?
 - a) Enhancing employee well-being
 - b) Managing finances
 - c) Orchestrating tasks, resources, and people
 - d) Promoting organisational politics
2. Why are stenographers important in an office setting?

- a) To handle finances
 b) To provide legal advice
 c) To improve productivity
 d) To transcribe meetings and discussions
3. What is a disadvantage of a divisional organisational structure?
 a) Clear lines of authority
 b) Duplication of functions across divisions
 c) Efficient delegation of tasks
 d) Improved coordination of resources
4. What is the primary purpose of calendar management?
 a) Organising office supplies
 b) Scheduling appointments
 c) Managing finances
 d) Conducting employee training
5. What is a key aspect of effective calendar management?
 a) Overloading the schedule
 b) Avoiding buffer time
 c) Regularly reviewing and updating the calendar
 d) Ignoring reminders

C. Match the Columns

1.	COLUMN A		COLUMN B
2.	Resource Optimisation	A	Boosting productivity through efficient workflows
2.	Productivity Enhancement	B	Identifying and resolving conflicts promptly
3.	Communication Facilitation	C	Coordinating efforts among team members
4.	Task Delegation and Coordination	D	Establishing effective communication channels

5.	Conflict Resolution	E	Efficient use of resources to minimise waste
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D. State Whether the Following Statement Are True or False

1. Office management focuses solely on managing tasks.
2. Stenographers play a role in maintaining confidentiality during meetings.
3. A hierarchical organisational structure promotes decentralized decision-making.
4. Effective calendar management involves syncing the calendar across devices.
5. Calendar management is not essential for supporting organisational productivity.

E. Short Answer Questions

1. What is the primary role of office management in an organisation?
2. How do stenographers contribute to productivity in the office environment?
3. Explain one advantage and one disadvantage of a functional organisational structure?
4. Why is effective calendar management important for a secretary?

F. Long Answer Questions

1. Describe the multifaceted role of office management in enhancing organisational effectiveness and fostering a conducive work environment?
2. Explain the significance of stenographers in an office environment, detailing their roles and contributions?
3. Describe various types of organisational structures, highlighting their characteristics, advantages, and disadvantages?

G. Check Your Performance

1. Demonstrate the role of stenographer in an office.
2. Spell out the tips for effective calendar management.

Session 4: Roles and Responsibilities of Secretary

Secretaries play pivotal roles in organisations, serving as the backbone of administrative operations and providing critical support to executives and teams. Their responsibilities encompass a wide array of tasks, including managing correspondence, scheduling meetings, and maintaining organised records. They act as gatekeepers, screening calls and E-mails, and often serve as the first point of contact for clients and visitors. Secretaries also assist in preparing documents, reports, and presentations, ensuring accuracy and professionalism in all communications. Additionally, they may handle travel arrangements, expense reports, and other logistical matters, helping to streamline workflows and optimise efficiency within the organisation. With their strong organisational skills, attention to detail, and ability to multitask, secretaries play indispensable roles in facilitating smooth operations and contributing to the overall success of the organisation.

The roles and responsibilities of a secretary can vary depending on the organisation and the specific needs of the employer, but generally, they encompass a wide range of administrative tasks. Here's a comprehensive list:

Administrative Support: Provide administrative support to ensure efficient office operation. This includes managing schedules, organising meetings, and handling correspondence.

Communication Management: Act as a primary point of contact for internal and external stakeholders, including answering phones, responding to E-mails, and managing inquiries.

Document Preparation: Prepare and format documents such as reports, memos, letters and presentations. This may involve drafting original content or editing existing materials.

Record Keeping: Maintain accurate records, including filing systems, databases, and contact lists. Ensure that information is organised and easily accessible when needed.

Calendar Management: Manage calendars for executives or other team members, scheduling appointments, meetings, and events while coordinating with other stakeholders.

Travel Arrangements: Make travel arrangements, including booking flights, accommodations, and transportation for business trips. Coordinate itineraries and ensure that the travel plans align with organisational requirements.

Meeting Coordination: Arrange and coordinate meetings, including scheduling, sending out invitations, preparing agendas, and taking minutes during meetings.

Office Management: Oversee office supplies, equipment maintenance, and facilities management. Ensure the office environment is well-maintained and conducive to productivity.

Confidentiality: Handle confidential information with discretion and integrity, maintaining confidentiality and privacy as required by organisational policies.

Task Prioritisation: Prioritise tasks and manage multiple responsibilities effectively, ensuring that deadlines are met and urgent matters are addressed promptly.

Problem Solving: Resolve administrative issues and challenges as they arise, finding practical solutions to ensure smooth operations.

Research Support: Conduct research and gather information as needed to support decision-making processes or prepare reports and presentations.

Collaboration: Collaborate with other team members and departments to facilitate communication and coordination of tasks and projects.

Technology Proficiency: Possess proficiency in office software applications such as word processing, spreadsheets, presentation software, and E-mail clients. Additionally, familiarity with office equipment and basic troubleshooting skills may be necessary.

Adaptability: Be adaptable to changing priorities and requirements, willing to take on new tasks and responsibilities as needed to support the organisation's objectives.

Secretary plays a crucial role in facilitating the smooth functioning of an organisation by providing administrative support, managing communications, and ensuring efficiency in daily operations.

The Evolution of Professional Secretaries in India

The evolution of professional secretaries in India reflects broader societal and economic changes, as well as advancements in technology and administrative practices. Here's an overview of how the role of professional secretaries has evolved in India:

Traditional Secretarial Role: Historically, secretaries in India primarily performed administrative tasks such as typing, filing, answering phones, and managing correspondence. They were often seen as assistants to executives or managers, providing support in day-to-day office operations.

Increasing Importance of Administrative Skills: As businesses and organisations in India grew and became more complex, the role of secretaries evolved to encompass a broader range of administrative responsibilities. Secretaries were expected to possess strong organisational skills, communication abilities, and proficiency in office software applications.

Transition to Executive Assistants: With the globalisation of Indian businesses and the emergence of multinational corporations, the role of secretaries transitioned to that of executive assistants. Executive assistants work closely with top-level executives, handling tasks such as calendar management, travel arrangements, and coordination of meetings and events.

Emphasis on Professionalism and Qualifications: As the demand for skilled administrative professionals increased, there was a growing emphasis on professionalism and qualifications among secretaries in India. Many employers began to prefer candidates with formal education or training in office administration, business management, or related fields.

Integration of Technology: The advent of technology has significantly impacted the role of professional secretaries in India. Secretaries now rely heavily on digital tools and software for tasks such as document preparation, scheduling, communication, and information management. This has led to increased efficiency and productivity in administrative functions.

Strategic Business Partners: In recent years, there has been a shift towards viewing professional secretaries as strategic business partners rather than merely support staff. Secretaries are often involved in decision-making processes, project coordination, and handling confidential information, requiring them to possess strong analytical and problem-solving skills.

Specialisation and Diversification: Some professional secretaries in India have chosen to specialise in specific areas such as legal, medical, or executive assistance. This specialisation allows them to offer tailored support services to professionals in those industries. Additionally, there has been a trend towards diversification, with secretaries taking on additional responsibilities in areas such as event planning, marketing support, or project management.

Evolution of professional secretaries in India reflects the changing needs of businesses and organisations in a dynamic and globalised economy. Today, professional secretaries play a vital role in ensuring the smooth functioning of offices and supporting the success of top-level executives and managers.

Roles and Responsibilities of a Secretary in an Office

The roles and responsibilities of a secretary in an office can vary depending on the organisation's size, structure, and specific needs. However, here is a

comprehensive list of common duties typically associated with the role of a secretary:

- 1. Administrative Support:** Provide general administrative support to ensure efficient office operations, including managing schedules, organising meetings, and handling correspondence.
- 2. Communication Management:** Serve as a primary point of contact for internal and external stakeholders, including answering phones, responding to E-mails, and managing inquiries.
- 3. Document Preparation:** Prepare and format documents such as reports, memos, letters and presentations. This may involve drafting original content or editing existing materials.
- 4. Record Keeping:** Maintain accurate records, including filing systems, databases, and contact lists. Ensure that information is organised and easily accessible when needed.
- 5. Calendar Management:** Manage calendars for executives or other team members, scheduling appointments, meetings and events while coordinating with other stakeholders.
- 6. Travel Arrangements:** Make travel arrangements, including booking flights, accommodations, and transportation for business trips. Coordinate itineraries and ensure that the travel plans align with organisational requirements.
- 7. Meeting Coordination:** Arrange and coordinate meetings, including scheduling, sending out invitations, preparing agendas, and taking minutes during meetings.
- 8. Office Management:** Oversee office supplies, equipment maintenance, and facilities management. Ensure the office environment is well-maintained and conducive to productivity.
- 9. Confidentiality:** Handle confidential information with discretion and integrity, maintaining confidentiality and privacy as required by organisational policies.
- 10. Task Prioritisation:** Priorities tasks and manage multiple responsibilities effectively, ensuring that deadlines are met, and urgent matters are addressed promptly.
- 11. Problem Solving:** Resolve administrative issues and challenges as they arise, finding practical solutions to ensure smooth operations.

12. Research Support: Conduct research and gather information as needed to support decision-making processes or prepare reports and presentations.

13. Collaboration: Collaborate with other team members and departments to facilitate communication and coordination of tasks and projects.

14. Technology Proficiency: Possess proficiency in office software applications such as word processing, spreadsheets, presentation software, and E-mail clients. Additionally, familiarity with office equipment and basic troubleshooting skills may be necessary.

15. Adaptability: Be adaptable to changing priorities and requirements, willing to take on new tasks and responsibilities as needed to support the organisation's objectives.

By effectively fulfilling these duties, a secretary contributes significantly to the smooth functioning of the office and supports the overall goals of the organisation.

Importance of Verbal Communication for Secretaries

Verbal communication is essential for secretaries because it serves as the primary means of interaction within the office environment and beyond. Here are several reasons highlighting the importance of verbal communication for secretaries (Fig.1.9).



Fig. 1.9: Verbal Communication

1. Effective Coordination: Verbal communication allows secretaries to coordinate tasks, meetings, and projects efficiently. They can convey

instructions clearly to colleagues and ensure that everyone understands their roles and responsibilities.

- 2. Building Relationships:** Secretaries often serve as the first point of contact for clients, customers, and other stakeholders. Clear and professional verbal communication helps in building positive relationships and leaving a favourable impression on visitors.
- 3. Problem Solving:** Verbal communication enables secretaries to address issues and resolve conflicts effectively. By engaging in open dialogue with colleagues and superiors, they can identify problems early and work towards finding solutions collaboratively.
- 4. Clarifying Information:** In situations where, written communication may be ambiguous or insufficient, verbal communication allows secretaries to clarify information and ensure mutual understanding. This is particularly important when discussing complex topics or conveying sensitive information.
- 5. Active Listening:** Verbal communication involves not only speaking but also listening attentively to others. Secretaries must be skilled at active listening to understand the needs and concerns of colleagues, clients, and supervisors accurately.
- 6. Providing Support:** Verbal communication enables secretaries to provide support and assistance to colleagues and clients effectively. Whether it's answering questions, offering guidance, or providing reassurance, clear communication fosters a supportive work environment.
- 7. Handling Phone Calls:** Much of a secretary's communication occurs over the phone, whether it's answering inquiries, taking messages, or transferring calls. strong verbal communication skills are essential for handling phone calls professionally and efficiently.
- 8. Conveying Professionalism:** Clear and articulate verbal communication enhances the professional image of the secretary and the organisations as a whole. It reflects positively on the organisation's brand and can influence how it is perceived by others.
- 9. Negotiation and Persuasion:** Verbal communication skills are crucial for negotiating contracts, resolving disputes, and persuading others to take specific actions. Secretaries may need to negotiate terms with vendors, persuade clients to accept proposals, or advocate for resources within the organisations.

10. Adapting to Situations: Verbal communication allows secretaries to adapt their communication style and approach based on the context and the preferences of the person they are communicating with. Flexibility in communication is essential for building rapport and fostering effective collaboration.

In summary, verbal communication is indispensable for secretaries as it enables them to coordinate tasks, build relationships, solve problems, clarify information, provide support, convey professionalism, negotiate effectively, and adapt to various situations in the office environment. Strong verbal communication skills enhance the secretary's effectiveness and contribute to the overall success of the organisation.

Importance of Maintenance of Records in Office

The maintenance of records in an office is crucial for several reasons, and its importance cannot be overstated. Here are some key reasons why maintaining records is essential (Fig.1.10).

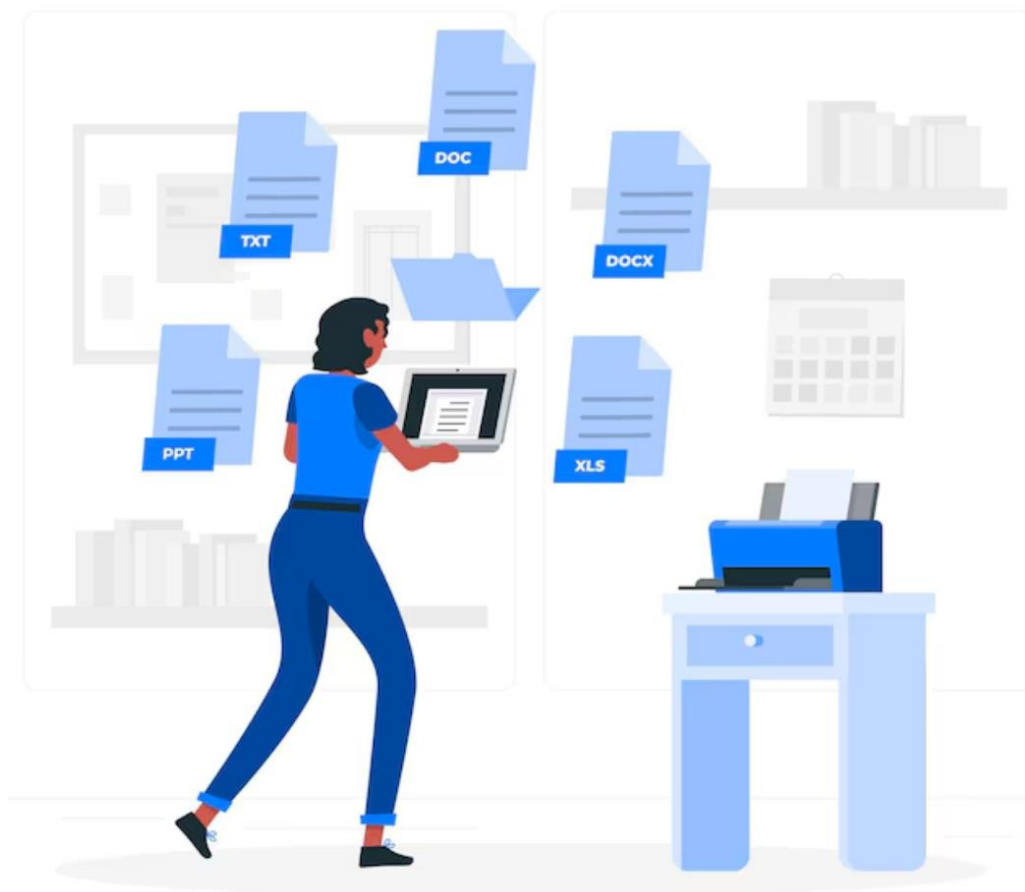


Fig. 1.10: Office Record Management

- 1. Legal Compliance:** Many industries and organisations are legally required to maintain specific records for a certain period. This could

include financial records, employee records, contracts, tax documents, and more. Failing to maintain these records could result in legal penalties or liabilities.

- 2. Evidence and Documentation:** Records serve as evidence of transactions, agreements, decisions, and other important activities within the organisation. They provide a documented history that can be referenced in case of disputes, audits, investigations, or legal proceedings. Having accurate and complete records can protect the organisation's interests and credibility.
- 3. Decision-Making Support:** Records provide valuable information that can aid in decision-making processes. By analysing historical data and trends, managers and executives can make informed decisions about resource allocation, strategic planning, performance evaluation, and risk management. Without accurate records, decision-makers may rely on incomplete or unreliable information, leading to poor decision-making.
- 4. Operational Efficiency:** Well-maintained records contribute to the smooth operation of the organisation by facilitating easy access to information. Employees can quickly retrieve relevant documents, track progress on projects, and follow established procedures. This improves efficiency, reduces errors, and minimises downtime associated with searching for misplaced or missing records.
- 5. Financial Management:** Proper record-keeping is essential for financial management and accounting purposes. Records of income, expenses, assets, liabilities, and transactions are necessary for preparing financial statements, budgeting, forecasting, tax compliance, and auditing. Accurate financial records help ensure transparency, accountability, and compliance with regulatory requirements.
- 6. Performance Evaluation:** Records play a crucial role in evaluating the performance of individuals, teams, departments, and the organisation as a whole. Performance metrics, KPIs (Key Performance Indicators), goals, and milestones can be documented and tracked over time. This enables managers to assess progress, identify areas for improvement, and recognise achievements.
- 7. Risk Management:** Records help identify and mitigate risks by documenting potential hazards, incidents, accidents, and compliance issues. They provide a basis for assessing risks, implementing preventive measures, and developing contingency plans. In case of emergencies or crises, having well-maintained records can aid in recovery efforts and liability management.

8. Knowledge Preservation: Records preserve institutional knowledge and organisational memory. They capture lessons learnt, best practices, historical milestones, and past experiences. This knowledge can be passed on to new employees, transferred between departments, and used to inform future strategies and initiatives.

Maintenance of records in an office is essential for legal compliance, evidence/documentation, decision-making support, operational efficiency, financial management, performance evaluation, risk management, and knowledge preservation. Organisations that prioritise record-keeping establish a foundation for success, accountability and sustainability.

Importance of Compliance to Statutory Requirements

Compliance with statutory requirements is of paramount importance for secretaries as it ensures the organisation operates within the bounds of the law, maintains its legal standing, and mitigates risks. Secretaries are often responsible for ensuring that the organisation adheres to various regulations, including tax laws, labour laws, data protection regulations, and corporate governance standards. Failure to comply with these statutory requirements can lead to severe consequences, such as legal penalties, fines, reputational damage, and even loss of business licenses. By staying abreast of regulatory changes, maintaining accurate records, and implementing appropriate policies and procedures, secretaries help safeguard the organisation's integrity and reputation. Moreover, compliance fosters transparency, accountability, and trust among stakeholders, including employees, investors, and customers. Ultimately, by prioritising compliance, secretaries contribute to the sustainability and long-term success of the organisation.

Activities

Activity 1: Visitor Greeting and Verification Procedure.

Materials Required: Reception area or designated greeting area, Visitor sign-in sheet or electronic visitor management system, Company visitor badge or temporary pass, Computer or tablet Pen or pencil and Company policy.

Procedures:

1. Visit any organization.
2. Take permission to conduct an activity in the reception.
3. Familiarise yourself with the company's visitor greeting and verification protocol outlined in the policy and procedures manual.

Greeting Visitors

- a) When a visitor arrives, greet them with a warm and professional demeanour.
- b) Politely ask the visitor for their name and the purpose of their visit.
- c) Direct the visitor to sign-in on the visitor sign-in sheet or enter their information into the electronic visitor management system. If using an electronic system, assist the visitor with the check-in process if needed.

Verifying Visitors

- a) Compare the information provided by the visitor with any pre-scheduled appointments or expected guests.
- b) If the visitor is expected, confirm their appointment and notify the appropriate staff member of their arrival.
- c) If the visitor is not expected or their visit is not pre-scheduled, follow the organisational protocol for verifying unexpected visitors. This may include contacting the host or supervisor for approval, checking identification, or escorting the visitor to a designated waiting area until verification is completed.

Issuing Visitor Badges or Passes

- a) Once the visitor's identity and purpose of visit are verified, issue them a company visitor badge or temporary pass.
- b) Clearly explain any security procedures or guidelines to the visitor, such as badge display requirements or restricted areas.
- c) Provide directions or assistance to the visitor regarding their next steps, such as whom to meet with or where to go within the organisation.

Recording Visitor Information

- a) Record the visitor's details, including their name, contact information, purpose of visit, and the time of arrival, in the visitor sign-in sheet or electronic system.
 - b) Maintain confidentiality and security of visitor information in accordance with company policies and data protection regulations.
4. Collect all the procedure on records and make a report.
 5. Submit the report to the subject teacher.

Activity 2: Visit the office to understand the job-role of secretary.

Materials Required: Notebook or electronic device for taking notes, Pen or pencil, Permission or appointment to visit the office, any additional materials provided by the host office.

Procedure:

1. Contact the office where you have planned to visit and request permission to observe the job-role of a secretary. Explain the purpose of your visit and inquire about the most suitable date and time for your visit.
 - a) Meet with the secretary or office manager who will be hosting your visit. Begin by introducing yourself and expressing your interest in learning more about the role of a secretary.
 - b) Ask the host to provide a brief overview of the secretary's job role, including their main responsibilities, daily tasks, and key challenges they may encounter.
 - c) Observe the secretary as they perform their daily tasks and responsibilities. Pay attention to how they manage their time, priorities tasks, and interact with colleagues, clients, and visitors.
 - d) Take notes on the specific activities and duties performed by the secretary, such as answering phone calls, scheduling appointments, drafting E-mails, organising files, and assisting with administrative tasks.
 - e) Throughout your observation, don't hesitate to ask the secretary or host any questions you may have about their job-role, workflow, or any particular tasks you find interesting or unfamiliar.
 - f) Inquire about the tools, software, and systems used by the secretary to facilitate their work, as well as any training or professional development opportunities available to them.
2. Discuss your observations and reflections with the secretary or host, sharing any key takeaways or questions that arose during your visit. Seek their input and advice on further exploring or understanding the role of a secretary.
3. Make report on the observation and submit it to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. _____ play pivotal roles in organisations, serving as the backbone of administrative operations and providing critical support to executives and teams.
2. Secretaries act as _____, screening calls and E-mails, and often serve as the first point of contact for clients and visitors.
3. With their strong _____ skills, attention to detail, and ability to multitask, secretaries play indispensable roles in facilitating smooth operations and contributing to the overall success of the organisations.
4. The roles and responsibilities of a secretary in an _____ can vary depending on the organisation's size, structure, and specific needs.
5. _____ communication is essential for secretaries because it serves as the primary means of interaction within the office environment and beyond.

B. Multiple Choice Questions

1. What is one of the primary responsibilities of secretaries in organisations?
 - a) Handling manufacturing processes
 - b) Providing legal counsel
 - c) Managing administrative operations
 - d) Conducting market research
2. What role do secretaries often play in managing communications?
 - a) Setting company strategy
 - b) Developing marketing campaigns
 - c) Analysing financial data
 - d) Serving as the first point of contact
3. What is one key aspect of secretaries' responsibilities in document preparation?
 - a) Conducting scientific research
 - b) Formatting reports and presentations
 - c) Managing social media accounts

- d) Designing architectural blueprints
4. Why is maintaining confidentiality important for secretaries?
- To attract more clients
 - To build professional relationships
 - To protect sensitive information
 - To increase company profits
5. How do secretaries contribute to operational efficiency in an office?
- By facilitating effective communication
 - By reducing employee salaries
 - By increasing office furniture
 - By limiting access to resources

C. Match the Columns

	COLUMN A		COLUMN B
1.	Administrative Support	A	Managing schedules, organising meetings, and handling correspondence
2.	Communication Management	B	Answering phones, responding to E-mails, and managing inquiries
3.	Document Preparation	C	Preparing and formatting documents such as reports, memos and presentations
4.	Record Keeping	D	Maintaining accurate records, including filing systems and contact lists
5.	Calendar Management	E	Scheduling appointments, meetings, and events for executives or team members

D. State Whether the Following Statement Are True or False

- Secretaries play limited roles in organisations, mainly focusing on clerical tasks.
- Secretaries are involved in maintaining confidentiality in the workplace.
- Verbal communication is essential for secretaries as written communication suffices for most tasks.

4. Secretaries are responsible for managing office supplies but not equipment maintenance.
5. Secretaries' roles and responsibilities remain static and unchanged over time.

E. Short Answer Questions

1. What are some key responsibilities of secretaries in organisations?
2. Why is verbal communication important for secretaries?
3. What role do secretaries play in maintaining confidentiality in the workplace?
4. How do secretaries contribute to operational efficiency in an office environment?

F. Long Answer Question

1. Explain the evolution of professional secretaries in India, highlighting the key factors that have influenced their role and responsibilities over time.

G. Check your Performance

1. Demonstrate the administrative tasks of the secretary.
2. Role plays on office support duties of the secretary with other staff in an office.
3. Spell out how to maintain records in an office.

MODULE 2**STENOGRAPHY AND SHORTHAND PRACTICE****Module Overview**

Stenography and shorthand have long been integral components of secretarial practice, offering efficient and effective means of recording and transcribing spoken language into written form. Both techniques serve as invaluable tools for secretaries, enabling them to fulfil their roles with speed, accuracy, and confidentiality. Shorthand, a method of rapid writing that employs symbols or abbreviations for words and phrases, dates back centuries. Its primary purpose is to capture spoken words in real-time, allowing secretaries to take down dictation at remarkable speeds. By using shorthand, secretaries can maintain pace with fast speakers, ensuring that no details are missed during meetings, interviews or lectures.

One of the most used shorthand systems is Pitman Shorthand, developed by Sir Isaac Pitman in the 19th century. This system utilises a series of strokes, curves, and dots to represent sounds, consonants and vowels. Other shorthand systems, such as Gregg Shorthand, have also been widely adopted, each offering unique features and advantages.

Stenography, on the other hand, involves the use of a specialised machine called a stenograph or stenotype machine. This device allows users to input multiple keystrokes simultaneously, representing entire words or phrases with a single stroke. Stenographers are trained to operate these machines with remarkable dexterity, achieving speeds of over 200 words per minute.

In secretarial practice, stenography and shorthand play vital roles in various tasks, like; secretaries often need to transcribe recorded meetings, interviews, or dictations into written documents. Shorthand enables them to take down spoken words quickly, while stenography facilitates rapid transcription with minimal errors. During meetings, secretaries must accurately record minutes, capturing key discussions, decisions, and action items. Shorthand allows them to keep pace with the conversation, ensuring that no important details are overlooked.

Both shorthand and stenography offer a level of confidentiality, as shorthand symbols and stenographic notes may be indecipherable to those unfamiliar with the systems. This ensures that sensitive information remains secure during transcription and dissemination. By mastering shorthand or stenography, secretaries can significantly increase their productivity. These

techniques enable them to process information swiftly, reducing the time required for transcription and document preparation.

In today's digital age, advancements in technology have expanded the options available to secretaries for recording and transcribing spoken language. However, shorthand and stenography remain valuable skills, particularly in professions where real-time transcription and confidentiality are paramount. As such, many secretarial training programmes still include instruction in these traditional techniques, ensuring that modern secretaries are equipped with a diverse set of tools to excel in their roles.

This Module consists of four sessions. First Session describes the concept of shorthand & its usefulness. Second Session demonstrates about the different formats in which the text may be presented and the meaning of verbal conversation and role of shorthand. Third Session displays the shorthand notes into documents and Fourth Session discuss about the correspondence with other Institutions/Departments.

Learning Outcomes

After completing this module, you will be able to:

- Describe the concept of shorthand & its usefulness
- Demonstrate the different formats in which the text may be presented
- Display the shorthand notes in to documents
- Demonstrate the correspondence with other institutions/departments

Module Structure

SESSION 1: SHORTHAND AND ITS USEFULNESS

SESSION 2: FORMATS OF TEXT

SESSION 3: SHORTHAND NOTES

SESSION 4: CORRESPONDENCE WITH OTHER INSTITUTIONS

Session 1: Shorthand and Its Usefulness

Shorthand is a valuable skill that involves the rapid and concise recording of spoken language or dictation. It has been a foundation of efficient business communication, providing individuals with the ability to transcribe (record) spoken words into written form quickly and accurately. Further we will

discuss the fundamental concepts, key features, and the compelling reasons behind the use of shorthand.

Concepts of Shorthand

Shorthand can be understood by four important concepts. Following is the explanation:

- a) Symbolic Representation:** Shorthand employs symbols, characters, or abbreviations to represent words or phrases. These symbols are designed to capture the essence of spoken language, allowing for faster transcription.
- b) Phonetics and Pronunciation:** Shorthand often relies on phonetic principles, capturing the way words sound, rather than their exact spelling. This enables shorthand writers to transcribe spoken words more efficiently.
- c) Abbreviation Techniques:** Various abbreviation techniques, such as omitting vowels or using consonant clusters, are employed in shorthand to condense words and phrases into shorter forms.
- d) Speed and Efficiency:** The primary objective of shorthand is to enhance transcription speed. Shorthand writers aim to capture spoken words at a pace significantly faster than traditional handwriting.

Features of Shorthand

The four important features of shorthand are mentioned below:

- a) Symbolic Characters:** Shorthand systems use a set of unique symbols and characters to represent sounds, syllables or whole words. These characters are designed for simplicity and quick execution.
- b) Adaptability:** Shorthand systems are adaptable and can be customised based on individual preferences or specific fields of use. Different shorthand methods exist, catering to diverse needs.
- c) Precision and Clarity:** Shorthand emphasises precision and clarity in transcription. Well-designed symbols and rules ensure that shorthand notes can be easily interpreted and transcribed accurately.
- d) Integration with Technology:** Modern shorthand practices may incorporate technology, such as shorthand software or digital recording devices, to enhance transcription capabilities.

Reasons for Using Shorthand

Shorthand plays a crucial role in enhancing the overall efficiency and effectiveness of organisational tasks. The secretary benefits significantly from

possessing shorthand proficiency, as this skill is integral to successfully fulfilling job responsibilities. The rationale and reasons behind utilising shorthand is explained as under:

- a) **Time Efficiency:** Shorthand significantly reduces the time required for transcription, making it an invaluable skill in professions that demands rapid note-taking and record-keeping.
- b) **Real-time Note-Taking:** Shorthand is particularly useful for professionals who need to take notes in real-time, such as journalists during interviews, secretaries in meetings, or court reporters during legal proceedings.
- c) **Confidentiality:** Shorthand allows for discreet and confidential note-taking, making it ideal for situations where privacy is essential.
- d) **Enhanced Memory Retention:** The act of transcribing spoken words into shorthand and later decoding them aids in memory retention, reinforcing the content in the mind of the transcriber.
- e) **Skill in Professional Settings:** Possessing shorthand skills enhances one's employability, especially in roles where efficient communication and transcription are critical, such as administrative positions and journalism.

Therefore, from the above discussion we can conclude that shorthand is a valuable skill that facilitates rapid and accurate transcription of spoken language. Its features, adaptability, and the compelling reasons for its use make it an essential tool in various professional settings, contributing to increased efficiency and effective communication. As technology continues to advance, the integration of shorthand with digital tools further underscores its relevance in modern communication practices.

Dictation and Shorthand

Dictation and shorthand are two interconnected skills that play pivotal roles in efficient communication, transcription and record-keeping. These practices have been integral to various professional fields, offering an efficient way to capture spoken words and convert them into written form quickly. Let us further understand the symbiotic relationship between dictation and shorthand.

Dictation involves the verbal articulation of information or text, often by one person while another transcribes it. This practice is common in business, legal, and educational settings, among others. Professionals, such as executives, lawyers or educators, may use dictation to convey thoughts, ideas, or official correspondence. Individuals on higher positions give dictation to

the secretary for the official correspondence like letters, office orders, memos, etc.

Shorthand is a systematic and abbreviated writing method designed to capture spoken words rapidly. It is a valuable skill for individuals responsible for transcribing dictations, such as secretaries, court reporters, and journalists. Shorthand systems utilise symbols, characters, and abbreviations to condense words and phrases, enabling the transcription process to occur at a much faster pace than traditional handwriting.

Therefore, individuals tasked with transcribing or taking notes during dictations should possess shorthand proficiency to expedite the note-taking process. This skill enables them to swiftly transcribe the spoken content and subsequently convert it into digital or print formats within a shorter timeframe. Below mentioned are the important association or symbolic relationship of dictation and shorthand:

- a) **Speed and Accuracy:** Shorthand complements dictation by providing a means to transcribe spoken words swiftly, ensuring that the pace of dictation does not hinder the documentation process.
- b) **Real-time Note-taking:** Shorthand enables real-time note-taking during dictation, allowing professionals to capture and record information accurately without the need for lengthy pauses.
- c) **Efficient Transcription:** The integration of shorthand with dictation significantly enhances the efficiency of transcription, enabling the creation of written records in a timely and precise manner.
- d) **Professional Proficiency:** Individuals adept at both dictation and shorthand are equipped with a comprehensive set of skills, making them valuable assets in roles that require effective communication, documentation and transcription.

Hence, we can summarise that the synergy between dictation and shorthand forms a dynamic duo in the realm of communication and documentation. Professionals who master both skills find themselves well-equipped to navigate the demands of various industries where rapid and accurate transcription is paramount. Whether in a legal setting, business environment or journalism, the combined use of dictation and shorthand stands as a proof to the efficiency and effectiveness they bring to the world of communication.

Formatting the Text from Shorthand Notes

Formatting text from shorthand notes involves transforming abbreviated symbols and characters into coherent and readable content. Formatting the text from shorthand includes ten steps. Below mentioned is the detailed

explanation of steps of transforming the shorthand abbreviations into the readable text.

- a) Transcription:** Begin by transcribing your shorthand notes into longhand or standard written language. Use a systematic approach, referring to your shorthand symbols and converting them into their corresponding words.
- b) Expand Abbreviations:** Identify and expand any abbreviations used in your shorthand notes. Ensure that each abbreviation is replaced with its complete word or phrase to maintain clarity in the formatted text.
- c) Punctuation:** Add proper punctuation to your transcribed text. Pay attention to periods, commas, question marks, and other punctuation marks to ensure that the meaning is accurately conveyed.
- d) Capitalisation:** Apply appropriate capitalisation rules. Ensure that the first letter of sentences, proper nouns, and other relevant instances are capitalised for proper formatting.
- e) Paragraph Structure:** Organise your text into paragraphs based on the content's logical flow. Separate different ideas or topics into distinct paragraphs to enhance readability.
- f) Proofreading:** Carefully proofread the formatted text to correct any errors or inconsistencies. Verify that the transcribed content accurately reflects the original shorthand notes.
- g) Consistency:** Maintain consistency in formatting throughout the document. Ensure uniformity in font size, style, and spacing to present a polished and professional appearance.
- h) Headers and Sections:** If your shorthand notes cover different topics or sections, consider adding headers or subheadings to clearly delineate these segments in the formatted text.
- i) Digital or Print Format:** Decide whether your formatted text will be presented in a digital format (document file) or a print format (on paper). Adjust the layout and styling accordingly.
- j) Editing for Clarity:** Edit the text for overall clarity and coherence. Ensure that the meaning of the transcribed content is preserved and effectively communicated in the formatted version.
- k) Final Review:** Conduct a final review of the formatted text to catch any remaining errors or inconsistencies. This step is crucial for producing a polished and professional document.

Use of Logo Grams, Grammalogues & Contraction

Shorthand systems employ various techniques to increase speed and efficiency in writing. Logograms, grammalogues, and contractions are essential elements of shorthand that contribute to the overall effectiveness of the writing system. Let us understand these tools in detail. The same is explained as under:

Logograms are symbols or characters that represent whole words. These symbols are designed to resemble the shape of the word they represent. By using logograms, shorthand writers can reduce the number of strokes needed to write common words, thereby, increasing writing speed. For example, a small circle might represent the word "office," simplifying its transcription.

Grammalogues are specific symbols or abbreviations for frequently used words. These are often short, unique outlines that stand for common words like "and", "the", "of" and "in". Grammalogues help shorthand writers save time and space by efficiently representing high-frequency words with a single symbol. This is particularly beneficial for maintaining speed in transcription.

Contractions involve shortening words or phrases by omitting certain letters or sounds. They are commonly used for words that appear frequently, allowing writers to condense text and increase writing speed. For example, the word "government" might be contracted to "govt" or "information" to "info." Contractions contribute to shorthand's efficiency by reducing the overall number of strokes required for transcription.

Advantages of Logograms, Grammalogues and Contractions

- a) **Increased Speed:** These shorthand elements significantly enhance writing speed by minimising the number of strokes needed for common words and phrases.
- b) **Efficient Transcription:** Logograms, grammalogues and contractions contribute to the overall efficiency of shorthand transcription, allowing for rapid note-taking and document creation.
- c) **Space Conservation:** By condensing words and phrases into shorter symbols, shorthand writers can conserve space on paper, making their notes more compact and easier to manage.
- d) **Improved Flow:** The use of these shorthand elements contributes to a smoother writing flow, as writers can quickly move from one word to the next without the hindrance of excessive strokes.

In summary, logograms, grammalogues and contractions are integral components of shorthand systems, providing shorthand writers with tools to increase speed, efficiency, and overall effectiveness in transcription. These

elements allow for the concise representation of words and phrases, making shorthand a valuable skill for professions that require rapid and accurate note-taking.

In shorthand, alternative forms of letters, including “R” and “L”, are often used to increase writing speed and efficiency. Additionally, the use of thickened strokes for certain letters, such as “R” and “L”, adds a layer of versatility to the shorthand system. The concepts are explained in details as under:

Alternative Forms of “R” and “L”: Shorthand systems may introduce alternative forms for certain letters, including “R” and “L”. These variations are often simpler or more convenient to write, allowing for faster transcription. For example, a shorthand system might use a distinct form for the letter "R" that involves fewer strokes or a different shape compared to its longhand counterpart. Similarly, the letter "L" might have an alternative form designed for speed and efficiency.

Use of Thickened Strokes (Heavy “R” and “L”): Some shorthand systems incorporate the concept of thickened strokes, where certain letters, including “R” and “L”, are written with a heavier or thicker line. This technique is employed to distinguish between similar sounds or letters quickly. For instance, a regular "R" might represent one sound, while a thickened or heavy "R" could indicate a different sound or a modification of the standard letter.

Advantages of Alternative Forms and Thickened Strokes

Increased Speed: The use of alternative forms and thickened strokes contributes to increased writing speed by simplifying the writing process and reducing the number of strokes needed for certain letters.

Enhanced Clarity: Differentiating between letters through alternative forms and thickness variations improves the overall clarity of the shorthand transcription, making it easier to read and interpret.

Customisation: Shorthand systems often allow for customisation based on individual preferences or specific applications. Users can adapt alternative forms and thickened strokes to suit their writing style or the requirements of their profession.

Efficient Differentiation: Thickened strokes, in particular, offer a quick and efficient way to differentiate between similar-sounding letters or to indicate specific modifications to standard letters.

Assumptions of Using Alternative Forms and Thickened Strokes:

- It's essential for shorthand writers to be consistent in the use of alternative forms and thickened strokes to maintain accuracy and

readability.

- Familiarity with the specific shorthand system being used is crucial, as different systems may employ distinct alternative forms and thickened stroke conventions.

Thus, in nutshell, we can say that the incorporation of alternative forms for “R” and “L”, along with the use of thickened strokes, is a technique employed in shorthand systems to enhance speed, clarity and customisation for individual users. These elements contribute to the adaptability of shorthand for diverse writing contexts.

Use of Vowels: Long and Short, Dot & Dash and Places of Vowels

In shorthand systems, vowels are crucial elements that contribute to the representation of spoken language. Different shorthand methods employ various techniques to represent vowels, including distinguishing between long and short vowels, using dots and dashes, and determining the placement of vowels within the shorthand outlines.

Long and Short Vowels: Shorthand systems often differentiate between long and short vowels. Long vowels are typically represented by a full-sized vowel character, while short vowels may be indicated by a smaller or modified version of the vowel symbol. This distinction helps shorthand writers to accurately capture the pronunciation of words while maintaining efficiency in writing.

Dot and Dash Vowels: Some shorthand systems use dots and dashes to represent vowels. Each vowel is assigned a specific dot or dash configuration, allowing for a quick and standardised way to indicate vowel sounds. For example, a dot above a consonant outline might represent a short "e", while a dash could indicate a long "o".

Placement of Vowels: The placement of vowels within the shorthand outline is a crucial aspect of representing different vowel sounds. Vowels can be positioned relative to consonant strokes to convey specific sounds. For instance, a vowel placed near the beginning of a consonant outline may represent an initial vowel sound, while a vowel placed at the end may indicate a final vowel sound.

Advantages of Using Different Vowel Techniques:

- a) Speed and Efficiency:** The use of long and short vowels, dot and dash configurations, and strategic vowel placement contribute to increased writing speed and efficiency in shorthand.
- b) Accuracy in Pronunciation:** Differentiating between vowel lengths and utilising standardised symbols for vowels allows shorthand writers to

accurately capture the pronunciation of words.

- c) Consistency:** Standardised vowel representations contribute to consistency across shorthand writing, ensuring that different writers can interpret the shorthand outlines with uniformity.

Further, it needs to be considered that shorthand systems may vary in their approaches to representing vowels. Users should familiarise themselves with the specific vowel rules and symbols of the shorthand system they are using. Practice and familiarity with vowel representations are essential for mastering shorthand, as accuracy in vowel placement and length contributes to effective transcription.

In summary, the use of vowels in shorthand involves techniques such as distinguishing between long and short vowels, utilising dot and dash configurations, and strategically placing vowels within shorthand outlines. These techniques contribute to the efficiency, accuracy, and consistency of shorthand writing, making it a valuable skill for rapid and concise transcription.

Activities

Activity 1: Depict the importance and role of shorthand for secretary.

Materials Required: Whiteboard or flip chart, Marker pens, Handouts or worksheets on basic shorthand symbols.

Procedure:

1. Begin the activity by introducing students to the concept of shorthand and its importance in fast and efficient note-taking.
2. Use the whiteboard or flip chart to illustrate some basic shorthand symbols and their meanings.
3. Engage the students in a discussion about why shorthand is useful, especially in professions like journalism, court reporting, and secretarial work.
4. Distribute handouts or worksheets containing simple shorthand exercises for students to practice basic symbols.
5. Encourage students to practice writing simple words and phrases in shorthand and compare their results with each other.
6. Ask the students to make a detailed representation.
7. Submit the same to the subject teacher.

Activity 2: Demonstrate shorthand Speed Challenge.

Materials Required: Stopwatch or timer, Shorthand practice passages or sentences.

Procedure:

1. Divide the students into pairs or small groups.
2. Provide each group with a shorthand practice passage or a set of sentences.
3. Instruct the groups to transcribe the passage or sentences into shorthand as quickly and accurately as possible.
4. Start the timer and give the groups a specific time limit to complete the task.
5. Once the time is up, have each group compare their shorthand transcriptions and determine the winner based on accuracy and speed.
6. Conclude the activity by discussing strategies for improving shorthand speed and accuracy.
7. After the activity students will make the report on the above steps.
8. Here the teacher will give feedback to the students.
9. Students will incorporate the needed feedback in the report.
10. Make a final report and submit it to the subject teacher.

Activity 3: Shorthand Application Scenarios.

Materials Required: Scenario cards or worksheets, Pens or pencils.

Procedure:

1. Prepare scenario cards or worksheets describing various real-life situations where shorthand can be useful, such as taking notes during a lecture, conducting interviews, or recording meeting minutes.
2. Divide the students into small groups and distribute the scenario cards or worksheets.
3. Instruct each group to brainstorm and discuss how they would use shorthand to effectively capture the information in the given scenario.
4. Encourage students to come up with creative solutions and share their ideas with the class.
5. Facilitate a discussion on the practical applications of shorthand in different contexts and professions.
6. Each group will prepare different report on the application scenarios.

7. Groups will present the report in the class and take feedback from other students.
8. Students will make a final report by incorporating the feedback.
9. Submit the final report to the subject teacher.

Activity 4: Post research shorthand Showcase and Presentation.

Materials Required: Poster boards or presentation slides, markers, coloured pencils, shorthand samples or notes.

Procedure:

1. Assign each student or group a specific aspect of shorthand to research and present to the class, such as its history, different shorthand systems, or famous shorthand users.
2. Provide time for students to conduct research and prepare their presentations.
3. On the day of the activity, have each student or group showcase their findings using poster boards, presentation slides, or other visual aids.
4. Encourage students to include examples of shorthand samples or notes in their presentations.
5. After all presentations are complete, facilitate a class discussion on the importance and relevance of shorthand in today's digital age.
6. After the presentation, teacher will provide the necessary feedback.
7. Here, students will incorporate the feedback and prepare a report.
8. Submit the report to the subject teacher.

Check Your Progress

Fill in the Blanks

1. Shorthand significantly _____ the time required for transcription,
2. Dictation involves the _____ articulation of information or text
3. Shorthand is a systematic and abbreviated writing method designed to capture spoken words _____
4. Shorthand systems utilize _____ characters, and abbreviations to condense words and phrases
5. Shorthand systems employ various techniques to increase _____ and efficiency in writing.

B. Multiple Choice Questions

1. Shorthand systems employ various techniques to increase speed and efficiency in _____
 - a) Reading
 - b) Writing
 - c) Listening
 - d) Travelling
2. Logo grams are symbols or characters that represent _____
 - a) Alphabets
 - b) Vowels
 - c) Whole words
 - d) Consonants
3. Grammalogues are specific symbols or abbreviations for _____ used words
 - a) Sometimes
 - b) Frequently
 - c) Always
 - d) Never
4. Contractions involve shortening words or phrases by _____ certain letters or sounds
 - a) adding
 - b) deleting
 - c) missing
 - d) Omitting
5. The use of alternative forms and thickened strokes contributes to _____ writing speed
 - a) increased
 - b) decreased
 - c) omitted
 - d) deleted

C. Match the Columns

	COLUMN A		COLUMN B
1.	Concepts of Shorthand	A.	Integration with Technology
2.	Features of Shorthand	B.	Real-time Note-Taking
3.	Reasons for Using Shorthand	C.	Efficient Transcription
4.	Dictation and Shorthand	D.	Final Review
5.	Formatting the Text from Shorthand Notes	C.	Symbolic Representation

D. State Whether the Following Statements Are True or False

1. Shorthand employs symbols, characters, or abbreviations to represent words or phrases.
2. Shorthand significantly increases the time required for transcription.
3. Dictation involves the verbal articulation of information or text.
4. Shorthand is abbreviated writing method designed to capture spoken words slowly.
5. Shorthand plays a crucial role in enhancing the overall efficiency and effectiveness

D. Short Answer Questions

1. What are the four fundamental concepts of shorthand?
2. Name two advantages of using shorthand in professional settings.
3. What are logograms, grammalogues, and contractions in shorthand?
4. What are the three techniques shorthand systems use to represent vowels?

E. Long Answer Questions

1. Explain the symbiotic relationship between dictation and shorthand, highlighting their significance in professional communication and transcription?
2. Discuss the advantages of alternative forms and thickened strokes in shorthand systems, and explain the assumptions associated with their usage?

3. Describe the techniques shorthand systems use to represent vowels, and explain how these techniques contribute to the efficiency and accuracy of shorthand writing?

G. Check your Performance

1. Draw a flow chart of the role and importance of shorthand in an office.
2. Demonstrate the functions of shorthand.
3. Prepare a list of challenges faced in shorthand.

Session 2: Formats of Text

Meaning of Verbal Conversation

Verbal conversation refers to the exchange of spoken words, ideas, and information between two or more individuals. It is a fundamental form of communication, allowing people to share thoughts, express emotions, and convey messages in real-time. Verbal conversations occur in various contexts, including casual social interactions, business meetings, interviews, educational settings, etc.

Role of Shorthand in Verbal Conversation

1. **Real-time Note-Taking:** Shorthand plays a pivotal role in capturing spoken words rapidly and accurately during verbal conversations. It enables individuals, such as secretaries, journalists, and court reporters, to take notes in real-time, ensuring that essential information is documented swiftly.
2. **Efficient Transcription:** Verbal conversations can be fast-paced, and relying solely on traditional handwriting may lead to missed details. Shorthand allows for efficient transcription, enabling professionals to convert spoken words into written form with speed and precision.
3. **Minimising Distractions:** In settings where individuals engage in conversations, distractions are inevitable. Shorthand helps minimise distractions by allowing individuals to focus on listening and comprehending the spoken content while efficiently noting down key points without falling behind.
4. **Preserving Accuracy:** Accuracy is crucial in capturing the nuances of verbal conversations. Shorthand, with its specialised symbols and abbreviations, facilitates accurate transcription, ensuring that the original meaning and context of the spoken words are preserved.
5. **Enhancing Memory Retention:** Actively engaging with shorthand during verbal conversations aids in memory retention. Writing

shorthand notes reinforces the content in the mind of the transcriber, making it easier to recall and refer to the details later.

- 6. Privacy and Confidentiality:** Shorthand is particularly valuable in situations where privacy and confidentiality are paramount. Professionals can discreetly transcribe conversations without the need for audio recording devices, thus maintaining the confidentiality of sensitive information.
- 7. Facilitating Communication Proficiency:** Individuals skilled in shorthand are better equipped to handle verbal conversations in professional settings. The ability to transcribe conversations efficiently enhances overall communication proficiency and contributes to effective information management.
- 8. Documenting Important Details:** Verbal conversations often contain crucial details, decisions, or action items. Shorthand enables individuals to document these details accurately, creating a reliable record for future reference and decision-making.

In conclusion, the role of shorthand in verbal conversation is instrumental in transforming spoken words into written records efficiently. It is a valuable skill that enhances communication, aids in information retention, and contributes to the effective management of conversations in diverse professional and personal contexts.

Concept of Abbreviation, Semicircle and Diaphone

Abbreviation, in shorthand, refers to the practice of condensing words or phrases into shorter forms or symbols. This technique is employed to increase writing speed and efficiency. Abbreviations can take the form of shortened words, unique symbols, or contracted representations, allowing shorthand writers to capture information more quickly than traditional longhand writing.

Semicircle is a specific symbol or technique used to represent a group of related sounds or words. For example, a semicircle might be employed to encompass a set of consonants or vowels that frequently occur together. This shorthand element aids in streamlining the writing process and improving overall efficiency by condensing multiple sounds into a single, easily writable symbol.

Diaphone, in the context of shorthand, pertains to a phonetic principle where similar-sounding words or syllables share a common shorthand outline. This concept allows shorthand writers to create a single symbol that represents a group of words with similar phonetic characteristics. By employing diaphone

principles, shorthand systems aim to simplify transcription and enhance speed by grouping related sounds together.

Significance of Abbreviation, Semicircle, and Diaphone in Shorthand:

- 1. Speed and Efficiency:** Abbreviation, semicircle, and diaphone principles collectively contribute to increased writing speed. Shorthand writers can condense words, groups of sounds, or related phonetic elements into concise symbols, allowing for swift transcription.
- 2. Conciseness and Space Utilisation:** The use of abbreviation and semicircle techniques promotes conciseness in writing, enabling the efficient use of space on paper or other recording mediums. Shorthand's ability to convey information in a condensed format is particularly advantageous in note-taking scenarios.
- 3. Phonetic Precision:** Diaphone principles enhance phonetic precision in shorthand. By grouping similar sounds together, shorthand writers can accurately capture the spoken language's nuances, ensuring a reliable representation of the original words or phrases.
- 4. Streamlining Transcription:** Shorthand's reliance on abbreviation, semicircle, and diaphone principles streamlines the transcription process. These concepts allow writers to create shorthand outlines that are both intuitive and effective, reducing the cognitive load associated with complex transcription tasks.
- 5. Adaptability:** The adaptability of abbreviation, semicircle, and diaphone principles allows shorthand systems to be customised or modified based on specific requirements. This adaptability is valuable in accommodating diverse linguistic contexts and individual writing styles.

In conclusion, the concepts of abbreviation, semicircle, and diaphone play integral roles in the efficiency and effectiveness of shorthand writing. These principles contribute to the speed, precision, and adaptability of shorthand systems, making them valuable tools for quick and accurate transcription in various professional and personal settings.

Concept of Shorthand with Prosopography, Logograms, Grammalogues and Contractions

Shorthand is a skill that has stood the test of time, proving invaluable for secretaries in enhancing their efficiency and productivity. This document explores the concept of shorthand, focusing on key elements such as prosopography, logograms, grammalogues, and contractions. These components collectively form the foundation of shorthand, a crucial skill for any secretary in an office setting.

Understanding Shorthand: Shorthand is a system of writing at a higher speed than normal writing, designed to capture spoken words in real-time. Secretaries employ shorthand to transcribe dictations, meetings, or any scenario where quick and accurate note-taking is essential.

Prosopography: This involves the combination of words into phrases or brief forms, streamlining the writing process. By condensing common word combinations, secretaries can significantly reduce the number of strokes needed, thus increasing writing speed.

Example: "In addition" represented by the single stroke "n".

Logograms: Logograms are symbols or characters that represent entire words. They serve as shortcuts for frequently used words, allowing secretaries to write with greater speed and efficiency.

Example: The logogram for "information" might be a stylized "i" with a circle around it.

Grammalogues: Grammalogues are shorthand characters that represent common grammatical elements such as "and," "the," or "of." These symbols expedite the writing process by replacing these frequently occurring words with concise representations.

Example: The grammalogue for "and" is often a simple dot.

Contractions: Contractions involve abbreviating words or syllables by omitting certain letters or sounds. This technique is particularly useful for speeding up writing without compromising readability.

Example: "Government" may be contracted to "govt."

Significance of Shorthand for Secretaries:

- 1. Increased Speed and Efficiency:** Shorthand allows secretaries to transcribe spoken words at a much faster pace, ensuring they capture information accurately and in real-time.
- 2. Effective Note-Taking:** The ability to use logograms, grammalogues, and contractions enables secretaries to take concise yet comprehensive notes during meetings or dictations.
- 3. Enhanced Productivity:** With shorthand, secretaries can process and document information more quickly, leading to increased productivity in managing tasks and responsibilities.
- 4. Improved Accuracy:** The shorthand system, when mastered, promotes accurate transcription, minimising errors commonly associated with conventional note-taking.

5. Streamlined Communication: Shorthand proficiency enables secretaries to communicate efficiently with colleagues and superiors, especially when exchanging quick messages or recording essential details.

In the fast-paced world of office environments, the concept of shorthand, encompassing prosopography, logograms, grammalogues, and contractions, is a vital skill for secretaries. Mastering shorthand not only boosts writing speed but also enhances the overall effectiveness and precision of communication, making it an indispensable tool for today's dynamic and demanding workplace.

Initial Small Hooks (Double Consonants) R&L Hooks, Shr & Shl Hooked Strokes, Vowels and Double Consonants

In the realm of shorthand, the mastery of hooks and strokes is a fundamental skill that elevates secretaries to a level of precision and efficiency. This document delves into the concepts of initial small hooks, R&L hooks, SHR & SHL hooked strokes, as well as the integration of vowels and double consonants, providing a comprehensive guide for secretarial excellence.

Initial Small Hooks: Initial small hooks are an essential shorthand technique where a small hook is added to the initial stroke of a consonant, often representing a specific consonantal sound. This technique not only enhances accuracy but also contributes to increased writing speed.

Example: Adding a small hook to the "k" stroke creates the sound "g", representing "g" as in "good".

R&L Hooks: The use of R&L hooks involves adding hooks to consonant strokes to denote the presence of "r" or "l" sounds. This facilitates the representation of a broader range of sounds with fewer strokes, contributing to more efficient shorthand writing.

Example: A hook added to the "f" stroke signifies the sound "fl," as in "flame" or "flower."

SHR & SHL Hooked Strokes: SHR (shorthand right) and SHL (shorthand left) hooked strokes are techniques where a hook is added to the right or left side of a consonant, respectively. This allows secretaries to represent specific combinations of sounds effortlessly.

Example: The addition of an SHR hook to the "s" stroke indicates the sound "str", as in "street" or "strong".

Vowels and Double Consonants: In shorthand, vowels and double consonants are seamlessly integrated into the writing system to capture speech efficiently. Vowels are typically implied rather than explicitly written,

with context guiding interpretation. Double consonants are represented using distinct strokes or modified forms.

Example: The "sh" sound in "ship" is represented with a single stroke, while the "oo" sound in "food" is denoted by a unique symbol.

Significance for Secretarial Positions:

- 1. Increased Writing Speed:** Mastery of hooks and strokes allows secretaries to write quickly and accurately, a crucial skill for transcribing dictations and managing real-time communication.
- 2. Efficient Note-Taking:** The integration of hooks and strokes enables secretaries to condense words and phrases, streamlining the note-taking process during meetings or interviews.
- 3. Precision in Transcription:** The use of hooks for R&L sounds and "SH" sounds enhance the precision of transcription, ensuring an accurate representation of spoken words.
- 4. Enhanced Communication:** Proficiency in these shorthand techniques enables secretaries to communicate effectively, whether through written records, messages, or transcriptions, promoting seamless workplace communication.

The incorporation of initial small hooks, R&L hooks, SHR & SHL hooked strokes, as well as the strategic use of vowels and double consonants, is a cornerstone for secretarial excellence. These shorthand techniques not only contribute to increased writing speed but also empower secretaries to transcribe, communicate, and document information with precision, a skill set indispensable in the dynamic realm of secretarial positions.

Activities

Activity 1: Introduction to Text Formats in Shorthand.

Materials Required: Whiteboard or flip chart, Markers, Handouts with examples of different text formats in shorthand.

Procedure:

1. Begin by explaining the concept of different text formats in shorthand, such as outlines, lists, and tables.
2. Use the whiteboard or flip chart to illustrate examples of each format using shorthand symbols.

3. Engage students in a discussion about the purpose and advantages of using different text formats in shorthand for various types of information.
4. Distribute handouts with additional examples of text formats in shorthand for students to study and refer to during the activity.
5. Encourage students to practice writing sentences or passages using different text formats in shorthand, either individually or in pairs.
6. Every student will practice the text formats in the classroom.
7. Teacher will give required feedback for improvisation.
8. Students will prepare the final draft and submit it to the subject teacher.

Activity 2: Text Format Transformation Challenge.

Materials Required: Shorthand practice passages or sentences, Paper, Pens or pencils.

Procedure:

1. Provide each student with a shorthand passage or set of sentences written in a specific text format, such as a list or a table.
2. Instruct students to transform the passage or sentences into a different text format while maintaining the original meaning.
3. Allow students time to work on their transformations individually.
4. Once completed, have students compare their transformed passages with their peers to discuss similarities and differences.
5. Facilitate a class discussion on the importance of adaptability in using different text formats in shorthand depending on the context and purpose.
6. Ask the students to prepare a detailed report on the above discussion.
7. Teacher will give feedback on the above.
8. Submit the final report to the subject teacher.

Activity 3: Text Format Application Scenarios.

Materials Required: Scenario cards or worksheets, Pens or pencils.

Procedure:

1. Prepare scenario cards or worksheets describing various real-life situations where different text formats in shorthand may be used, such as note-taking during a lecture, organising meeting minutes, or creating a shopping list.

2. Divide students into small groups and distribute the scenario cards or worksheets.
 - a) Instruct each group to brainstorm and discuss how they would use appropriate text formats in shorthand to capture the information in the given scenarios.
 - b) Encourage students to consider factors such as clarity, organisation, and efficiency in their responses.
 - c) Have each group present their solutions to the class and discuss the reasoning behind their choices.
3. Discuss the presentation in the classroom and take feedback from the teacher.
4. Take the feedback and incorporate the same in the report.
5. Make a final report and submit it to the subject teacher.

Activity 4: Text Format Showcase and Presentation.

Materials Required: Poster boards or presentation slides, markers, coloured pencils, examples of text formats in shorthand.

Procedure:

1. Assign each student or group a specific text format in shorthand to research and present to the class, such as outlines, tables or charts.
2. Provide time for students to conduct research and prepare their presentations.
3. On the day of the activity, have each student or group showcase their findings using poster boards, presentation slides, or other visual aids.
4. Encourage students to include examples of text formats in shorthand and explain when and how they would be used in different contexts.
5. Facilitate a class discussion on the significance of understanding and utilising various text formats in shorthand effectively.
6. Make a rough report on the presentation and take feedback.
7. Incorporate the feedback and make a final report.
8. Submit the report to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Abbreviation in shorthand refers to the practice of condensing words or phrases into _____ forms or symbols.
2. Secretaries can significantly reduce the number of strokes needed for writing by employing _____.
3. Diaphone principles aim to simplify transcription by grouping _____ together.
4. In shorthand, vowels are typically implied rather than _____.
5. Mastery of hooks and strokes allows secretaries to write quickly and accurately, a crucial skill for transcribing _____.

B. Multiple Choice Questions

1. What does abbreviation in shorthand refer to?
 - a) Expanding words
 - b) Condensing words
 - c) Translating words
 - d) Erasing words
2. Which shorthand technique involves adding hooks to consonant strokes to denote the presence of "r" or "l" sounds?
 - a) Diaphone
 - b) Semicircle
 - c) R&L Hooks
 - d) Phraseography
3. What is the purpose of diaphone principles in shorthand?
 - a) To group unrelated sounds together
 - b) To make transcription complex
 - c) To simplify transcription
 - d) To avoid representing sounds together
4. How are vowels typically represented in shorthand?
 - a) Implied
 - b) Explicitly written

- c) Ignored
d) Encircled
5. What is the significance of hooks and strokes in shorthand?
- a) Increase writing speed
b) Decrease writing speed
c) Increase writing errors
d) Decrease writing errors

C. Match the Columns

	COLUMN A		COLUMN B
1.	Concepts of Shorthand	A.	Efficient Note-Taking
2.	Role of Shorthand in Verbal Conversation	B.	Symbolic Representation
3.	Concept of Abbreviation, Semicircle, and Diaphone	C.	Real-time Note-Taking
4.	Initial Small Hooks (Double Consonants) R&L Hooks, SHR & SHL Hooked Strokes, Vowels, and Double Consonants	D.	Conciseness and Space Utilisation
5.	Concept of Shorthand with Phraseography, Logograms, Grammalogues, and Contraction	E.	Precision in Transcription

D. State Whether the Following Statement Are True or False

- Diaphone principles aim to complicate transcription by grouping similar sounds together.
- Abbreviation in shorthand involves expanding words or phrases to increase writing speed.
- Hooks and strokes in shorthand contribute to increasing writing speed.
- In shorthand, vowels are usually explicitly written out to ensure clarity.
- Mastery of shorthand techniques is crucial for secretaries in transcribing dictations accurately.

E. Short Answer Questions

1. What role does shorthand play in verbal conversations?
2. What are the key components of shorthand?
3. How does shorthand contribute to secretarial excellence?
4. Why are hooks and strokes important in shorthand?

F. Long Answer Questions

1. Explain the significance of shorthand in verbal communication and its various applications in professional settings?
2. Discuss the importance of abbreviation, semicircle, and diaphone principles in shorthand, and how they contribute to transcription efficiency and accuracy?

G. Check Your Performance

1. Demonstrate the role of shorthand in verbal conversation.
2. Spell out the significance of shorthand for secretaries in an office.

Session 3: Shorthand Notes

In the realm of secretarial positions, the ability to achieve a delicate equilibrium between speed and accuracy in the disposal of work is paramount. This document explores the compelling importance of swiftly handling tasks while maintaining the highest levels of precision, particularly in the context of shorthand proficiency.

The Need for Speed

- 1. Real-Time Communication:** In a dynamic office environment, secretaries often encounter situations where quick responses and immediate actions are required. Speedy disposal of work allows for efficient communication, ensuring timely decision-making.
- 2. Meeting Tight Deadlines:** Secretaries frequently face deadlines for various tasks, from transcribing dictated notes to preparing reports. The ability to dispose of work swiftly is essential to meet these deadlines and contribute to the overall productivity of the office.
- 3. Adapting to Fast-Paced Environments:** The modern workplace is characterised by its fast-paced nature. A secretary's capacity to handle tasks quickly is instrumental in adapting to the rapid pace of office life, maintaining momentum, and avoiding bottlenecks.

The Imperative of Accuracy:

- 1. Preserving Information Integrity:** Accuracy is the bedrock of effective communication. In the realm of shorthand, accurate transcription of dictations or meetings ensures that the information is preserved with fidelity, minimising the risk of misinterpretation.
- 2. Building Credibility:** Accurate work reflects professionalism and competence. Secretaries who consistently deliver accurate outputs build trust and credibility among colleagues, superiors, and stakeholders, contributing to a positive workplace reputation.
- 3. Mitigating Errors and Revisions:** Accuracy at the outset minimises the need for corrections and revisions. This not only saves time but also prevents potential misunderstandings that may arise from inaccuracies in documents or messages.

The Symbiosis of Speed and Accuracy in Shorthand:

- 1. Efficient Transcription:** Shorthand, when executed with speed and accuracy, becomes a powerful tool for efficient transcription of spoken words. This is particularly crucial in meetings, interviews, or any scenario requiring real-time documentation.
- 2. Quick Decision Support:** Secretaries often play a pivotal role in providing essential information for decision-making. The ability to quickly and accurately convey information through shorthand expedites the decision-making process for organisational leaders.
- 3. Enhanced Productivity:** Speedy disposal of work with maximum accuracy contributes directly to increased productivity. Secretaries can handle a higher volume of tasks while ensuring that each task is executed with precision, optimising overall workflow.

Secretarial duties speedy disposal of work with maximum accuracy is must and cannot be overstated. The mastery of shorthand becomes essential in this endeavour, helping the secretaries to navigate the demands of the modern workplace with finesse, ensuring swift and precise communication, documentation, and decision support. Through this harmonious blend of speed and accuracy, secretaries become indispensable assets in fostering a proactive and efficient work environment.

Dictation in Shorthand

Dictation in shorthand involves transcribing spoken words into a written form using a system of symbols or abbreviations that represent sounds, syllables, or words. Shorthand systems are designed to be faster than regular writing, making them useful for taking notes during meetings, lectures or interviews.

One popular shorthand system is Pitman Shorthand. However, here in the book it is not possible to give dictation verbally and transcribe the audio directly. So we will have a brief overview of how to transcribe a sentence into Pitman Shorthand.

Let's take a simple sentence as an example: "The quick brown fox jumps over the lazy dog."

Code:

It must be noted, that shorthand systems can be quite complex and learning them often requires formal instruction. The above-mentioned example is a very simplified representation, and Pitman Shorthand involves a much larger set of symbols and rules. Thus, for better clarity and learning shorthand, it is recommended to find instructional materials, courses, or a teacher to guide in the learning process.

Appropriate Shorthand Symbols:

Shorthand symbols vary depending on the specific shorthand system you use. Different shorthand systems have their own set of symbols and rules. Below mentioned are some commonly used shorthand symbols in the Pitman Shorthand system:

Consonants:

- ❖ /p/ -
- ❖ /b/ -
- ❖ /t/ -
- ❖ /d/ -
- ❖ /k/ -
- ❖ /g/ -
- ❖ /f/ -
- ❖ /v/ -
- ❖ /θ/ -
- ❖ /ð/ -
- ❖ /s/ -
- ❖ /z/ -
- ❖ /ʃ/ -
- ❖ /ʒ/ -

- ❖ /m/ - ṡ
- ❖ /n/ - ˘
- ❖ /ŋ/ - ˙
- ❖ /l/ - □
- ❖ /r/ - ㄣ
- ❖ /w/ - ㄩ
- ❖ /j/ - ㄨ
- ❖ /h/ - ˆ

Vowels:

- ❖ /i/ - ˊ
- ❖ /e/ - ˆ
- ❖ /ɛ/ - ˆ
- ❖ /æ/ - ˆ
- ❖ /ɑ/ - ˆ
- ❖ /ɔ/ - ˆ
- ❖ /ʊ/ - ˊ
- ❖ /u/ - ˘
- ❖ /o/ - □

Diphthongs and Special Sounds:

- ❖ /aɪ/ - ˊˊ
- ❖ /aʊ/ - ˊ˘
- ❖ /ɔɪ/ - ˊ˘
- ❖ /ə/ - ˆx
- ❖ /ju:/ - ˊˊ

Common Words:

- ❖ "the" - ˊˆ
- ❖ "and" - ˆ˘
- ❖ "of" - ˊ˘
- ❖ "to" - ˊˆ

These symbols are just a small sample, and Pitman Shorthand includes many more symbols and rules for representing sounds and words. For deeper clarity

and learning shorthand, it is recommended to consult a comprehensive shorthand textbook or take a formal course to fully understand and use the shorthand.

Importance of Compliance and Statutory Requirements in Shorthand

Compliance with statutory requirements is an important element of various professional and legal contexts in an organisational setting. Shorthand ensures accurate documentation and communication. Thus, the role of shorthand is also of prime importance when we talk about the compliance and statutory. Blow mentioned are some reasons why compliance with statutory requirements is crucial in the context of shorthand:

- 1. Legal Documentation:** Shorthand is often used in legal settings for court reporting, transcription of legal proceedings, and documentation of witness testimonies. Compliance with statutory requirements ensures the accuracy and reliability of these legal documents.
- 2. Regulatory Compliance:** Certain industries and professions are subject to specific regulations and standards. Shorthand may be employed in these contexts to document meetings, discussions, and decisions. Ensuring compliance helps in meeting regulatory requirements and avoiding legal issues.
- 3. Transparency and Accountability:** Compliance with statutory requirements promotes transparency and accountability. Accurate shorthand records can serve as evidence in case of disputes, investigations, or legal proceedings, ensuring that actions and decisions are well-documented.
- 4. Confidentiality and Privacy:** In some professions, such as healthcare or finance, there are strict statutory requirements regarding the confidentiality and privacy of information. Shorthand is used to document sensitive discussions or patient interactions. Compliance ensures that these records are handled appropriately to protect privacy.
- 5. Record Keeping:** Many organisations are required by law to maintain certain records for a specified period. Shorthand is often employed in administrative tasks to document meetings, decisions, and other important information. Compliance ensures that these records meet legal requirements.
- 6. Accuracy and Precision:** Shorthand is designed to capture spoken words quickly and accurately. Compliance with statutory requirements emphasizes the need for precision in recording information. This is especially crucial in legal and regulatory contexts where small details

can have significant consequences.

- 7. Contractual Agreements:** Shorthand may be used to document negotiations, agreements, and contractual discussions. Compliance with statutory requirements ensures that these records accurately reflect the terms and conditions agreed upon by the parties involved.
- 8. Professionalism and Ethics:** Adhering to statutory requirements in shorthand transcription demonstrates professionalism and ethical conduct. It reflects a commitment to following the law and upholding standards within a given profession.

Thus, we can conclude that compliance with statutory requirements in shorthand is important for legal, regulatory and ethical reasons. It ensures the accuracy, transparency, and accountability of documented information in various professional and legal settings.

Activities

Activity 1: Introduction to Shorthand Notes and Documents.

Materials Required: Shorthand notes prepared by students, Laptops or desktop computers with word processing software installed, Printers.

Procedure:

1. Begin by explaining to students the importance of converting shorthand notes into readable documents for better understanding and communication.
2. Provide students with examples of shorthand notes they have taken previously or prepare sample shorthand notes for the activity.
3. Instruct students to type out the shorthand notes into a document using word processing software on their computers.
4. Encourage students to use appropriate formatting, such as headings, paragraphs, and bullet points, to organise the information effectively.
5. If printers are available, allow students to print out their documents for review.
6. Practice the formatting, headings, and other points in small groups.
7. Each group will make a detailed report.
8. Submit the report to the subject teacher.

Activity 2: Document Formatting Challenge.

Materials Required: Shorthand notes, Laptops or desktop computers with word processing software, Rubrics (scale or parameters of evaluation) for document formatting.

Procedure:

1. Divide students into small groups and provide each group with a set of shorthand notes.
2. Instruct each group to convert the shorthand notes into a well-formatted document using word processing software.
3. Challenge the groups to include proper headings, subheadings, formatting, and any other elements they deem necessary for clarity and readability.
4. Set a time limit for the activity and encourage groups to work efficiently.
5. After the allotted time, have each group present their formatted documents to the class, explaining their formatting choices.
6. Use rubrics (scale or parameters of evaluation) to evaluate the quality of each group's document formatting.
7. Here, teacher will make a result according to the evaluation.
8. Present the result in the classroom.

Activity 3: Collaborative Document Creation.

Materials Required: Shorthand notes, large whiteboard or flip chart, markers, laptops or desktop computers with word processing software.

Procedure:

1. Begin by providing students with a set of shorthand notes on a specific topic.
2. Divide the class into small groups and assign each group a section of the notes to work on.
3. Instruct each group to collaborate and convert their assigned section of shorthand notes into a coherent document using word processing software.
4. As students work on their sections, encourage them to communicate and coordinate with other groups to ensure consistency and coherence across the entire document.
5. Once all groups have completed their sections, compile the individual documents into one cohesive document on the whiteboard or flip chart.

6. Facilitate a discussion with the class, allowing students to review and edit the final document collaboratively.

Activity 4: Document Presentation and Peer Review.

Materials Required: Shorthand notes, laptops or desktop computers with word processing software, projector or screen for presentations.

Procedure:

1. Instruct students to individually convert their shorthand notes into well-formatted documents using word processing software.
2. Have each student prepare a brief presentation to showcase their document to the class.
3. Allocate time for students to present their documents, highlighting key points and explaining their formatting choices.
4. Encourage classmates to provide constructive feedback on each presentation, focusing on clarity, organisation, and overall effectiveness of the document.
5. After all presentations are complete, facilitate a discussion on the different approaches to converting shorthand notes into documents and the importance of clear communication in written documents.
6. Ask the students to note down all the presentations.
7. With this note make a detailed report.
8. Present these reports in the classroom.
9. Here teacher will give necessary feedback.
10. Incorporate the feedback and prepare a final report and submit to the teacher.

Check Your Progress

A. Fill in the Blanks

1. In the realm of secretarial positions, achieving a delicate equilibrium between speed and accuracy in the disposal of work is _____.
2. Secretaries often face deadlines for various tasks, from transcribing dictated notes to preparing reports, requiring them to handle tasks _____.
3. Accuracy in shorthand transcription ensures that information is preserved with fidelity, minimising the risk of _____.

4. The mastery of shorthand becomes essential for secretaries to navigate the demands of the modern workplace with _____.
5. Different shorthand systems have their own set of symbols and rules, such as Pitman Shorthand, which involves a much larger set of symbols and _____.

B. Multiple Choice Questions

1. Why is speed important for secretaries in the context of shorthand?
 - a) To increase workload
 - b) To maintain precision
 - c) To meet deadlines
 - d) To complicate communication
2. What does accuracy in shorthand transcription help minimise?
 - a) Speed
 - b) Errors
 - c) Tasks
 - d) Equipment
3. How does compliance with statutory requirements in shorthand contribute to professionalism?
 - a) By increasing workload
 - b) By decreasing accuracy
 - c) By avoiding deadlines
 - d) All of the above
4. What is the purpose of shorthand symbols such as consonants and vowels?
 - a) To confuse transcription
 - b) To avoid deadlines
 - c) To represent sounds or words
 - d) To decrease accuracy
5. What is the significance of compliance with statutory requirements in shorthand?
 - a) It complicates communication
 - b) It ensures accuracy and reliability

- c) It decreases workload
- d) It avoids accountability

C. Match the Columns

	COLUMN A		COLUMN B
1.	The Need for Speed	A.	Consonants and Vowels
2.	The Imperative of Accuracy	B.	Code Representation
3.	The Symbiosis of Speed and Accuracy in Shorthand	C.	Quick Decision Support
4.	Dictation in Shorthand	D.	Building Credibility
5.	Appropriate Shorthand Symbols	E.	Meeting Tight Deadlines

D. State Whether the Following Statement Are True or False

1. Accuracy in shorthand transcription is crucial for maintaining professionalism and competence.
2. Different shorthand systems have the same set of symbols and rules.
3. Compliance with statutory requirements in shorthand is not necessary for legal documentation.
4. Shorthand symbols are used to represent only words, not sounds.
5. Speed in shorthand transcription does affect the accuracy of the final document.

E. Short Answer Questions

1. Why is achieving a delicate equilibrium between speed and accuracy important for secretaries in shorthand transcription?
2. What role does compliance with statutory requirements play in shorthand transcription, particularly in legal and regulatory contexts?
3. How do shorthand symbols such as consonants, vowels, and diphthongs aid in efficient transcription?
4. What is the significance of accuracy in shorthand transcription for secretaries, especially in terms of professionalism and credibility?

F. Long Answer Questions

1. How does the mastery of shorthand contribute to secretarial excellence, considering the importance of speed and accuracy in the modern workplace?
2. Discuss the significance of compliance with statutory requirements in shorthand transcription, highlighting its role in legal documentation, regulatory compliance, and professional ethics.

G. Check Your Performance

1. Demonstrate the symbiosis of speed and accuracy in shorthand.
2. Spell out the statutory requirements followed in shorthand.

Session 4: Correspondence with Other Institutions**Types of Office Correspondence**

Office correspondence refers to the exchange of written communication within and outside an organisation. It plays a crucial role in conveying information, making decisions, and maintaining records. Various types of office correspondence are used to facilitate communication in a business environment. Let us discuss few major types of office correspondence (Fig.2.1)

**Fig. 2.1: Office Correspondence**

- 1. Letters:** Letters are the formal way of written communication. They have a purpose, and on the basis of purpose they are categorised into different types. Following are the types of letters:
 - a) Business Letters:** Formal letters used for communication with external entities such as clients, suppliers or government agencies.
 - b) Internal Letters/Memos:** Written communications circulated within the organisations. Memos are typically used for shorter, more informal messages.
- 2. E-mails:** These are Electronic Mails. This is the most important and inevitable mode of written communication in the digital era. E-mails are quick and convenient for both internal and external communication. E-mails can be used for various purposes, from simple updates to formal proposals.
- 3. Reports:** These are the summary of any event or progress. Generally, of two types viz;
 - a) Business Reports:** Detailed documents presenting information or analysis on specific topics, often used for decision-making.
 - b) Progress Reports:** Updates on the status of ongoing projects or tasks.
- 4. Notices:** These are the formal mode of written communication where the announcements or information are shared. These are categorised into two types:
 - a) Internal Notices:** Announcements or reminders circulated within the organisation.
 - b) Public Notices:** Information communicated to the public, often regarding legal or procedural matters.
- 5. Minutes of Meetings:** These are the meeting discussions documented for further references and communications. Minutes are the formal records of discussions, decisions, and actions taken during meetings.
- 6. Circulars:** These are small communications generally in the form of announcements. They can be categorised into two types:
 - a) Internal Circulars:** Messages circulated to all employees regarding important matters.
 - b) External Circulars:** Communications sent to external parties, often in the form of announcements.
- 7. Invoices and Statements:** Documents used for accounting purposes.
 - a) Invoices:** Documents requesting payment for goods or services.

b) Statements: Summaries of financial transactions often sent to clients or customers.

8. Agendas: These are usually meeting agendas. Outlines of topics and activities scheduled for a meeting.

9. Proposals: These are documents either for sharing the information of your business or looking for the idea of others. Thus, can be divided into two types:

a) Business Proposals: Documents outlining a plan, project, or partnership for consideration.

b) Request for Proposal (RFP): Solicitations inviting vendors to submit proposals for products or services.

10. Forms: Documents used for administrative purposes. The types are explained as under:

a) Internal Forms: Documents used for various administrative purposes within the organisation.

b) External Forms: Documents sent to clients, customers, or other external parties for completion.

11. Acknowledgments: Written communication usually done for the acknowledgement purpose.

a) Order Confirmations: Confirming receipt and acceptance of an order.

b) Receipt Confirmations: Confirming receipt of payment or documents.

12. Legal Documents: Office correspondence in regard to the legal matters. This includes the legal and authorised documents. The categories are explained as under:

a) Contracts: Legally binding agreements between parties.

b) Letters of Agreement: Formal agreements outlining terms and conditions.

Effective office correspondence is essential for maintaining a smooth flow of information, ensuring clarity, and fostering good communication practices within and outside the organisation. The choice of correspondence type often depends on the nature of the message, the audience, and the level of formality required.

Agenda Timetables and Appointments

Agendas, timetables and appointments are crucial components of effective time management and organisation, both in professional and personal contexts. Let us discuss each one of them in detail.

Agenda: An agenda is a list or schedule of items to be discussed or accomplished during a meeting, event or activity. It provides a structured outline to help participants know what to expect and prepare for. Elements of an agenda typically include the meeting date, time, location, a list of topics or items to be discussed, and the individuals responsible for each item.

Timetable: A timetable is a schedule that outlines specific activities or events over a period, such as a day, week or month. Timetables are commonly used in educational settings, transportation, and project planning. They provide a chronological order of events, helping individuals or teams manage their time efficiently.

Appointments: An appointment is a scheduled meeting or arrangement to meet with someone at a specific time and place. Appointments can be professional, such as business meetings, or personal, like a doctor's appointment. Managing appointments involves setting specific times for meetings or tasks and ensuring that individuals involved are aware of and adhere to the schedule.

Syncing Agendas, Timetables, and Appointments are an important part of secretarial profile. They need to ensure that agendas, timetables, and appointments are in sync to avoid conflicts and overlaps in schedules. For the same the secretary can use the following:

- a) Use Digital Tools:** Utilise digital calendars, scheduling apps, or project management tools to manage agendas, timetables, and appointments efficiently. Many tools allow for easy sharing and collaboration.
- b) Priorities and Plan:** Priorities tasks and activities on your agenda and timetable based on urgency and importance. Plan appointments strategically to optimise your time and minimise disruptions.
- c) Include Buffer Time:** Account for buffer time between appointments and activities to handle unexpected delays or provide time for transitions.
- d) Communicate Clearly:** Clearly communicate the details of agendas, timetables, and appointments to all relevant parties. Provide any necessary background information or materials in advance.
- e) Regular Updates:** Regularly update agendas and timetables to reflect any changes or additions. Send reminders for upcoming appointments to ensure everyone is on the same page.

f) Flexibility: Be flexible and adaptable to changes in schedules. Sometimes unforeseen circumstances may require adjustments.

g) Review and Reflect: Periodically review past agendas and timetables to assess productivity and identify areas for improvement. Reflect on the success of appointments and consider adjustments for future planning.

By effectively managing agendas, timetables, and appointments, individuals and organisations can enhance productivity, improve time management, and achieve their goals in an organised and systematic manner

Urgent, Important, and Unimportant Tasks

Time management is a critical and vital skill of the secretary. As this profile deals with all the regular events of the boss, thus, the individual in this position should be apt in time management (Fig.2.2). A better time management requires the tasks to be categorised into different levels of urgency and importance. This will help the individuals prioritise and focus on what matters most. Let us discuss the types in a combination:



Fig. 2.2: Time Management

a) Urgent and Important: These are tasks that require immediate attention and are crucial to your goals or well-being. These tasks should be prioritised to address immediate needs and prevent crises.

Examples: Meeting deadlines, addressing emergencies, important meetings, and health-related tasks.

b) Important but Not Urgent: These tasks are significant for your long-term goals but do not require immediate attention. One should invest time in such activities, as it contributes to your long-term goals and well-being, preventing them from becoming urgent.

Examples: Planning, strategic thinking, relationship building, skill development, preventive health activities.

- c) Urgent but Not Important:** These tasks demand immediate attention but may not contribute significantly to your long-term goals. These tasks can be delegated when possible or find ways to streamline processes to minimise time spent on less critical activities.

Examples: Interruptions, some E-mails and calls, minor issues, some meetings.

- d) Not Urgent and Not Important:** These tasks are neither urgent nor important and can be considered time consuming. Being mindful of activities, help the individuals to reduce or eliminate from such activities and help to free up time for more meaningful tasks.

Examples: Some forms of entertainment, excessive social media browsing, unnecessary tasks, and busywork.

Other than the above-mentioned segregation of urgent, important and unimportant tasks, the secretary should employ below mentioned tips to enhance the effectiveness:

- a) Regular Review and Update:** Periodically reassess your task-list and priorities as circumstances may change. Adjust your focus based on emerging priorities and shifting deadlines.
- b) Learn to Say No:** Recognise your limits and be willing to decline tasks that don't align with your priorities.
- c) Use Time Management Tools:** Utilise tools like to-do lists, calendars, and project management apps to organise and priorities your tasks.

By consistently applying these principles, individuals can improve their time management skills, enhance productivity, and ensure that they allocate their time and energy to tasks that truly matter.

Input & Formatting the Text from Shorthand Notes

In the multifaceted role of a secretary, the ability to seamlessly convert shorthand notes into well-formatted, polished documents is a testament to proficiency and organisational finesse. This document explores the critical skills of inputting information and formatting text derived from shorthand notes, underscoring their pivotal role in secretarial positions.

Inputting Shorthand Notes:

- a) Swift Transcription:** Shorthand excels in capturing spoken words swiftly. Secretaries proficient in shorthand can effortlessly transcribe meetings, dictations, and discussions with remarkable speed, ensuring

no crucial details are missed.

- b) Real-Time Documentation:** The real-time nature of shorthand transcription allows secretaries to document information on the fly. This is particularly advantageous in fast-paced environments where immediate capture of essential details is paramount.
- c) Accuracy in Input:** Shorthand, when input with precision, maintains the accuracy of the original spoken content. This accuracy forms the foundation for producing reliable and trustworthy documents.

Formatting Text from Shorthand:

- a) Organised Presentation:** Formatting text involves structuring information in an organised manner. Secretaries adept in formatting can arrange ideas coherently, making documents easy to read and comprehend.
- b) Consistent Styling:** Consistency in formatting enhances the professional appearance of documents. Secretaries pay attention to uniform font styles, spacing, and indentation, creating a visually cohesive presentation.
- c) Effective Use of Headings and Subheadings:** Headings and subheadings provide a roadmap for readers. Secretaries utilise these elements to highlight key sections and facilitate a logical flow of information within the document.
- d) Incorporating Lists and Bullets:** Lists and bullet points break down complex information into digestible chunks. Secretaries employ these formatting tools to enhance readability and emphasize key points.
- e) Utilising Fonts and Styles:** Mastery of word processing tools allows secretaries to choose appropriate fonts and styles. This not only aligns with organisational standards but also contributes to the visual appeal of the document.
- f) Inserting Graphics and Tables:** Visual elements like graphics and tables convey information more effectively. Secretaries proficient in formatting can seamlessly integrate these elements, enhancing the overall clarity of the document.

The Role of Formatting in Professional Communication:

- a) Enhanced Readability:** Well-formatted documents are inherently more readable. Secretaries ensure that information is presented in a way that minimises cognitive load for the reader, facilitating understanding.
- b) Professional Image:** The professionalism of a secretary is reflected in

the quality of formatted documents. A polished presentation contributes to a positive image both internally and externally.

- c) Facilitating Decision-Making:** Formatted documents aid decision-makers by presenting information in a clear and structured manner. Secretaries play a crucial role in supporting effective decision-making through their formatting expertise.

In the realm of secretarial responsibilities, the transformation of shorthand notes into impeccably formatted documents is a hallmark of excellence. Secretaries, armed with the ability to swiftly input information and craft well-organised documents, become linchpins in the efficient functioning of an organisation. Through their mastery of input and formatting, secretaries contribute not only to the accuracy of information but also to the professionalism and effectiveness of the communication process.

Types and Uses of Logograms

Shorthand, as a writing system designed for speed and efficiency, employs logograms to represent entire words or significant elements in a concise manner. The logograms are divided into four types, below mentioned are the types of logograms.

Types of Logograms:

Alphabetic Logograms: These logograms are based on the shapes of the letters in the alphabet.

Example: "&" for "and" or "@" for "at."

Geometric Logograms: Represented by simple geometric shapes to denote common words.

Example: A square for "place" or a circle for "time."

Conceptual Logograms: Symbolic representations of ideas or concepts.

Example: A heart for "love" or a lightbulb for "idea."

Pictorial Logograms: Resemble the physical appearance of the word they represent.

Example: A tree for "forest" or a sun for "day."

Uses of Logograms in Shorthand:

Speed and Efficiency: Logograms streamline the writing process by condensing entire words into a single symbol, enhancing writing speed and efficiency.

Conciseness: Shorthand logograms allow for concise representation, making it possible to capture information quickly, especially during lectures, interviews, or meetings.

Memory Aid: Logograms often serve as memory aids, helping shorthand users recall information more easily due to the visual association between symbols and words.

Confidentiality: In certain professional settings, shorthand logograms can be employed to maintain confidentiality, as unfamiliar symbols may be challenging for unauthorised individuals to decipher.

Versatility: Shorthand logograms are versatile and adaptable, accommodating various industries and subject matters. From legal documents to medical notes, logograms find utility across diverse fields.

Personalisation: Shorthand users can personalise their systems by creating unique logograms that suit their preferences, improving the fluidity of their note-taking process.

Logograms play a pivotal role in the world of shorthand, offering a dynamic and efficient means of representing language. As we continue to explore the vast landscape of shorthand techniques, the adaptability and utility of logograms stand out as essential components in achieving rapid and accurate transcription.

Types and Uses of Strokes Use of Vowels, Dot and Dash Vowels

In shorthand systems, strokes are the basic building blocks used to represent sounds, syllables or words. Different strokes and their combinations create a shorthand script that allows for faster note-taking or transcription. Let's explore the types and uses of strokes:

1. **Straight Strokes:** These include two types of strokes namely Horizontal and vertical
 - a) **Horizontal Line (—):** Represents the sound of "T" or "D". Used in words like "cat" or "dog".
 - b) **Vertical Line (|):** Represents the sound of "L". Used in words like "lake" or "light".
2. **Curved Strokes:** These are curved strokes and are of two types viz; curve and circle.
 - a) **Curve (/ or \):** Represents the sound of "R". Used in words like "rain" or "car".
 - b) **Circle (O or C):** Represents the sound of "S" or "Z". Used in words like

"see" or "zebra".

3. Hooked Strokes: These are hooked strokes. These are again of two types initial hook and final hook.

- a) **Initial Hook (◌):** Added at the beginning of a stroke to represent an initial vowel or certain consonant combinations.
- b) **Final Hook (◌):** Added at the end of a stroke to represent a final vowel or certain consonant combinations.

4. Special Strokes: These are special strokes in shorthand with special meaning.

- a) **L-Hook (⌌):** Added at the beginning of a horizontal or slanted stroke to represent the sound of "L" followed by another consonant.
- b) **Thickening:** Making a stroke thicker or darker to indicate a doubling of the consonant or a stressed syllable.

The above-mentioned strokes are used at various places. The importance is explained as under:

- a) Shorthand strokes are used in various professional fields, such as court reporting, journalism and secretarial work, to transcribe spoken words quickly.
- b) The compact nature of shorthand allows for more efficient note-taking during meetings, lectures or interviews.
- c) Shorthand strokes can be adapted for personal use, creating a shorthand system tailored to individual preferences and needs.
- d) Some shorthand systems incorporate symbols for common words or phrases, further increasing speed and efficiency.

5. Dot and Dash Vowels: Vowels in shorthand are generally represented either in dot or dash form. They have specific meaning. Below mentioned are the two types:

- a) **Dot (◌):** Placed next to a stroke to indicate a following vowel. The position of the dot determines the specific vowel sound.
- b) **Dash (◌):** Placed next to a stroke to indicate a preceding vowel. Similar to dots, dashes denote different vowel sounds based on their position.

Dot and Dash Vowels play a significant role in shorthand. The uses are mentioned as under:

- a) Dots and dashes are used to represent different vowel sounds, allowing for the omission of vowels in many cases, speeding up the

writing process.

- b) Placement of dots and dashes next to strokes indicates the specific vowel sound associated with that position.
- c) It's important to note that various shorthand systems exist, each with its own set of symbols and rules. The examples provided are general concepts, and specific shorthand systems may have variations in strokes and their uses.

Activities

Activity 1: Introduction to Business Communication Materials.

Materials Required: Sample E-mails, memos, office orders, circulars, and office instructions (printed or digital), Whiteboard or flip chart, Markers, Pens or pencils for students.

Procedure:

1. Begin by introducing students to various types of business communication materials, including E-mails, memos, office orders, circulars, and office instructions.
2. Display examples of each type of communication material on the whiteboard or flip chart.
3. Discuss the purpose and format of each type of communication, highlighting key features such as headers, subject lines, salutations, body content, and closing remarks.
4. Engage students in a brief discussion about the importance of effectively reading and interpreting business communication materials in a professional setting.
5. Distribute printed or digital copies of sample communication materials to students for further analysis and practice.
6. Ask students to prepare the report on the above.
7. Submit the report to the subject teacher.

Activity 2: Memo and Office Order Analysis.

Materials Required: Printed or digital copies of sample memos and office orders, Highlighters or coloured pens, Worksheets with questions for analysis.

Procedure:

1. Make small group of students in the classroom.

2. Distribute sample memos and office orders to students, either in printed or digital format.
 - a) Instruct students to read each memo and office order carefully, highlighting key information, instructions, deadlines, and any relevant details.
 - b) Provide worksheets with questions for students to analyse the purpose, audience, content, and implications of each memo and office order.
 - c) Encourage students to discuss their findings and interpretations with their peers, comparing different approaches to analysing business communication materials.
3. Note down the findings and interpretations.
4. Make a draft on the above
5. Take feedback from subject teacher.
6. Incorporate the findings and interpretations and feedback in the draft.
7. Make a final report on the draft and submit it to the subject teacher.

Activity 3: Circular and Office Instruction Role-Play.

Materials Required: Printed or digital copies of sample circulars and office instructions, Role-play scenarios or scripts based on the content of the circulars and office instructions.

Procedure:

1. Visit any organisation with peer.
2. Ask permission for visualising the circular and office instruction.
3. Divide students into small groups and assign each group a sample circular or office instruction to role-play.
4. Provide students with time to read and familiarise themselves with the content of the circulars and office instructions assigned to their group.
5. Instruct each group to create a role-play scenario or script based on the content of their assigned circular or office instruction.
6. Allow groups to perform their role-plays for the class, emphasising proper interpretation and application of the information contained in the circulars and office instructions.
7. Facilitate a discussion after each role-play, encouraging students to reflect on the challenges and insights gained from interpreting and

applying business communication materials in a simulated workplace setting.

8. Each group will make a detailed report on the role-play.
9. Submit the final report to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. _____ refers to the exchange of written communication within and outside an organisation, playing a crucial role in conveying information, making decisions, and maintaining records.
2. Letters are the formal way of _____ communication, categorised into different types based on their purpose.
3. _____ provide a structured outline of topics to be discussed or accomplished during a meeting, event, or activity, including the meeting date, time, location, list of topics, and individuals responsible for each item.
4. _____ in shorthand represent entire words or significant elements in a concise manner, classified into types.
5. Dot and _____ vowels in shorthand are used to represent different vowel sounds, indicating the specific vowel sound associated with their position next to a stroke.

B. Multiple Choice Questions

1. What is the purpose of internal letters/memos in office correspondence?
 - a) Formal communication with external entities
 - b) Shorter, more informal messages circulated within the organisation
 - c) Detailed documents presenting information on specific topics
 - d) Announcements or reminders shared with the public
2. How do logograms enhance shorthand writing efficiency?
 - a) By representing entire words or significant elements in a concise manner
 - b) By providing a structured outline of meeting topics
 - c) By scheduling specific activities over a period
 - d) By streamlining the exchange of written communication
3. What is the purpose of agendas in meetings?

- a) To provide a structured outline of topics to be discussed or accomplished
 - b) To summarise financial transactions sent to clients
 - c) To represent different vowel sounds in shorthand
 - d) To classify various types of logograms
4. How do dot and dash vowels contribute to shorthand writing?
- a) By summarising financial transactions
 - b) By indicating the specific vowel sound associated with their position
 - c) By streamlining communication with external entities
 - d) By facilitating decision-making through structured documents
5. What is the primary purpose of internal notices in office correspondence?
- a) To provide a structured outline of meeting topics
 - b) To represent entire words in a concise manner
 - c) To circulate announcements or reminders within the organization
 - d) To facilitate communication with external parties

C. Match the Columns

	COLUMN A		COLUMN B
1.	Types of Office Correspondence	A.	Straight Strokes
2.	Agenda Timetables and Appointments	B.	Letters
3.	Types and Uses of Logograms	C.	Appointments
4.	Input & Formatting the Text from Shorthand Notes	D.	Swift Transcription
5.	Types and Uses of Strokes	E.	Pictorial Logograms

D. State Whether the Following Statement Are True or False

1. Agendas provide a structured outline of topics to be discussed during a meeting.
2. Logograms in shorthand represent individual letters rather than entire words.

3. Dot and dash vowels in shorthand are used to represent different vowel sounds based on their position next to a stroke.
4. Internal notices are typically announcements or reminders circulated within the organisations.
5. Geometric logograms in shorthand are represented by complex geometric shapes.

E. Short Answer Questions

1. What is the primary purpose of agendas in office meetings, and what elements do they typically include?
2. How do logograms contribute to shorthand efficiency, and what are the different types of logograms?
3. Explain the significance of dot and dash vowels in shorthand writing, and how are they used?
4. What are the key elements of inputting shorthand notes, and how do they contribute to efficient transcription?

F. Long Answer Questions

1. Discuss the various types of strokes used in shorthand and their significance in transcription efficiency.
2. How do agendas, timetables, and appointments contribute to effective time management and organisations, and what strategies can secretaries employ to ensure synchronization?

G. Check your Performance

1. List the major type of office correspondence used in office.
2. Spell out the components involved in formatting text from short hand.
3. Differentiate between the Memo and other Office order.

MODULE 03**COMPUTERS FOR
SECRETARIAL PRACTICE****Module Overview**

Utilising computers for document creation and editing has revolutionised the way secretaries perform their tasks. Instead of relying on typewriters or manual writing, secretaries can now efficiently type letters, reports, and various documents on the computer. This method not only enhances the speed and precision, but also facilitates easier correction of mistakes.

The computer enables secretaries to communicate swiftly with colleagues, clients and superiors, offering an instantaneous alternative to traditional letter-sending. This not only saves significant time but also enhances overall efficiency. Digital formats allow secretaries to manage appointments, schedules and contacts more effectively. This organised approach simplifies information retrieval and minimises the risk of losing crucial details that may be vital for their work.

The internet serves as a valuable tool for secretaries to gather essential information, news or resources promptly. It provides a comprehensive and easily accessible source, akin to having a vast library at one's fingertips. Secretaries can establish a systematic digital filing system, creating folders, sorting files, and retrieving documents with ease. This eliminates the need to sift through stacks of paper, as everything is meticulously stored on the computer.

In addition to scheduling meetings and setting reminders, secretaries can keep track of important dates, ensuring organisational efficiency and preventing oversights. Utilising computers allows secretaries to craft professional-looking presentations for meetings or events, providing a more engaging alternative to traditional methods. Moreover, technology facilitates seamless collaboration among team members, enabling document sharing and project collaboration irrespective of geographical locations. In today's globalised and remote work environments, this capability is particularly crucial for fostering efficient teamwork.

In essence, the integration of computers into secretarial tasks not only expedites processes but also enhances efficiency, offering new avenues for communication and organisation in today's dynamic work landscape.

This Module consists of four sessions. The first session contains basics of computers and MS Office, the second session deals with computer accessories which can facilitate to display the outcome of computer, the third session explains the computer applications which can design to perform specific tasks of computer,

and the fourth session describes the world of internet social media and cyber laws which stream platform for media services.

Learning Outcomes

After completing this module, you will be able to:

- Handling of different learning management platforms through MSOffice;
- Maintain the office equipment before loading, while usage;
- Demonstrate the Use the Computer application in the secretary job;
- Display the computer security and privacy;
- Handle the Cyber laws while operating the computer applications;

Module Structure

Session 1: Basics Of Computers and Ms Office Introduction to Computers

Session 2: Computer Accessories

Session 3: Computer Applications

Session 4: World of Internet, Social Media and Cyber Laws

Session 1: Basics of Computers and Ms Office Introduction to Computers

Computer is a machine or an electronic device which operates with the series of instructions which are inbuilt or stored in its own memory (Fig.3.1)



Fig.3.1: Computer

Source: <https://shorturl.at/fnvJO>

It runs through giving commands which is called input, processes the data with the Central Processing Unit (CPU) and produces the output on screen. All the

information is stored or collected in short term or temporary memory of the system which is called Random Access Memory (RAM) which is non-volatile or permanent memory of system (Fig.3.2).



Fig.3.2: Running of Computer Programme

Computers make our lives simpler, easier and smarter by performing tasks like calculations, communication, data processing, multimedia, playback and many more operations. Apart from personal use, computers are extensively utilised in all fields and sectors like business operations, entertainment, scientific research, education, etc.

Important aspects of computers include;

Software	These are instructions, programmes or data used to execute any specific task or to operate the computers.
Hardware	It is opposite of software and includes the physical or tangible aspects of a computer.
Applications or Apps	These are programmes specially designed for any specific task like playing a game, solving a math problem or editing a photo.
Connectivity	Computers are connected to each other through internet/web services.

COMPUTER HARDWARE AND ITS TYPES

It is defined as the Tangible or Physical components of a computer system.

Type of Hardware	Examples
Input devices	Key board, Mouse
Output devices	Monitor, Printer

Secondary storage devices (SSD)	CD, Hard Disk, DVD
Internal components	Mother Board, CPU, RAM

OPERATING A COMPUTER

To operate a computer, the user has to check;

1. Hardware setup

- Place the computer in a suitable location with proper ventilation.
- Connect the power cable to the power supply and plug it into a power outlet.
- Connect the monitor to the computer using the appropriate cable (HDMI, VGA, Display Port, etc.).
- Connect the Mouse and keyboard to USB ports.
- Connect any other peripheral devices such as printers, speakers, or external drives, as needed.

2. Turning ON/OFF the Computer

- Locate the power button on computer or laptop.
- Turn on the computer.
- Wait as computer has to go through the boot-up process. This includes the operating system loading and any startup programmes running.
- On windows, click on the “Start” button then select "Power" and choose "Shut Down".
- Allow the computer to complete the shutdown process before turning off the power.
- Allow the computer to complete the shutdown process before turning off the power.

Running Computer applications

Click the Start button to access the “Start Menu”.

Click on an icon to open the corresponding application.

Use the search function to find and open applications quickly.

Create shortcuts on your desktop for quick access to specific applications.

INPUT/OUTPUT DEVICES

Hardware through which we enter the data into the system is called input devices while the devices through which we get the result of the input in an understandable language are called output devices.

Input Devices

In computing, an input device is a piece of equipment used to provide data and control signals to an information processing system, such as a computer or information appliance. Examples of input devices include keyboards, computer mice, scanners, cameras, joysticks, and microphones (Fig.3.3).



Fig. 3.3: Input Device

S No	Input device	Use
1	Key Board	It has alphanumeric keys and functions through which instructions are given for desired output.
2.	Mouse	It is also called a pointing device and is used to click on icon on the system.
3.	Joy stick	It is used to control the movement.
4.	Scanner	It can scan images or text, and converts into digital signal.
5.	Microphone	It coverts sound waves in an electrical signal.

Output Devices

An output device is a computer hardware component that converts data into a human-readable form, such as text, graphics, audio, video, or tactile (Fig.3.4).



Fig. 3.4: Output Device

S No	Output device	Use
1	Monitor	It is a device which displays icons text messages on screen.
2.	Printer	It is a device which creates copy of content on paper.
3.	Speakers	It is a device through which we get sound as outcome.
4.	Projector	It presents an image or moving image on projection screen.
5.	Headphone	It is a speaker in which sound is for only the person using it.

TYPES OF STORAGE DEVICES

The storage unit is a part of the computer system which is employed to store the information and instructions to be processed. A storage device is an integral part of the computer hardware which stores information/data to process the result of any computational work. Without a storage device, a computer would not be able to run or even boot up. Or in other words, we can say that a storage device is hardware that is used for storing, porting, or extracting data files. It can also store information/data both temporarily and permanently.

Portable hard disk	It is used for backup, transport and additional storage.
Flash drive	It is a Solid-State Drive (SSD) that plugs for storage, data backup and/or transfer.
Pen drives	It is used to store and transfer data plugging in USB port.
CD/DVDs	These are compact disks used to store data.

WINDOWS OPERATING SYSTEM

An operating system serves as a bridge connecting the software and hardware (components of a computer).

Examples: Windows, Mac OS, Linux etc.

- The windows operating system is a computer programme responsible for managing all computer resources and providing services to applications running on it.
- Developed by Microsoft, it was initially released in 1985 as Windows 1.0.
- Over the years, it has undergone continuous evolution, establishing itself as one of the world's most popular operating systems.
- Designed to operate on various hardware, including desktops, laptops, servers, and mobile devices. Windows employs a Graphical User Interface (GUI).
- This interface enables users to operate the computer through icons, visual menus and buttons, distinguishing it from the other operating systems that rely on text commands.

FILE MANAGEMENT

A file is group of information and data. The work we do or the information we collect is saved in the files.

Every file has a name and an extension is given with it which describes its type. Each type of a file has an icon (document file/music file/excel file, word file/video file).

A folder is like a file cabinet in which files are stored.

Managing Files:

To make a new folder, right-click on a space in File Explorer/ "New" and then click on "Folder".

Give the folder a name.

If user wants to move a file then after right click Press "Cut" then go to the desired new place, right-click, and choose "Paste".

To make a copy, user has to right-click on the file or folder then click on "Copy". Go to the new place, right-click and choose "Paste".

If the user wants to Rename a file /folder then click "Rename" and choose a new name.

To get rid of a file or Folder then click "Delete" option. File/Folder will go to Recycle Bin.

INTRODUCTION TO MS OFFICE

Microsoft Office constitutes a suite of productivity software applications crafted by Microsoft, extensively employed for diverse purposes in both personal and professional contexts.

This suite encompasses a range of programmes, each meticulously tailored to execute specific tasks.

CONCEPT OF MS OFFICE

MS office has many applications, and each has a dedicated purpose.

S No	Application	Purpose
1.	MS word	A word processing programme used for creating and editing documents.
2.	MS Excel	A spread sheet application used for creating, managing, and analysing data in tabular form.
3.	MS Power point	A presentation software through which users create slideshows with text, images and multimedia elements.

4.	Microsoft Access	A database management system through which a user creates and manages databases.
5.	MS Outlook	An email client and personal information manager. It includes features such as E-mail, calendar, task manager and contact manager.
6.	MS Teams	It comprises of chat, video conferencing, file storage, and application integration, facilitating communication and collaboration within teams.

TYPES OF TOOL BARS

A toolbar is a series of clickable icons arranged either horizontally or vertically, designed to execute particular functions within applications and operating systems.

Typically located in word-processing applications, web browsers, websites, and operating systems, toolbars facilitate specific actions and commands.

S No	Tool Bar	Purpose
1.	Menu Bar	It is located on the top of screen or window which has different options and commands. Example: File, Edit, View and Help.
2.	Standard Tool Bar	It provides quick access to commonly used functions. Example: icons for Save, Print, Copy, Paste.
3.	Formatting Tool Bar	It offers options for formatting text or images. Example: Font style, Font size, Bold, Italics.
4.	Navigation Tool Bar	It is utilised to navigate within a document, file explorer or web browser. Example: Back, Forward, Home, Refresh.
5.	Task Bar	It displays the icons for Open applications, a Start button, and the system tray with notifications. Example: Start button, Open applications.
6.	Web Browser Tool Bar	It is used for navigation and web-related tasks. Example: Address bar, Search bar, Bookmarks.

LMS- LEARNING MANAGEMENT SYSTEM PLATFORMS

Learning management system or LMS is a web-based technology or a software-based application used to plan/implement/assess an explicit learning process.

Microsoft offers many services and tools for learning management and educational purposes. Some of the key learning management system platforms are;

S No.	LMS	Description and Operation
1.	Microsoft Teams	<ul style="list-style-type: none"> a. It is a collaboration platform that integrates with Office 365. b. It allows the users to create teams or channels and/or chat which makes it suitable for online classes or group discussions or collaborative projects. c. It is similar to a digital classroom which allows discussions or files sharing and/or work together with colleagues or classmates.
2.	Microsoft One Note	<ul style="list-style-type: none"> a. It is a digital notebook to draw, take notes and collaborate on content. b. It is used for creating and sharing assignments, class notes and other educational materials. c. It is like a virtual notebook to write thoughts, make drawings and share notes with others.
3	Microsoft Share Point	<ul style="list-style-type: none"> a. It is a platform for document management and collaboration. b. It enables the creation of shared spaces where users can collaborate on documents and projects. c. It is like a filing cabinet where the user can work on and store the document with others.

Learning management system provide a comprehensive ecosystem for communication, collaboration and learning.

Activities

Activity 1: Demonstration of Operating a Computer.

Materials Required: A computer, notepad, pen/pencil, A designated area for the demonstration.

Procedure:

1. Begin with a discussion on the basics of computer, hardware and software.
2. Demonstrate the operations of computers based on;
 - a) Hardware set up.
 - b) Turning on the computer.
 - c) Running computer applications.
 - d) Turning Off the computer.
3. Show examples of the errors and examples while operating a computer and its consequences.
4. Take notes and ask questions, if any concept is not clear.
5. Conclude with a discussion on the learning from the activity.

Activity 2: Prepare a chart showing on the usage of I/O (input/output) devices.

Material Required: Notebook, Paper sheet, Coloured Pen, Pencil.

Procedure:

1. Divide the class in groups of four students.
2. Name half of the groups Team 'A' and the other half team 'B'.
3. Ask Team 'A' to prepare a colourful interactive chart on usage of Input Devices:
 - a) Key board
 - b) Mouse
 - c) Joystick
 - d) Microphone
 - e) Scanner
4. Ask Team 'B' to prepare a chart on the usage of Output devices:
 - a) Monitor
 - b) Printer
 - c) Speaker
 - d) Projector
 - e) Headphone
5. Explain the chart to the class.
6. Ask questions and understand the usage.

7. Discuss the learnings in the class.

Activity 3: Identify the parts of a computer and storage devices.

Material Required: Notebook, Pen, Pencil.

Procedure:

1. Start the activity with the discussions on the parts of computer.

2. Visit computer laboratory.

3. Ask students to identify the parts of computer;

- a) Key board
- b) Mouse
- c) Joystick
- d) Microphone
- e) Scanner
- f) Monitor
- g) Printer
- h) Speaker
- i) Projector
- j) Headphone

6. Discuss the concept of storage devices.

7. Ask students to identify storage devices;

- a) Portable hard disk
- b) Flash drive
- c) Pen drive
- d) CD/DVD's

8. Ask questions and understand the usage.

9. Discuss the learnings in the class.

Activity 4: Demonstrate the file management using the Toolbar.

Materials Required: A Computer, Notes pad, Pen/pencil, A designated area for the demonstration.

Procedure:

1. Visit computer laboratory.

2. Begin with a discussion on the concept of File Management and the type of files.
3. Demonstrate the file management using tool bar based on operations of computers based on;
 - a) Creating folders
 - b) Naming the folder
 - c) Moving a file
 - d) Creating copy of a file.
 - e) Renaming a file
 - f) Deleting a file
4. Show examples of the probable mistakes and its consequences.
5. Take notes and ask questions.
6. Conclude with a discussion on the learning from the activity.

Activity 5: Discussion on MS Office.

Materials Required: Notes pad, pen/pencil.

Procedure:

1. Begin with a discussion on the utility of MS office.
2. Explain the applications of MS office;
 - a) MS word
 - b) MS excel
 - c) MS Power Point
 - d) MS access
 - e) MS Outlook
 - f) MS Team
1. Make notes and prepare a report.
2. Present the report in the class.
3. Conclude with a discussion on the learning from the activity.

Activity 6: Demonstration the usage of LMS.

Materials Required: Notes pad, pen/pencil.

Procedure:

1. Begin with a discussion on the basics of LMS.

2. Demonstrate the usage of LMS based on the utility of;
 - a) MS One point
 - b) MS Teams
 - c) MS Share point
3. Support your statements with examples.
4. Take notes and ask questions.
5. Conclude with a discussion on the learning from the activity.

Check Your Progress

A. Fill in the Blanks

1. Learning management system provides a comprehensive _____ for communication, collaboration, and learning.
2. A _____ programme used for creating and editing documents.
3. A file is group of _____ and _____ data.
4. An operating system serves as _____ connecting software and hardware.
5. Hardware through which we enter the data into the system is called _____ devices.

B. Multiple Choice Questions

1. Instructions in a computer are given through
 - a) Mouse
 - b) Keyboard
 - c) Joystick
 - d) Scanner
2. Device which displays icons text messages on screen is
 - a) Printer
 - b) Monitor
 - c) Projector
 - d) Speaker
3. To find and open applications quickly we use
 - a) Short cut

- b) Open
 c) Start
 d) Search
4. Output device is
 a) Monitor
 b) Printer
 c) Speaker
 d) All of the above
5. Programmes specially designed for any specific task are called
 a) Hardware
 b) Tools
 c) Applications
 d) Internal components

C. State Whether the Following Statements Are True or False

1. Devices through which we get the result of the input in an understandable language are called input devices.
2. Flash Drive is a Solid-State Drive (SSD) that plugs for storage, data back up and/or transfer.
3. Speakers present an image or moving image on projection screen.
4. Software are the instructions, programmes or data used execute any specific task or to operate the computers.
5. Computers cannot be utilised in business operations.

D. Match the Columns

	Column A		Column B
1	Hardware	A	Converts sound waves in an electrical signal.
2	Secondary Storage Devices (SSD)	B	A File cabinet in which files are stored.
3	Microphone	C	Physical or tangible aspects of a computer.

4	Folder	D	Presentation software
5	MS Power Point	E	CD, Hard Disk, DVD

E. Short Answer Questions

1. What do you understand by MS OFFICE?
2. What is a file and folder?
3. What is the difference between hardware and software?
4. What are storage devices?
5. What do you understand by running of a computer programme?

F. Long Answer Questions

1. Explain the important aspects of operating a computer?
2. Explain the Windows Operating System.
3. Explain the types of tool bars.
4. What do you understand by Learning Management Systems? Explain the services and tools provided by Microsoft in learning management?

G. Check Your Performance

1. Draw flow charts of operation of computers.
2. Identify the probable mistakes and the ways to avoid them while operating a computer.

Session 2: Computer Accessories

To carry out different tasks and activities a secretary needs lot of resources in the form of equipment and devices which are called computer accessories.

Major computer accessories are printer, photocopier, scanner, projector, binder, telephone, etc, which can facilitates display the outcome of Central Processing Unit (CPU) of computer.

PARTS AND FUNCTIONS OF COMPUTER ACCESSORIES

In a day of a secretary, many equipment is used. The functionalities and components (parts) of this equipment are (Fig.3.5).



Fig. 3.5: Functionalities and Computer Accessories

S No	Equipment	Parts	Functions
1.	Printer	<ul style="list-style-type: none"> • Paper tray • Toner/Ink Cartridge • Print head • Control panel 	Create copies of the original
2.	Photocopier	<ul style="list-style-type: none"> • Document feeder • Glass • Toner/Drum Unit 	Replicate documents

		<ul style="list-style-type: none"> • Control panel 	
3.	Scanner	<ul style="list-style-type: none"> • Scanning Bed • Scanning Head • Control Panel 	Converts documents (physical) into digital format.
4.	Projector	<ul style="list-style-type: none"> • Lamp • Input Port • Lens • Control Panel 	Projects Images on a screen
5.	Binder	<ul style="list-style-type: none"> • Spine • Rings/clips • Cover 	Binds together loose documents
6.	Telephone	<ul style="list-style-type: none"> • Speaker • Keypad • Receiver 	Verbal communication

COMPUTER ACCESSORIES FOR PRESENTATIONS

For effective presentations, equipment like LCD projector, computer LCD screen, white board and marker, and pointer are required. Their major functions are;

S No	Equipment	Parts	Functions
1.	LCD Projector	<ul style="list-style-type: none"> • Lamps • Lens • Ports • Liquid crystal display (LCD) Panels 	Usage of LCD technology for projection.
2.	Computer	<ul style="list-style-type: none"> • 	
3.	LCD Screen	<ul style="list-style-type: none"> • Back Lights • Control Buttons 	Displays digital content

		<ul style="list-style-type: none"> • LCD • Input Ports 	
4.	White Board Marker	<ul style="list-style-type: none"> • Erasable ink except if it is a permanent marker 	Writing and highlighting information
5.	Pointer	<ul style="list-style-type: none"> • Stick 	Pointing on the screen

CONNECT AND DISMANTLE PROJECTOR

The projector simply connects one end to the HDMI port on the laptop and the other end to the HDMI port on the projector. If you're using a VGA cable, connect one end to the VGA port on the laptop and the other end—along with a USB connector—to the appropriate port on the projector (Fig. 3.6).



Fig.3.6: Projector

<https://shorturl.at/jCFU1>

Connecting a Projector

1. Position the projector on a steady surface, making sure there is adequate ventilation.
2. Link the projector to a power supply using the provided power cable.
3. Use a video cable (HDMI, VGA) to connect the projector to your computer or other device.
4. Switch on the projector and allow it to undergo the warming-up process.

Connecting other Devices

- External speakers, if required.
- USB Devices.
- Other devices like DVD player or a lap top.
- Turn on any device connected and/or required at that moment.

Disconnecting the projector or devices

Turn off this product when not in use to prolong the life of the projector. Lamp life will vary depending upon mode selected, environmental conditions, and usage. Brightness decreases over time. Press the power button on the projector or the remote control.

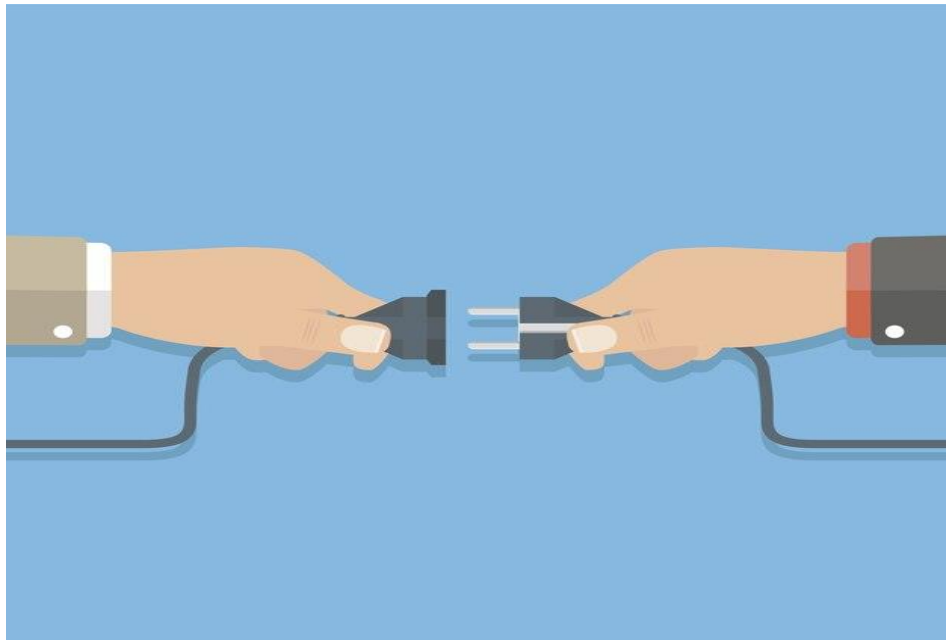


Fig. 3.7: Disconnecting Projector and Devices

<https://shorturl.at/acePV>

- Shut down/Power down.
- Disconnect the video cable i.e. VGA/HDMI cable both from the projector and device.
- Remove any USB or audio cable, if connected.
- Check other devices and disconnect the power.
- Wrap cables neatly.
- Let projector cool down.
- Store the projector properly in a case.

Activities

Activity 1: Prepare working models of computer accessories in the class and discuss its uses.

Material Required: Card board, Glue, Coloured papers, Pen/pencil, cello tape, Markers.

Procedure:

1. Start with discussions on the type of computer accessories, parts and their usage.
2. Show images of accessories to the class.
3. Divide the class in groups.
4. Allot one computer accessories out of;
 - a) Printer
 - b) Photocopier
 - c) Scanner
 - d) Projector
 - e) Binder
 - f) Telephone
 - g) Projector
5. Ask students to make a working model.
6. Ask the groups to present the model based on working and usage.
7. Discuss learnings from the activity.
8. Ask the students to note down the learnings in a notepad.
9. Make a detailed report on the working model.
10. Show the report in the class and take feedback.
11. Incorporate the feedback and make a final report.
12. Submit the final report to the subject teacher.

Activity 2: Demonstrate each piece of accessories used for presentation with its features & applications.

Materials Required: Accessories used for presentation, notepad, pen/pencil, A designated area for the demonstration.

Procedure:

1. Begin with a discussion on the accessories used for presentation.
2. Divide the class in groups.
3. One by one demonstrate the features and applications of;
 - a) LCD Projector
 - b) LCD Screen
 - c) White board marker
 - d) Pointer
4. Enlist the problems encountered during operating equipment.
5. Take notes and ask questions.
6. Conclude with a discussion on the learnings from the activity.

Activity 3: Prepare a chart on the functions of various types of accessories.

Material required: Notebook, Paper sheet, Coloured Pen, Pencil.

Procedure:

1. Divide the class in groups of four students.
2. Explain the functions of various types of computer accessories.
3. Ask students to prepare colourful charts.
4. Ask the groups to explain the chart to the class.
5. Ask questions and understand the functions of computer accessories.
6. Discuss the learnings in the class.
7. Note down the learnings in a notepad.
8. Make a report on the learnings.
9. Submit the report to the subject teacher.
10. Here the teacher will give feedback to the students.

Activity 4: Demonstrate the dismantle of projector, cords, cables & input/output devices.

Material Required: Notebook, Pen, Pencil.

Procedure:

1. Start the activity with the discussions on connection and dismantle of projector.
2. Visit computer laboratory.
3. Ask students to demonstrate;

- a) Connecting a projector.
 - b) Connecting other devices.
 - c) Disconnecting or dismantling the projector/devices.
4. Ask questions and understand the usage.
 5. Discuss the learnings in the class.
 6. Ask the students to note down the learnings in a notepad.
 7. Make a report on the learnings.
 8. Submit the report to the subject teacher.

Check Your Progress

1. While connecting position the projector on a _____ surface.
2. For effective presentations equipment LCD _____ is used.
3. Telephone is used for _____ communication.
4. Back light is a part of _____
5. For writing and highlighting information _____ is used.

B. Multiple Choice Questions

1. Parts of scanner are
 - a) Scanning Bed
 - b) Scanning Head
 - c) Control Panel
 - d) All of the above
2. To display the digital content, we use
 - a) White board marker
 - b) LCD Projector
 - c) LCD screen
 - d) Stick
3. To bind together loose documents, we use
 - a) Binder
 - b) Photocopier
 - c) Printer
 - d) None of these

4. Stick is a part of
 - a) Pointer
 - b) Projector
 - c) Marker
 - d) Screen
5. Parts of a printer are
 - a) Paper tray
 - b) Toner/Ink Cartridge
 - c) Print head
 - d) All of the above

C. State Whether the Following Statements Are True or False

1. To replicate documents plotter is used.
2. Lamp is a part of Projector.
3. To disconnect a projector, remove any USB or audio cable is required.
4. While using a projector, position the projector on a steady surface, making sure there is adequate ventilation.
5. Toner is a part of scanner.

D. Match the Columns

	Column A		Column B
1	LCD Projector	A	Writing and highlighting information
2	LCD Screen	B	Create copies of the original
3	White board marker	C	Converts documents (physical) into digital format.
4	Printer	D	Displays digital content
5	Scanner	E	Usage of LCD Technology for projection.

E. Short Answer Questions

1. Why computer accessories are required?

2. Define the use of a printer.
3. Define a scanner.
4. Why care is required while dismantling a projector?

F. Long Answer Questions

1. Describe in detail the parts and functions of all computer accessories.
2. Explain the process of connecting and dismantling a projector.
3. Explain in detail about the accessories used for presentations.

G. Check Your Performance

1. Demonstrate the importance of computer accessories.
2. Organise presentations on your favourite topics using computer accessories.

Session 3: Computer Applications

Computer applications are the software programmes which are designed to perform specific tasks on a computer. They are the tools that help secretaries to carry out their job role and responsibilities efficiently. These applications can include making presentations, maintaining records and calculations, or writing messages in a corporate setup (Fig.3.8).

They are important for the role of a secretary for;

Documentation	<ul style="list-style-type: none"> • Secretaries often need to create, format and edit documents like letters, memos and reports. • Word processing applications like Microsoft Word or Google Docs simplify and organise these tasks.
Communication	<ul style="list-style-type: none"> • E-mail and other applications enable secretaries to communicate efficiently and quickly. • They can organize emails, share important information and schedule appointments.
Scheduling	<ul style="list-style-type: none"> • Secretaries have to adhere to time and keep track of date and time. • Calendar applications help secretaries schedule appointments, meetings and events, along with automated alerts and reminders.

Data Management	<ul style="list-style-type: none"> • Secretaries often deal with data, budgets and financial records. • Spreadsheet applications like Microsoft Excel or Google Sheets are valuable for organising and analysing data, creating charts, and generating reports.
Presentation	<ul style="list-style-type: none"> • Secretaries have to make presentations to convey information effectively during meetings or conferences. • Presentation applications like Microsoft PowerPoint or Google Slides are used for creating professional presentations.
File management	<ul style="list-style-type: none"> • Secretaries have to organise and manage files efficiently. • This includes creating folders, sorting documents, and ensuring that information is easily accessible when needed.
Data Protection	<ul style="list-style-type: none"> • Secretaries use tools to password-protect documents and implement other security measures. • Applications ensure the security and confidentiality of sensitive information.
Information Gathering	<ul style="list-style-type: none"> • Secretaries need to conduct research on many topics. • Web browsers and search engines help them to gather information quickly on any topic.



Fig. 3.8: Importance of Computer Applications

TYPES OF COMPUTER APPLICATIONS

Computer applications serve all the areas.

Computer Application	Use	Example
Word Processing	For creating, editing and formatting text documents.	Microsoft Word, Google Docs, and Open Office Writer.
Spread sheet	For Calculations and Analysis.	Microsoft Excel, Google Sheets, and Libre Office Calc.
Presentation Software	For creation of slides for effective and beautiful presentations.	Microsoft PowerPoint, Google Slides, and Apple Keynote.
Data Base management systems	For storing, organising and retrieving data efficiently.	Microsoft Access, MySQL, and Oracle Database.

Graphics and design software	For creating and editing visual content such as images and graphics.	Adobe Photoshop, Illustrator, and Corel DRAW.
Web Browsers	For accessing and navigating the internet.	Google Chrome, Mozilla Firefox and Microsoft Edge.
Anti-virus and security applications	Designed to protect computers from viruses.	Norton, McAfee, and Windows Defender.

APPLICATION OF ESSENTIAL ACCESSORIES

Accessories are not full programme, but they improve the usability and functionality of any operating system. Calculator, Notepad, Paint, Explorer and WordPad are some of the most frequently used accessories.

Some accessories of MS Windows are;

CALCULATOR

It is used for doing calculations either by a standard calculator which does simple arithmetic calculations or a scientific calculator for some higher degree calculations.

The procedure to operate calculator is;

How to open	<ul style="list-style-type: none"> ➤ Click the Start button, highlight Programme menu item select Accessories group and choose calculator. ➤ The Calculator programme opens in Standard View. To use the Scientific Calculator, open the View menu and choose Scientific. ➤ Using the Standard Calculator can be used to add, subtract, multiply and divide. You can also take square roots, calculate percentages and finds multiplicative inverses.
Performing arithmetic calculation	To perform an arithmetic calculation, enter the calculation, as you would type it, left to right.
Storing numbers in memory	The four buttons on the left side of the Standard Calculator are used to control its memory.

NOTE PAD: It is a text editor for the windows; it creates and edits plain text documents.

It is preinstalled in the system. Options are available for;

- File
- Edit
- Format
- View
- Help

Components of Note Pad;

WORD PAD:

WordPad is used to format and write a text (Fig.3.9).

It allows a user to;

- Change the font (the style of text)
- Make words bold or italic
- Adjust the size of the text
- Add simple pictures



Fig. 3.9: Word Pad

PAINT BRUSH

Paint Brush is drawing tool application that helps the users to create digital drawings.

A paint brush application on computers is a software tool to create digital drawings and paintings. It has;

- Digital canvas
- Colour pallet
- Tools and Brushes
- Layers
- Undo and Redo
- Save and Share

CALENDER

A calendar accessory on a computer is the digital version of the paper calendar. It helps to;

- Keep track of dates, events and appointments.
- Organise schedule.
- Prioritise important things.
- Add events and set reminders.
- And view schedule in diverse formats like daily/weekly/monthly.

MEDIA

Tools that enhance the user experience with media such as music, photos and videos are called Media. Common media accessories are;

- Speakers
- Web cam
- Micro phone
- Graphics tablet, etc.

MS POWER POINT

PowerPoint or PPT is easy-to-use presentation graphics programme to create attractive and professional looking slide shows.

MS PowerPoint is used for;

- Making graphical presentations.
- Adding visual aspect, the data.
- Enhancing its concept.
- Leading to better communication.

The application utilises slides to communicate information infused with multimedia, serving various purposes such as crafting intricate business presentations, developing straightforward educational outlines, and more.

Features available in MS PowerPoint are;

- Customising Colour Schemes.
- Adding Animations.
- Creating and Adding tables.
- Adding images.
- Adding and Managing Hyperlinks.
- Creating Custom Shows.
- Creating and Importing Charts.
- Easy exporting to MS Word.

Starting a PowerPoint	
	Click on Start.
	Click on the Microsoft power point icon.
	The Microsoft Office PowerPoint window will appear, starting the software.
Opening a Blank Presentation	
	When we open PowerPoint by default it opens to a new presentation. After that if we want to open a new presentation then;
	<ul style="list-style-type: none"> • Click on New Presentation link. • Results in the appearance of a new window.
	<ul style="list-style-type: none"> • Select on Blank Presentation. • The new presentation slide appears with a Layout pane.
	Select any desired layout from the list.
	<ul style="list-style-type: none"> • To run a presentation either click on the F5 key or • Select Play from Beginning on the Slideshow Pane.

- Decorate the presentation with images, sound, designs and other creative options.

MULTIMEDIA SETTINGS

It refers to different combinations or configurations/options that control media such as audio, video and images. These setting enhance user's experience and can be categorised as;

Multimedia Setting	Meaning
Display Settings	These settings control images and videos appearing on the screen. Users can; <ul style="list-style-type: none"> Adjust the screen resolution. Colour settings. Orientation to suit their preferences.
Audio Settings	It includes volume, choose default audio devices, adjust equaliser settings to enable better listening experience.
Recording and capturing settings	It helps in voice recording, capturing videos or snapping screenshots.
Graphic Enhancements	To add special effects to pictures and videos.

APPLICATIONS OF CONTROL PANEL

The Control Panel serves as a centralised hub customising and configuring various system settings on a windows computer.

Control panel applications are also called applets or module and comprise of;

System and security	It is used for the setting of overall operations and security.
Hardware and sound	To adjust the setting of hardware devices and also to control sound settings of computer.
Programmes	To install or uninstall a programme and software on the computer.

Appearance and Personalisation	To adjust the visual effect of the computer like the look of the desk top, change in colour, etc.
Clock and Region	To change the date, time and language settings of the computer.
Network and Internet	To manage network connections, view network status and setup sharing options.
User Accounts	To manage user accounts, change passwords, and configure account related settings

WORD PROCESSING SOFTWARE

Word processing software is the digital form of typewriter with many features. It helps a user to create/edit/format documents on a computer.

It has the features of;

- Typing and editing the text.
- Formatting the written text by adding italics, bold, underline the selected fonts and varying the size also.
- Adding pictures and graphics to make the text more appealing.
- Organising information with Tables/Sections/Headings options.
- Checking spelling and grammar.
- Saving and printing Text.

Popular word processing software are Microsoft Word, Google Docs and others.

IMPORTANT SHORT-CUTS/COMMANDS USED IN WORD PROCESSING

Shortcuts commands are either the keys or the combinations of keys that offer an alternative way to use a mouse.

In word processing and spreadsheets, short cuts offer lot of benefits. User can finish an assignment at better speed and with more efficiency. It allows multiple tasking and helps the user to switch between apps and windows and lock screen.

Short -Cut/Commands used in word processing are;

Word Shortcut Keys

Key	Command
Ctrl + A	Select all contents

Ctrl + B	Bold highlighted selection
Ctrl + C	Copy selected text
Ctrl + X	Cut selected text
Ctrl + N	Open new/blank document
Ctrl + O	Open options
Ctrl + P	Open the print window

Key	Command
Ctrl + F	Open find box
Ctrl + C	Copying
Ctrl + V	Pasting
Ctrl + X	Cutting the content
Ctrl + Z	Undo
Ctrl + I	Italicise
Ctrl + Right Arrow	Pointer moves to the start of next Word
Ctrl + Left Arrow	Pointer moves to the start of Previous Word
Ctrl + Down Arrow	Pointer moves to the start of next paragraph
Ctrl + Up Arrow	Pointer moves to the start of previous paragraph

GRAPHIC PACKAGES (MS PAINT)

Graphic packages on a computer are like digital art tool boxes that help a user to create and edit pictures, designs and illustrations.

They enable a user to;

- Draw and paint.
- Choose shapes.
- Editing.

- Work in Layers of different elements.
- Add special effects and filters.
- Saving and sharing of the file.

Start	<ul style="list-style-type: none"> • Press the windows button (On the bottom left of monitor). • Press on all apps. • Scroll to "Windows Accessories". • Open folder of accessories. • Press MS Paint option.
Tools	<ol style="list-style-type: none"> Pencil: To draw lines with different colours. Eraser: To erase the selected parts. Brush: Option for different brushes. Text: To type the text. Airbrush Tool: To spray on the chosen part. Colour Palette: For choices of different colours. Magnifier: To zoom in/zoom out. Rectangle: To draw rectangles. Line: To draw lines, straight/horizontal/vertical/slanted. Curve: To draw curves.

MS PAINT

It is used to draw, colour and edit pictures, and is included in all versions of Microsoft Windows. Files are saved in bitmap (BMP), PNEG, GIF, JPEG and single-page TIFF formats.

MS paint is there in every windows software.

INTRODUCTION TO MS EXCEL

MS Excel is a spreadsheet programme from Microsoft and a component of its office product group for business applications. Microsoft Excel enables users to format, organise and calculate data in a spreadsheet.

Excel is used by marketers, data analysts, accountants and other professionals.

With Excel users can;

1.	Create a new spread sheet.
2.	Add, subtract, multiply and/or divide any number.
3.	Format column, text and titles.
4.	Sort data (alphabetical order).
5.	Use formulas and functions and derive insights.

Rules in MS Excel:

1.	Equal sign	equal sign (=) for result
2.	Addition	+ sign in values of two cells $C5+D3$.
3.	Subtraction	- sign $C5-D3$.
4.	Multiplication	* sign $C5*D3$.
5.	Division	/ sign $C5/D3$.
<i>All operation s in a cell looks like $(C5-D3)/((A5+B6)*3)$.</i>		

Functions in Excel: Excel functions streamline certain tasks commonly performed in formulas. For example, rather than employing the + sign to sum a range of cells, the SUM function can be utilised. Let's explore additional functions that enhance the automation of calculations and tasks.

SUM	To add up range of cells/numbers. Two values are separated by a colon. =SUM (C5:C30).
AVERAGE	To average out the values =AVERAGE (C5:C30).
VLOOKUP	To search on sheet.

	<i>VLOOKUP ([@Attorney], tbl_Attorneys, 4, FALSE).</i>
MATCH	To look certain item in cells. MATCH (lookup value, lookup array, [match type]).
COUNTIF	returns the number of cells meeting a criteria/value. COUNTIF (range, criteria). Example: =COUNTIF(A3:A6, "Bhopal").

Short cut commands used in spread sheets;

Key	Command
Ctrl+1	Format Cells
Ctrl + ;	Insert current Date
Ctrl + Shift + :	Insert current time
Ctrl+C	Copy
Ctrl+Shift + \$	Format as Currency
Ctrl+V	Paste
Ctrl+X	Cut
Ctrl+Z	Undo
Ctrl+Y	Redo
Ctrl+A	Select All
Ctrl+F	Find
Ctrl+H	Replace
Ctrl+S	Save
Ctrl+N	New Work Book
Ctrl+O	Open Work book
Ctrl+P	Print

Ctrl+B	Bold
Ctrl+I	Italics
Ctrl+shift + %	Format as Percentage

Activities

Activity 1: Presentation and Discussion on the application of essential accessories of computer.

Materials Required: Pen/Pencil, Eraser, Notebook.

Procedure:

1. Divide the class in the group of four students each.
2. Start the activity with explanation on the accessories of computer.
3. Topic Assignment (5 minutes): Assign each group a topic out of;
 - a) Calculator
 - b) Notepad
 - c) Word pad
 - d) Paint Brush
 - e) Calendar
 - f) Media
4. Allow time for students to gather information and arrange it in structured format.
5. Have each group of students present their findings, including the purpose and importance of the accessory.
6. Open the floor for questions and further discussion.
7. Conclude the activity mentioning learning.
8. Note down the activity.
9. Make a report on the presentations.
10. Submit the report to the subject teacher.

Activity 2: Prepare a chart showing the importance and type of computer application.

Material Required: Notebook, coloured sheets, Colours/sketch pen, Pen, Pencil, and rubber.

Procedure:

1. Start the activity with discussions on the importance and types of computer applications.
2. Divide the class in groups.
3. Ask the groups to prepare an attractive chart on the types of computer applications citing;
 - a) Type of application
 - b) Use of application
 - c) Examples of the application
4. Present the chart in the class.
5. Ask questions.
6. Conclude the activity mentioning key learnings. Each group will note down the other group's activity.
7. Prepare a detailed report and submit it to the subject teacher.

Activity 3: Demonstrate the power point presentation on the use of MS Excel.

Material Required: Notebook, Pen, Pencil.

Procedure:

1. Start the activity with the discussions on the ways to make effective power point presentations.
2. Discuss the concept of MS Excel.
3. Visit Computer laboratory.
4. Ask students to prepare a power point presentation and demonstrate;
 - a) Introduction to MS excel
 - b) Use of MS Excel
 - c) Rules in MS excel
 - d) Functions in MS excel
 - e) Short cut commands
5. Ask questions and understand the usage of MS Excel.
6. Discuss the learning in the class.
7. Students will note down the key learnings.
8. Prepare a detailed report.

9. Submit the report to the subject teacher.

Activity 4: Demonstrate the word processing application by creating files on topics.

Material required: Notebook, Pen, Pencil.

Procedure:

1. Start the activity with the discussions on;
 - a) Word processing application.
 - b) Creating files.
2. Divide the class in groups.
3. Assign topics to the groups.
4. Visit computer laboratory.
5. Ask students to create files on the topic allotted to them.
6. Ask students to demonstrate the word processing application by creating files on the topic.
7. Ask them to share their experience and the difficulties while performing the activity.
8. Discuss the learnings in the class.

Activity 5: Maintain the uploaded or downloaded documents, audio and video files.

Material Required: Notebook, Pen, Pencil.

Procedure:

1. Start the activity with the discussions on the;
 - a) basic concept of audio and video files.
 - b) Uploading documents.
 - c) Downloading documents.
 - d) Maintain files (audio and video).
2. Visit Computer laboratory.
3. Ask students to identify the audio and video files and Maintain the uploaded or downloaded documents, audio and video files.
4. Ask them to share their experience and the difficulties while performing the activity.
5. Discuss the learnings in the class.
6. Ask the students to note down the learnings in a notepad.

7. Make a report on the learnings.
8. Submit the report to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Computer applications are the _____ programmes.
2. _____ applications help secretaries schedule appointments, meetings and events.
3. Spread sheets are used for _____ and analysis.
4. _____ are not full programme but they improve the usability and functionality.
5. _____ is a text editor for the windows; it creates and edits plain text documents.

B. Multiple Choice Questions

1. Word pad allows users to;
 - a) Make words bold or italic
 - b) Adjust the size of the text
 - c) Add simple pictures
 - d) All of the above
2. Drawing tool application that helps the users to create digital drawings is;
 - a) Paint Brush
 - b) Notes pad
 - c) Media
 - d) Word pad
3. MS PowerPoint is used for;
 - a) Making graphical presentations
 - b) Adding visual aspect to the data
 - c) Enhancing its concept and
 - d) All of the above
4. Graphic enhancements help;
 - a) To add special effects to pictures and videos.

- b) To enable better listening experience
 - c) To choose default audio devices.
 - d) To control images and videos appear on the screen.
5. Common media accessories are;
- a) Speakers
 - b) Web cam
 - c) Micro phone
 - d) All of the above

C. State Whether the Following Statements Are True or False

1. Calculator keeps track of dates, events and appointments.
2. Tools that enhance the user experience with media such as music, photos and videos are called Media.
3. Control panel refers to different combinations or configurations/ options that control media such as audio, video and images.
4. Hardware and sound are used for the setting of overall operations and security.
5. Word processing software can be used for checking spelling and grammar.

D. Match the Columns

	Column A		Column B
1	Ctrl +O	A	Pointer moves to the start of previous word
2	Ctrl +V	B	Open options.
3	Ctrl+ Left Arrow	C	Pointer moves to the start of previous paragraph
4	Ctrl+ Up Arrow	D	Cutting the content
5	Ctrl+ X	E	Pasting

E. Short Answer Questions

1. Define MS Paint.
2. What is the use of MS Excel?
3. What do you understand by Graphic Packages?
4. Define multimedia settings.

5. What is the use of Notepad?
6. What do you understand by computer applications?

F. Long Answer Questions

1. Explain in detail the importance and types of computer applications?
2. Explain essential accessories in the computer system?
3. Explain the working of MS Power point?
4. Explain the applications of control panel?

G. Check Your Performance

1. Play a quiz on shortcut keys and commands in the class.
2. Demonstrate the multimedia settings in the computer lab.

Session 4: World of Internet, Social Media and Cyber Law

The Internet revolution has come up with many services and applications most importantly World Wide Web (WWW) including social media, electronic mail (E-mail), online games (single/multiplayers), mobile applications, file sharing, Internet telephony and also streaming platform for media services.

The terminologies in web-based applications are;

S. No.	Terminology	Meaning
1.	World Wide Web	It is also known as W3 or www. It includes pages or websites which users can access through internet on their computers or devices. These pages are interconnected by the means of hyperlinks available for users.
2.	Hypertext Transfer Protocol (HTTP)	It allows users to reach all web pages by standardising the communication and data transfer between clients and servers.
3.	Web server	It is a system which is capable of delivering the web content to the end users via a web browser over the internet. Example: Apache, NGINX, Oracle.

4.	Web Client	It is used for connecting to a web server over HTTP. It is a web app or browser which displays the web pages.
5.	Web site	It comprises a set of web pages and associated content distinguished by a shared domain name. This collection is dedicated to a specific topic such as news, commerce, education, social networking, or entertainment.
6.	Web page	It is a document which is written in HTML that can be seen online using a web browser. Most of the web pages include photos, text or videos, and links to other web pages. A group of many web pages is a website.
7.	Web Browser	A software programme that shows a web page and connects to the internet to access desired document.
8.	Web address (URL-Uniform resource locator)	Shows information about the web page location.
9.	Hyper Text Mark-up Language (HTML)	It is the standard language for creation of web pages containing series of elements describing the structure of web page.
10.	E-mail address	An E-mail box's address where messages can be both received and sent.
11.	Search Engine	It's an online application that empowers users to find information across the World Wide Web. Well-known search engines include Google, Yahoo!, and MSN Search.

Internet protocols encompass a set of regulations dictating the transmission and reception of data across the internet, ensuring efficient communication between devices. These protocols establish norms for activities such as E-mail exchange, website access, and file transfers. Notable examples include HTTP for web browsing, SMTP for E-mail communication, and TCP/IP for general data transmission. In

essence, internet protocols facilitate the seamless flow of information throughout the internet.

Most commonly used search engine is Google.



How to use Google.com

1. Go to Google.
2. Enter the Search Terms.
3. Review the Search Results.
4. Preview the Answers.
5. If the answers are not close to the desired search refine the search.

SOCIAL MEDIA




Social media is the use of digital technology which permits the sharing of information and ideas, including visuals and text through virtual networks, groups and communities.

It is found in a recent study that more than 4.7 billion people are the users of social media which equals to approximately 60% of the world's population.

In early 2023, 94.8% of users accessed messaging, chat apps and websites followed closely by social platforms with 94.6% of users.

These statistics show the popularity and acceptance of Social Media in today's world.

Some examples of social media are;

1.	Facebook		<i>Facebook is a social networking site that makes it easy for users connect with family and friends online.</i>
2.	WhatsApp		<i>It is most widely used social media app with features of exchanging videos, messages, locations, images for free.</i>
3.	Instagram		<i>It is a Video and photo sharing application available for free</i>

These are often used for communicating information in an official setup or for connecting with family and friends in personal setup.

Importance of Social Media

Social media holds significant meaning in the communication eco system with major contribution in information dissemination and community building.

It helps in;

1. Instant communication between two or more individuals in real time regardless of the geographical distances.
2. Offering a platform for the groups/organisations/individuals to share thoughts, content or any research findings.
3. Connection between global and diverse audience.
4. Nurturing the formation of online communities with members of shared interests, professions and causes.
5. Enhancing the brand image of business, customer engagement, sales and product launch.
6. Collaboration and discussion of ideas.

7. Learning becomes more fun and accessible for students.
8. Networking opportunities for finding a new job, starting a business or increasing market share.
9. Disseminating crucial information in case of emergencies which includes relief efforts.
10. Providing a source of entertainment with an option of consuming and sharing multimedia content.

TYPES OF SOCIAL MEDIA

For accommodating different types of content and to cater needs of wide group of people, different type of social media is used. It is categorised as;

S No	Social Media	Purpose
1.	Social Networking Sites	To Create online profiles to connect with professionals, friends, colleagues and others for sharing of updates in the form of messages, photos, and links. Example: Facebook, LinkedIn
2.	Micro blogging Platforms	To share content often in the form of text, images or links with a focus on real-time updates. Example: Twitter (now X), Tumblr
3.	Messaging Platforms	To enable personal or group communications through the text, voice, and multimedia messages. Example: Think Messenger, WhatsApp, WeChat. They have replaced the traditional SMS messaging for many users.
4.	Online discussion forums and communities	To discuss on an extensive range of topics, and allowing users to ask questions, share knowledge and engage in conversations within specific interest groups. Example: Quora, Reddit
5.	Professional Networks	To develop a professional network and career enhancement by providing a platform for users to connect with colleagues, showcase skills and explore job opportunities.

		Example: LinkedIn
6.	Media Sharing Networks	To share multimedia content such as photos, videos and stories to create a visual and dynamic experience for users. Example: YouTube, Flickr, Instagram
7.	Blogging Platforms	To offer a space for individuals and organisations to publish content, express opinions, share insights and provide in-depth information. Example: Word Press, Blogger
8.	Recommendation Platforms	To enable users to access and share reviews and recommendations for various products, services and establishments. Example: Trip Advisor

CYBER CRIMES, LAWS AND RULES

The emergence of social media with the facility of online banking and confidential data on the internet has presented lawbreakers with numerous opportunities to take advantage of an unaware user.

TYPES OF CYBER CRIMES

Phishing	In which someone strives to acquire confidential information such as usernames, passwords, bank details or credit card numbers by dispatching E-mails or text messages which appears genuine.
Malware attack	Malware is any programming intended to harm or disturb PCs and systems. It can get coded to observe a client action on any gadget or taking confidential data from an account.
Hacking	It is an illegitimate access of computer systems, networks, software or digital devices to gain information or disturb regular operations.
Identity Theft	It occurs when a person uses the personal information of another individual without their awareness or approval for their benefit.
Data Breach	A data breach is a security threat in which individuals or a group gain access to confidential or protected information.

Cyber-crime laws and rules are designed to punish and prevent illegal activities that occur in the digital world. CERT (Computer Emergency Response Team) guidelines provide best practices for responding to and mitigating cyber security incidents.

Organisations often follow these guidelines to improve their ability to detect prevent and respond to cyber threats.

The IT act, 2000 or the Information Technology Act is the legislation which deals with data protection, cyber security and cybercrime. Activities like phishing, hacking, identity fraud, electronic theft, malware attacks are identified as the bookable offences.

Other than IT act, acts like cyber security and information sharing act, computer fraud and abuse act, payment card industry data security standards are there to prevent cybercrimes.

PROCEDURES FOR DATA SAFETY

Primary focus of data safety is safeguarding confidentiality, availability and integrity of data focusing proper implementation of policies ensuring productivity.

Following are the procedures for data safety:

1. Blocking all the private sites or browsing at office.
2. Managing password and changing it at regular intervals.
3. There should be junk folders for suspicious mails, and antivirus need to be active all the time. A protocol for data backup has to be established.
4. Enable 2FA (two factor authentication) for the data whenever possible. A secondary verification step like code sent to the phone in addition to password.
5. Stay informed about online threats and data safety best practice.
6. Avoid public computers while working on confidential and sensitive information.
7. Always use a strong password for the Wi-Fi network. Make sure to enable Wi-Fi Protected Access (WPA) to secure wireless connection. It prevents unauthorised users or intruders from accessing the dedicated network.

Activities

Activity 1: Demonstration and Discussion on Downloading and Uploading files from a remote site.

Materials Required: Pen/Pencil, Eraser, Notebook.

Procedure:

1. Start the activity with explanation on the;
 - a) Terminology used in World Wide Web.
 - b) Internet protocols: TCP/IP, SMTP, POP3, HTTP, HTTPS.
 - c) Downloading and uploading files from a remote site.
2. Visit computer lab.
3. Demonstrate downloading and uploading of a file from a remote site.
4. Understand internet protocols.
5. Share your experience in doing the activity.
6. Ask the students to note down the learnings in a notepad.
7. Make a report on the learnings.
8. Take feedback.
9. Submit the report to the subject teacher.

Activity 2: Demonstrate the use of social media.

Material Required: Notebook, Pen, Pencil.

Procedure:

1. Start the activity with the discussions on;
 - a) The concept of social media.
 - b) The importance of social media.
 - c) Types of social media.
2. Divide the class in groups.
3. Ask each group to creatively demonstrate the use of social media with the help of posters, skit or any form.
4. Discuss the misuse of social media in the end.
5. Discuss the learnings in the class.
6. Ask the students to note down the learnings in a notepad.
7. Make a report on the learnings.
8. Submit the report to the subject teacher.

Activity 3: Identify the common cyber-crimes in social media.

Material Required: Notebook, Pen, Pencil.

Procedure:

1. Start the activity with the discussions on the cyber-crimes.

2. Divide the class in groups.
3. Ask each group to identify real life examples of cyber-crimes.
4. Make notes on the activity.
5. Identify the ways to avoid getting trapped in cyber-crimes.
6. Present your findings in the class.
7. Conclude the activity by mentioning learnings.
8. Ask the students to note down the learnings in a notepad.
9. Make a report on the learnings.
10. Submit the report to the subject teacher.

Activity 4: Apply Cyber Laws to resolve queries and classify the Laws for different applications used by Secretary.

Material required: Notebook, Pen, Pencil.

Procedure:

1. Start the activity with the discussions on the cyber laws.
2. Divide the class in groups.
3. Ask each group to create a query and resolve with cyber laws.
4. Identify ways of data protection used by a secretary.
5. Make notes.
6. Present your findings in the class.
7. Conclude the activity by mentioning learnings.
8. Ask the students to note down the learnings in a notepad.
9. Make a report on the learnings.
10. Submit the report to the subject teacher.

Activity 5: Prepare a chart on procedures for data safety.

Material Required: Notebook, coloured sheets, Colours/sketch pen, Pen, Pencil, and rubber.

Procedure:

1. Start the activity with discussions on the importance and procedures of data safety.
2. Divide the class in groups.

3. Ask the groups to prepare an attractive chart on procedures of data safety giving real life examples.
4. Present the chart in the class.
5. Ask questions.
6. Conclude the activity mentioning key learnings.
7. Ask the students to note down the learnings in a notepad.
8. Make a report on the learnings and discussions.
9. Submit the report to the subject teacher.
10. Teacher will give necessary feedback on the report.

Check Your Progress

. Fill in the Blanks

1. Primary focus of _____ is safeguarding confidentiality, availability and integrity of data.
2. _____ and rules are designed to punish and prevent illegal activities that occur in the digital world.
3. To share multimedia content such as photos, videos and stories _____ networks are used.
4. _____ is illegal activity in which someone strives to acquire confidential information.
5. The _____ is the legislation which deals with data Protection, cyber security and cybercrime.

B. Multiple Choice Questions

1. Data safety can be achieved by
 - a) Blocking all the private sites or browsing at office
 - b) Managing password and changing it at regular intervals.
 - c) Using a strong password for the Wi-Fi network.
 - d) All of the above
2. An illegitimate access of computer systems, networks, and software or digital devices to gain information is called
 - a) Hacking
 - b) Phishing

- c) Malware attack
 - d) Data Breach
3. Situation in which the personal information of another individual is used without their awareness or approval is called
- a) Data Breach
 - b) Identity theft
 - c) Phishing
 - d) Malware attack
4. To share content in the form of text, images or links with a focus on real-time updates we use
- a) Micro blogging platform
 - b) Messaging platforms
 - c) Professional networks
 - d) Communities
5. Social media
- a) Enhances the brand image of business
 - b) Helps in collaboration and discussion of ideas.
 - c) Makes learning more fun and accessible for students.
 - d) All of the above

C. State Whether the Following Statements Are True or False

1. Instagram is a video and photo sharing application available for free.
2. Media sharing networks are used to develop a professional network and career enhancement by providing a platform for users.
3. Messaging platforms are used to enable personal or group communications through the text, voice, and multimedia messages.
4. A data breach is a security threat in which individuals or a group gain access to confidential information.
5. Data safety can be achieved by managing password and changing it at regular intervals.

C. Match the Columns

	Column A		Column B
1	Malware attack	A	Publish content
2	Data Safety	B	Enable Networking opportunities
3	Blogging platforms	C	Programme which harms the computer system
4	Social Media	D	IT act, 2000
5	Cyber law	E	Two factor authentications

E. Short Answer Questions

1. What is World Wide Web?
2. What is a web server?
3. What are search engines?
2. Define Social Media.
3. What do you understand by internet protocols?

F. Long Answer Questions

1. Explain in detail the importance of Social media.
2. Enlist the terminologies used in web-based applications.
3. Enumerate the ways data safety can be achieved.

G. Check Your Performance

1. Organise a role-play on the types of cyber-crimes and steps taken to mitigate them.
2. Prepare a chart on types of social media with real life examples.

MODULE 4**BASICS OF OFFICE EQUIPMENT****Module Overview**

In any professional setting, the efficient operation of an office relies heavily on the utilisation of various types of office equipment. From computers and printers to telephones and fax machines, these tools are essential for carrying out daily tasks and facilitating communication within the organisation. Understanding the basics of office equipment is crucial for anyone involved in professional administration, such as secretaries, office managers, and administrative assistants.

Role of Office Equipment in Professional Administration

Office equipment serves as the backbone of daily operations in an office environment. It enables individuals to perform tasks efficiently, communicate effectively, and maintain organized records. For example, computers allow for word processing, spreadsheet management, and email correspondence, while printers facilitate the production of hard copies of important documents. Telephones and fax machines enable real-time communication with clients and stakeholders, ensuring seamless business transactions.

Responsibilities of a Secretary in Managing Office Equipment

A secretary, also known as an administrative assistant or office coordinator, plays a vital role in managing and coordinating various tasks related to office equipment. Their responsibilities extend beyond administrative duties to include the proper maintenance, organisation, and utilisation of office equipment. Secretaries are often tasked with:

- 1. Procurement:** Researching, selecting, and purchasing new office equipment based on the needs and budget of the organisation.
- 2. Maintenance:** Ensuring that office equipment is properly maintained and serviced to prevent malfunctions and downtime. This includes scheduling regular maintenance checks, troubleshooting issues, and coordinating repairs when necessary.
- 3. Organisation:** Managing the layout and arrangement of office equipment to optimise space utilisation and workflow efficiency. This may involve designing ergonomic workstations and implementing storage solutions for equipment and supplies.
- 4. Training:** Providing training and support to staff members on the use of office equipment, software applications, and communication systems. This ensures that employees are proficient in utilising technology to perform their job duties.

effectively.

- 5. Inventory Management:** Keeping track of inventory levels for office supplies and equipment, replenishing stock as needed, and maintaining accurate records of assets and expenditures.

Benefits of Understanding Office Equipment Basics

Having a solid understanding of office equipment basics offers several benefits for professionals in administrative roles:

- 1. Increased Efficiency:** Properly utilising office equipment allows for streamlined workflows and improved productivity, ultimately saving time and resources.
- 2. Effective Communication:** Utilising communication tools such as telephones and E-mail systems facilitates clear and timely communication with colleagues, clients and stakeholders.
- 3. Enhanced Organisation:** Well-maintained and organised office equipment contributes to a clutter-free workspace and fosters a productive work environment.
- 4. Cost Savings:** Proactive maintenance and proper utilisation of office equipment can help reduce repair costs and extend the lifespan of equipment, minimising the need for frequent replacements.

Therefore, understanding of the basics of office equipment is essential for professionals involved in administrative roles. By effectively managing and utilising office equipment, secretaries and administrative assistants contribute to the overall efficiency, organisation, and success of an office or organisation. From procurement and maintenance to organisation and training, mastering the fundamentals of office equipment is key to ensuring smooth operations and facilitating the achievement of organisational goals. The Module further describes and elaborates on the details of office equipment.

This Module contains four sessions. The first session is about the display of office equipment. The second session describes functions of the office equipment. The third session deals with operations of office equipment. And the last session includes maintenance and troubleshooting of office equipment.

Learning Outcomes

After completing this module, you will be able to:

- Display of office equipment properly
- Appreciate the functions of the office equipment

- Operate the various parts of different office equipment
- Maintain the office equipment before loading and unloading while usage as applicable

Module Structure

Session 1: Display of Office Equipment

Session 2: Functions of the Office Equipment

Session 3: Operations of Office Equipment

Session 4: Maintenance and Troubleshooting of Office Equipment

Session 1: Display of Office Equipment

An office is a common place where people come together for a common work. It is a shared space which is used for the purpose of productivity, innovation and wellbeing of the employees. These work spaces are furnished with various supporting tools, machines and equipment required for the regular and routine work of office.

This equipment are the resources that are used in an office environment for smooth and convenient operations in an organisation. These are tangible, durable goods that assist in managing and conducting office-related tasks. Intervention and usage of these machines help in making the human jobs easier, human efforts are reduced resulting into less fatigue and tiredness. The added benefit of using the equipment is enhancing efficiency, saving downtime and reserving employees' energy levels. They serve dual benefit to the organisation and to the employees. Employees get less tired because of the manual and physical work; it further reduces time and efforts being made by an individual. At the same time high proficiency in the work is achieved. Equipment most commonly refers to a set of tools or other objects commonly used to achieve a particular objective. Different jobs require different kinds of equipment. The chapter further describes the types and uses of the equipment in various organisational settings.

Classification of Office Equipment: Office equipment can be classified into various categories based on their functions, usage, and relevance to the office environment. Here's a broad classification of office equipment:

Below mentioned is the detailed description of all the categories of office equipment:

- 1. Communication Equipment:** Communication is an important part of any organisation or office. Thus, there are various ways and means to communicate within the organisation. Communication equipment includes tools like telephones, fax machines, intercom systems, and video conferencing equipment. These devices play a vital role in for facilitating effective

communication within and outside the organisation. They enable swift and reliable exchange of information, fostering collaboration, and coordination among team members and stakeholders is made possible with the help of these equipment within the organization (Fig.4.1).

- 2. Computing and IT Equipment:** Calculations and technology is a basic of any of the organisation. This category includes desktop computers, laptops, servers, printers, scanners, projectors and networking equipment. Computing and IT equipment form the backbone of modern office operations, supporting various tasks such as data processing, document creation, and network connectivity. They enable employees to perform their work efficiently and contribute to the overall productivity of the organisation.



Fig. 4.1: Categories of Office Equipment

- 3. Presentation Tools:** Presentation tools, such as whiteboards, flip charts, projector screens, and laser pointers, are instrumental in conveying information visually during meetings and presentations. They enhance communication by providing a platform for dynamic and interactive discussions, aiding in the effective sharing of ideas and concepts.
- 4. Storage and Organisation:** Storage and organisation tools include filing cabinets, shelving units, document organisers, and storage boxes. These items are essential for maintaining a neat and orderly office environment. They help in systematically organising documents, supplies, and materials, making it easier for employees to locate and retrieve necessary items when

needed.

- 5. Security Equipment:** Security equipment, such as security cameras, access control systems, and safes, plays a vital role in safeguarding the physical and informational assets of the organisation. It helps prevent unauthorised access, monitor activities, and protect valuable items, ensuring the overall security and integrity of the workplace.
- 6. Audio-Visual Equipment:** Audio-visual equipment, including sound systems, audio speakers, microphones, and headsets, enhances the auditory and visual aspects of communication. These tools are employed in presentations, meetings, and events to ensure clear and effective communication, creating a more engaging and immersive experience for participants.
- 7. Office Supplies:** Office supplies encompass everyday items such as pens, pencils, markers, paper, notebooks, staplers, paperclips, tape dispensers, and sticky notes. These supplies are the basic tools required for routine office tasks, note-taking, and document organisation, contributing to the smooth functioning of daily operations.
- 8. Human Resource Tools:** Human resource tools, like time clocks, employee ID cards, and biometric systems, assist in managing and monitoring workforce-related activities. They contribute to efficient attendance tracking, personnel identification, and overall human resource management within the organisation.
- 9. Break Room Equipment:** Break room equipment, including refrigerators, coffee makers, microwaves, and water dispensers, create a comfortable and communal space for employees to relax and recharge. These amenities contribute to a positive work environment, promoting well-being and fostering a sense of community among colleagues.
- 10. Cleaning Equipment:** Cleaning equipment, such as vacuum cleaners, dustbins, and cleaning supplies, is essential for maintaining a hygienic and pleasant workspace. Regular cleaning ensures a healthy environment, boosts morale, and contributes to a professional and inviting office atmosphere.
- 11. Health and Safety Equipment:** Health and safety equipment, including first-aid kits, fire extinguishers, and safety signs, are crucial for promoting a safe working environment. They aid in emergency preparedness, provide immediate medical assistance, and communicate essential safety information, contributing to the overall well-being of employees.

Classification of Types of Office Equipment

Office equipment plays an important role in the smooth functioning and operations in an office. Office equipment are the necessary tools for communication,

organisation, and productivity. Office equipment has been broadly categorised into eleven categories. These categories are further sub divided into various types which includes the devices of specific type. Classification of these tools into distinct categories enables a systematic understanding of their roles and facilitates efficient management within the office setting. The major categories of office equipment have been explained in detail in the previous session. Below mentioned are the sub types and sub categorisation of categories of the office equipment. They have been described in detail as under:

Communication Equipment: These are the equipment which help in the communication within the organisational settings. The forms of communication equipment are mentioned as under:

- **Telephones:** Telephones are the electronic gadgets essential for voice communication within and outside the organisation.
- **Fax Machines:** It is used for sending and receiving duplicate documents.
- **Intercom Systems:** Internal communication within the office or building is being facilitate by these systems.
- **Video Conferencing Equipment:** These enable virtual face-to-face meetings and collaboration with participants in different locations.

Computing and IT Equipment: Calculations are inevitable within the organisational settings, this is being taken care by the equipment which fall under the category of computing and IT. The kinds of these equipment's are described as under:

- **Desktop Computers:** These are personal computers designed for use at a single location.
- **Laptops:** These are portable computers suitable for mobile use.
- **Servers:** Servers help us to manage the computers and network resources which provide services to other computers (clients) in the network.
- **Printers:** Printers are the output devices used to produce hard copies of documents.
- **Scanners:** These are the input devices used to convert physical documents or images into digital format.
- **Photocopiers:** Machines that create duplicate copies of documents available in the hard copy.
- **Projectors:** They are used to display visual information on a screen or wall during presentations. These machines amplify or enlarge the content available on the computers to make it readable to the large number of audiences.

- **Networking Equipment:** This equipment help to network within the organisation. Devices that enable communication and data transfer within a specific and limited network. The devices include: routers, switches, modem, etc.
- **External Storage Devices:** These devices help us to store large amount of data other than the computers. They are the additional storage units, such as external hard drives, for storing data.

Furniture: An office setting majorly has set of furniture, which are required to carry out the routine work. Division of all the furniture related requirements are mentioned as under:

- **Desks:** These are the furniture required for the workstations for individual tasks.
- **Chairs:** Chairs are required for seating options designed for different roles and comfort levels such as Task Chairs, Executive Chairs, etc.
- **Conference Tables:** Tables used for meetings and discussions in an office.
- **Filing Cabinets:** Storage units required for organising and securing documents.
- **Bookshelves:** Furniture for storing books, files, and other materials.
- **Reception Area Furniture:** Furnishings that create a welcoming and functional reception space at the entrance of any office.

Presentation Tools: These are the devices which are useful for the presentations of any concept or idea to the teams. The sub division of the presentation tools is mentioned as under:

- **Whiteboards:** Erasable boards for visual presentations and note-taking.
- **Flip Charts:** Paper pads on easels for presentations and brainstorming.
- **Projector Screens:** Surfaces for projecting images from projectors.
- **Smart Boards/Smart Panels:** This is an interactive whiteboard that works on touch detection for user input. It functions similar to a computer. It does not require a mouse rather it can be operated with a finger or a joystick as it is touch enabled.
- **Laser Pointers:** Handheld devices used to highlight or point at specific elements during presentations.

Storage and Organisation: These are the appliances used for the storage in an office. Below mentioned are the sub categories of the storage and organisation appliances.

- **Filing Cabinets:** Cabinets with drawers for systematic storage of documents.
- **Shelving Units:** Open or closed structures for storing items on shelves.
- **Document Organisers:** Tools to categorise and manage documents efficiently.
- **Storage Boxes:** Containers for organising and storing various office items.

Security Equipment: These are the devices which are required for all the security related things in an organisation. The types are mentioned as under:

- **Security Cameras:** These are surveillance devices used for monitoring and recording activities in the work place.
- **Access Control Systems:** Certain sites and the applications need to be restricted in the workplace settings. Thus, these devices help to manage and restrict access to specific areas.
- **Safes:** These are lockers used for storing valuables and sensitive documents. These are also known as secure containers

Audio-Visual Equipment: This equipment's are the output devices. They help to amplify the content, sound, audio and video. The types are mentioned as under:

- **Sound Systems:** Equipment for amplifying and distributing audio.
- **Audio Speakers:** Devices for reproducing sound.
- **Microphones:** Input devices for capturing and transmitting audio.
- **Headsets:** Personal audio devices worn on the head for private listening.

Office Supplies: These are not the electronic devices but are the tools required in an organisational setup. These can be categorised into the micro tools but are vital for any organisations' operation. The sub division is described as under:

- **Pens, Pencils, and Markers:** These are the writing implements for various purposes.
- **Paper, Notebooks and Notepads:** Category of stationery for note-taking and documentation.
- **Staplers and Paperclips:** Tools for binding and organising paper documents.
- **Tape Dispensers:** A small device for dispensing adhesive tape.
- **Sticky Notes:** Small, adhesive-backed pieces of paper used for temporary notes.

Human Resource Tools: This set of devices is required by the human resource within an organisation. They serve as a support function. The kinds are explained as under:

- **Time Clocks:** Devices used for tracking and recording employee work hours and schedules.
- **Employee ID Cards:** Identification cards for personnel. Required for the punch in and out of an employee. Used for the attendance and recognition purpose.
- **Biometric Systems:** Alternate source for the attendance of the employee. Thumb impression is taken for logging the attendance of an employee. This device works on the feature of using unique biological characteristics for identification and access control.
- **Face recognition Machines:** This is the most updated version of machine used for attendance. The machine adopted after biometric is face recognition. Post COVID due to social distancing and protocols of getting in contact the face recognition devices were installed within the organisational settings for attendance.

Break room Equipment: Break rooms are meant for the breaks and relaxing of employees. These are the equipment placed in the break rooms which facilitate the employees in the work schedule. The categories of equipment placed in the break rooms are mentioned as under:

- **Refrigerators:** Appliances used for storing food and beverages.
- **Coffee Makers:** Equipment for brewing coffee.
- **Microwaves:** Appliances for heating food.
- **Water Dispensers:** Devices for providing access and storing of drinking water.

Cleaning Equipment: These are housekeeping equipment required in the official setup to clean the organisation. The various equipment used to clean the organisation are mentioned as under:

- **Vacuum Cleaners:** Devices for cleaning floors and surfaces by suction.
- **Dustbins:** Containers for collecting and disposing of waste.
- **Cleaning Supplies:** Materials and products used for cleaning and maintenance.

Health and Safety Equipment: Health, safety and hygiene is a mandatory part of any workplace. As the employees spend majority of their time in the organization thus it is important to keep up the health, Safety and hygiene in the workplace. Following are the various important tools under the category of health, safety and hygiene:

- **First Aid Kits:** Kits containing medical supplies for basic first aid.
- **Fire Extinguishers:** Devices for extinguishing fires.

- **Safety Signs:** Visual indicators providing information about safety procedures and precautions.

Activities

Activity 1: Identify the equipment and resources used by the secretary.

Material Required: Note Pad Pen/Pencil, Check-list, Eraser, Camera.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the secretary and others in the office and greet them.
3. Take a tour of the office and enquire with the secretary about the following:
 - a) Various equipment and their locations.
 - b) Functions of the machines.
 - c) Frequency of usage of each machine and equipment. Priorities the machines accordingly.
4. Discuss with the other secretaries about the office equipment and functions.
5. Show your notes to the secretary and confirm.
6. Prepare the sequence and functions. Discuss with friends and show it to the teacher.
7. Discuss your draft in the class.

Activity 2: Locate and select the equipment and resources.

Material Required: Note Pad, Pen/Pencil, Check list, Eraser, Camera.

Procedure:

1. Group of students must sit together and brain storm about the equipment.
2. Priorities the machines as per the importance and use.
3. Reach the office along with the teachers and classmates.
4. Meet the secretary and others in the office and greet them.
5. Take a tour of the office and enquire with the secretary about the following:
 - a) Various equipment and their locations.
 - b) Functions of the machines.
 - c) Frequency of usage of each machine and equipment. Priorities the machines accordingly.
6. Match the input given by the secretary and the points noted by you during

discussion with the students.

7. Discuss the contrary points with secretary and rewrite the required points.
8. Prepare the updated write-up with the inputs received from the secretary. Discuss with classmates and show it to the teacher.
9. Discuss your draft in the class.

Activity 3: Demonstrate how to use Photocopier, fax, scan.

Material required: Video link, Photocopier, laptop/PC, paper, cartridge, stapler, punch machine, projector, and speaker.

Link: https://www.youtube.com/watch?v=_TBqq5htvYI

Link: <https://www.youtube.com/watch?v=h7cthCHYtYM>

Procedure:

1. Ensure the students sit quiet in the class.
2. Run the video on laptop or computer.
3. Display the video on screen through projector.
4. Ensure the audio output through the speaker.
5. Pause the video as and when required and explain the students.
6. Ask few questions based on the video at the end.

Activity 4: Make a chart displaying the various types of equipment used by the secretary.

Material Required: Drawing Sheet, Pen/Pencil, Check list, Eraser, Colour pens.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the secretary and others and greet them.
3. Take a tour of the office and enquire from the secretary office assistant about the following:
 - a) Various equipment and their locations.
 - b) Functions of the machines.
 - c) Frequency of usage of each machine and equipment. Priorities accordingly each machine.
4. Discuss with the other office assistants about the office equipment and functions.
5. Show your notes to the office assistants and confirm.

6. Prepare the flow chart and discuss with friends and show it to the teacher.
7. Discuss your report in the class.

Check Your Progress

A. Fill in the Blanks

1. Communication equipment enables _____ exchange of information within and outside the organisations.
2. Computing and IT equipment support various tasks such as _____ processing and network connectivity.
3. Presentation tools enhance communication by providing a platform for dynamic and interactive _____.
4. Storage and organisations tools help in systematically organizing documents, supplies, and materials, making it easier for employees to locate and retrieve necessary items when _____.
5. Health and safety equipment aid in emergency preparedness, provide immediate _____ assistance.

B. Multiple Choice Questions

1. Which category of office equipment includes tools like telephones and fax machines?
 - a) Computing and IT Equipment
 - b) Communication Equipment
 - c) Presentation Tools
 - d) Storage and Organisation
2. What is the primary function of computing and IT equipment?
 - a) Enhancing communication
 - b) Supporting various tasks such as data processing
 - c) Providing security
 - d) Ensuring cleanliness
3. What type of equipment enhances the auditory and visual aspects of communication?
 - a) Break Room equipment
 - b) Audio-Visual Equipment
 - c) Human Resource Tools

- d) Health and Safety Equipment
4. Which category of office equipment is essential for maintaining a neat and orderly office environment?
- Security Equipment
 - Office Supplies
 - Break room Equipment
 - Storage and Organization
5. What is the purpose of health and safety equipment in the workplace?
- Enhancing communication
 - Providing immediate medical assistance
 - Supporting various tasks such as data processing
 - Creating a positive work environment

D. Match the Columns

	Column A		Column B
1	Security Equipment	A	Storing, organising documents
2	Presentation tools	B	Safety, assets, workplace
3	Storage and Organisation	C	Desktop computers, printers, networking
4	Computing and IT Equipment	D	Clean, Hygienic workspace
5	Cleaning Equipment	E	Visual presentations, note-taking, meetings

C. State Whether the Following Statements Are True and False

- Communication equipment includes tools like telephones and fax machines.
- Break room equipment includes items like printers and scanners.
- Presentation tools enhance communication by providing a platform for dynamic and interactive discussions.
- Storage and organisation tools are not necessary for maintaining a neat office environment.
- Health and safety equipment aid in emergency preparedness and provides immediate legal assistance.

D. Short Answer Questions

1. What are some examples of communication equipment?
2. How do presentation tools enhance communication during meetings?
3. What is the primary function of storage and organisation tools?
4. Why is health and safety equipment crucial in the workplace?
5. Name one type of computing and IT equipment.

E. Long Answer Questions

1. Discuss the importance of communication equipment in facilitating effective communication within and outside the organisation.
2. How do presentation tools contribute to dynamic and interactive discussions during meetings and presentations?
3. Explain the role of storage and organisation tools in maintaining a neat and orderly office environment, providing examples of such tools.
4. Evaluate the significance of health and safety equipment in promoting a safe working environment, elaborating on the types of tools used for emergency preparedness.
5. Describe the functions of computing and IT equipment in supporting various tasks within the organisation, providing examples of such equipment.

F. Check Your Performance

1. Identify the factors to consider when planning the layout for displaying office equipment in an office setting.
2. Spell out the examples of effective ways to incorporate aesthetics in the office equipment display.
3. Demonstrate the safety measures in the display of office equipment.
4. List out the precautions taken to ensure the safety of employees and the proper functioning of equipment.

Session 2: Functions of the Office Equipment

Office equipment plays a pivotal role as necessary and indispensable tools that assist employees in their daily tasks. These instrumental tools not only save valuable time but also significantly boost the efficiency and effectiveness of work processes. The utilisation of specialised devices and tools results in a notable improvement in the quality of work produced and is completed within specified timeframes. In this session, we will explore into the crucial significance and multidimensional functions of various office equipment. Additionally, we will explore the realm of input and

output devices, understanding their roles and examining into the specific functions that each of these devices performs in the context of workplace operations.

Importance of Office Equipment

In any workplace, the role of office equipment cannot be overlooked or ignored. These tools, ranging from basic stationery to advanced technological devices, play a crucial role in shaping the efficiency, functionality, and overall productivity of an office environment. Here's a glimpse into the importance of office equipment:

- 1. Enhanced Efficiency:** Usage of office equipment enhances the efficiency of the work. The programmed and the specialised tools give proficient outcomes by streamlining the operations within the organisational setup. Office equipment, such as computers, printers, and communication tools, streamline daily operations, allowing tasks to be completed more efficiently and in a timely manner.
- 2. Facilitates Communication:** Various types of office equipment utilised in an organisation enables better communication. Communication equipment such as phones and video conferencing tool, fosters seamless collaboration both within the office and with external stakeholders, enhance effective communication which promotes effective teamwork.
- 3. Information Organisation:** Systematic organisation of work is made possible with help of various tools in the office. These supports help in efficient record-keeping. Certain category of office equipment such as: filing cabinets, document organisers, and storage boxes, which contribute to organise record-keeping, ensuring that information is easily accessible when needed, reducing the time spent in searching for crucial documents.
- 4. Quality Professional Presentations:** Adoption of various tools help the employee enhance the quality of presentations. Presentations are categorised in the visual communication; thus, the usage of these tools enhance the worth of visual communication. Various presentation tools like projectors and whiteboards enhance visual communication during meetings and presentations, making information more engaging and comprehensible.
- 5. Technological Support:** Computing and IT equipment form the backbone of the office's technological infrastructure, supporting data management, document creation, and network connectivity.
- 6. Security and Safety:** Security equipment, including cameras and access control systems, safeguards physical and informational assets, ensuring a secure working environment.
- 7. Employee Well-Being:** Comfortable Break Spaces or break rooms help employees to relax and reenergise. Break room equipment, like refrigerators

and coffee makers, contributes to a comfortable and inviting break room environment, fostering relaxation and rejuvenation among employees.

- 8. Health and Safety Compliance:** Health and safety equipment, such as first-aid kits and fire extinguishers, ensures that the workplace is prepared for emergencies, promoting the well-being of employees.
- 9. Cost-Effective Operations:** Office equipment help to reduce the cost. As the manual work require a greater number of persons to complete a task at the same time a machine reduces the number of persons and leads to the cost-effective operations.
- 10. Reduced Downtime:** Well-maintained equipment reduces downtime caused by malfunctions or inefficiencies, contributing to cost-effective and uninterrupted business operations.
- 11. Professionalism:** Office equipment enhances the organisational professionalism. The presence of proper office equipment enhances the overall professionalism of the workplace, leaving a positive impression on clients, partners and visitors. The adoption of these equipment enhances workplace image.

Thus, we can conclude that, the strategic use of office equipment is essential for creating a functional, efficient, and modern workplace. As these tools cater to various aspects of office operations, their importance extends beyond mere convenience, significantly influencing the success and professionalism of the organization.

Functions of Office Equipment

Office equipment are very important as mentioned above. They serve a multitude of functions within an organisation, contributing to the smooth operation of day-to-day activities and overall efficiency. The functions of various categories and sub categories of office equipment are described as under:

Communication Equipment: Employed for ease of communication.

- **Function:** Facilitates seamless communication within and outside the organisation.
- **Examples:** Telephones, fax machines, intercom systems, video conferencing equipment.
- **Key Roles:** Enable quick and effective exchange of information, fostering collaboration among team members and stakeholders.

Computing and IT Equipment: Tools used for computing and IT.

- **Function:** Supports data processing, computing, document creation, and

network connectivity.

- **Examples:** Desktop computers, laptops, servers, printers, scanners and networking equipment.
- **Key Roles:** Backbone of technological infrastructure, enabling efficient management of digital tasks and information.

Furniture: The fixed and movable office accessories.

- **Function:** Provides physical infrastructure for workspaces and meetings.
- **Examples:** Desks, chairs, conference tables and filing cabinets.
- **Key Roles:** Creates a comfortable and organised working environment, supporting ergonomic needs and enhancing productivity.

Presentation Tools: Tools used for improvement of the presentation.

- **Function:** Enhances visual communication during meetings and presentations.
- **Examples:** Whiteboards, flip charts, projectors, laser pointers.
- **Key Roles:** Facilitates dynamic and interactive presentations, making information more engaging and understandable.

Storage and Organisation: Articles required for the storage and organisation purpose.

- **Function:** Ensures systematic organisation and easy access to documents and supplies.
- **Examples:** Filing cabinets, shelving units, document organisers, storage boxes.
- **Key Roles:** Reduces clutter, promotes efficient record-keeping, and enhances overall workspace organization.

Security Equipment: Equipment deployed for the safety and security.

- **Function:** Safeguards physical and informational assets.
- **Examples:** Security cameras, access control systems, safes.
- **Key Roles:** Prevents unauthorised access, monitors activities, and ensures the security of valuable resources.

Audio-Visual Equipment: Gadgets used for amplifying the audio and visuals.

- **Function:** Enhances auditory and visual communication.
- **Examples:** Sound systems, audio speakers, microphones, headsets.
- **Key Roles:** Supports effective communication during presentations, meetings,

and collaborative efforts.

Office Supplies: Items related to the stationery and office supplies.

- **Function:** Provides basic tools for routine office tasks.
- **Examples:** Pens, paper, staplers, tape dispensers, sticky notes.
- **Key Roles:** Supports day-to-day operations, note-taking, and document organisation.

Human Resource Tools: Tools required to facilitate the working of human resource.

- **Function:** Assists in managing workforce-related activities.
- **Examples:** Time clocks, employee ID cards, biometric systems.
- **Key Roles:** Aids in attendance tracking, personnel identification, and overall human resource management.

Break-room Equipment: Equipment placed in the break rooms for the facilitation of wellbeing of the employees.

- **Function:** Creates a comfortable and communal break room environment.
- **Examples:** Refrigerators, coffee makers, microwaves, water dispensers.
- **Key Roles:** Fosters relaxation, socialisation, and employee well-being during breaks.

Cleaning Equipment: Machines and tools used in the cleaning of the workplace.

- **Function:** Maintains a clean and hygienic workspace.
- **Examples:** Vacuum cleaners, dustbins, cleaning supplies.
- **Key Roles:** Supports overall cleanliness, contributing to a healthy work environment.

Health and Safety Equipment: Health and safety equipment for emergencies and comfort.

- **Function:** Ensures the well-being of employees and emergency preparedness.
- **Examples:** First aid kits, fire extinguishers, safety signs.
- **Key Roles:** Provides immediate medical assistance and communicates essential safety information.

Understanding the functions of office equipment is crucial for optimising their usage and leveraging their capabilities to enhance workplace efficiency and productivity. Each category serves specific purposes and collectively contribute to a well-functioning and professional office environment.

Input-output devices with the functions:

Input devices are tools or devices that allow users to enter data or interact with a computer system. They enable the transfer of information from the external world into the computer. Here are some common input devices:

- **Keyboard:** Keyboards are the part of computers which allow users to input text, numbers, and commands by pressing keys.
- **Mouse:** A pointing device used to interact with graphical user interfaces, allowing users to control the cursor and make selections.
- **Touchpad:** These are replacement of mouse. In spite of a separate mouse these are inbuilt in the laptops. It allows users to control the cursor by moving their finger across a touch-sensitive surface.
- **Trackball:** Similar to a mouse but with a stationary ball on the top that users rotate to move the cursor.
- **Joystick:** Used for gaming and simulations, it allows users to control movement and actions within a virtual environment.
- **Scanner:** Converts physical documents or images into digital format, which can then be processed by a computer and can be saved in the storage devices for later use.
- **Graphics Tablet:** Enables users to draw or write directly onto a digital surface using a stylus.
- **Microphone:** Converts audio signals into digital data, allowing users to input sound or voice into a computer.
- **Webcam:** Captures video and images, commonly used for video conferencing or online communication.
- **Barcode Reader:** Scans barcodes on products, documents, or other items, translating them into digital information.
- **Biometrics Machine:** Machines that takes the thumb impression for logging the presence of an employee. It works on the technique of using unique biological characteristics for access control.
- **Face Recognition Machine:** Updated version of machine used for up keep of attendance records. Post COVID due to social distancing and protocols of getting in contact the face recognition devices were installed within the organisational settings for attendance.

Output Devices: Output devices are the devices or tool that display or present information processed by the computer to the user. They allow the computer to

communicate its results to the external world. Here are some common output devices:

- **Monitor/Display:** Displays visual information, including text, images, and videos, generated by the computer.
- **Printer:** Produces hard copies of digital documents or images on paper.
- **Speaker:** Outputs audio signals, allowing users to hear sounds, music, or other audio elements.
- **Headphones:** Similar to speakers but worn over the ears, providing private audio output.
- **Projector:** Displays computer-generated images or presentations onto a larger screen or surface.
- **Plotter:** Outputs high-quality graphical images by drawing continuous lines with different coloured pens.
- **Haptic Devices:** Provide tactile feedback to users, simulating the sense of touch in virtual environments or simulations.
- **LED/LCD Panels:** Used in various devices like smart boards, digital watches, calculators, and information displays to output visual information.
- **Braille Display:** Converts digital text into braille, allowing visually impaired users to read information through touch.
- **3D Printer:** Creates three-dimensional objects by layering material based on a digital model.

Input and output devices work together to facilitate the interaction between users and computers, allowing for the input of data and the presentation of results in various formats through the output devices.

Functions of Input Devices:

Input devices play a crucial role in facilitating communication between users and computer systems by allowing users to enter data or commands. Here are the primary functions of input devices:

- a) Data Entry:** The fundamental function of input devices is to enable users to input data into a computer system. This includes entering text, numbers, or other types of information.
- b) Control and Navigation:** Input devices such as mice and touchpads provide users with control over the cursor on a screen. This facilitates navigation within graphical user interfaces and the selection of icons or options.
- c) Text Entry:** Keyboards are specifically designed for entering textual

information. Users can type letters, numbers, symbols, and commands using a keyboard.

- d) Pointing and Clicking:** Devices like mouse and touchpads allow users to point to specific locations on a screen and click to select items or execute commands. This is integral for interacting with graphical user interfaces.
- e) Drawing and Graphic Input:** Graphics tablets and styluses enable users to draw or write directly onto a digital surface. This is commonly used in graphic design, digital art, and other creative applications.
- f) Voice Input:** Microphones capture voice input, allowing users to control the computer or input text through speech recognition systems.
- g) Scanning and Image Input:** Scanners capture physical documents or images and convert them into digital format for processing and storage on a computer.
- h) Barcode and QR Code Scanning:** Barcode readers capture information from barcodes on products or documents, facilitating quick and accurate data entry.
- i) Gesture Recognition:** Some advanced input devices use sensors to recognise gestures, allowing users to interact with the computer through hand movements or gestures.
- j) Biometric Input:** Biometric devices, such as fingerprint scanners, capture unique biological information for authentication and security purposes.
- k) Sensor Input:** Various sensors, like accelerometers and gyroscopes, provide input based on physical movements, tilt, or orientation, as seen in devices like smartphones and game controllers.
- l) Game Controllers:** Designed for gaming, controllers like joysticks and gamepads enable users to interact with virtual environments, controlling characters and actions in games.
- m) Environmental Input:** Sensors that capture environmental data, such as temperature or light sensors, provide input based on the surroundings.
- n) Virtual Reality (VR) Input:** Devices like motion controllers in VR systems enable users to interact with virtual environments, mimicking real-world movements.

The functions of input devices are diverse and cater to a wide range of user interactions with computers, from basic data entry to more complex tasks involving gestures, voice and biometric recognition.

Functions of Output Devices:

Output devices play a vital role in presenting processed information from a computer system to users in various forms. Here are the primary functions of output devices:

- a) Display Information:** The primary function of output devices like monitors or displays is to visually present information to users. This includes text, graphics, images and videos.
- b) Print Documents:** Printers produce hard copies of digital documents, allowing users to obtain tangible copies of reports, presentations, or other textual and graphical information.
- c) Audio Output:** Speakers and headphones provide audio output, allowing users to hear sounds, music, or spoken words generated by the computer.
- d) Visualise Data:** Output devices like charts, graphs, or visualisations on a screen help users understand complex data sets or statistical information.
- e) Provide Feedback:** Haptic devices or feedback mechanisms in gaming controllers provide tactile responses, enhancing the user experience and providing feedback on interactions.
- f) Project Images:** Projectors display computer-generated images or presentations onto a larger screen or surface, facilitating group presentations or larger audiences.
- g) Create 3D Objects:** 3D printers generate physical objects by layering material based on a digital model, allowing users to bring digital designs into the physical realm.
- h) Draw Images:** Plotters create high-quality graphical images by drawing continuous lines with different coloured pens, commonly used in design and engineering applications.
- i) Braille Output:** Braille displays convert digital text into braille, enabling visually impaired users to read information through touch.
- j) Provide Visual Alerts:** LEDs or visual indicators on devices provide alerts or notifications to users, indicating the status or condition of a system.
- k) Simulate Real-World Experiences:** Virtual Reality (VR) headsets provide immersive experiences by displaying virtual environments and simulations to users.
- l) Facilitate Interactive Presentations:** Interactive whiteboards allow users to interact directly with displayed content, making presentations more engaging and collaborative.
- m) Visual and Auditory Feedback in Games:** Game consoles use output

devices such as displays and speakers to provide players with visual and auditory feedback, enhancing the gaming experience.

- n) Provide Navigation Guidance:** GPS devices use visual and auditory output to provide navigation instructions to users, helping them find directions.
- o) Generate Alerts and Warnings:** Alarms, visual warnings, or notifications on devices provide users with alerts about specific events or conditions.
- p) Output Environmental Data:** Output devices like environmental sensors or indicators provide information about temperature, humidity, or other environmental conditions.

The functions of output devices are diverse, catering to different sensory modalities and user requirements. They transform digital information into tangible or perceptible forms, allowing users to interact with and comprehend the output of computer systems.

Activities

Activity 1: Identify the benefits of office equipment: Prepare a role-play to demonstrate the benefits of office equipment.

Material Required: Note Book, Pen/Pencil, Checklist, Real/Dummy equipment or model of the equipment or drawings.

Procedure:

1. Group of students must sit together and brain storm about the equipment and their benefits.
2. Decide about the role of each individual in the role-play.
3. Students can choose any of the following roles:
 - a) Secretary.
 - b) Manager.
 - c) Senior executive.
 - d) Office assistant.
 - e) Vendor.
 - f) Office boy.
4. The script of the role-play must be decided along with the usage of above said props.
5. Discuss the script and idea with the fellow classmates and teacher.
6. Perform the act in front of the class.

7. Extent to which the concept is being communicated to the class will be the evaluation parameter.

Activity 2: Draw a chart describing the shape of input – output devices.

Material Required: Drawing Sheet, Pen/Pencil, Check list, Eraser, Colour pens.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the secretary and others and greet them.
3. Discuss with secretary regarding the equipment being used by him/her.
4. Categorise the equipment into input and output devices in consultation with the secretary.
5. Show your notes to the secretary and confirm.
6. Prepare the flow chart of various input and output devices on separate sheets and discuss with friends and show it to the teacher.
7. Display and discuss your charts in the class.

Check Your Progress

A. Fill in the Blanks

1. Office equipment plays a pivotal role as necessary and indispensable tools that assist employees in their daily tasks, enhancing _____.
2. The utilisation of specialised devices and tools results in a notable improvement in the _____ of work produced.
3. Various presentation tools like projectors and whiteboards enhance visual communication during _____ and presentations.
4. Keyboards are part of computers that allow users to input text, numbers, and commands by pressing _____.
5. Output devices play a vital role in presenting processed information from a computer system to users in various _____.

B. Multiple Choice Questions

1. What is the primary function of input devices?
 - a) Display information
 - b) Present data
 - c) Enter data
 - d) Create documents

2. Which office equipment enhances visual communication during meetings and presentations?
 - a) Printers
 - b) Desks
 - c) Projectors
 - d) Chairs
3. What category of office equipment supports efficient record-keeping and reduces clutter?
 - a) Computing and IT Equipment
 - b) Security Equipment
 - c) Presentation Tools
 - d) Storage and Organisation
4. What is the function of output devices like monitors or displays?
 - a) Provide audio output
 - b) Produce hard copies of documents
 - c) Visually present information
 - d) Facilitate data processing
5. What input device allows users to control the cursor by moving their finger across a touch-sensitive surface?
 - a) Mouse
 - b) Trackball
 - c) Touchpad
 - d) Joystick

C. Match the Columns

	Column A		Column B
1	Communication Equipment	A	Facilitate the working of human resources.
2	Audio-Visual Equipment	B	Facilitation of well-being of the employees
3	Human Resource Tools	C	Items related to the stationery and office supplies

4	Break-room Equipment	D	Employed for ease of communication
5	Office Supplies	E	Gadgets used for amplifying the audio and visuals

D. State Whether the Following Statements Are True and False

- Office equipment only contributes to convenience in the workplace.
- Computers, printers and communication tools streamline daily operations in an office.
- Security equipment such as cameras and access control systems do not play a role in safeguarding physical and informational assets.
- Break-room equipment like refrigerators and coffee makers do not contribute to employee well-being.
- Input devices are tools that allow users to display information or present data.

D. Short Answer Questions

- What are some examples of input devices?
- How does office equipment contribute to employee well-being?
- What is the role of storage and organisation equipment in the workplace?
- Explain the function of output devices.
- Why is the strategic use of office equipment essential for creating a modern workplace?

E. Long Answer Questions

- Discuss the importance of office equipment in enhancing workplace efficiency and productivity.
- Explain the functions of various categories of office equipment and provide examples for each.
- Describe the role of input devices in facilitating communication between users and computer systems, providing examples where applicable.
- Discuss the significance of output devices in presenting processed information from computer systems to users, elaborating on different types of output devices.
- How do input and output devices work together to facilitate interaction between users and computers? Provide examples to illustrate their collaborative functions.

F. Check Your Performance

1. Spell out at least five different types of office equipment and their specific functions in supporting daily operations and tasks.
2. Demonstrate how the proper utilisation of office equipment can streamline processes and enhance workflow.
3. Find out how neglecting maintenance can impact the functionality of equipment and disrupt workflow, and provide strategies for effective maintenance and troubleshooting.
4. Discuss with classmates how innovations in office technology have improved efficiency, collaboration, and communication in modern workplaces.

Session 3: Operations of Office Equipment

In the modern office environment, the technical complexities of operating office equipment stand at the forefront of ensuring smooth and efficient business operations. This note explores into the technical aspects that underpin the operations of various office equipment, shedding light on the complexities and functionalities that empower these tools to contribute to the technical expertise of the modern workplace.

As we have already discussed the various categories of the office equipment, each category operates on a special technical aspect. For instance, **Computing and IT Equipment**, which is the backbone, operates on the servers for handling data in terms of storage, retrieval, networking and flow of information between devices. Understanding the technical architecture of IT equipment enables **optimised performance, efficient data management, and seamless network connectivity** within an organisational setting. Similarly, **telecommunication devices** rely on complex networks and protocols for voice and data transmission. Technical expertise in configuring and maintaining communication systems ensures **uninterrupted and secure channels for information exchange**. Further, **smart boards and projectors** often integrate with software applications for dynamic presentations. At the same time audio-visual equipment involves the configuration of sound systems, visual displays, and multimedia connectivity. Proficiency in the technical setup of presentation tools enhances the **quality and effectiveness of visual communication during meetings and presentations**. Electronic document management systems involve the technical integration of indexing and retrieval mechanisms. Thus, technical know-how in storage and organisation systems ensures data integrity, accessibility, and adherence to security protocols. **Security cameras** integrate with monitoring systems, access control devices interface with databases and safes (lockers) may involve electronic locking mechanisms. Technical proficiency in configuring and maintaining security

equipment is vital for ensuring the **integrity and confidentiality of physical and informational assets**. **Biometric** systems involve technical integration with attendance software. Employee ID systems may require database connectivity. Technical expertise ensures **accurate and secure personnel data management, supports integration with other systems, and facilitates smooth HR operations**.

Therefore, the above paragraph explains the importance of understanding the operations of different office equipment. Comprehending the technical intricacies of office equipment operations is paramount for maximising the efficiency and maintaining a technologically advanced workplace. Technical proficiency empowers professionals to troubleshoot issues, optimise configurations, and harness the full potential of office equipment to drive organisational success. Thus, in further session we will be discussing the parts of equipment and the operation of those machines.

Classify the parts of LCD Projector, and computer, Photocopier.

LCD (Liquid Crystal Display) projectors are widely used for presentations and multimedia displays. They typically consist of several key parts that work together to project images onto a screen. Here is a classification of the main parts of an LCD projector:

- a) **Light Source:** Source of light in a projector is lamp or bulb. The light source provides the illumination needed for projection. It is typically a high-intensity lamp or bulb, and its lifespan can vary.
- b) **Optical System:** Optical system of projector includes two main parts viz; lens and optical mirror. The lens focuses and magnifies the light onto the screen. It is adjustable to control the size and clarity of the projected image whereas optical mirrors may be used to redirect the light path within the projector for proper image orientation.
- c) **Imaging Technology:** The LCD panels installed within the projectors are responsible for the imaging technology. These are the core components responsible for modulating the light to create the image. LCD projectors use three LCD panels (red, green, and blue) to produce full-colour images.
- d) **Colour Processing:** Sometimes the colour processing in the projectors is being taken care by colour wheel attached inside the projector. Colour wheel is used to separate light into the primary colours (red, green and blue). This is particularly common in single-chip DLP projectors.
- e) **Projection System:** Projection of image requires prism. Thus, optical prisms are being employed to combine the light from the three LCD panels, ensuring accurate colour reproduction.

- f) Cooling System:** Cooling system is important in projectors as sometimes due to the heat generated by the lamp and other components, LCD projectors get heated up, thus a fan or cooling system helps to prevent overheating.
- g) Electronic Components:** Projector has a control panel to adjust settings, select input sources, and control other functions. This eases the operations of the user.
- h) Processor and Circuitry:** These components process the input signals and control the functioning of the projector.
- i) Input and Output Ports:** Projector includes two separate input and output ports. Input Ports include: HDMI, VGA, USB, and other input ports such as computers, laptops, or media players allow the connection of external devices to the projector. The Output Ports help the projectors to display the output. Example: external speakers or other audio devices.
- j) Power Supply:** It means making the power available for the functioning of the projector. Power Socket helps the projector to receive the power supply to the projector; it is an electrical outlet, providing the necessary power for operation.
- k) Keystone Adjustment:** This feature allows users to correct image distortion caused by the angle of projection. It ensures a rectangular and properly aligned image.
- l) Remote Control:** It is a wireless remote. Many projectors come with a remote control for convenient operation, allowing users to manage settings from a distance.
- m) Filter System:** Air filters installed in the projector help to keep dust and particles from entering the projector, preventing damage to internal components and ensuring optimal performance.

Understanding the classification of these parts provides insight into the functioning of an LCD projector, enabling users to operate and maintain the device effectively. Secretary in an organisation has to use and work on projectors for all the important meetings being conducted in routine. Thus, knowing the parts of the LCD will equip the secretary to ensure the smooth functioning of LCD and support during minor failures of machines.

Computers consist of various components that work together to perform tasks and process information. Here is a classification of the main parts of a computer:

Central Processing Unit (CPU): The CPU is the brain of the computer, responsible for executing instructions and performing calculations. **Memory:** computers have two kinds of memory viz; RAM & ROM. **RAM (Random Access Memory)** provides temporary storage for data and programmes that are actively in use. **ROM (Read-**

Only Memory) stores firmware and essential system instructions that are not modified during normal operation.

Storage Devices: Computers have storage devices to help the storing of data. It includes two components viz; Hard Disk Drive (HDD) and Solid-State Drive (SSD). HDD is a non-volatile data storage device that stores and retrieves digital information. SSD is a faster and more durable alternative to HDD, using flash memory for storage.

Motherboard: Motherboard is also known as main circuit board. The motherboard houses the CPU, memory, and other essential components. It provides connectors for peripherals and expansion slots.

Input Devices: Computers have input and output devices. Input devices include keyboards, mouse, touchpad and touchscreen. Keyboards allow users to input text and commands. Mouse enables users to interact with graphical user interfaces. Touchpad serves as a pointing device; it is majorly common in laptops. Touchscreen allows direct interaction by touching the display.

Output devices include monitor, printers and speakers. Monitor displays the visual output. Printer produces the hard copies of documents and speakers are the help in the audio output for sound and multimedia.

Peripheral Devices: Peripheral Devices are the external devices. This includes external storage, external hard drives, printers and scanners. External Storage is the additional storage devices connected externally. For example; USB drives. External hard drives provide extra storage capacity. Printers & Scanners are used for printing documents and scanning images.

Graphics Processing Unit (GPU): The GPU is specialised for rendering images and videos, enhancing graphics performance.

Power Supply: This helps in transmission of power. Power Unit or electric socket converts the electrical power from an outlet into a form usable by the computer components.

Networking Components: This part of computer enables the computer to connect with the network. Network Interface Card (NIC) is responsible for the same.

Wi-Fi Adapter: Allows wireless network connectivity.

Cooling System: Parts of computer such as; fans and heat sinks prevent overheating by dissipating excess heat generated by the CPU and other components.

Expansion Cards: This part includes three types of cards viz; graphics card, sound card, and network interface card. Graphics Card (GPU) enhances graphics performance. Sound card improves audio capabilities. Network Interface Card (NIC) adds or enhances networking capabilities.

- a) **BIOS/UEFI Firmware:** Basic Input/ Output System (BIOS) or Unified Extensible Firmware Interface (UEFI) provides low-level system instructions and controls hardware initialisation.
- b) **Operating System:** These are the software installed in the system, on which it works. This software manages the hardware resources and provides a user interface for interacting with the computer.
- c) **Connectors and Ports:** Various ports for connecting peripherals, external devices, and displays such as: USB, HDMI, VGA, etc. are the important parts of computers.
- d) **Security Components:** Security of computers is very important as the data is being saved on systems. Thus, security of computers is paramount. Antivirus Software protects the computer from malware and viruses. Firewall: Monitors and controls incoming and outgoing network traffic for security.

Understanding the classification of these computer parts helps users to comprehend with the functionality of their devices, facilitating troubleshooting, upgrades, and overall maintenance.

Photocopiers are also known as copy machines. These are multifunctional devices designed for duplicating documents and images. Below mentioned is a classification of the main parts of a photocopier:

- a) **Input Tray:** It is the part of photocopier where the paper is placed. It is also known as paper tray used to hold the sheets of paper to be copied.
- b) **Document Feeder:** It is also known as Automatic Document Feeder (ADF). It allows for the automatic feeding of multiple pages for consecutive copying.
- c) **Scanner Unit:** This part helps to scan the document. The parts such as CIS or CCD Scanner help to capture the content of the document for reproduction.
- d) **Glass Platen:** It is a flat glass surface for manual placement of single-page documents.
- e) **Optical System:** This helps in the visual draft of the document. Parts such as mirrors and lenses help to direct and focus light onto the photosensitive drum.
- f) **Photosensitive Drum:** These are the photosensitive surface. They attract toner particles based on the reflected light pattern from the document.
- g) **Toner Cartridge:** It is a part that helps to print the document. It is known as toner powder which is the dry ink particles used for creating the copied image.
- h) **Developer Unit:** Applies the toner onto the photosensitive drum which is also

known as developer roller.

- i) Transfer Unit:** It transfers the toner image from the drum to the paper. Also known as transfer belt or roller
- j) Fusing Unit:** It helps to apply heat and pressure which helps to permanently fuse the toner onto the paper. It can be called as fuser roller
- k) Output Tray:** This part collects the finished copies which can be called as tray or bin.
- l) Control Panel:** This part is the settings part where all the instructions are being given. It is a user interface that allows users to input settings, select copying options, and initiate copying.
- m) Power Supply:** Various electrical components help to supply power to the various components of the photocopier.
- n) Cleaning Mechanism:** Cleaning of the photocopier is very important. For the same we have cleaning blades that helps to remove excess toner from the drum after each copy cycle.
- o) Waste Toner Container:** This part collects excess toner and waste produced during the copying process.
- p) Duplexing Unit:** This is part that enables double-sided (duplex) copying.
- q) Paper Path Components:** Facilitate the movement of paper through the photocopier. Also known as rollers.
- r) Registration Rollers:** Ensure proper alignment of paper for accurate copying.
- s) Controller Board:** Processor and memory are the control boards of computer. They manage the copying process, storing and processing data.
- t) Network Interface:** Ethernet or Wi-Fi is the network interface that enables connectivity for network printing and scanning.
- u) Finisher (optional):** These are the optional parts that add finishing touch to the copied documents such as: stapler or punching.
- v) Security Features (in Advanced Copiers):** Some photocopier activates an extra feature for security. User authentication is activated that requires a password or ID card for access and encryption that secures data transmission and storage.

Understanding the classification of these photocopier parts helps users and technicians troubleshoot issues, perform maintenance, and optimise the functionality of the device.

Operational procedure of Printer, Photocopier, Telephone and Internet

Print, copy, communication and technology are the important aspects of any organisation. These are the basic requirements in any organisation for this we have different office equipment. They have specific operational methods. Further, let us explore the operations to equip a secretary to operate these machines for smooth conduction of the work in an organisation.

Printers are essential equipment that bring digital content to life on tangible paper. There are various types of printers such as: inkjet, laser, and dot matrix, etc. Every printer has its own advantages. Inkjet printers are versatile and suitable for high-quality photo printing, while laser printers excel in fast and efficient text document production. Dot matrix printers, although less common today, are durable and find use in specific applications. Printers play an important role in transforming digital information into hard copies, serving both personal and professional needs.

Photocopiers, also known as copy machines they are modern way of document duplication. These devices use a combination of light, lenses, and electrostatic charge to reproduce images and text onto paper. Whether in offices, educational institutions, or commercial settings, photocopiers simplify the duplication process, offering speed and convenience. Advanced photocopiers often come equipped with features such as duplex printing, automatic document feeders, and finishing options like stapling or punching. Their ability to swiftly produce multiple copies makes them essential in various environments.

Telephones stand as the epitome of communication technology, connecting voices across vast distances. From traditional landline phones to modern smartphones, these devices have evolved to become powerful communication tools. Landlines offer reliability, while mobile phones provide mobility and versatility. Additionally, modern smartphones integrate features like internet connectivity, video calls, and messaging apps, expanding their utility. Telephones play a crucial role in personal and business communication, fostering connections and bridging geographical gaps.

The internet is a vast network that interconnects billions of devices globally, enabling the seamless exchange of information. It has transformed the way we communicate, work, and access information. Through web browsers, E-mails, and various online platforms, the internet facilitates communication, collaboration, and the dissemination of knowledge. High-speed internet connections have become essential for businesses, education, and entertainment, offering unparalleled access to a wealth of resources. The internet has not only connected individuals but has also shaped the modern era by fostering innovation and creating a global community.

We can conclude that printers, photocopiers, telephones, and the internet are integral components of our modern communication and information in an organisational setting. They enhance productivity; enable efficient collaboration, and bridge distances, contributing to the error free flow of information in both personal and professional spheres. Each of this equipment has evolved over time as per the requirement of the changing world. They play a vital role shaping how we connect and communicate.

Operational Procedure of Printers:

The operational procedure of a printer may vary slightly depending on the type of printer (inkjet, laser, dot matrix, etc.) and the specific model. However, the following steps provide a general guideline for operating a typical desktop printer:

1. Power On:

- a) Ensure the printer is connected to a power source.
- b) Press the power button to turn on the printer.

2. Load Paper:

- a) Open the paper tray or input tray.
- b) Adjust the paper guides to match the size of the paper.
- c) Load the paper with the printable side facing down.

3. Install Ink or Toner:

- a) For inkjet printers, open the ink cartridge access door and install the ink cartridges following the manufacturer's instructions.
- b) For laser printers, open the toner cartridge door and install the toner cartridge according to the instructions.

4. Connect to a Computer:

- a) Connect the printer to your computer using a USB cable, network cable, or set up a wireless connection.
- b) Install the necessary printer drivers on your computer. The drivers can often be downloaded from the printer manufacturer's website.

5. Print a Test Page:

- a) Print a test page to ensure that the printer is functioning correctly.
- b) This can usually be done through the printer settings on your computer.

6. Adjust Print Settings:

- a) Access the printer settings on your computer to configure print options such as paper type, quality and colour settings.

- b) Adjust settings based on your specific printing needs.

7. Print a Document:

- a) Open the document you want to print on your computer.
- b) Select "Print" from the file menu.
- c) Choose the printer you want to use and adjust print settings if needed.
- d) Click "Print" to initiate the printing process.

8. Monitor Print Job:

- a) Keep an eye on the printer as it processes the print job.
- b) Check for any error messages on the printer display or your computer screen.

9. Retrieve Printed Output:

- a) Once the printing is complete, open the output tray or access the printed sheets from the paper tray.
- b) Collect the printed pages and ensure they are in the correct order.

10. Power Off (Optional):

- a) If you've finished printing, power off the printer to save energy.
- b) Some printers may go into a power-saving mode automatically after a period of inactivity.

11. Maintenance (Periodically):

- a) Clean the printer components as recommended by the manufacturer.
- b) Replace ink or toner cartridges when they are low or empty.
- c) Run any maintenance tasks suggested by the printer software.

The above mentioned are the general steps to be performed to get a printout of a document. Other than this, it is important to refer to the specific user manual provided by the printer manufacturer for detailed instructions and recommendations. Following the manufacturer's guidelines ensures optimal performance and longevity of the printer.

Operational Procedure of Photocopier:

Operating a photocopier involves a series of steps to ensure efficient copying and optimal performance. Below is a general operational procedure for a typical photocopier. Keep in mind that specific models may have variations in features and functions, so it's essential to refer to the user manual for your particular photocopier model.

1. Power On

- a) Ensure the photocopier is plugged into a power source.
- b) Press the power button to turn on the photocopier.

2. Load Paper

- a) Open the paper tray.
- b) Adjust the paper guides to match the size of the paper you are using.
- c) Load the paper with the print side facing down.

3. Set Copy Options

- a) Access the control panel or touchscreen interface on the photocopier.
- b) Select the desired copy settings, such as the number of copies, paper size and orientation.

4. Place Originals

- a) Lift the document feeder covers or open the flatbed scanner.
- b) Place the original document face-down on the glass or in the document feeder if your photocopier has one.

5. Adjust Settings (Optional)

- a) Use additional settings, if needed, such as adjusting the darkness or lightness, choosing colour or black and white copying, or selecting double-sided (duplex) copying.

6. Start Copying

- a) Press the "Start" or "Copy" button to initiate the copying process.
- b) If using a document feeder, the photocopier will automatically feed and process multiple pages.

7. Monitor the Copy Process

- a) Keep an eye on the photocopier as it processes the copy job.
- b) Check for any error messages on the display panel.

8. Retrieve Copies

- a) Once the copying process is complete, the copies will be deposited into the output tray.
- b) If you used the document feeder, make sure to collect all the copied pages.

9. Adjust Additional Settings (Optional)

If you need to make additional copies with different settings, return to the control panel and adjust the settings accordingly.

10. Power Off (Optional)

- a) If you've finished using the photocopier, power it off to save energy.
- b) Some photocopiers may enter a standby mode automatically after a period of inactivity.

11. Maintenance (Periodically)

- a) Follow the manufacturer's recommendations for cleaning and maintenance.
- b) Replace toner or ink cartridges when necessary.
- c) Attend to any maintenance prompts or alerts provided by the photocopier.

Consulting the user manual of photocopier model is necessary for detailed instructions, troubleshooting guidance, and maintenance recommendations. Referring the manufacturer's guidelines ensures optimal performance and longevity of the photocopier machine.

Operational Procedure of Telephone

Telephone operation involves basic steps for making and receiving calls. Below is a general operational procedure for a traditional landline telephone. It must be noted that while using a mobile phone or a more advanced office phone system, the steps may differ slightly.

Making a Call

- a) **Pick-up the Handset:** Lift the handset or press the speakerphone button to activate the microphone and speaker.
- b) **Dial the Number:** Use the numeric keypad to dial the desired phone number. Include the country code and area code if necessary.
- c) **Wait for Connection:** Wait for the call to connect. You may hear ringing or a dial tone depending on the type of call and the telephone system.
- d) **Speak Clearly:** When the call is answered, speak clearly into the handset or towards the microphone. If using a speakerphone, ensure you are within the microphone range.
- e) **End the Call:** After the conversation is complete, hang-up the handset or press the "End" button. If using a speakerphone, press the speakerphone button again.

Receiving a Call

- a) **Answer the Call:** If the phone rings, lift the handset or press the

speakerphone button to answer the call.

- b) **Speak Clearly:** Speak clearly into the handset or towards the microphone. If using a speakerphone, ensure you are within the microphone range.
- c) **End the Call:** After the conversation is complete, hang-up the handset or press the "End" button. If using a speakerphone, press the speakerphone button again.

Additional Features (If Available)

- a) **Call Waiting:** If you hear a beep while on a call, it indicates another call is incoming. Press the flash button or switch to answer the second call.
- b) **Conference Call:** To set up a conference call, typically press a dedicated button or flash the line button to put the first call on hold. Dial the second number, and then press a button to join both calls.
- c) **Voicemail:** If your telephone is connected to a voicemail system, follow the instructions provided by your service provider to access and manage voicemail messages.
- d) **Redial:** Use the redial button or feature to quickly call the last number dialed.
- e) **Call Transfer:** If available, use the transfer button or feature to transfer a call to another extension or number.

As it is mentioned for the other machines, it is important to refer to the user manual for the specific telephone model, as features and procedures can vary. For mobile phones or more advanced office phone systems, additional functionalities such as text messaging, call forwarding, and contact management may be available.

Operational Procedure of Internet

The operation of the internet involves a series of steps to establish a connection and access online resources. Below mentioned are the general operational procedures for connecting to the internet using a personal computer:

1. Internet Service Provider (ISP) Connection

- a) Subscribe to an internet service plan with an ISP.
- b) Receive the necessary equipment, which may include a modem and a router, from the ISP.

2. Hardware Setup

- a) Connect the modem to a power source and the ISP's network outlet.
- b) Connect the router to the modem if using a separate router.
- c) Connect the computer to the router using an ethernet cable or connect wirelessly using Wi-Fi.

- 3. Power on Devices:** Power on the modem, router, and computer.
- 4. Network Configuration (First Time Setup):** If setting up the network for the first time, configure the router by accessing its settings through a web browser. This typically involves entering the router's IP address (e.g., 192.168.1.1) in the browser's address bar.
- 5. Connect to the Internet**
 - a) Open the network settings on the computer.
 - b) Select the Wi-Fi network or connect via ethernet, entering the network security key if applicable.
- 6. Open Web Browser**
 - a) Launch a web browser (e.g., Chrome, Firefox, Safari).
 - b) In the address bar, type a web address (URL) or conduct an online search using a search engine.
- 7. Access Online Resources:** Navigate to websites, online services, or use web applications.
- 8. Security Measures:** Ensure that your computer has updated antivirus software and firewall protection to enhance online security.
- 9. Use E-mail and Messaging Services:** Access E-mail services and messaging applications for communication.
- 10. Online Shopping and Transactions:** If applicable, engage in online shopping or conduct secure transactions using encrypted websites.
- 11. Social Media and Networking:** Access social media platforms and online networking sites for communication and interaction.
- 12. Streaming and Entertainment:** Enjoy online streaming services, such as video or music streaming platforms.
- 13. Disconnecting from the Internet:**
 - a) If using a wired connection, unplug the ethernet cable.
 - b) If using Wi-Fi, disconnect from the network or turn off Wi-Fi.
- 14. Power Off Devices:** Power off the computer, router, and modem when not in use.

Note: In a mobile setting, such as using a smartphone or tablet, the procedure involves connecting to a Wi-Fi network or using mobile data.

It's important to note that the specific steps may vary based on the type of device, operating system, and router configuration. Additionally, always follow security best

practices, such as using secure passwords and keeping software up-to-date, to ensure a safe and secure online experience.

Activities

Activity 1: Demonstrate all features & applications of equipment and operate each piece of equipment efficiently

Material Required: Video link, Projector, Computer, Scanner, Photocopier, speakers, Screen, laptop/PC.

Link: Printer: <https://www.youtube.com/watch?v=pGYMCJRBMIM>

Scanner: <https://www.youtube.com/watch?v=OYrJ-IXtq04>

Procedure:

1. Ensure the students sit quiet in the class.
2. Run the video on laptop or computer.
3. Display the video on screen through projector.
4. Ensure the audio output through the speaker.
5. Pause the video as and when required to explain the students.
6. Ask few questions based on the video at the end.
7. The same should be repeated with all the equipment.

Activity 2: Identify various parts of the machine structure and draw the diagram.

Material Required: Drawing Sheet, Pen/Pencil, Check list, Eraser, Colour Pens.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the secretary and others and greet them.
3. Take a tour of the office and enquire from the secretary about the following:
 - a) Various equipment and their locations.
 - b) Functions of the machines.
 - c) Frequency of usage of each machine and equipment.
 - d) Parts of machines. Prioritise accordingly each machine.
4. Discuss with the other secretary, vendor and mechanic or AMC provider about the parts of office equipment.
5. Show your notes to the secretary and confirm.
6. Prepare the diagram and discuss with friends and show it to the teacher.

7. Discuss your report in the class.

Activity 3: Demonstrate the functions of various parts of office equipment through a role-play.

Material Required: Five to six students, Note Book, Pen/Pencil, Checklist, Real/Dummy equipment or model of the equipment or drawings. Diagrams of the parts of the machines.

Procedure:

1. Group of students must sit together and brain storm about the machines.
2. Decide about the role of each individual.
3. Students can choose any of the following role:
 - a) Manager.
 - b) Senior Executive.
 - c) Office assistant.
 - d) Mechanic.
 - e) Office boy.
4. The script of the role-play must be decided along with the usage of above said props.
5. Discuss the script and idea with the fellow classmates and teacher.
6. Perform the act in front of the class.
7. Extent to which the concept is being communicated to the class will be the evaluation parameter.

Check Your Progress

A. Fill in the Blanks

1. The _____ in a projector is typically a high-intensity lamp or bulb, providing the illumination needed for projection.
2. _____ is also known as the main circuit board, housing the CPU, memory, and other essential components in a computer.
3. The _____ of a photocopier is where the paper is placed for copying.
4. _____ operation involves basic steps for making and receiving calls, facilitating communication across distances.
5. _____ connection involves subscribing to an internet service plan

and receiving necessary equipment to establish an internet connection.

B. Multiple Choice Questions

1. Which component of a computer is responsible for rendering images and videos?
 - a) CPU
 - b) RAM
 - c) GPU
 - d) HDD
2. What part of a photocopier applies toner onto the photosensitive drum?
 - a) Fusing Unit
 - b) Toner Cartridge
 - c) Transfer Unit
 - d) Developer Unit
3. Which step is essential for connecting to the internet using Wi-Fi?
 - a) Launching a web browser
 - b) Subscribing to an internet service plan
 - c) Entering the network security key
 - d) Configuring the router settings
4. What is the primary function of a telephone?
 - a) Sending emails
 - b) Playing music
 - c) Making and receiving calls
 - d) Printing documents
5. Which part of a projector ensures accurate colour reproduction by combining light from the three LCD panels?
 - a) Cooling System
 - b) Colour Wheel
 - c) Imaging Technology
 - d) Optical System

C. Match the Columns

	Column A		Column B
1	Understanding the technical architecture of IT equipment	A	Graphics Processing Unit
2	Optical mirrors	B	Primary function, organisational setting, telephones
3	GPU	C	Apply heat and pressure, fusing toner, photocopier part
4	Fusing unit (fuser roller)	D	Redirect light path, image orientation, LCD projectors
5	Connecting voices across vast distances	E	Technical aspect, seamless network connectivity, organisational setting

D. State Whether the Following Statements Are True or False

1. The motherboard in a computer houses the CPU, memory, and other essential components.
2. Printers are only suitable for personal use and cannot be used for professional needs.
3. Photocopiers use a combination of light, lenses, and electrostatic charge to reproduce images and text onto paper.
4. Operating a telephone involves only one-step process for both making and receiving calls.
5. Internet connectivity can be established via wired connections only, and Wi-Fi is not an option.

E. Short Answer Questions

1. What are the primary components of an LCD projector?
2. Describe the function of the developer unit in a photocopier.
3. What steps are involved in making a call using a traditional landline telephone?
4. How does a computer connect to the internet via Wi-Fi?
5. Name one security measure recommended for using the internet.

F. Long Answer Questions

1. Explain the operational procedure of a printer, highlighting the key steps involved in printing a document.
2. Describe the classification of parts of a photocopier and their respective functions, emphasizing the importance of each component in the copying process.
3. Discuss the evolution of telephones from traditional landlines to modern smartphones, highlighting their role in personal and business communication.
4. Explain the operational procedure of connecting to the internet using a personal computer, detailing each step from subscribing to an ISP to accessing online resources.
5. Compare and contrast different types of printers, highlighting their advantages and typical use cases in both personal and professional settings.

F. Check Your Performance

1. Differentiate between preventive, predictive, and corrective maintenance with examples of each type of maintenance and discuss their importance in ensuring smooth operations of office equipment.
2. Spell out the steps involved in identifying and resolving problems, and provide practical examples to illustrate each step.
3. Demonstrate five best practices for maintaining office equipment to ensure optimal performance and longevity.

Session 4: Maintenance and Troubleshooting of Office Equipment

In the current situation dependence on the machines and office equipment for the smooth functioning of the task has been increased drastically. Thus, it is important to have the know-how and understanding of proper maintenance and troubleshooting of the office equipment. In the further text we would explain the ways and means to address these critical issues of maintenance and troubleshooting.

Introduction to Maintenance & Troubleshooting of Office Equipment
Maintenance:

Regular maintenance is essential for prolonging the life of office equipment and preventing unexpected breakdowns. It involves a series of planned activities aimed at ensuring that machines operate at their optimal performance levels. Maintenance

not only safeguards the investment made in the equipment but also contributes to increased efficiency and productivity in the workplace (Fig. 4.4)



Fig. 4.4: Troubleshooting of Office Equipment Maintenance

Maintenance of machines is broadly categorised into three types. The types of maintenance are mentioned as under:

Preventive Maintenance: This is a proactive approach and it involves routine inspections and maintenance activities to prevent potential issues before they occur. It includes tasks such as cleaning, lubricating, and replacing parts, so as to avoid major breakdowns.

Predictive Maintenance: This approach is a predictive method. This again works on the principle of pro-activeness. It utilises data related to equipment such as previous servicing, and then based on the same the upcoming service due can be calculated. Therefore, on the basis of analytics one can predict when equipment might fail. This method gives a sufficient time for maintenance and ensures timely maintenance. This helps to avoid unplanned downtime and reducing overall maintenance costs.

Corrective Maintenance: It is a reactive method of maintenance. It is usually adopted when failure occurs. Corrective maintenance is necessary to restore the equipment to its normal operating condition. It aims to address the root cause of the problem and prevent its recurrence.

Troubleshooting:

Troubleshooting is the process of identifying and resolving issues with office equipment. A systematic approach is crucial for effective troubleshooting. Following are the steps to be adopted for troubleshooting:

1. Identification of the Problem: Begin by identifying the symptoms and the

specific issues affecting the equipment.

- 2. Isolation of the Problem:** Determine the root cause of the problem by isolating the affected component or system.
- 3. Resolution:** Implement the necessary steps to resolve the issue, whether through repairs, replacements or adjustments.

Office equipment is the vital part of any organisation. The usage is inevitable at the same time breakdowns and troubleshooting is unavoidable. Thus, in order to ensure the smooth functioning of the organisation following best practices must be adopted:

- 1. Regular Inspections:** Conduct routine inspections to identify potential problems before they escalate.
- 2. Employee Training:** Ensure that employees using the equipment are trained in basic troubleshooting techniques and are aware of proper usage practices.
- 3. Documentation:** Maintain thorough records of maintenance activities, including dates, tasks performed, and any issues identified.
- 4. Collaboration with Suppliers:** Establish communication channels with equipment suppliers for technical support and updates on maintenance best practices.
- 5. AMC with certified Brands:** Annual Maintenance Contract (AMC) should be done for all the office machines. AMC is a service agreement that outlines the terms, conditions, and procedures for maintaining and servicing machines regularly.

Thus, we can conclude that maintenance and troubleshooting of office equipment must be a priority for sustaining a productive work environment. By adopting a proactive approach to maintenance and addressing issues promptly, we can ensure the reliability and longevity of our office equipment.

Alternative ways to carry out minor maintenance and troubleshooting

Performing minor maintenance and troubleshooting of office equipment can often be managed with a few practical and manageable techniques. Below mentioned are some alternative methods to carry out these tasks:

- 1. Preventive Cleaning:** Preventive cleaning is an essential aspect of maintaining various types of equipment, machinery, and spaces to prevent the accumulation of dirt, dust and debris, that can lead to malfunctions, reduce efficiency, and impact overall performance. The machines should be regularly cleaned using compressed air, brushes, or specialised cleaning tools to remove dust and debris.

Benefits: Improves airflow, reduces heat build-up, and prevents malfunctions caused by accumulated dirt.

2. Software Updates and Calibration: Software updates and calibration are crucial aspects of maintaining the optimal performance, security, and functionality of various electronic devices and systems. It is necessary to ensure that software applications and firmware are up-to-date, and recalibrate equipment settings when necessary.

Benefits: Enhances performance, adds new features, and resolves software-related issues.

3. Employee Training: Employee training for the maintenance of office equipment is crucial to ensure that the workforce is equipped with the necessary skills and knowledge to keep equipment running smoothly. It is mandatory to provide basic training to employees on equipment usage, care, and troubleshooting for common issues.

Benefits: Training empowers users to address minor problems independently, reducing the frequency of support requests.

4. Visual Inspection: Visual inspection is a crucial component of preventive maintenance for office equipment. It involves a systematic examination of equipment using the naked eye to identify visible issues, wear, or abnormalities. Cables, connectors, and external components for signs of wear, damage, or loose connections of office equipment should be regularly inspected.

Benefits: Prevents connectivity issues and identifies potential problems before they escalate.

5. Diagnostic Tools: Diagnostic tools for office equipment are essential for identifying, analysing, and troubleshooting issues within the equipment. These tools help ensure that the devices operate optimally and can assist in diagnosing problems quickly. One should utilise built-in diagnostic tools or third-party software to identify and address minor issues.

Benefits: Streamlines the troubleshooting process by providing detailed insights into equipment performance.

6. Component Replacement: Component replacement is a critical aspect of maintaining office equipment, ensuring that faulty or worn-out parts are replaced to keep the equipment running efficiently. Easily replaceable components (e.g., cables, connectors, batteries) to address common issues swiftly should be kept in the stock.

Benefits: Reduces downtime by enabling quick replacements without the need for extensive troubleshooting.

7. Online Support Resources: Online support system for the machines can also be found. One can explore online support forums, knowledge bases, and manufacturer websites for troubleshooting guides and FAQs.

Benefits: Access a wealth of information to resolve common issues without the need for external assistance.

8. Temperature and Ventilation Management: Temperature and ventilation management are critical aspects of maintaining a comfortable and productive working environment, especially in offices where electronic equipment is in use. Secretary shall ensure that equipment is placed in well-ventilated areas and monitor temperature levels.

Benefits: Prevents overheating, which can lead to malfunctions, and extends the lifespan of electronic components.

9. Regular Backups: Regular backups are crucial for safeguarding data and ensuring business continuity. Offices must implement regular data backups for equipment such as computers and servers.

Benefits: Safeguards against data loss and facilitates a quicker recovery in case of system failures.

10. Proactive Monitoring: Proactive monitoring of office equipment is crucial to ensure optimal performance, prevent potential issues, and minimise downtime. One can utilise monitoring tools to track equipment performance metrics and receive alerts for potential issues.

Benefits: Enables proactive intervention and minimises the impact of impending problems.

Implementing these alternative methods can contribute to a proactive and efficient approach to minor maintenance and troubleshooting, fostering a more robust and reliable office environment.

Procedure to Repair Office Equipment

Repairing office equipment involves a systematic approach to identify, isolate, and rectify issues affecting the functionality of the equipment. Below mentioned is a general procedure to guide the repair process for common office equipment.

1. Initial Assessment: This is the first step of the repair. Assessment of the failure and the repair required needs to be identified before proceeding for the repairing of the machine.

a) Identify the Problem: Determine the specific issues or symptoms affecting the equipment.

b) Gather Information: Collect relevant information, such as error

messages, recent changes, or patterns of malfunctions.

- 2. Isolation of the Problem:** Segregate the problem, if it is a visual inspection or functional problem.
 - a) Visual Inspection:** Conduct a thorough visual inspection to identify any visible damage, loose connections, or abnormalities.
 - b) Functional Testing:** Perform basic functionality tests to narrow down the scope of the problem.
- 3. Documentation:** The problem identified should be documented for further records.
 - a) Record Findings:** Document your observations, including the identified issues, any troubleshooting steps taken, and relevant details about the equipment.
 - b) Take Pictures:** Capture images of any visible damage or areas of concern for reference.
- 4. Safety Measures:** Before starting the repair of any machine one should check with the required safety measures.
 - a) Power Off:** Ensure the equipment is powered off and unplugged before attempting any repairs to prevent electrical hazards.
 - b) Personal Protective Equipment (PPE):** Use appropriate PPE, such as safety gloves or eyewear, depending on the nature of the repair.
- 5. Component Replacement:** After the identification, decide if the component needs to be replaced or repaired.
 - a) Identify Faulty Components:** If a specific component is identified as faulty, determine whether it can be replaced easily (e.g., cables, connectors, batteries).
 - b) Use Original Parts:** Whenever possible, use original manufacturer-approved replacement parts to maintain equipment integrity.
- 6. Repair or Adjustment:** Many times the machine is in the guarantee or warranty period; then it is needed to ensure if the part needs to be repaired or the adjustment should be done.
 - a) Follow Manufacturer Guidelines:** Consult the equipment user-manual or manufacturer guidelines for specific repair instructions.
 - b) Repair Techniques:** Utilise appropriate repair techniques, such as soldering, reseating components, or adjusting settings as needed.

- 7. Testing:** After repair, the machine should be tested properly before continuing with the actual work.
- a) **Partial Reassembly:** If disassembly was required, partially reassemble the equipment to conduct preliminary tests.
 - b) **Functional Testing:** Power on the equipment and perform functional tests to ensure that the repair addressed the identified issues.
- 8. Iterative Process:** At times it happens that the repair does not completely resolve the process, then the above process must be repeated.
- a) **Fine-Tuning:** If the initial repair does not fully resolve the issue, repeat the process, focusing on any remaining problems.
 - b) **Consultation:** Seek assistance from technical support or the equipment manufacturer if the problem persists or if additional expertise is required.
- 9. Final Inspection:** After all the processes, final inspection must be done before the assembly and installation of machine.
- a) **Complete Reassembly:** If the repair is successful, fully reassemble the equipment.
 - b) **Final Testing:** Conduct comprehensive tests to ensure all functions are working correctly.
- 10. Documentation and Reporting:** After the repair process is completed the documentation of the complete process is necessary.
- a) **Update Records:** Document the repair process, including the steps taken, parts replaced, and final testing results.
 - b) **Reporting:** If the equipment is part of an inventory or maintenance system, report the repair and update relevant records.
- 11. Preventive Measures:** One should take all the preventive measures so that the equipment should be at place and work effectively.
- a) **Recommendations:** Provide recommendations for preventive maintenance or user practices to avoid similar issues in the future.
 - b) **Training:** If user error contributed to the problem, consider providing additional training to users.

By following this structured procedure, you can effectively address issues with office equipment, minimise downtime, and contribute to the overall reliability and longevity of the equipment. Remember to prioritise safety, consult manufacturer guidelines, and seek professional assistance when necessary.

Annual Maintenance Contract (AMC)

An Annual Maintenance Contract (AMC) for office machines is a service agreement that outlines the terms, conditions, and procedures for maintaining and servicing machines regularly. Below is a list of key procedural policies typically included in an AMC for an office machine:

- 1. Scope of Service:** In any AMC the scope of machines the coverage and details should be clearly mentioned.
 - a) Clearly define the types of machines covered under the AMC (e.g., computers, printers, copiers).
 - b) Specify the brand, model, and serial numbers of the machines included in the contract.
- 2. Service Frequency:** During AMC we should decide on the service frequency.
 - a) Outline the frequency of scheduled maintenance visits or services throughout the contract period (usually annually).
 - b) Define any emergency or on-demand services that may be required.
- 3. Routine Maintenance Tasks:** In the contract the details of routine maintenance and checklist should be decided in advance.
 - a) Detail the specific maintenance tasks to be performed during each visit (e.g., cleaning, lubrication, software updates).
 - b) Include a checklist of routine tasks for transparency and accountability.
- 4. Response Time:** The response time of the mechanic and AMC vendor should be predefined.
 - a) Specify the maximum response time for addressing service requests or reported issues.
 - b) Define priority levels for different types of issues (e.g., critical, major, minor) and corresponding response times.
- 5. Replacement of Parts:** Policy related things on the replacement and repair of parts should be well stated in the contract.
 - a) Clarify the policy regarding the replacement of faulty or worn-out parts.
 - b) Specify whether genuine manufacturer-approved parts will be used for replacements.
- 6. Labour Charges:** Routine labour charges and additional labour charges should be clearly mentioned in the policy document.
 - a) Clearly outline whether labour charges are included in the AMC or if they are billed separately.

- b) Detail any additional charges for after-hours or emergency services.
- 7. Emergency Support:** The emergency support and the details related to it should be clearly mentioned.
- a) Provide information on the process for obtaining emergency support outside of regular maintenance visits.
- b) Include contact details for the service provider's emergency support team.
- 8. Access to Machines:** Machine access and the coordinating staff during the same needs to be specified in the AMC to avoid confusion.
- a) Specify the arrangements for accessing machines, including working hours, security protocols, and any user cooperation required.
- b) Ensure that the service provider communicates effectively with the office staff to coordinate maintenance visits.
- 9. Documentation and Reporting:** Post AMC the documentation and the record details and the format must be properly specified.
- a) Require the service provider to maintain detailed records of each service visit, including tasks performed and any issues identified.
- b) Establish a reporting mechanism for the client to receive updates on machine health and maintenance activities.
- 10. Renewal and Termination:** AMC renewal and termination must be mentioned properly.
- a) Define the renewal process for extending the AMC beyond the initial contract period.
- b) Specify conditions under which either party can terminate the contract, including notice periods and reasons for termination.
- 11. Insurance and Liability:** Insurance coverage and the liability of AMC during the repairs must be stated properly.
- a) Clarify the insurance coverage for machines under the AMC, including responsibility for damages during maintenance visits.
- b) Outline liability and indemnification clauses to protect both parties.
- 12. Performance Metrics:** AMC service providers should be evaluated, thus, some key indicators must be set for the evaluation.
- a) Establish Key Performance Indicators (KPIs) to measure the service provider's performance.
- b) Include provisions for penalties or incentives based on performance against agreed-upon metrics.

13. Client Responsibilities: Specify the responsibilities of the client, including providing necessary access, cooperating with service personnel, and reporting issues promptly.

14. Dispute Resolution: At times, there arise some disputes during the AMC process. Thus, a dispute resolution mechanism must be pre-planned.

a) Include a dispute resolution mechanism in case of disagreements between the client and the service provider.

b) Define the steps and procedures for resolving disputes amicably.

These procedural policies provide a comprehensive framework for an AMC, ensuring that both the client and the service provider understand their roles and responsibilities, and that machines in the office are well-maintained throughout the contract period.

Activities

Activity 1: List-down the alternatives of completing a work during breakdown.

Material Required: Drawing Sheet Pen/Pencil Check List Eraser Writing Pad.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the secretary and others and greet them.
3. Take a tour of the office and enquire from the secretary about the following:
 - a) Various equipment and their locations.
 - b) Functions of the machines.
 - c) Frequency of usage of each machine and equipment.
 - d) Failures or breakdowns.
 - e) Ways and means of repair and maintenance.
 - f) Examples and narrations of breakdowns and the solution taken by the secretary during those breakdowns.
 - g) Alternative mode of completing the task during breakdown.
 - h) List-down and segregate the instances and solutions.
4. Discuss with the other secretary about the office equipment, breakdowns and repairs.
5. Show your notes to the secretary and confirm.
6. Prepare the list and discuss with friends and show it to the teacher.

7. Discuss your report in the class.

Activity 2: Depict the role of secretary in maintenance and troubleshooting.

Material Required: Notebook, Pen/Pencil, Checklist, Real/Dummy equipment or model of the equipment or drawings.

Procedure:

1. Group of students must sit together and brain storm about the role of secretary in maintenance and troubleshooting.
2. Decide about the role of each individual.
3. Students can choose any of the following role:
 - a) Manager.
 - b) Senior Executive.
 - c) Office assistant.
 - d) Vendor.
 - e) Office boy
 - f) Secretary
4. The script of the role-play must be decided along with the usage of above said props.
5. Discuss the script and idea with the fellow classmates and teacher.
6. Perform the act in front of the class.
7. Extent to which the concept is being communicated to the class will be the evaluation parameter.

Activity 3: Prepare a collage of different types of office equipment and display it in the class.

Material Required: Drawing Sheet Pen/Pencil Check List Eraser Writing Pad.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the secretary and others and greet them.
3. Take a tour of the office and enquire from the secretary about the following:
 - a) Various equipment and their locations.
 - b) Functions of the machines.
 - c) Frequency of usage of each machine and equipment.
 - d) Seek permission to click the photographs and click the photographs.

4. Discuss the equipment with the students who visited along with you.
5. Paste the pictures on a collage and display the same in the class.
6. Discuss the collage in the class. Can do the extempore and ask about the functions and uses of the machines.

Activity 4: Prepare the presentation on AMC policies of Office Equipment.

Material Required: Computer/Laptop, White board, marker, student teams.

Procedure:

1. Discuss the policies and procedure of AMC of the equipment.
2. Make the student teams.
3. Allocate the task one day in advance.
4. Give 5 minutes to present.
5. Keep it open forum to ask questions.
6. Evaluate and note the points of each team.
7. Reward the winning team.

Check Your Progress

A. Fill in the Blanks

1. Regular maintenance is essential for prolonging the life of office equipment and preventing unexpected _____.
2. _____ maintenance involves routine inspections and maintenance activities to prevent potential issues before they occur.
3. Predictive Maintenance utilizes data related to equipment's such as previous servicing and then based on the same, the upcoming service due can be _____.
4. _____ is the process of identifying and resolving issues with office equipment through a systematic approach.
5. Employee training is crucial to ensure that the workforce is equipped with the necessary skills and knowledge to keep equipment running smoothly and to address _____ issues.

B. Multiple Choice Questions

1. What approach to maintenance involves routine inspections and maintenance activities to prevent potential issues before they occur?
 - a) Predictive Maintenance

- b) Corrective Maintenance
 - c) Preventive Maintenance
 - d) Reactive Maintenance
2. Which step of troubleshooting involves determining the root cause of the problem by isolating the affected component or system?
- a) Identification of the Problem
 - b) Isolation of the Problem
 - c) Resolution
 - d) Implementation
3. Which alternative method for minor maintenance involves utilising built-in diagnostic tools or third-party software to identify and address minor issues?
- a) Visual Inspection
 - b) Component Replacement
 - c) Diagnostic Tools
 - d) Online Support Resources
4. What is a key aspect of the procedure to repair office equipment that involves ensuring the equipment is powered off and unplugged before attempting any repairs?
- a) Component Replacement
 - b) Documentation
 - c) Safety Measures
 - d) Testing
5. In an Annual Maintenance Contract (AMC), what should be clearly defined regarding the types of machines covered under the contract?
- a) Scope of Service
 - b) Service Frequency
 - c) Routine Maintenance Tasks
 - d) Response Time

C. State Whether the Following Statements Are True or False

1. Preventive Maintenance involves addressing equipment issues only after they occur.
2. Troubleshooting involves a systematic approach to identifying and resolving

issues with office equipment.

3. Employee training is not essential for the maintenance of office equipment.
4. In an AMC, labour charges are always included in the contract.
5. Documentation and reporting are not necessary steps in the repair process of office equipment.

D. Match the Columns

	Column A		Column B
1	Purpose of regular maintenance for office equipment	A	Preventive cleaning, software updates, employee training, visual inspection, diagnostic tools.
2	Preventive and corrective maintenance	B	Identification, isolation, resolution
3	Key steps in troubleshooting office equipment	C	Ensures longevity, prevents breakdowns
4	Alternative methods for minor maintenance and troubleshooting	D	Scope, service frequency, routine tasks, response time, parts replacement
5	Key components of an Annual Maintenance Contract (AMC)	E	Proactive and reactive approach

E. Short Answer Questions

1. What are the three types of maintenance mentioned in the text, and briefly explain each one?
2. What are the steps involved in troubleshooting office equipment issues?
3. Provide five alternative methods for carrying out minor maintenance and troubleshooting of office equipment.
4. Outline the general procedure for repairing office equipment.
5. What are the key components typically included in an Annual Maintenance Contract (AMC) for office machines?

F. Long Answer Questions

1. Discuss the importance of maintenance for office equipment, including its

impact on efficiency and productivity. Explain the three types of maintenance and their respective benefits.

2. Describe the steps involved in troubleshooting office equipment issues in detail, highlighting the significance of a systematic approach.
3. Explain the alternative methods for carrying out minor maintenance and troubleshooting of office equipment, providing examples and discussing their benefits.
4. Outline the structured procedure for repairing office equipment, emphasising safety measures, documentation, and preventive measures.
5. Analyse the components typically included in an Annual Maintenance Contract (AMC) for office machines, discussing their importance and the benefits they offer to both clients and service providers.

G. Check Your Performance

1. Identify the steps involved in troubleshooting office equipment issues, emphasising the systematic approach required for effective problem-solving.
2. Find out three alternative methods for carrying out minor maintenance and troubleshooting of office equipment, highlighting the benefits of each method.
3. Outline the key components typically included in an Annual Maintenance Contract (AMC) for office machines.

MODULE 5**OFFICE ROUTINE ACTIVITIES OF SECRETARY****Module Overview**

The elected board in accordance by laws, trustee, and memorandum of association is accountable for the basic of administration of any organisation. The board has developed the effective procedure for the multiple positions in the organisation. As per the government bodies, the board consists a chairperson, vice chairperson, secretary, treasurer, etc. they all have certain tasks and obligations for their duties.

It is said that the secretary is the person who ensures the organisation and operates the inside and outside activities very smoothly. In order to support the ongoing operation in the organisation, workers in this position plan office activities and handle secretarial task for professional and managerial personnel.

This Module “Office Routine Activities” is divided in four sessions. It gives the idea about the major role, duties, functions, procedures, behavioural aspects, inside and outside functions of the secretary, formal and informal meeting, pre and post meeting effectiveness, etc. The first session describes details about how secretary manages the queries and appointments, the second session deals details about how secretary manages the meetings and report writing the third Session gives details about how secretary handles the post meeting activities and the fourth Session explains details about the effective routine activities of the secretary.

Learning Outcomes

After completing this module, you will be able to:

- Manage the queries and appointments;
- Manage meetings and writing reports;
- Handle post-meeting activities;
- Demonstrate Information Management;

Module Structure

Session 1: Manage the Queries and Appointments

Session 2: Manage Meetings and Writing Reports

Session 3: Handle Post Meeting Activities

Session 4: Routine Activities of Secretary

Session 1: Manage the Queries and Appointments

A secretary is an official person who manages the records, writing, conducting meeting, grafting and sending letters and carrying out tasks as an individual and or a group. He/she oversees administrative tasks and carries out management choices. The primary role held by a secretary is to serve as the hub around which the whole workplace apparatus revolves. It serves as a liaison between lower, middle and upper management. In place of the company, a secretary is in charge of adhering of legal regulations. They have a power of for compliance with legal requirement in the organisation. Some of the important activities such as maintaining the statutory books and records, return filing, drafting legal papers and statement concern with authorities, etc., all these are the accountability of secretary.

VERIFICATION PROTOCOL OF VISITORS

Who is Visitor

A visitor is the person who visits the place with some personal and professional work. Visitors, whether they can be general public, contractors, delivery drivers, business man, any guest and maintenance staff, etc.

Visitor Processing Organizational protocol

There are four procedures where visitor is permitted entry into. It consists of four parts there are (Fig.5.1):

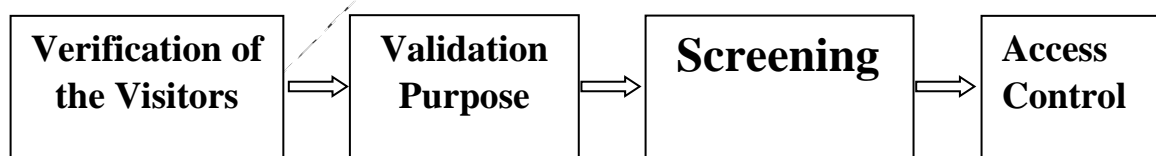


Fig. 5.1: Verification of the Visitor

We must ascertain and confirm the individuals identify. We should ask What is your name? Where are you from? Who sent you? etc., and are you in possession of a picture identity credential that was issued by the government. Aadhar card is a widely recognised document, which makes it easier to extract the holder's data. Visitor verification is an administrative process. The most of the organisation using an electronic access control system. This permits you to issue the visitors access cards enabled for the particular zone they may access.

Visitor control is normally an administrative process. However, you can augment this process by using an electronic access control system device. This allows you to issue visitors with EACS access cards enabled for the specific areas they may access.

Validation Purpose

The next step is to confirm the visitor has authentic reason for being in the building after their identification has been confirmed. This usually calls for getting with a familiar, reliable individual who works there and has the power and duty to provide admission. When there are several guests attending a conference or training session, a list is quite helpful, especially if the host might not be reachable at a normal phone line. There is nothing more annoying than showing up for a meeting a few minutes late and discovering that your host is the reason security is unable to contact you.

Screening

After the validation of the data to check that any visitor or guest may be carried in their hand. In earlier it was few to see the manpower or package screening in the commercial environment but now scenario is changed many innovative services have implemented specific level of caller checking. Some facilities maintain the required equipment on hand in case of department of homeland security level is raised, but it is not applicable in normal circumstances.

The environment of the facilities and kinds of contraband that system is designed to prevent access to play a role in their decision. When an employee enters a restricted money or bullion processing zone, their threat level is far higher than when they are carrying a pocket penknife in a commercial workplace. Is an automatic mechanism in place to verify public identities and verify their credentials if they won't be screened?

Access Control

Typically, this is the last component occur at a loading port (back door/entry door). After being verified or validated, visitor has gained some degree of trust, though may be not sufficient to be allowed to walk around the facility unhindered. The entry point of the access control to reminder the facility and their sensitive areas- are often necessary. Some of the component to check should the guest be obliged to wear a symbol that clearly identify, the name of their guest, and the floor or departments they are permitted to visit? However, in big circle where members are not necessary to wear their badges, visitors need only to wear some identical proof and remove theirs to look like as a staff.

A powerful access control measure is particularly where high levels of security are validating, is to assign an escort to the entry men. It became the escort's duty to protect the entry guest movements while on the area. In a mean while the visit is over, the host returns the guest to the exit, stating that visitor was under no

circumstances beyond his or her control. By signing for the guest in the entry lobby, the host assumes power for all of the visitor's conduct.

CLASSIFICATION OF QUERIES BY VISITORS

One important aspect of customer search behavior that you should have some knowledge of is the various kinds of search queries site visitors typically use to get what they want. Moreover, you need to make sure that your site search engine can handle as many of these query types as possible. So let's dive into these query types (Fig.5.2).

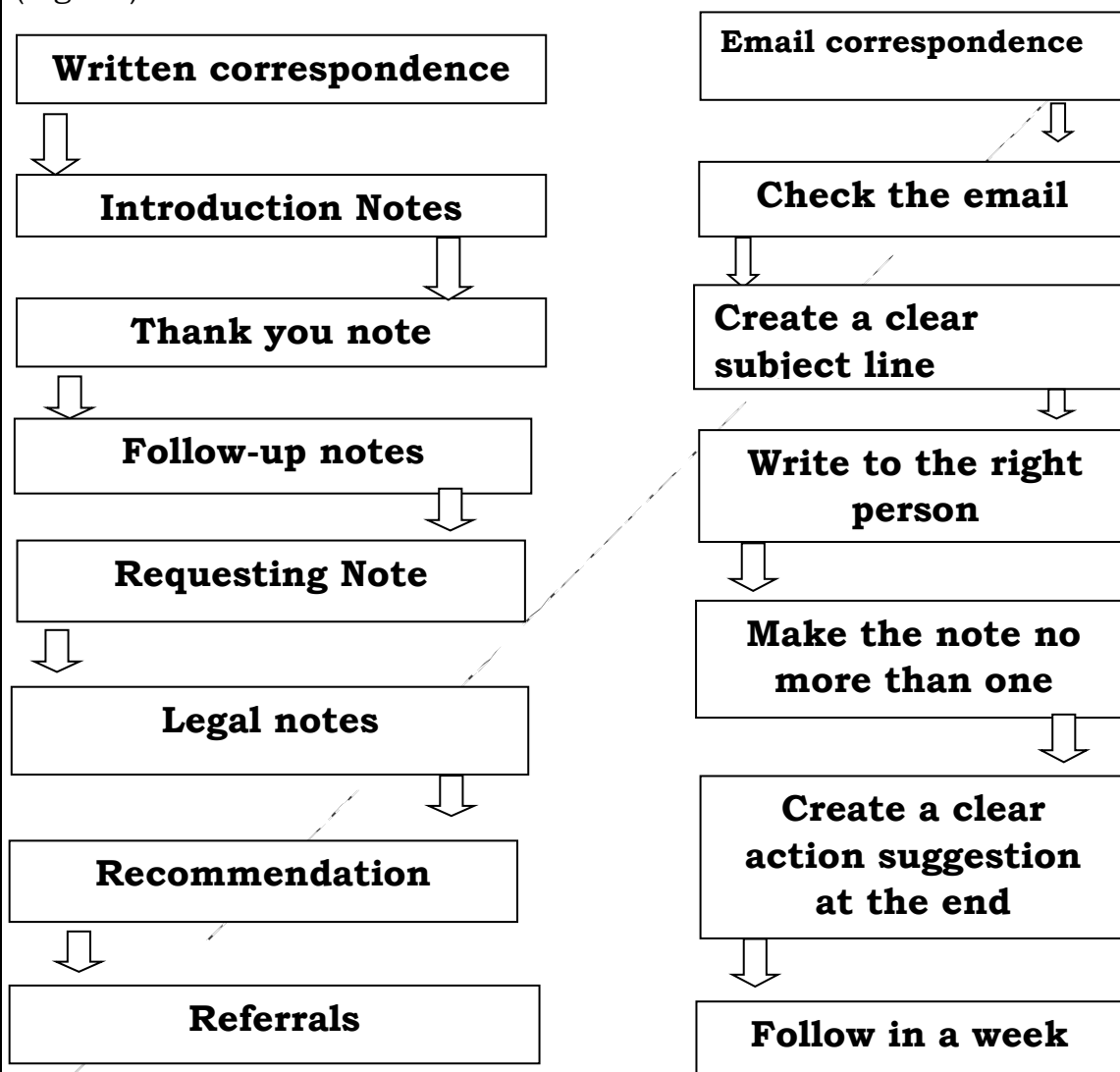


Fig. 5.2: Classification of Visitor

There are varieties of reasons you need to write a note:

Written Correspondence: You may be asked to write a note or memo for the company, group or to an individual's ones. In this case, you mentioned the main points about the company or any firm and provide contact information to them.

Thank you Note: In this context boss contacts another person, it might help to send that person a follow-up notes signed by the boss. This shows that the boss remembers the meeting and wants to stay to touch.

Follow-up Note: The next component is to find out if the customers is satisfied with the purchase or needs further assistance. This notes as an opportunity to verify to make sure everything is in order or not.

Request: You can write a note to request information or a meeting. This request should be in simple handwriting or more formal to the prospect.

Legal Notes: Some of the organization may require writing a memo related to legal matters and instruct another person to act accordingly.

Recommendation: When huge number of employees works in the organization, you can be asked to submit recommendation for those who are switching for the post and others in the company. Frequently the boss will sign the message after you have written it up.

Referrals: you can write referrals that will helpful for the patients or clients be seen in different office. Ask the receiver what they require in order to accept the message as legitimate to make sure they work.

E-Mail Correspondence

Email enables immediate exchange communication with other people. In spite of the information are typically a little more casual, you should maintain your professionalism. Rather, you should consider how you may communicate the same information that you could in a written note, but without the formality that you may be used to.

Some of the key elements of email correspondents are:

Check the email address: It is the common sense before sending the message; the checker should check the email address. This is particularly important when you are managing a lot of confidential email.

Create a clear subject line: The email subject should clearly apparent that what it requires of the person on the other end.

Write to the right person: make sure you are writing to the most appropriate person when sending email to ensure they get responded. If you are unsure about the recipient's email address, give their office a call to make sure the message is appropriate for their expertise or skill set.

Make the note no more than one page: if at all feasible, the email should not contain more than a few phrases. You required keeping things precise and simple. They want to know why they are receiving an email, what action items they need to do, and when those actions are due.

Create a clear action suggestion at the end: Clearly state in the email what kind of answer you anticipate at the end to ensure that it yields results. You must expressly provide the appropriate response, regardless of whether you or your supervisor needs a follow-up or an answer to a query.

Follow up in a week: if you do not listen from the person in a certain time frame, it can helpful to follow up with another email and or phone calls. Sometime Email disappears, or recipients may put off responding because they are unsure of how to respond. You can ensure that you get an answer when it's required by following up.

CHANNELISATION OF PHONE CALLS

Why is essential to replay the phone calls professionally?

The phone is a primary communication tools for the firm such as hospital firm, health sector, schools, and colleges any more institutions. The initial impression is frequently shaped when staff members answers the questions in a very well manner.

Moreover, they may also feel to ask the questions, for clarification, and show their commitment to the business. Because of this reason, that all members should get the adequate training of answering the call in a professionally manner with using some good techniques.

Ways of answering the call professionally

There are 10 steps can take to replaying the calls professionally by the Secretary:

- 1. Replaying by the third ring:** It's polite to answer the calls immediately to prevent keeping people wait for the calls. The replay should be done by the third ring and if you are busy so send them to voice mail, this shows consideration for the caller.
- 2. Make a salutation:** salutation is a very effective way to use for professional situation and business calls. On other side in any organization you might wish to use specialised and effective greeting while answering the calls.
- 3. Speak with smile:** Speak with smile is a point should consider while answering the calls. The tone often changes when you speak with smile it seems soft. Keeping an eye on your tone of voice during a conversation can be difficult when you indulge so many activities in the organisation. So, you should try to keep smiling when you speak with someone else.
- 4. Thought should be clear:** Your wording can help you assist callers effectively and in a professionally manner. When you talk, you should keep away from background noise and muffles voices. If you talk slowly with clear words, it will be easy for the callers and he/she can replay a call the first time.
- 5. Clear of slang:** Avoid slang, jargon terminology so that callers can understand you. While using slang terminology, we should use simple word like cool, no

problem, it's ok etc. and other side we can use professional words while talking with professionals like very well, you're welcome, thank you so much etc. while talking with phone avoid filler words like um, you know, hmm etc. instead concentrating on conversation in an acceptable and professional manner.

6. Positive: While taking with a call use positive and upbeat tone. Some of the phrases like 'no thanks', 'I don't know', 'let me see', 'ohhh', etc. Shouldn't use. If replaying the questions to your job, it is your duty to handling their queries by a positive manner. Make sure you treat your callers with care and respect then you can take this responsibility seriously.

7. Interpret a message correctly: You make sure the information or message should correctly interpret and include all the detail while calls. In general, accurate message can improve your relationship with the clients and business man.

Other helpful tips while answering the phone calls:

There are some additional helpful tips are:

- 1. Verify the availability of the person you plan to transfer the calls to:** make sure that caller receives reply instead of a voice mail when transferred, make sure the colleague is available to assist ahead of that time.
- 2. Reserving food after the call:** while taking, avoid eating food or drinking in during a conversation with a customer. It can be causing you to talk with incorrect enunciation.
- 3. Make a professional voice mail message:** Sometime happens when you do not replay the calls because you are busy with some another work in the workplace. So, in this situation, should create a professional voice mail to the client. If customers send the message, make sure callers should call within a day.

What is Query?

A query is the doubt and it is a communication factor to raise for the organization for solving the thing. It can be form of oral and written. The term query involves-clarification.

There are following criteria for queries are:

- The query should be clear and precise.
- The query content should be authentic.
- The query fact should be identified in the documents with some clarification.
- The query complaint should be brief with all practical ground.

- The query should be related with some organizational facts.

The Guidelines of queries solving by Secretary:

- Legibleness
- Perfectness
- Celerity
- Promptness
- Truth worthy
- Definiteness

Legibleness: This is the first component. When we file the query the query should be correct and authentic.

Perfectness: This is the second guideline to solve the queries. The perfectness is required in the documents. Drafting of queries should be precise and clear.

Celerity: This is the major component. When solve the query there should be celerity on thought.

Promptness: Providing a solution is very necessary for solving the query of the customer.

Truth worthy: The actuality is necessary. When we draft the query in the written form the content of query should be correct with some actual figure.

Definiteness: It is another component for query. The query should be clearly defined or determined not vague or general form.

Activities

Activity 1: Demonstration of organizational protocol.

Material Required: Students, Notepad, Pencil/Pen, Check list, Phone, File and folder.

Procedure:

1. Visit any organisation with students Group.
2. Take permission from HR to observe the organizational protocol.
3. Students will note all the activities and routine on a note pad.
4. All students will make a rough frame of the organizational protocol and show it to the Manager.
5. The students in a group will sit together and brain storm about the role, equipment, steps, think about the time frame etc.

6. Decide the script and discuss with the teachers
7. Remind the protocol of the organization
8. Demonstrate how visitor can visit in the organization follow the organization protocol.
9. One group will note down the demonstration.
10. Make a report on the basis of the notes.
11. Show the report to the subject teacher and take feedback.

Activity 2: Role play of Procedure and guidelines for handling the queries .

Material Required: Students, Notepad, Pencil/Pen, Check list, Phone, File and folder, Guidelines of the company.

Procedure:

1. Make a group of students in the class room
2. Narrate them the procedure ad guidelines for handling the queries.
3. Ask the students to perform on the same making different groups.
4. The students in a group will sit together and brain storm about the role, equipment's, steps, think about the time frame etc.
5. Ask the students to choose the role
6. Decide the role of manager, secretary, receptionist etc.
7. Decide the script related to handling the queries and discuss with teachers.
8. Perform the act and take a feed back
9. Here the teacher is expected to note down the activity and provide feedback.
10. According to the feedback the students will prepare a report.
11. Make a final report incorporating required changes given by the teacher.
12. Submit the report to the subject teacher.

Activity 3: Situational analysis how to resolve query

Material Required: Students, Space, Mike, Podium

Procedure:

1. Make small groups of students in the classroom itself.
2. Provide the students the situation and case to perform
3. Ask the students to analyse the situation.
4. Each group will give the presentation on the given situation.

5. Other group will note down the advantage and draw backs of the presentation.
6. By the presentation students can give some idea to resolve the query in the workplace.
7. Prepare a report incorporating the ideas to resolve the queries in the workplace.
8. Show the report to the teacher and take feedback
9. Students will read the report in the classroom
10. Provide a space to discuss the report
11. Each group will make a final report from their side and submit.

Check Your Progress

A. Fill in the Blanks

1. Office meetings are a _____ activities of Secretary.
2. As per the government bodies, the board consists a _____ they all have certain tasks and obligations for their duties.
3. _____ serves as a liaison between lower, middle and upper management.
4. By signing for the guest in the entry lobby, the _____ assumes power for all of the visitor's conduct.
5. _____ enables immediate exchange communication with other people.
6. The _____ is a primary communication tools for the firm such as hospital firm, health sector, schools, and colleges any more institutions.
7. _____ is a very effective way too used for professional situation and business calls.

B. Multiple Choice questions

1. What are the visitors Processing Organisational Protocols?
 - a) Verification of the Visitors
 - b) Validation Purpose
 - c) Screening and Access control
 - d) All of the above
2. What are the ways to answers the call professionally?
 - a) Replaying by the third ring

- b) Speak with smile
 c) avoid slang
 d) all of the above
3. The factors of query solving
- a) Legibleness
 b) Clarity
 c) Both a and b
 d) Only a
4. Key elements of correspondence:
- a) Check the email address
 b) Create a clear subject line
 c) Create a clear action
 d) Suggestion at the end
5. Function and role of the manager
- a) organize according to that plan
 b) lead others to work towards the plan
 c) evaluate the effectiveness of the plan
 d) None of these

D. Match the Columns

	Column A		Column B
1	Protocol	A	Manager
2	Secretary	B	Phone and E-mail
3	Communication Tool	C	Avoid slang
4	Call professionally	D	Procedure

C. State Whether the Following Statements Are True/False

1. The “Secretary” is the official person who manage the records, writing, conducting meeting, grafting and sending letters and carrying out tasks as an individual and or a group- Yes
2. Is secretary do the work as a coordinator in the company? Yes or No -yes

3. A query can pull the information from various tables and do not assemble it for display in the report- no
4. Monthly report is the most common ways of communicating with stakeholders.
5. While using slang terminology we should use simple word like 'cool', 'no problem', 'it's okay', etc.

E. Short Answer Questions

1. Who are Visitors?
2. Why is essential to replay the phone calls professionally?
3. What is query?
4. Define the elements of e mail correspondence.

F. Long Answer Questions

1. Explain the classification of query by the visitors?
2. State the verification protocol of visitors?
3. What are the ways to answering calls professionally?
4. Explain, how manager mange the queries and appointment in the workplace.

G. Check your Performance

1. Demonstrate the organizational protocol for the visitor.
2. Prepare the structure and policies to manage the organization.

Session 2: Manage Meetings and Writing Reports

What is Meeting Agenda?

A meeting agenda is known as theme, plan, outline, activities, action points and structured roadmap for act in the organization. This well-planned activities for conducting the meeting. Agenda includes all the components which we discuss in the meeting, to provide the details of meeting participants with structured format including outline, schedule, sequence of events, time duration etc. It is an effective flow of discussion is facilitated by using this agenda as a guide before and during the meeting.

Preparation of Agenda of Meeting

Drafting an agenda is a key first steps to ensuring a focused and productive meeting. Here an efficient way to accomplish that (Fig.5.3)

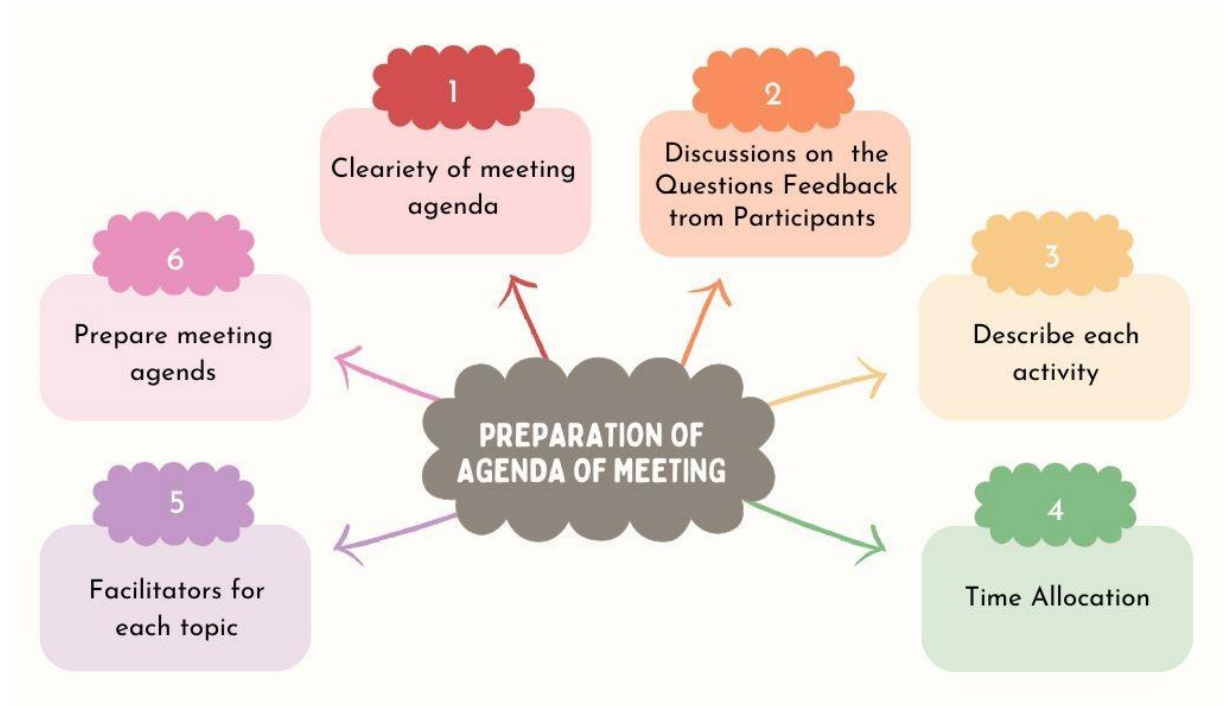


Fig. 5.3: Preparation of Agenda of Meeting

Clarity of meeting objectives: This is the first step to writing an agenda is that there should be the meeting objective clearly mentioned in the meeting. The objective should be definite and specific. This help for all the participants to focused on their given agenda. It also helps to the stakeholders to prepare a point for the discussion at the end of the meeting. For example, if the objective and goal is finalized, for the next meeting participants will come with the preparation. This celerity will helpful for more thoughtful conversation overall

Take an input all the stakeholders: This is the next step after the clarification of objective set. Before finalizing the agenda of the meeting invite output from the stakeholders, this helps for creating a thoughtful meeting plan. For example, if you have a plan for meeting with a team so manager could send the email or message to all the team members and take them input and involve in the meeting agenda.

All the participants input and thought not only makes the agenda extensive but also increases engagements. When they all will see their thought in the agenda they will be very participative.

Questions for discussions: To prepare a list for asking the questions for keeping the meeting as directed. Begin by determining the main topics that need to posing them as a query.

The key questions include:

- What are the hurdles does come in project now face?
- How we can compare the project schedule?
- What kind of resource needed to maintain the pace of work?

They also facilitate the conversation structure, which makes it simpler to get ready for participate successfully.

Define the purpose: Each topic of meeting agenda should clearly define. The openness helps participants make it easier and significant of each topic and how it links to the meeting's main objective.

Allocation of time: This is the very important component of the meeting agenda. Allotting time of each agenda is necessary for efficient meeting management. This includes to figure out how long each topic or subject will take place. This approach helps in keeping the meeting with fixed scheduled.

To assign topic to the facilitator: Facilitators help to make meeting effective. A function of the facilitator to direct the discussion, that it says o topic, and give the chance to speak everyone. Selecting facilitators should consider both their subject-matter expertise and interpersonal skills.

Write meeting agenda: Finally, put everything together into well-organized agenda. The agenda should include the objective of the meeting, a list of subjects to be covered and their respective goals and facilitator assignments. agenda that well-defined tool for conducting a successful meeting.

What is Pre-meeting?

A pre-meeting is short form of the meeting. This is a brief meeting held by management to discuss about the outlines of the upcoming meeting. This is an excellent tool it relief to the members who has sit in the meeting.

The pre-brief meeting is an excellent tool because it takes some of the pressure off of the management team who has to sit in the meeting. This practice may give you more time to focus on the topics you need to discuss in the meeting. By going through the agenda of the meeting before the actual meeting, you may gain additional perspective, and you might be able to discuss the agenda at a higher level.

Prerequisite of the meeting:

There are some following options which are given below:

Date: The meeting date should decide advance. Usually meeting date and time is decided by the officials. The organization officials mutually settle on a time for the date to be set.

Venue: Typically, the meeting conducts in the same location or venue. If any changes are required, the secretary should communicate to everyone in advance and do all the arrangement of meeting in advance.

The staff list: The list of staff who will attend the meeting is prepared by the officials. Each department sends the representative to attend the meeting every time. The minutes of meeting prepare by the representative.

Agenda: Agenda includes all the components to be discussed in the meeting. This prepared in an advance. Before starting the meeting, it is circulated among the group.

Pre- meeting formalities

1. Collect all the information and mail that has been discussed in the last meeting so that all members can see it.
2. To check the all attendee or representative are present in the organization or not.
3. Keep a list of all standing and special committee.
4. Bring the minutes of meeting of previous meeting for the clarification.
5. If you are unable to attend the meeting informed to the authority before.

Significance of pre-meeting formalities

Make an agenda: An agenda helps to keep a meeting on track and prevents confusion by outlining the major subjects discuss to be held in the meeting. Make sure agenda of the meeting should confine and point to point which makes meeting effective. Assign important task like prepare MOM, report, arrangements etc. for smooth running of the meeting.

Assemble all supplies and tool: You make sure, keep all the supplies and equipment for smooth functioning. If you are presenting PPT presentation the power point presentation should be preparing, laptop, charger, pan drive etc. should have. If you are attendee make sure should have a note book, pen, laptop etc.

Punctual: present on time shows the maturity and your promptness. Meeting organizers want their session to go well without any distraction. Punctuality shows avoid lateness.

Make preparation: many organizers send the message of the meeting very advance. When agenda finalized shared the agenda in their email id for the discussion in the meeting. Which ensure that meeting will run efficiently. They may ask to attendee to come with all suggestive discussion on given agenda and take a necessary item.

Professionally Dress up: The right cloths for the meeting differ. Follow the dress code rule you make gentle. The same guidelines apply if you are taking a meeting a

customer outside of the office, but if you are unsure what to wear; you should consult your manager.

Speak well: When you speak in between meeting make sure the voice should hear clearly to everyone. This shows your confidence and professionalism. Soft conversation also effects the meeting effectively.

Active participation: This is another important component. Participants listening well to others are also a good participative approach. Nodding is also a sign active participation.

Talk in turns: everyone should get a chance for the conversation in the meeting. The best way to is wait for your turn and converse with in time frame which you have given and do not jump into the other conversation.

Ask the questions: The best time to ask the questions when presentation stops. In the question answer round must ask the questions related the presentation.

Be attentive: We make sure participants should be attentive. Try to avoid the following things like pen tapping, wriggle, twist your chair here and there etc.

Put away technology: make sure your mobile phone should salient or either switch off in your pocket, beg, purse during in the meeting.

Eat and drink properly: water and coffee is often acceptable thing to have during in the meetings, but be sure it's okay to bring food. While chewing scent of food can often distract to other people. So, whenever eat in the meeting it should be on silently way.

Meaning of Report

A report is a type of detailed structured document where we analysis the event happed in the organization. A report informs to all the relevant issue where reader can read what happened in the event. A report provides the clear, unbiased information on all the pertinent topics. The report has 3 characteristics such as distinct part, detail of the activity in day wise and conclusion with structured format in the organization. Report is administrative modalities, most of the officials' information and work completed by a report. Report should be in written in a consecutive manner in order to occurrence (Fig.5.4).



Fig. 5.4: Types of report

Formal Report: a formal report is the structured document that analysis event information, conclusion, finding and problem-solving solution. Formal report is a kind of large report where we analyse the huge data. The formal report presents by higher officials which help to the business man, industrialist to take a decision for the future activities. The formal report is around 10 pages or more than.

Types of the Formal report:

- **Informational Report**
- **Analytical Report**
- **Recommendation report**

Informational Report: It is the result-oriented report. Where, result is presented in a detailed manner. This report helps to the readers to analyse the specific problem and their solution. Informative report includes: current status, day to day updating of the operation, status of the division, result of the questionnaire etc.

Analytical Report: This is analysis report. It gives analytical report and draw conclusion. These report try to identify what happened, why it happened and how it happened. It is the report of formal and informal kind in nature.

Recommendation report: This report supports a certain plan of action. This report provides the suggestive action for the future decision making. This often involves the finding and recommendation- supporting conclusions.

Informal Report: Informal report is a kind of corporate reporting there is not a structured form of the report. This report does not provide informative information. This report typically in the form of memo, letter or very short document such as monthly activity report, research and development report etc. This report is different from the form report the length of this report is very short around 1 to 5 pages either 2 pages.

Minutes of meeting

It is a kind of document the very significant topics are recorded in the official minutes. This is the document where cannot include the much detail of the topic, rather focused on some highlight features and most important information. Meeting minutes serve as record of conversation held in the meeting for further discussion. Organization takes minutes and files them as legal correspondence.

Preparation of the meeting minutes

There are effective five components involve minutes of the meeting are (Fig. 5.5):

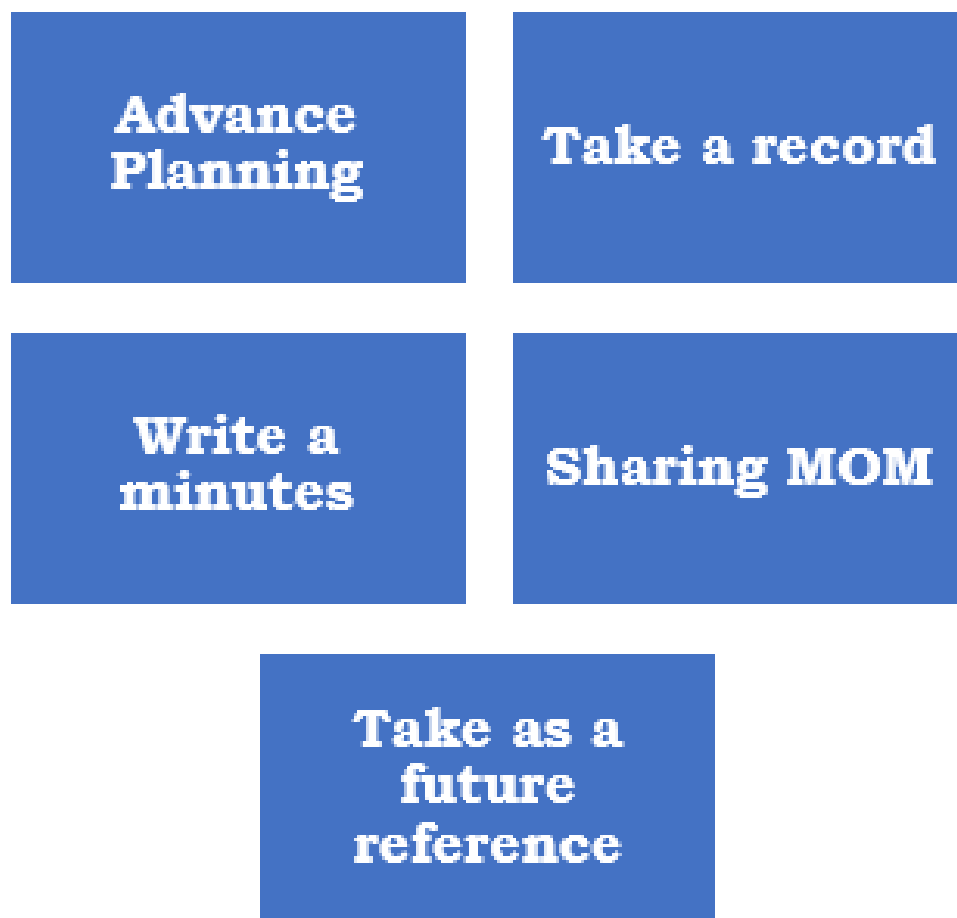


Fig. 5.5: Preparation of the Meeting Minutes

Advance planning for minutes of meeting: Effective minutes are the way of well-planned meeting. It is said that if secretary or minutes taker collaborative taking a minute that ensure the meeting agenda is well planned because preparation was done in the advance.

Meeting minutes includes following point

- Date of the meeting
- Name of the participants of the meeting

- Amendments and correction of the previous meeting
- Decision held in the meeting – action taken point,
- Next meeting date etc.

Take a record: Before taking notes, it is necessary to understand the type of information you need to record. There is no prescribed format to write a minute but important point of the action should cover.

Process of writing minutes: after the taking a point the next step to compile all the points and make the composite minutes. Here some points will helpful for making the composite minutes is:

- Try to write a meeting minute as soon as possible while everything is fresh in your mind.
- Examine the outline and give the clarification of all the points. Additionally, make sure that every decision, action and move is properly written in the minutes.

The few things should keep in mind while writing a MOM:

- Objective should be clear
- Avoid names record movements and action
- Avoid individual observation
- MOM should be clear and precise

Sharing MOM: Before sending the MOM, you have to share that chair and officials has reviewed the minute or revised. The minutes could also be legally authorized before the start of the following meeting, depending on your board.

Distribution of MOM: It is the last step secretary or minute's taker has a power to circulate the MOM to everyone. This is the sole responsibility of the secretary.

Report Writing

What is report writing?

This is the study guide representation of all the highlight point and topics in prescribed format and it found as a written document.

Stages of Report Writing

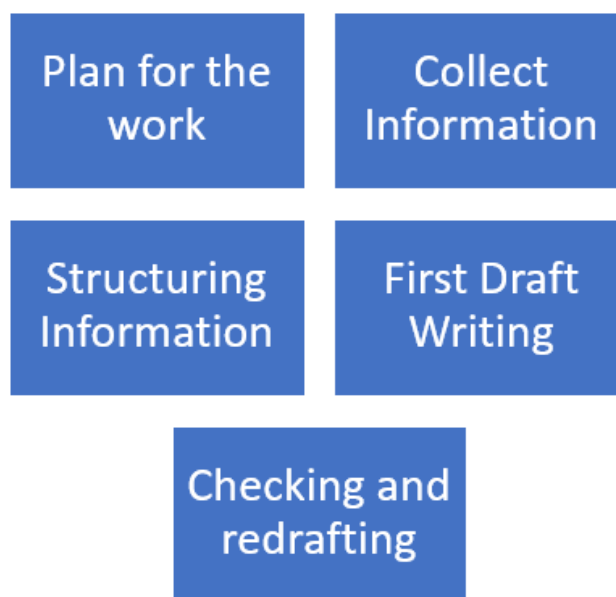


Fig. 5.6: Stages of Report Writing

Planning for the work: This is the first stage to draw the outline and set in the given time frame. The pre- planning helps to make good report writing.

Collection your information: Ones outline is finalized start collecting information and gathered in a one place.

Organizing information: After gathering the information arrange the information in a proper format. Make sure all the point should describe properly.

Writing a draft: After organizing the all information create a draft with composite all the point which has been discussed in the meeting.

Checking and re-drafting: After checking the content of the meeting, if officials suggest to revised the draft. So, make sure this is the duty of the in charge to redraft the report.

Structure of the Report Writing

Title: Report contains title of the report. It should include matter, author name, the title module and date should be clearly identifying.

Acknowledgement: Any assistance you got in gathering the data for the report writing you should acknowledge that person. The person can be staff in your department and external company.

Content: In the report major section should be listed in the order. If any diagram, chart or table in the report it should be mentioned in the different page number where they can occur heading like List of content, list of table, list of graphs etc.

Abstract: This is the short paragraph contains the summarizing the main components as a brief. The abstract must be concise, precise and informative. In addition, the summery can also be an instructor for a busy manager who might not always have time to read the whole report.

Introduction: In this stage author write an introductory part related to the title. The state your objective, historical and general background of the subject, proposed development, and organizational procedures should have defined clearly (Fig.5.7).

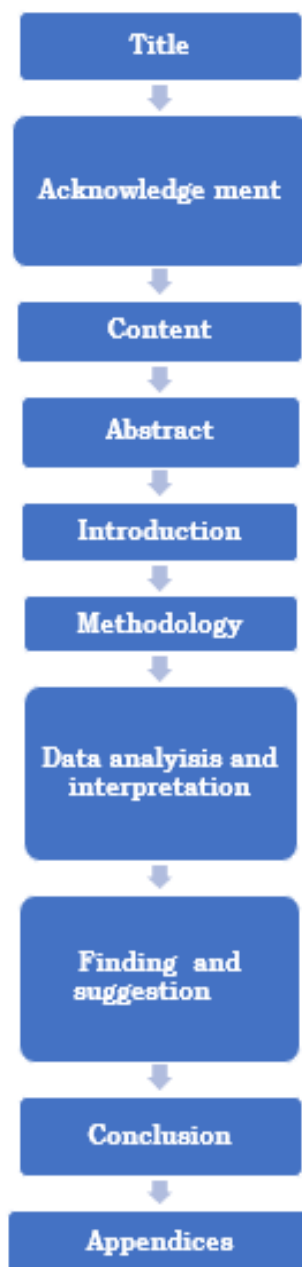


Fig. 5.7: Structure of Report Writing

Methodology: in this section you should state how you conducted your inquiry. What will the format? Interview and questionnaire method. What will the

measurement technique? How will you get the data? What are the sources available?

Data analysis and Interpretation: After deciding the methodology analyzes the data with suitable test. Identify the essential issues and explained all the fact according to testing data.

Finding & suggestion: After analysis of the data the author must clear with the finding related to the result. Graphs, tables help the reader to identify the result.

Conclusion: In this section there should be clear expressed what you have done in whole report. You should provide your recommendation at the end.

Reference: It is important that you give precise and correct details of all the work by authors which has been referred to in the report. References are normally arranged in alphabetically order.

Appendices: An appendix include extra data which is not essential to read but can be included if the reader wants. You can take details of questionnaire, glossary terms, or other such informative data.

Activities

Activity 1: Prepare a presentation on review the minutes of meeting.

Material Required: Desktop/Laptop, Smart board, marker, flip chart and props.

Procedure:

1. Ask the students to prepare minutes of meeting, for review
2. Discuss the review of meeting points with the students.
3. Make a group of students as team.
4. Provide them the slide of presentation.
5. Allot the time for presentation.
6. Give them open forum to ask the question.
7. Here teacher will evaluate each team.
8. Teacher will give the feedback according to the evaluation.
9. Ask the Students to prepare a report incorporating the feedback
10. Submit the report to the subject teacher.

Activity 2: Prepare minutes of the meeting covering all the parts of post meeting activity.

Material/Resources required: Pen/Pencil, Desktop/Laptop, chart, papers and file etc.

Procedure:

1. Ask the students to make a small group in the classroom.
2. Here the students are expected to prepare a minute of meeting
3. Discussion about meeting with students.
4. List of meeting participants.
5. Covering all the points which were discussed in the meeting.
6. Teacher will evaluate all the point.
7. Take feedback from all the participants.
8. Ask the students to incorporate all the required feedback and make the report.
9. Discuss the report in the classroom.
10. Submit the report to the teacher.

Activity 3: Group discussion on implementing the action of important topic discussed in the meeting.

Material Required: Students, Paper, Round table and chair, place etc.

Procedure:

1. Make group of students (four each)
2. For the group discussion student's team is required
3. Ask them to start the group discussion
 - a) While initiating the group discussion, first introduced yourself.
 - b) Communicate very fluently in front of audience.
 - c) Present the topic in the form of for and against.
 - d) Content should be relevant to the title.
4. Open for Questions and answers.
5. Teacher will note down the important points during the discussion
6. Give the feedback to the group.
7. Now students will make a detailed report on the discussion

Submit the report to the subject teacher.

Check Your Progress**A. Fill in the Blanks**

1. A meeting agenda is known as _____ for act in the organisation.
2. _____ short form of the meeting.
3. A _____ provides the clear, unbiased information on all the pertinent topics
4. _____ is a kind of corporate reporting there is not a structured form of the report.
5. Organisation takes _____ as legal correspondence.

B. Multiple Choice Questions

1. Organising does not include:
 - a) When will be done
 - b) Who will be done
 - c) By whom will be done
 - d) How will be done
2. Report is _____.
 - a) Organising process
 - b) Planning process
 - c) Management Process
 - d) None of these
3. Steps of meeting:
 - a) Book meeting room
 - b) No of participants
 - c) Arrange refreshments
 - d) All of the above
4. Report writing formats are:
 - a) Introduction
 - b) Method
 - c) A& B
 - d) None of these

5. Which of the part is not required to mention in the minutes?

- a) Name
- b) Address of the company
- c) Age
- d) Date

C. Match the Columns

	Column A		Column B
1	Formal Report	A	Long document
2	Informal Report	B	Subject
3	Agenda	C	Procedure
4	Meeting	D	Short Document

D. State Whether the Following Statements Are True or False

1. Agenda provide the details of meeting participants with structured format including outline, schedule, sequence of events, time duration etc.
2. The agenda of the meeting do not invite the stakeholders, for creating a thoughtful meeting plan.
3. Information-sharing and brainstorming meetings are the reason of conducting meeting.
4. The Secretary and manager of the meeting have to draft the minutes of the meeting.
5. This formal report typically in the form of memo, letter or a very short document such as monthly activity report, research and development report.

E. Short Answer Questions

1. Define meeting and its components.
2. What are the pre-meeting formalities
3. Define report and explain.
4. What do you mean by minutes of meeting?

F. Long Answer Questions

1. Explain meeting agenda and also discuss the preparation required of meeting agenda?
2. Explain the significance of pre-meeting formalities.
3. State the types of report with suitable example.
4. Discuss how to prepare meeting minutes in the organization.

G. Check your performance

1. Make a preparation chart for conducting the meeting in the organisation.
2. Demonstrate the sample draft with suitable format of letter writing.

Session 3: Handle Post Meeting Activities

The post meeting activities are much about the meeting had a purpose. It is an effective technique to ask the attendee to ask them that meeting was useful or not. This kind of meeting is on hands meeting not so long. This is the perfect way to connect with all one or two levels in the hierarchy. These activities are all about building up or simplify further steps. It is a best tact to grow your influence in an organization.

Post Meeting Activities

It is crucial to realize that, in most cases, there should be more than one activity involved in the follow-up after a meeting. Fruitful and beneficial meetings will necessitate a variety of follow-up activities depend on the nature of activity. Some of the following action required for the post meeting such as:

1. Sending a summary of the held meeting and any supplementary documents so that attendees can do discussion in the post meeting.
2. Expressing gratitude to everybody who attend this meeting and contributed to the conversation.
3. Send the proposal of those client and customer you have met with them
4. Ask from employees to provide status updates or progress reports, about meeting and discussion held.
5. Follow up with employees in the form of asking questions, reminders or casual discussions.

Procedures for Information Flow

The Flow of Data

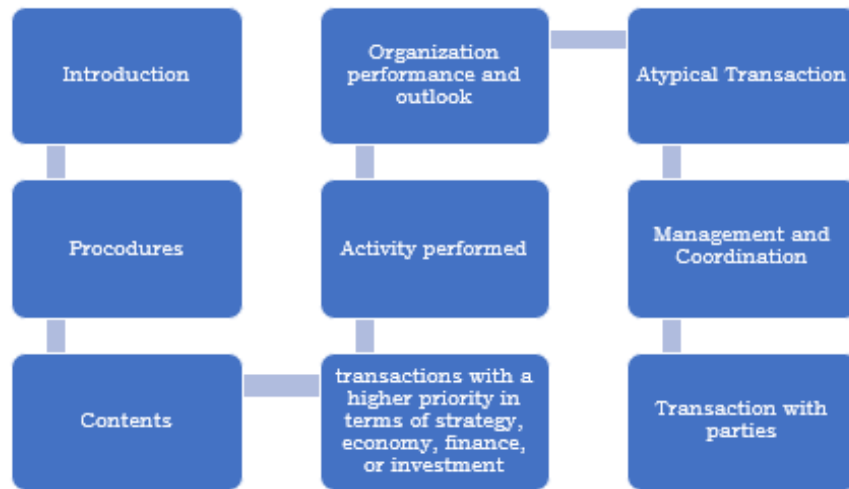


Fig. 5.8: The Flow of Data

Introduction: Communication flow is the major key in the organisation. The proper information is available to the higher officials like directors, head and manager etc. It is the responsibility of all the officials that communication flow should be proper among the employees (Fig.5.8).

The aim of this guideline is to regulate this flow of information in order to:

- Transparent management
- Ensure all the authority bodies in the organization control all the managerial activities of the business
- Give the Board of Statutory Auditors information needs to effectively carry out its supervisory function.

Procedure and terms: Ideally, documents are sent to directors and statutory auditors in order to ensure the flow of information, specifically:

- Reports, memos, presentations, notes providing explanations, reports written by the company's offices.
- Financial statements for the time frame that will be published
- Other documents available to the company.
- Quarterly report and other special report information provided by the other important sources.
- Data related to the audits, compliances and agreement has the responsibility of the secretary and other managers to communicate to all the members.

Contents: In the continuation matter related to the examination approved by the board of directors of the institution, the flow of communication to the directors contains information about:

- the result of the operation for future
- any further activities, transactions, or activities that the directors and statutory auditors should be made aware of as necessary.

Business performance:

- The group's business activities are covered in the information notice on the general results of operations.
- Outcomes, budget and industry projections, as well as from a strategic perspective for planning and guidance.
- The business performance as outlook, rule examined by the secretary should know.

Activity performed: basic information related to the activity concern transaction related to the parties, strategic transaction, financial or investment importance etc. should inform.

Transaction strategic, economic, financial or investment importance: The transaction related to the competences and powers reserved by law, the structure of the proxies, internal structure etc. should know to everyone has the duty to the secretary.

The information notice as prescribed in the article 6.1 purpose of strategies, commitment with budget and with business plan, procedure of executive, development of any business should know all the members.

Atypical transaction: the transactions related to the ordinary business are known as atypical. Transactions which serve to meet ordinary requirements occur during the exercise of the business. The information notice related to the unusually transaction should be highlighted in the executive process and everyone should know.

Managerial transaction: The information flow among the employees is the act of the management. Some of the important information related to the management like executive procedures, terms and condition in the work place, economic factor and evaluation procedure etc. this information should circulate among the group.

Procedure to write an official meeting invitation to stakeholders (Fig.5.9)

Start with subject outline

Include Operational detail

Define objective

Describe the agenda for the meeting.

Give detail to RSVP

Fig. 5.9: Procedures to Write an Official Meeting Invitation

Start with subject outline: Subject line is the first thing, receiver see and have a great influence that your information reaches them. A good subject line is brief, precise, and targeted. This indicates that it simply contains pertinent message, such as the meeting's goal and location clearly defined. If receiver view your email on a mobile device where the character count is constrained. The following are samples of effective subject lines for inviting guests for the meetings:

Subject:

- Check- in for sales team members on Wednesday at 2 PM.
- Mandatory workshop for the employees, 4th floor, June 2023

Include operational detail: You may include all the important information about the time and location of the meeting in your invitation letter. Your recipients can easily access the meeting's logistical details; it is advisable to include a brief summary of them in the email body itself, even if you intend to attach an attachment or external link. Your team will find it easier to plan their calendars and gather the required resources if you include these facts explicitly in your invitation.

Define objective: The brief explanation of the meeting's scheduled subjects of discussion or your goals should give in the email body. This can assist your receivers in arriving ready to concentrate on a specific goal and maximize the team's time together.

Outline the agenda of the meeting: After deciding the objective, make sure you can also take a primary action point or goal you want to complete. If you wish to provide reference material for recipients to refer to during the meeting, or if you want to hold a difficult or formal meeting, you can attach an agenda that is more detailed.

Give detail to RSVP: This is the important part it should be clear that how many people will attend the meeting. This might be especially important for bigger gatherings or ones with catered snacks and meals. Requesting an RSVP from your recipients might aid in getting a response. You can provide a preferred way to notify them to attend meeting.

Activities

Activity 1: Draw the Flow Chart of review of the meeting minutes

Material Required: students, notes, Card sheet, large piece of flipchart papers, Pen/Pencil, Marker, Scale etc.

Procedure:

1. Visit a small organization.
2. Take permission from the authority to attend the meeting for academic purpose
3. Students will observe the meeting
4. Students will do the brain storming that how to prepare flow chart
5. Determine the purpose for making flow chart
6. Draw the important point with steps and connect with arrows
7. Add decision how to organize effective affective meeting
8. Share your flowchart and get the feedback.
9. Prepare a report incorporating the feedback
10. Submit the report to the subject teacher

Activity 2: Role plays to implementing action to decide the meeting

Material Required: Students, notes, Pen/pencil

Procedure

1. Make a group of students in the classroom
 - a) project a group as audience
 - b) other will perform
 - c) decide the actions to be play in front of the audience.

- d) Select the role
2. Discuss the idea with teachers.
3. Incorporate the idea in the play.
4. Ask the students to perform the act.
5. Here the teacher is expected to evaluate the performance
6. Students will take the feedback from the teacher and classmates
7. Here teacher will narrate the outcomes of the act to the students
8. Students will note down the outcomes in a note pad
9. Prepare a report and submit it to the subject teacher

Check Your Progress

A. Fill in the Blanks

1. _____ kind of meeting is on hands meeting not so long.
2. The _____ flow among the employees is the act of the management.
3. Official meeting invitation to stakeholders start with _____
4. After deciding the _____, we analyse data.
5. A _____ paragraph contains the summarizing the main components as a brief.

B. Multiple Choice Question

1. The meeting is called by:
 - a) Shareholders
 - b) Board of directors
 - c) Creditors
 - d) Court
2. What are the post meeting activities?
 - a) Sending a summary of the held meeting and any supplementary documents so that attendees can do discussion in the post meeting.
 - b) Expressing gratitude to everybody who attend this meeting and contributed to the conversation.
 - c) Send the proposal of those client and customer you have met with them
 - d) All of the above

3. The flow of data should be:
 - a) Managerial transaction
 - b) Strategic transaction
 - c) Economic transaction
 - d) Financial transaction
4. The stakeholders' concept in the company:
 - a) Identify the needs of owner first
 - b) Consider the interest of society when decide
 - c) Consider the views of stakeholders
 - d) All of the above
5. Who are the internal stakeholders?
 - a) Suppliers
 - b) Lenders
 - c) Employee
 - d) Customers

C. Match the Columns

	Column A		Column B
1	Post meeting activity	A	Objective oriented
2	Agenda	B	Information flow
3	Define objective	C	Short
4	Managerial transaction	D	precise

D. State Whether the Following Statements Are True and False

1. The post meeting is on hands meeting not so long.
2. Fruitful and beneficial meetings are not necessitating a variety of follow-up activities.
3. The responsibility of all the officials that communication flow should among the employees or not.
4. A good subject line is brief, precise, and targeted.
5. Requesting an RSVP from your recipients might aid in getting a response.

E. Short Answer Questions

1. What are some examples of post meeting activities mentioned in the text?
2. Why is it important to include operational details in an official meeting invitation?
3. What is the significance of a clear subject line in an official meeting invitation?
4. How can requesting an RSVP contribute to the success of a meeting?

F. Long Answer Questions

1. Discuss the importance of post meeting activities in enhancing the effectiveness of meetings. Provide examples to support your explanation.
2. Explain the procedures outlined for information flow in an organisation, emphasising the responsibilities of officials and the types of data exchanged?
3. Outline the steps involved in writing an official meeting invitation to stakeholders. Discuss the significance of each step in ensuring a successful meeting.
4. How does the flow of data contribute to transparent management and effective communication within an organisation? Provide insights into the procedures and contents mentioned in the text to support your explanation.

G. Check your Performance

1. Draw a sample chart of review of the meeting.
2. Group discussion on for implemented the action for future decision.

Session 4: Routine Activities of Secretary**What is routine activity?**

Office routine activities are those activities which is essential for businesses looking to boost productivity and provide better outcomes.

Concept and types of office routine activities

- 1. Answering the calls:** This is the major routine activity in the workplace. Answering the calls and contact to each of individuals is the prime duty of the secretary and manager. Secretaries are frequently the ones that answer client calls, solicitation calls, and message taking. In other side, a legal secretary receives the calls from clients on a frequent basis about casework or other matters. In addition to handling and forwarding other messages and mail, related to the legal aspects. A secretary or manager might need to be skilled to determining which communications are urgent and less important.

- 2. Arranging and sending out messages:** Keeping memos, notes, messages, and other written communications organized and distributed in an organized form. Furthermore, secretaries and manager may possess extraordinary intellectual and communication abilities to handle such communication jobs. For example, an executive secretary work for a CEO in multinational company could be required to arrange and distribute several memos or letters so that their CEO receives the most critical information.
- 3. Keeping company schedule:** This is the most important duty to maintain the time table and time schedule of the professionals. For example, a secretary in a marketing firm would schedule meetings with customers, vendors, and shareholders in order to arrange team calendars for each department within the company as well as the agendas to the executives.
- 4. Arranging the file:** arranging papers, data, and files is another crucial duty that secretaries should carry out. For example, a medical secretary is in charge of keeping track of patient; prepare medical records, procedure, paperwork, drug and supply expenditure reports, and other significant papers in a file system.
- 5. Salutation business client and guest:** A secretaries perform as an administrative assistant also. They have to do work as a receptionist. For example, executive assistant sometime greets the client who come for attending the conferences, meeting, seminar and so on and secretary has to maintain professionalism of the company when greeting and directing guests.
- 6. Record financial information:** This is the most crucial task to handle. They have to mention all the financial credentials of the professionals. For example, a secretary in a sales firm would be in charge of recording the income and sales figures from the reports of the sales team in addition to the costs of the business and operations.
- 7. Handling and ordering office supplies:** Maintaining office supplies and maintain stock records is also the duty of secretaries. In addition, the secretary could be in charge of placing orders for running-out goods. For example, office administrative takes a monthly spreadsheet to keep a record for day to day expenditure etc.
- 8. Setting up and carrying out meetings:** Along with all the necessary arrangements in the workplace may also the responsibility to conduct meeting for the guest and higher officials. For example, executive for a CEO of the multinational firm might organize a meeting related to the multiple of agenda.
- 9. Helping executives with their project work:** A secretary may occasionally be a tremendous support to their bosses in finishing some project work that are a part of bigger initiatives. For example, a lead marketing director's

secretary, for instance, may help by printing paperwork, organizing reports, or creating a presentation.

- 10. Overseeing new hires:** In addition, secretaries may act as mentors to staff members in between the training of new hires and the implementation of processes. Many secretaries support to their new hires in learning about the corporate culture, adhering to procedures, and improving their abilities because of their familiarity with the business and their understanding of it. For instance, a legal secretary may mentor recently recruited employees in legal department, teaching them how to utilize the computer and filing systems in the workplace.
- 11. Coordination with other organization:** secretaries organize and establish connections with other companies and groups this also the responsibility to make a good relationship with another organization. For example, secretary for an engineering firm can liaison with the production department and connect with contractor and designers.
- 12. Execute administrative procedure:** Additionally, secretaries may be involved carrying out numerous administrative procedures as well as business rules. For example, a medical secretary could create a protocol for recording patient treatment plans that include doing certain actions to enter medical data into a database.

Policies and procedures followed in office routine activity

- 1. Code of conduct:** Firms have a code of conduct as one of their common policies. These are guidelines that employers require their staff to follow it.

A code of conduct policy may covers following:

- Absent and present of employees
- Employee behaviour
- Company value
- Travel policy
- Leave policy
- Dress code
- Use of social media

- 2. Hiring policy:** A policy for workplace recruiting describes the hiring process for new employees. The aim of this policy to seeks to encourage uniformity in the hiring process.

It is a crucial policy that staff members should have access to and might include the following things:

- Preference of internal and external recruitment
- Job profile overview and advertisement pamphlets
- Criteria of selection and duration of the selection
- Cover letter and how to review resume
- How to verify references
- How to select the right person for the job profile?

3. Internet and email policy: This guideline describe how employers expect employees to use the internet and their email accounts. It facilitates efficiency and time savings. Additionally, it set the protocols to reduce risk, which is crucial for secure networks in particular.

An internet policy includes following point:

- Internet uses rule
- Download uses rule
- Restriction on web browsing
- Social networking rule
- Work email usage rule

4. Cell phone policy: The guidelines for using a mobile phone at work are outlined in a mobile phone policy. Both personal and professional mobile phone use may be covered. Employees will have a thorough set of guidelines about when and how they can use their mobile phones at work thanks to this policy. The purpose of this kind of regulation is to lessen distractions and increase productivity. This policy covers following point:

- When employee can use the cell phone
- Where you can keep your cell phone in the workplace
- How to use of work mobile phone

5. Smoking policy: The regulations governing smoking and tobacco use at work are outlined in a smoking policy. Many businesses forbid smoking on their property. Employees should be aware of the locations and times when they are permitted to smoke, if any.

Smoking policy covers:

- Where is smoking zone

- Smoking break
- Whether smoking is allowed or not

6. Alcohol policy: This kind of policy addresses the alcohol usage policies of an organization. It could address the protocols in place for handling rule violations.

The following point cover in this policy:

- Alcohol testing rule
- Procedures for handling with alcohol taker

7. Health and safety policy: A company's have a responsibility that health and safety legislation should covered in this policy. It is a crucial policy since it outlines the safeguards for employees.

The following point cover in this policy:

- Employee safety training
- Health information (physical and mental)
- Emergency guidelines

8. Harassment policy: A harassment policy is essential to fostering a happy and healthy work environment for all workers. Education is a crucial component that should include. This is the most effective methods to stop harassment and discrimination is via education.

The following point cover in this policy:

- Employee complaints guidelines
- Education and training for workers
- Confidential information

9. Grievance handling policy: A grievance-handling procedure is especially crucial for staff members. A formal complaint filed by an employee against their employer is called a grievance. This policy might describe the grievance procedure that the firm will follow as well as your rights as an employee.

The following point cover in this policy:

- Time frame
- Company response policy
- Guideline for investigating grievances
- Guideline for submitting the grievances

10. Termination Policy: A corporation's termination policy outlines those workers who disobey corporate policies. It illustrates repercussions and potential terminations. Given that it outlines their rights regarding disciplinary action and termination, this kind of policy is crucial for staff members.

The following points cover in this policy:

- Guidelines of dealing with this incident
- Procedure for investigation of incident
- Pre-termination procedure
- Post-termination procedure
- How to tell employee that they have to leave the institution

Procedure for Filing and Indexing

Order to file: All the documents are not equally vital; they do not all need to be filed. Therefore, the officer is responsible to determine which records should be kept. Consequently, no paperwork should be submitted unless specifically ordered to do so by the relevant official. The order needs to be written, signed, and dated by the officer. Such documents alone ought to be submitted. Therefore, no pointless papers should build up inside the folders.

Preparation: Before creating the record file, the clerk should study the document and determine its filing categorization. The primary record should also have all pertinent documents attached. It is suggested by Ruth L. Moore House that they be stapled at the upper left corner. If the papers are to be placed in files or folders, they must next be punched. Use a colour pencil to mark or index the record for classification, or you may use it to encircle numbers or important words.

Sorting and Filing: Following cross-referencing, indexing, and coding, the documents need to be neatly classified according to the appropriate category. The current record should be put on top in the folders once they have been removed and opened flat, if necessary. It is standard procedure to arrange documents chronologically since this makes it easier for members to find the data should they need it later.

Follow up Slip: Certain papers, such as purchase orders and bills for payments, need further action. Next, a follow-up slip has to be made by the filing clerk and attached to the pertinent document in the files. To ensure that the filing clerk can deliver the necessary paper to the relevant officials on the given date, an additional copy of such a paper may be retained in the follow-up file as a reminder.

Retrieval: Executive needs a file for any kind of reference; it should be taken out of the cabinet only upon his formal request in writing. When the clerk receives the request,

she or he should draft an "Out "guide" or "out card." The date of withdrawal, the name of the person who removed the file, and the anticipated time frame for its return should all be included on the ou card. For example, the records should be frequently inspected, and a list of past-due documents or files should be created. Additionally, requests for their return should be made to the relevant officials who are holding the file.

Transfer Files: The organization's rotation policy dictates how long the papers are retained in the file. They might not be required as often once their active existence ends. A document can be deleted after its useful life has ended and it is no longer needed. These kinds of files, folders, and papers may be moved and kept in a dust-free, spotless way.

Retention: Certain papers need to be kept for a long time because of ongoing legal obligations. For this reason, the management ought to establish clear outlines for the keeping and discarding of records.

Letter and circular: The circulars are meant for providing data about any change taking place in a particular commercial establishment. The general public can be informed through different media (T.V. Radio, Newspaper, etc)

Procedure and format of letter writing: Everyone should be aware the procedure for letter drafting. A letter is the document where several information we can composed in the structures form. The format of letters is given below:

Format for Writing a Formal Letter: The following is the structure for drafting a formal letter are:

- Sender and receiver Address
- Date and venue
- Subject
- Greeting
- Structure of the letter
- Complimentary closure
- Sign of the candidates

This is the most essential parts is the sender's address, it is the sender's postal address. The sender writes an address and phone number in the mail for the identification.

This is also the major component of letter writing. the date should have mentioned in the letter which shows that when you send the letter to someone. You can use any format of mentioning the date like DD/MM/YY or MM/DD/YY

Receiver address should mention in the letter. Sender should start the receiver name, Designation, Institute, City, state, pin code, country name with greeting words.

This is another important component. The purpose of mail should highlight in the letter. It should be brief.

The letter should start with the greeting. The salutation starts with Dear followed by Mr./Ms./Miss etc. if person is known so you can mention the dear sir and dear madam.

The next and very important component of any letter. It shows the reason behind writing a letter. The body of the letter should be short, precise, and logical and relate with objective. The body of the letter should divide in to the paragraph such as introduction, middle part and conclusion.

In the letter should mention with respect or a good manner such as yours faithfully, regards, your sincerely etc.

This is the last part the signature of the sender should include along with name and date.

Format for Writing an Informal Letter: when sender write an informal letter should follow following point which are given below:

- Address
- Date
- Salutation
- Structure of the letter
- Sender name, sign and date

The sender address is important in the letter. Since this type of letter is personal letters which send are those people that we know them. The receiver address is mentioned in the envelope.

Date should be mention same as a formal letter format. Salutation, can we use like dear, dearest, hi, hello followed by the first name and nick name of the receiver.

The content of the informal letter can be detailed form. We can mention feelings, experience, advice etc.

Sender name, signature and date should be mention same as formal letter.

Format of circular

Circular letter can have categorized in to two formats such as:

With letter head

Without letter head

Letter Head
(Company's Name & Address)

Reference :

Date : ...

Inside Address

.....
.....

Salutation.....

Body

Sincerely,

signature

.....
Full Name
Position

Circular Letter without letter head

Number:/2022

Body

Place, date

signature

.....

Full Name

Position

How to write a circular letter:

Circular letters are the useful tool for spreading information to a wide audience. Here following point on how to write a circular letter:

- 1. Start with salutation:** Circular starts from the warm greeting. According to the audience use formal and informal language.
- 2. Introduction:** In the introduction briefly explain the objective of the circular.
- 3. Body of the circular:** It include write a important information, organize information in proper structure, use simple language according to the audience, comprehensive information etc.
- 4. Closing:** circular should be summarized by the key points.
- 5. Signature:** At the end of the circular letter signature is required.
- 6. Review and edit:** Examine the circular letter's content carefully before completing it. Verify the text for any grammatical mistakes or confusing sentences.

Role in Organizing and Managing Information in Workplace

1. Information management allows a workplace to accomplish a number of objectives. I help to minimize the risk, improve compliance and monitor access important business information. Here, why information management is required in the workplace:
2. **Control of the records:** An organization may growth to keeping of records with the use of an efficient information management system. Information management procedures provide restrictions on the creation and deletion of information in order to increase efficiency and productivity.
3. **Secure regulatory compliance:** Many organizations manage customer and corporate data in a way that is subject to restrictions. A well-functioning information management offers rules that guarantee adherence to legal and regulatory requirements, sparing the business from the potential financial and legal consequences of inadvertent violations.
4. **Minimize operating cost:** Company need to effective information management system to reduce the cost of record keeping. Various activities like data base management system, capital intensive activity minimize the expenses throughout the information life cycle.
5. **Accept new technology:** Adoption of more recent and effective information management technology is made possible by information management. Automation, enterprise solutions, artificial intelligence, or any other technical good or service that enables an organization to get more value out of its data might be considered.
6. **Increases efficiency and productivity:** An excellent information management system can enhance the way to access the data needed for their regular tasks. Additionally, it may facilitate the dissemination of information to a wide range of audiences through a variety of channels, enabling teams to work together and communicate clearly across time zones and geographical boundaries. An efficient information management system can assist the organization in deriving useful conclusions from its documentation to inform choices.
7. **Minimize risk:** This is the primary goal of information management is to minimize the risk. It does this by using a clear protocol for gathering, preserving, sharing, and discarding data. This minimize the chance of breaches and improves compliance with regulations
8. **Keeps safeguards confidential information of the company:** Organize require a guideline to protect sensitive data from outside threats and rivals. Information management offers a mechanism to safeguard confidential data

against hackers, malfunctions in the system. It assists in safeguarding the integrity and confidentiality of important information.

Activities

Activity 1: Demonstrate how to attend the phone calls in the organization.

Material Required: Phone, connection, students, work place etc.

Procedure:

1. Visit any organisation and take permission to observe the routine of a secretary
2. Students will observe the way of attending calls
3. Ensure students should be ready to demonstration.
 - a) Be prepared with information.
 - b) Start ringing to other
 - c) Receiver will attend the call
 - d) Conversation held among the caller and receiver.
 - e) The conversation should be precise and related the topic.
 - f) Consider your tone, should be polite while talking.
 - g) Don't use speaker phone
 - h) End on a professional note.
4. Take feed- back of the demonstration
5. Make a report on the demonstration and submit it to the subject teacher.
6. Here the teacher will provide feedback to the students.
7. The students will incorporate the feedback and make final report
8. Submit the final report to the teacher.

Activity 2: Prepare a report draft to summarise the quires while attending the calls.

Material Required: Students, Pen/pencil, paper, file, etc.

Procedure:

1. Make a group of students in the classroom
2. Ask the students to prepare the report draft
3. Guide the them with do's and don'ts while preparing the report.
 - a) The group of students will sit together and brain storm about the quires.

- b) Write important queries in the report.
- c) Give some suggestion and recommendation in the report.
4. Provide a report for some clarification.
5. Take the feedback from the teacher
6. Incorporate the feedback in the report
7. Redraft the report and submit to the authority.

Activity 3: Prepare a draft letter to finalized the needed information.

Material Required: Letter pad, Pen/pencil, Folder, stationery, envelope, stamps and sheet etc.

Procedure:

1. Students are required to prepare a draft it may be group of the students and individuals.
 - a) Mention the subject.
 - b) Writing a letter start from greeting.
 - c) Write a relevant content and divide into 2 or 3 paragraphs.
 - d) Use simple language.
2. Prepare draft and present it in the class
3. Take a feedback from teacher and classmates
4. Submit the draft for checking.
5. Rewrite and correct the draft.
6. Submit the final draft with all the correction.
7. Prepare a report on the draft
8. Submit it to the subject teacher.

Activity 4: Roleplay of managing records in an organization

Material Required: Students, Note book, Pen/Pencil, Checklist, Real/dummy file.

Procedure:

1. Make a group of students and visit any organization.
2. Take permission and show the students hoe the records are managed.
3. Students will note down the steps.
4. Ask the students to do a role play on the same.

5. Group of students must sit together and brain storm about the role-play and their script.
6. Decide about the role of each student.
7. Students can choose any role of Manager and office assistant.
8. Perform the role, how to filing the records, how can make the indexing with proper sequence, etc.
9. To decide the evaluation parameter.
10. Judge the role-play.
11. Awards to the winning team.
12. Prepare a report on the above and submit it to the teacher

Check Your Progress

A. Fill in the Blanks

1. _____ are those which are essential for businesses looking to boost productivity and provide better outcomes.
2. The major routine activity _____ in the workplace.
3. A firm have a _____ of their common policies.
4. An internet policy includes _____.
5. Writing a formal letter required _____.

B. Multiple Choice Questions

1. Format for Writing a Formal Letter include:
 - a) Sender and receiver Address
 - b) Structure of the letter
 - c) Sign of the candidates
 - d) All of the above
2. Format of circular includes:
 - a) Circular in normal format
 - b) With letter head
 - c) Without letter head
 - d) All of the above
3. Impact of indexing in office management:

- a) Free site
 b) Lower cost
 c) Both b and d
 d) Economy results
4. The language of the circular should be:
 a) Be different according to the audience
 b) Be strict
 c) Be funny
 d) All of the above
5. The letter will present you to the reader; decide what goals it should accomplish.
 a) Conscientious and cautious
 b) Cordially and courteous
 c) Clear and concise
 d) All of the above

C. Match the Columns

	COLUMN A		COLUMN B
1.	Circular	A	Time table
2.	Informal letter	B	Start with salutation
3.	Routine activity required	C	Long
4.	Company schedule	D	in Office

D. State Whether the Following Statements Are True or False

- After deciding that written communication is most appropriate, you need to decide what format it should take.
- It is generally accepted that business letters should not exceed two pages in length.
- The indexing is the not the process of initial use and create a new file system.
- Information management does not help in the workplace to accomplish a number of objectives.

5. Circular letters are the useful tool for spreading information to a wide audience.

E. Short Answer Question

1. Define routine activity in the organisation.
2. Define letters and circulars.
3. How to mention a database in the workplace? Explain.
4. Write short notes on:
 - a. Filing
 - b. Labelling and indexing

F. Long Answer Questions

1. Briefly explain the types of office routine activity.
2. What are the standards followed in office routine activity?
3. Explain the formats of letter and circulars in the organisation.
4. Discuss the role of organising and managing the information in the organisation.

G. Check Your Performance

1. Demonstrate how to attend the phone calls in the organisation.
2. List the qualities of good indexing system.

Prepare a draft letter to finalised the needed information.

Answer Keys**MODULE-1: INTRODUCTION TO OFFICE MANAGEMENT****Session1: Basics of Office Management****A. Fill in the Blanks**

1- administrative, 2- human resource, 3- office, 4- Facilities, 5- continuous improvement

B. Multiple Choice Questions

1-d, 2-b, 3-c, 4-c, 5-a

C. Match the Columns

1-d, 2-b, 3-e, 4-a,5-c

D. State whether the following statement are True or False

1- True, 2- False, 3- False, 4- True, 5- False

SESSION 2: CAREER OPPORTUNITIES IN OFFICE MANAGEMENT**A. Fill in the Blanks**

1- office assistant, 2- executive assistant, 3- human resources, 4- virtual assistant, 5- Office

B. Multiple Choice Questions

1-a, 2-c, 3-d, 4-d, 5-d

C. Match the Columns

1-b, 2-d, 3-a, 4-e,5-c

D. State whether the following statement are True or False

1- False, 2- True, 3- False, 4- False, 5- True

SESSION 3: IMPORTANCE OF OFFICE MANAGEMENT**B. Fill in the Blanks:**

1- time, space 2- written, 3- top-level, 4- calendar, 5- productivity

C. Multiple Choice Questions

1-c, 2-d, 3-b, 4-b, 5-c

D. Match the Columns

1-e, 2-a, 3-d, 4-c, 5-b

E. State whether the following statement are True or False

1- False, 2- True, 3- False, 4- True, 5- False

SESSION 4: ROLES AND RESPONSIBILITIES OF SECRETARY

A. Fill in the Blanks

1- Secretaries, 2- gatekeepers, 3- organizational, 4- office, 5- Verbal

B. Multiple Choice Questions

1-c, 2-d, 3-b, 4-c, 5-a

C. Match the Columns

1-b, 2-e, 3-a, 4-c, 5-d

D. State whether the following statement are True or False

1- False, 2- True, 3- True, 4- False, 5- False

MODULE 2: STENOGRAPHY AND SHORTHAND PRACTICE

SESSION 1: SHORTHAND AND ITS USEFULNESS

A. Fill in the Blanks

(1) Reduces (2) Verbal (3) Rapidly /quickly (4) Specific (5) Speed

B. Multiple Choice Questions

(1) a (2) c (3) b (4) d (5) a

C. Match the Columns

1-e, 2-a, 3-b, 4-c, 5-d

D. State whether the following statements are True or False

(1) True (2) False (3) True (4) False (5) True

SESSION 2: FORMATS OF TEXT

A. Fill in the Blanks

1- shorter, 2- phrasography, 3- related sounds, 4- explicitly written, 5- dictations

B. Multiple Choice Questions

1-b, 2-c, 3-c, 4-a, 5-a

C. Match the Columns

1-b, 2-c, 3-d, 4-e, 5-a

D. State whether the following statement are True or False

1- False, 2- False, 3- True, 4- False, 5- True

SESSION 3: SHORTHAND NOTES

1. Fill in the Blanks

1- paramount, 2- swiftly, 3- misinterpretation, 4- finesse, 5- rules

A. Multiple Choice Questions

1-b, 2-a, 3-a, 4-b, 5-b

B. Match the Columns

1-e, 2-d, 3-c, 4-b, 5-a

C. State whether the following statement are True or False

1- True, 2- False, 3- False, 4- False, 5- True

SESSION 4: CORRESPONDENCE WITH OTHER INSTITUTIONS**A. Fill in the Blanks**

1- Office correspondence, 2- written, 3- Agendas, 4- Logograms, 5- dash

B. Multiple Choice Questions

1-c, 2-b, 3-a, 4-c, 5-c

C. Match the Columns

1-b, 2-c, 3-e, 4-d, 5-a

D. State whether the following statement are True or False

1- True, 2- False, 3- True, 4- True, 5- False

MODULE 3: COMPUTERS FOR SECRETARIAL PRACTICE**SESSION 1: BASICS OF COMPUTERS AND MS OFFICE****A. Fill in the Blanks**

1-Ecosystem, 2- Word processing, 3-Information, data 4- Bridge, 5- Input

B. Multiple Choice Questions

1-b, 2-b, 3-d, 4-d, 5-c

C. State whether the following statements are True or False

1-False, 2-True, 3-False, 4-True, 5-False

D. Match the Columns

1-c, 2-e, 3-a, 4-b, 5-d

SESSION 2: COMPUTER ACCESSORIES**A. Fill in the Blanks**

1-Steady, 2- Projector, 3-Verbal. 4-LCD screen, 5-White Board Marker

B. Multiple Choice Questions

1-d, 2-b,3-a,4-a, 5-d

C. State whether the following statements are True or False

1-False, 2-True, 3-True, 4-True, 5-False

D. Match the Columns

1-e, 2-d,3-a,4-b,5-c

SESSION 3: COMPUTER APPLICATIONS

A. Fill in the Blanks

1-Software, 2- Calendar, 3- Calculations, 4- Accessories, 5- Note pad

B. Multiple Choice Questions

1-d, 2-a, 3-d,4-a,5-d

C. State whether the following statements are True or False

1-False, 2-True, 3-False, 4-False, 5-True

D. Match the Columns

1-b, 2-e, 3-a,4-c,5-d

SESSION 4: WORLD OF INTERNET, SOCIAL MEDIA AND CYBER LAWS

A. Fill in the Blanks

1-Data safety, 2-Cyber-crime laws, 3-Multimedia, 4-Phishing, 5- IT act, 2000

B. Multiple Choice Questions

1-d, 2-a, 3-b, 4-a, 5-d

C. State whether the following statements are True or False

1-True, 2-False, 3-True, 4-True,5-True

D. Match the Columns

1-c,2-e,3-a,4-b,5-d

MODULE 4: BASICS OF OFFICE EQUIPMENT

SESSION 1: DISPLAY OF OFFICE EQUIPMENT

A. Fill in the Blanks

1. Swift, 2. Data, 3. Discussions, 4. Needed, 5. Medical

B. Multiple Choice Questions

1.b, 2. b, 3. b, 4. D, 5. b

C. Match the Columns

1-b, 2-e, 3-a, 4-c, 5-d

D. State whether the following statements are True and False

1.True, 2. False, 3. True, 4. False, 5. False

SESSION 2: FUNCTIONS OF THE OFFICE EQUIPMENT

A. Fill in the Blanks

1. Efficiency, 2. Quality, 3. Meetings, 4. Keys, 5. Formats.

B. Multiple Choice Questions

1-c, 2- c, 3- d, 4- c, 5- c

C. Match the Columns

1-d, 2-e, 3-a, 4-b, 5-c

D. State whether the following statements are True and False:

1-False 2- True 3- False 4-False 5-False

SESSION 3: OPERATIONS OF OFFICE EQUIPMENT

A. Fill in the Blanks

1. Light source, 2. Motherboard, 3. input tray, 4. Telephone, 5. ISP

A. Multiple Choice Questions

1. c, 2. d, 3. c, 4. c, 5. b

C. Match the Columns

1-d, 2-e, 3-a, 4-c, 5-b

D. State whether the following statements are True or False

1- True e, 2- False, 3- True, 4-False, 5-False

SESSION 4: MAINTENANCE AND TROUBLESHOOTING OF OFFICE EQUIPMENT

A. Fill in the Blanks

1-breakdowns 2-Preventive 3-calculated 4-approach 5-troubleshooting

B. Multiple Choice Questions

1-c,2-b,3-c,4-c,5-a

C. Match the Columns

1-c, 2-e, 3-b, 4-a, 5-d

D. State whether the following statements are True/False

1- False, 2-True, 3- False, 4- False, 4- False

MODULE 5: OFFICE ROUTINE ACTIVITIES OF OFFICE SECRETARY

SESSION 1: MANAGE THE QUERIES AND APPOINTMENTS

A. Fill in the Blanks

1-Routine, 2-chairperson, 3- vice chairperson, secretary, treasurer, 4- Secretary, 5-Host, 6- E-mail, 7- Phone

B. Multiple Choice Questions

1-d, 2-d, 3-c, 4-a, 5-c

C. Match the Columns

1-d, 2- a, 3-b, 4- c

D. State whether the following statements are True/False

1-True, 2-True, 3-False, 4-False, 5-True

SESSION 2: MANAGE MEETINGS AND WRITING REPORTS

A. Fill in the Blanks

1- Roadmap, 2- Pre-meeting, 3- Report 4- Informal report, 5- Meeting minutes

B. Multiple Choice Questions

1- d, 2-a, 3- d, 4-c, 5-c

C. Match the Columns

1- c, 2-a, 3-d, 4-b

D. State whether the following statements are True/ False

1-True, 2- False, 3- True, 4- True, 5- True

SESSION 3: HANDLE POST MEETING ACTIVITIES

A. Fill in the Blanks

1- next, 2- communication, 3- a formal greeting, 4- methodology 5- short

B. Multiple Choice Questions

1- b, 2-d, 3- d, 4-d, 5-c

C. Match the Columns

1- b, 2-c, 3-a, 4-d

D. State whether the following statements are True/ False

1- False, 2- False, 3- False, 4- True, 5- True

SESSION 4: ROUTINE ACTIVITIES OF SECRETARY**A. Fill in the Blanks**

1-Routine activity, 2- Answering the calls, 3- code of conduct, 4- Internet uses rule, 5- Sender and receiver address

B. Multiple Choice Questions

1-d, 2-b, 3- c, 4- a, 5- d

C. Match the Columns

1-b, 2-c, 3-d, 4-a

D. State whether the following statements are True/False

1- true, 2- True, 3- False, 4-False, 5- True

Glossary

Word	Meaning
Office Management	The strategic coordination of administrative tasks to facilitate the smooth functioning of an organisation, involving planning, organising, coordinating, and controlling various activities to achieve objectives efficiently.
Administrative Support	Tasks such as managing correspondence, scheduling appointments, handling phone calls, maintaining records and organizing files to ensure the smooth day-to-day operation of the office.
Human Resources Management	Activities related to staffing, training, employee relations, performance management, and compliance with employment laws and regulations aimed at recruiting, developing, and retaining a skilled and motivated workforce.
Facilities Management	Overseeing the physical workspace, including office layout, maintenance, security, cleanliness, and

	amenities, to ensure a conducive environment for productivity and safety.
Financial Management	Entails budgeting, expense tracking, invoicing, payroll processing, and financial reporting to manage financial resources effectively and ensure compliance with accounting standards and regulations.
Information Management	Organising, storing, retrieving, and protecting information and data assets within the organisation, including managing digital and physical records and implementing information security measures.
Communication Management	Facilitating effective communication within the organisation and with external stakeholders, including managing E-mail correspondence, organising meetings, preparing presentations, and fostering a culture of open communication.
Technology Management	maintaining technology tools and systems to support office operations, including managing hardware, software, networks, and IT infrastructure
Project Management	Planning, executing, and monitoring projects to achieve specific goals within time, budget, and quality constraints, defining project scope, allocating resources, managing timelines, and mitigating risks.
Administrative Structure	organisational hierarchy within the office, including roles such as the office manager, department heads/team leaders, and administrative staff responsible for supporting daily operations.
Entry-Level Secretary/ Office Assistant	Basic administrative tasks.
Administrative Assistant	More responsibility, assisting with project management.
Executive Assistant	Supporting high-level executives, managing confidential information.

Office Manager	Overseeing day-to-day operations, supervising administrative staff.
Specialized Administrative Roles	In areas like human resources, finance, or marketing.
Management or Leadership Positions	More responsibility, assisting with project management.
Transcription and Documentation	Accurately recording meetings and discussions.
Efficiency and Productivity	Improving efficiency by transcribing verbal communication rapidly.
Accuracy and Clarity	Maintaining accuracy and clarity in transcriptions to prevent errors.
Legal and Official Records	Creating official records of legal proceedings accurately.
Confidentiality	Ensuring confidentiality of sensitive information discussed.
Support for Accessibility	Making events accessible to individuals with hearing impairments.
Professionalism and Image	Enhancing the organisation's reputation through thorough documentation.
Transcription and Documentation	Accurately recording meetings and discussions.
Efficiency and Productivity	Improving efficiency by transcribing verbal communication rapidly.
Accuracy and Clarity	Maintaining accuracy and clarity in transcriptions to prevent errors.

Legal and Official Records	Creating official records of legal proceedings accurately.
Confidentiality	Ensuring confidentiality of sensitive information discussed.
Resource Optimisation	Efficient use of time, space, equipment, and personnel.
Productivity Enhancement	Boosting productivity through efficient workflows and support systems.
Communication Facilitation	Establishing effective communication channels internally and externally.
Task Delegation and Coordination	Assigning responsibilities and coordinating efforts among team members.
Conflict Resolution	Identifying and resolving conflicts promptly for a harmonious work environment.
Facilities Management	Overseeing maintenance for a safe and conducive workplace.
Budgeting and Financial Management	Budgeting and controlling costs for optimal resource allocation.
Employee Well-being	Promoting a positive work environment and employee satisfaction
Resource Optimisation	Efficient use of time, space, equipment, and personnel.
Productivity Enhancement	Boosting productivity through efficient workflows and support systems.
Communication Facilitation	Establishing effective communication channels internally and externally.
Task Delegation and Coordination	Assigning responsibilities and coordinating efforts among team members.

Conflict Resolution	Identifying and resolving conflicts promptly for a harmonious work environment.
Facilities Management	Overseeing maintenance for a safe and conducive workplace.
Budgeting and Financial Management	Budgeting and controlling costs for optimal resource allocation.
Speed and Accuracy	The ability to transcribe or perform tasks quickly while maintaining precision and correctness.
Real-time Note-taking	Taking notes as information is being presented or spoken, without significant delay.
Efficient Transcription	Converting spoken language or shorthand notes into written form in a timely and effective manner.
Professional Proficiency	A high level of skill and competence in a particular field or profession, often demonstrated through expertise and experience.
Transcription	The act of converting spoken words or audio into written text or shorthand.
Expand Abbreviations	Un-abbreviating or converting shortened forms of words or phrases back into their complete form for clarity.
Punctuation	Marks used in writing to clarify meaning, indicate pauses, and organise sentences, such as periods, commas, question marks, and exclamation points.
Capitalization	The use of capital letters to signify the beginning of sentences, proper nouns, and other important instances in writing.
Paragraph Structure	The organisation of written text into paragraphs, each containing a distinct idea or topic, to improve readability and coherence.
Proofreading	Reviewing written text to identify and correct errors in spelling, grammar, punctuation, and formatting.

Consistency	Ensuring uniformity and coherence in writing style, formatting, and presentation throughout a document or text.
Headers and Sections	Titles or labels used to divide and categories content into different parts or topics within a document.
Digital or Print Format	The choice between presenting information electronically (digital) or on physical paper (print), each requiring specific formatting considerations.
Contractions	Contractions in the context of shorthand refer to abbreviated symbols or characters representing groups of letters or syllables within words. These symbols are used to condense words or word parts, facilitating faster writing and transcription. Contractions are a key feature of shorthand systems, allowing shorthand writers to capture spoken language more efficiently by reducing the number of strokes needed to write words.