Government of Pakistan

National Vocational and Technical Training Commission

Prime Minister's Hunarmand Pakistan Program

"Skill for All"

Course Contents/ Lesson Plan

Course Title: Certificate in Office Management (Computer Applications & Official Correspondence)

Duration: 06 Months

Course Title	**Certificate in Office Management (Computer Applications & Official Correspondence)**
Objectives and Expectations	**Employable skills for students having minimum FA/FSc/Equivalent qualification through an intensive course on Certificate in Office Management (Computer Applications & Official Correspondence) and its Application.**
	This is a special course designed to address unemployment in the youth. The course aims to achieve the above objective through hands on practical training delivery by a team of dedicated professionals having rich market/work experience. This course is therefore not just for developing a theoretical understanding/back ground of the trainees. Contrary to that, it is primarily aimed at equipping the trainees to perform commercially in a market space in independent capacity or as a member of a team.
	The course therefore is designed to impart not only technical skills but soft skills as well as entrepreneurial skills deemed essential for that purpose i.e. communication skills; marketing skills (including freelancing); personal grooming of the trainees and inculcation of the positive work ethics to foster better citizenship in general and improve the image of Pakistani work force in particular.
	Main Expectations:
	In short, the course under reference should be delivered by professional instructors in such a robust hands-on manner that the trainees are comfortably able to employ their skills for earning money (through wage/self-employment) at its conclusion.
	This course thus clearly goes beyond the domain of the traditional training practices in vogue and underscores an expectation that a market centric approach will be adopted as the main driving force while delivering it. The instructors should therefore be experienced enough to be able to identify

	the training needs for the possible market roles available out there. Moreover, they should also know the strengths and weaknesses of each individual trainee to prepare them for such market roles during/after the training.
Key Features of Training& Special Modules	i. Specially designed practical tasks to be performed by the trainees have been included in the Annexure-I to this document. Their weekly distribution has also been indicated in the weekly lesson plan given in this document. The record of all tasks performed individually or in groups must be preserved by the management of the training Institute clearly labeling name, trade, session etc. so that these are ready to be physically inspected/verified through monitoring visits from time to time. The weekly distribution of tasks has also been indicated in the weekly lesson plan given in this document.
	ii. In order to materialize the main expectations, a special module on **Job Search & Entrepreneurial Skills** has been included in the course through which, the trainees will be made aware of the Job search techniques in the local as well as international job markets (Gulf countries). Awareness around the visa process and immigration laws of the most favored labour destination countries also forms a part of this module. Moreover, the trainees would also be encouraged to venture into self-employment and exposed to the main requirements in this regard. It is also expected that a sense of civic duties/roles and responsibilities will be inculcated in the trainees to make them responsible citizens of the country.
	iii. A module on **Work Place Ethics** has also been included to highlight the importance of good and positive behavior at work place in the line with the best practices elsewhere in the world. An outline of such qualities has been given in the Appendix to

	this document. Its importance should be conveyed in a format that is attractive and interesting for the trainees such as through PPT slides + short video documentaries. Needless to say that if the training provider puts his heart and soul into these, otherwise non-technical components, the image of Pakistani workforce would undergo a positive transformation in the local as well as international job markets.
	In order to maintain interest and motivation of the trainees throughout the course, modern techniques such as:
	• Motivational lectures
	• Success stories
	• Case studies
	These would be employed as additional training tools wherever possible (these are explained in the subsequent section on Training Methodology). Lastly, evaluation of the competencies acquired by the trainees will be done objectively at various stages of the training and proper record of the same will be maintained. Suffice to say that for such evaluations, practical tasks would be designed by the training providers to gauge the problem solving abilities of the trainees.
Training Tools/ Methodology	**(i) Motivational Lectures** The proposed methodology for the training under reference employs motivation as a tool. Hence besides the purely technical content, a trainer is required to include elements of motivation in his/her lecture to inspire the trainees to utilize the training opportunity to the full and strive towards professional excellence. Motivational lectures may also include general topics such as the importance of moral values and civic role & responsibilities as a Pakistani. A motivational lecture should be delivered with enough zeal to produce a deep impact on the trainees. It may comprise of the following:

- Clear Purpose to convey message to trainees effectively.
- Personal Story to quote as an example to follow.
- Trainees fit so that the situation is actionable by trainees and not represent a just idealism.
- Ending Points to persuade the trainees on changing themselves.

A good motivational lecture should help drive creativity, curiosity and spark the desire needed for trainees to want to learn more.

Impact of a successful motivational strategy is amongst others commonly visible in increased class participation ratios. It increases the trainees' willingness to be engaged on the practical tasks for longer time without boredom and loss of interest because they can clearly see in their mind's eye where their hard work would take them in short (1-3 years); medium (3 -10 years) and long term (more than 10 years).

This tool is designed for training providers to ensure arrangements for regular well planned motivational lectures as part of a coordinated strategy interspersed throughout the training period as suggested in the weekly lesson plans in this document.

(ii)   Success Stories

Another effective way of motivating the trainees is by means of Success Stories. Its inclusion in the weekly lesson plan at regular intervals has been recommended till the end of the training. A success story may be disseminated orally, through a presentation or by means of a video/documentary of someone that has risen to fortune, acclaim, or brilliant achievement. A success story shows how a person achieved his goal through hard work, dedication and devotion. An inspiring success story contains compelling and significant facts articulated clearly and easily comprehendible words. Moreover, it is helpful if it is assumed that the reader/listener knows nothing of what is being revealed. Optimum impact is created when the story is revealed by the person himself either:

- Directly (in person) or,
- Through an audio/ videotaped message.

It is expected that the training provider would collect relevant high quality success stories for inclusion in the training as suggested in the weekly lesson plan given in this document.

Suggestive structure and sequence of a sample success story and its various shapes can be seen at annexure III.

(iii) Case Studies

Where a situation allows, case studies can also be presented to the trainees to widen their understanding of the real life specific problem/ situation and to explore the solutions.

In simple terms, the case study method of teaching uses a real life case example/a typical case to demonstrate a phenomenon in action and explain theoretical as well as practical aspects of the knowledge related to the same. It is an effective way to help the trainees comprehend in depth both the theoretical and practical aspects of the complex phenomenon in depth with ease. Case teaching can also stimulate the trainees to participate in discussions and thereby boost their confidence. It also makes class room atmosphere interesting thus maintaining the trainee interest in training till the end of the course.

Depending on suitability to the trade, the weekly lesson plan in this document may suggest case studies to be presented to the trainees. The trainer may adopt a power point presentation or video format for such case studies whichever is deemed suitable but it's important that only those cases are selected that are relevant and of a learning value.

The Trainees should be required and supervised to carefully analyze the cases. For the purpose they must be encouraged to inquire and collect specific information / data, actively participate in the discussions and intended solutions of the problem / situation. Case studies can be implemented in the following ways:-

    i.   A good quality trade specific documentary (At least 2-3 documentaries must be arranged by the training institute)

	ii. Field visits (At least one visit to a trade specific major industry/site must be arranged by the training institute.
Learning Outcome of the Course	After completion of this course, the candidates must be able to demonstrate: • Soft Skills • Team work • Work Ethics • Business Communication • Understand office environment • Draft Formal, Informal, sales, complaint letters • Develop and Design customized templates for Letter Head, In-voice, Logo, certificate, Id cards, Result Cards, Brochure, adds etc. using MS-Office Applications • Create and Manage Dashboards • Create and Manage Dynamic Workbook and Worksheets • Create and Manage Dynamic Sale Invoices • Create and Manage Inventory/Stock • Create and Manage payroll • Data analysis and crunching techniques • Create and Manage Animated Presentation • Create and Manage Videos from Slides • Character movement • Creating and Managing your G-Suite account • Working with Google Sheets/Docs/Slides/Hangouts etc. • Office Correspondence • Basics of Human resource Management.
Entry level of trainees	**FA/FSc/Equivalent qualification**
	Total Duration of Course: 06 Months (26 Weeks)

Course Execution Plan	Class Hours: 5 Hours per day (5 Days a Week)
	Theory: 20% & Practical: 80%
	Weekly Hours: 25 Hours Per week
	Total Contact Hours: 600 Hours
Companies Offering Jobs in the respective trade	The following industries/organizations can offer jobs after completion of the training:- • Upwork • Freelancing • Fiverr • People per Hour • Government Institutes • All Private Institutes who are using office automation.
Job Opportunities	The following careers can be pursued after completion of the training:- • Computer Operator • Office Assistant • Front Desk Operators • Freelancer • IT Officer • Data Entry Operator • Personal Assistant/Private Secretary
No of Students	• 25
Learning Place	• Classroom / Lab/Office setup

WEEKLY SCHEDULE OF TRAINING

Scheduled Week	Module Title	Learning Units	Remarks
Week 1	**Orientation & Importance of IT skills**	- Program Orientation - Course orientation **Motivational Lecture** (For further detail please see Page No: 3-4) - Course benefits - Job market - Modern Technology and its importance - Introduction - Computer - Internet - Tele Conferencing - Cellular Phone - E-Business - E-Commerce - E-Marketing - E-Banking - Basics of Computer & Its Applications - Introduction to Computer System - Office Management Introduction - Management and its functions. - Functions of Office Management - Scientific Office Management - Departmentalization. - Office Manager - Qualification, Functions and Drawbacks of Office - Organization and office work - Attributes of a good office professional - Effective Communication Skills - Desire to Learn & Grow **Institute/Work ethics** (For further detail please see Annexure-II at the end)	**Task 1** (Details may be seen in annexure I)
Week 2	**Explore Computer Automation and Office Management**	- Block Diagram of a Computer System - Devices that can be attached with a Computer (Key Board, Mouse, CPU & Monitor) & Their Function - Software & Software components of a Computer	

		- System Software & its subtypes - Software & Its types - What is Office Automation? - MS-Word - MS-Excel - MS-PowerPoint **Principles of Organization** - Forms of Organization - Office systems and routine procedures and method - Importance of System - Principles of System - Advantages of Office System - Manual and its types - Office Accommodation & Layout - The Site or Location - Urban and Rural Area Offices and Their Merits & Demerits	
Week 3	**MS Word**	- Introduction to MS Word **Motivational Lecture** (For further detail please see Page No: 3-4) - Different Shortcut Keys - Mouse shortcut keys - Parts of MS Word Window - Views of MS word & chain of Views (Normal, Web, Outline, Reading, Full screen) Create and manage files - Office Management Introduction - Management and its functions. - Functions of Office Management - MS Word Use of AutoCorrect Find & Replace - Use of Spell & Grammar Check - Alignment of text (Left, Right, Centre & Justify) - Set Line & Paragraph Spacing (Single- & double- spaced line spacing) - Margins - Page Set up Dialog Box - Formatting Text (Bold, Underline, Italic) - How to Operate Pulldown Drop Down) Menus (Cascading Menus, Double Arrows - How to Operate Task Pane - Difference b/w Save & Save As - Difference b/w Undo & Repeat	**Task 2** (Details may be seen in annexure I)

		- Difference b/w Delete & Backspace - Difference b/w Cut, Paste & Copy paste, Drag & Drop **Success story** (For further detail please see Page No: 4-5) and Annexure-III at the end)	
Week 4	**MS Word Advancement And Designing**	**Motivational Lecture** (For further detail please see Page No: 3-4) - Using Ruler - Setting Tabs, indents - Margins using Tabs - Header & Footer (with all options) Toolbar - Font Dialog Box (having all font Options) - Bulleted & Numbered Lists - Collaborate on documents - Mark up documents - Display and review document markup - Review and respond to comments - Compare and merge documents - Designing letter heads and certificates with MS- Word. **Institute/Work ethics** (For further detail please see Annexure-II at the end)	**Task 2** (Details may be seen in annexure I) **1st Monthly Test**
Week 5	**Merging Data Techniques and Developing promotional Materials**	- Merge data with documents and labels - Understand the mail merge process - Start the mail merge process - Get started with letters - Get started with labels - Get started with email messages - Choose and refine the data source - Select an existing data source - Create a new data source - Refine the data source records - Sidebar: Refresh data - Inserting Symbols - Text boxes (moving & resizing of text boxes) - Drawing Lines & Shapes - Drawing other objects - Create various types of brochures - Create and design logos	**Task 3** (Details may be seen in annexure I)

		• **Case Study** (For further detail please see Page No: 5-6)	
Week 6	**Business Communication**	• **Motivational Lecture** (For further detail please see Page No: 3-4) • 07 C's of Communication • Channels of Communication • The Art of writing and Effective Business Letter • Language of letters • Form and Styles of Letters • Inquiries and Replies to Inquiries • Order Letters • Complaint and Adjustment Letters • **Success story** (For further detail please see Page No: 4-5) and Annexure-III at the end)	**Task 4** (Details may be seen in annexure I)
Week 7	**Formal and Informal letters** **Noting & Drafting**	• Formal letters and Informal Letters • Letter of Application • Letter to Editor • Letter Lost & Found • Letter of Scholarship • Letter of Complaints • Letter of Thanks • Letter of Recommendation • Polite requests in Business letter • Noting • Drafting • **Case Study** (For further detail please see Page No: 5-6)	**Task 5** (Details may be seen in annexure I)
Week 8	**Office Supervision**	• **Motivational Lecture** (For further detail please see Page No: 3-4) • Question writing • Question handling practices in English • Office Supervision • Introduction • Characteristics of Supervision • Effective Supervision • Qualities of Supervision • Function of supervision. • Responsibilities • Training	**Task 6** (Details may be seen in annexure I) **2nd Monthly Test**

		• **Success story** (For further detail please see Page No: 4-5 and Annexure-III at the end)	
Week 9	**Intro of MS Excel, creating various templates in excel**	• Introduction to MS Excel 2016 • Identifying basic parts of Excel Window • Difference b/w a workbook & Work Sheet • Saving and File Management • Converting and Encrypting Files • File Properties and Digital Signatures • File Accessibility and Compatibility • Introduction Various Operators (Arithmetic, Logical, Comparison) etc. • Basic Excel Functions (Average, Sum, Count, Max, Min) etc. • Working with logical functions IF and Nested IF. • Working with Conditional Formatting • Creating Result Cards, Invoices, Transcripts	**Task 7** (Details may be seen in annexure I)
Week 10	**Working with Advance Functions, Data Analysis, Record Management**	• Array Functions (SUM IF & AVERAGE IF) • Formula Auditing • Formulas with Absolute References • Text Functions • Working with name ranges • Creating link sheets • Create inventory/stock reports Records Management • Introduction • Objective of Records Management • Feature of Records Management • Principle of Records Management • Essential of Records Management • Benefits of Records Management • Office Stationery • **Case Study** (For further detail please see Page No: 5-6)	**Task 8** (Details may be seen in annexure I)
Week 11	**Working with Tables, Filters and advance Filters, Data crunching and consolidation**	• Creating Excel Tables • Working with Records and Filters • Advanced Filter • Data Crunching and Analysis • Create automated invoices	**Task 9** (Details may be seen in annexure I)

		- Text to Columns - Flash Fill - Remove Duplicates - Data Validation - Consolidate **Success story** (For further detail please see Page No: 4-5 and Annexure-III at the end)	
Week 12	**Pivot Tables, Reports and Dashboards, Charts**	**Motivational Lecture** (For further detail please see Page No: 3-4) - PIVOT TABLES - Getting Started with PivotTables - Displaying Data in a PivotTable - Formatting a PivotTable - Using the Classic PivotTable Layout - Slicers - Create Static and Dynamic Dashboards - Create dynamic charts and reports Project **Institute/Work ethics** (For further detail please see Annexure-II at the end)	**Task 10** (Details may be seen in annexure I)
Week 13	Overview of the previous weeks & Mid Term Examination Exposure Visit to relevant industry		
Week 14	**Office Mail Services, Introduction to PowerPoint**	**Motivational Lecture** (For further detail please see Page No: 3-4) - Office Mail Services - Correspondence - Centralized Correspondence - Decentralized Correspondence - Mail Services - Work Simplification & Measurement Standards - Work Simplification - Component of Work Simplification - Steps in Work Measurement - Work Standard - Work Measurement Techniques - Introduction to MS-Power Point - Preparing a simple presentation - Identifying basic parts of Power Point window - Power Point Presentation	**Task 11** (Details may be seen in annexure I)

			• Open a presentation • Insert a new slide • Copy a slide • Delete a slide • Working with slide views (view slides in slide view show, full view, outline view) • Applying a design Template • Choose a color scheme • Adding a design to existing presentation • Recognize slide view • Operate Task pane • Operate Pull Down Menus • Creating a Blank Presentation • choose & apply a slide layout	
Week 15	**PowerPoint Themes, Animation and Transition** **Freelancing**	• Standard Rules for a stronger Power Point Presentation • Working with Slides and Slide Layouts • Using belt in templates for Presentation • Working with Power Point Themes • Working with Animation and Transitions • Using Smart Art and Shapes in Presentation • Introduction to Freelancing • Creating videos from slides • Creating story boards with PowerPoint etc.	**Task 12** (Details may be seen in annexure I)
Week 16	**Introduction to Outlook**	• Introduction MS-Outlook • Managing emails • Working with Calendar and Managing Appointments and Schedules • Managing Contacts • Managing Tasks with outlook • Configuring outlook with your email • Export and Import contacts • **Freelancing concepts**, how to start, step by step process from account opening to taking orders and contract signing etc. • Freelancing platforms	**4th Monthly Test** **Task 13** (Details may be seen in annexure I)

		• **Institute/Work ethics** (For further detail please see Annexure-II at the end)	
Week 17	**Office Challenges and Business Activities Leadership Conflict Management** **Freelancing** **Job search/ Entrepreneurial Skills**(Job Search)	• Role and Function of office in business activities • Factors contributing to the growth of an office • Activities of a modern office • Challenges of office • Desirable skills, attitudes and attributes of office personnel **Freelancing continued…** • Leadership & Motivation • Meaning Concept of Management • Leadership Introduction • Qualities of a Successful Leader **Job market & job search** • Job related skills. • Interpersonal skills • Communication skills	**Task 14** (Details may be seen in annexure I)
Week 18	**Working with Google Workspace (previously Known as Google Suite)** **Freelancing** **Job search/ Entrepreneurial skills**(CV Building)	• Integrated Gmail • Email & group communication • File storage, collaboration & docs • Meetings & scheduling • Google Workspace on mobile • Managed teams • Chrome Browser • Cloud Search **Freelancing** (Get some small projects of General Topics) • **Institute/Work ethics** (For further detail please see Annexure-II at the end) **Session on CV Building.** • How to make notable CV. • Dos and Don'ts of CV making	**Task 15** (Details may be seen in annexure I) **Freelancing continued upto week 25…**
Week 19	**Office Report Writing**	• **Motivational Lecture** (For further detail please see Page No: 3-4) • Office Report & Precise Writing • Introduction • Meaning • Function	**Task 16** (Details may be seen in annexure I)

		• Types • Practices of writing questions • Practices of writing letters, applications, emails, memo, and minutes of meeting • Public speaking practices of the current environment and importance • **Case Study** (For further detail please see Page No: 5-6)	
Week 20	**Introduction to filing and Secretarial Duties.**	• Meaning of Office Stationery • Need Control Office Stationery and Supplies • Types of Stationery • Selection of Supplies • Standardization of Office Supplies • Filing and its importance. • Central filing • Departmental filing. • Methods of classification. • Meeting and its types. • Formal meetings • Informal meetings. • Planning before and after meetings. • **Case Study** (For further detail please see Page No: 5-6)	**Task 17** (Details may be seen in annexure I) **5th Monthly Test**
Week 21	**Meeting Management**	• Preparation of agenda and minutes. • Reception • Greeting visitors. • Making Travel arrangements • Secretarial responsibilities • Before the trip. • While executive is away. • When the executive returns. • Secretary and confidentiality.	**Task 18** (Details may be seen in annexure I)
Week 22	**Free Lancing** **Job search/ Entrepreneurial Skills**(Self-Employment**)**	• Developing profile on various free-lancing websites • Online earning sources • Developing YouTube Channel • **Institute/Work ethics** (For further detail please see Annexure-II at the end) **Session on Self-Employment** • How to start a Business.	**Task 19** (Details may be seen in annexure I)

Week	Topic	Details	Task
		• Requirements (Capital, Human, Physical etc.) • Benefits/Advantages of self-employment	
Week 23	**Familiarity with Human Resource Management (HRM)**	• Define common Human Resource Management terminologies e.g. employee retention, fringe benefits, Responsibility Assignment Matrix, etc. • Update the Employee records (Education, Area of Expertise, Contact, etc.) • Provide assistance to accounts department for Salary calculations against entries in attendance system. • Design a generic database in access form (may have more than one table) to keep the employee records from their respective profiles. • Enter daily working hours for every worker in an excel sheet. • Calculate employees' salaries by applying different mathematical formulas, e.g. per • Hour work rate, calculation of daily allowance, etc.	**Task 20** (Details may be seen in annexure I)
Week 24	**Managing professional development** **Job search/ Entrepreneurial skills** (one country case)	• Inventory of your personal interests, abilities, skills, knowledge etc. • Identify and prioritize the strengths and gaps • Use available assessment tools • Set personal goals and timeframe for achieving them • Learn from mistakes **Selection of a country of destination (Gulf Countries, Malaysia, South Korea etc.) focusing on** • Trade specific Job Prospects and Earning levels. • Country Specific Labor laws, entry and exit requirements (Legal age requirements, Health Certificate, Police Clearance & Travel Insurance etc.).	**Task 21** (Details may be seen in annexure I)

Week 25	Develop effective work Habits.	• Dealing workplace information, instructions and procedures relevant to the particular task • Plan and organize daily work routine within the scope of the job role. • Managing timeline. • Work and personal priorities and balance between competing priorities	**Task 22** (Details may be seen in annexure I)
	Job search/ Entrepreneurial skills (Two country Case)	**Selection of another country of destination (Gulf Countries, Malaysia, South Korea etc.) focusing on** • Trade specific Job Prospects and Earning levels. • Country Specific Labor laws, entry and exit requirements (Legal age requirements, Health Certificate, Police Clearance & Travel Insurance etc.).	
Week 26		• Course Review • Final Term Examination /Assessment	**Final Assessment**

Tasks for Certificate in Office Management

(Computer Applications; Official Correspondence; etc.)

Note: The following tasks are required to be performed multiple times by each trainee/group until sufficient proficiency level is acquired. The trainer is required to determine the number of times the task needs to be repeated by a trainee as per his/her low/medium/high level of skill and proficiency during any stage of the course.

Task 1:

After finishing the module on introduction to office management, trainees must have developed the basic understanding of what office management deals with. Trainees are required to provide detailed and reasonable answers to the following.

- Basic management functions.

- Course benefits
- Job market
- Modern Technology and its importance
- Difference between administration and management.

- Clearly define and highlight the role of office management.

- Qualities of good office manager.

- Functions and responsibilities of office management.

- Introduction Basics of Computer & Its Applications
- Introduction to Computer System
- Office Management Introduction
- Management and its functions.
- Functions of Office Management
- Scientific Office Management
- Departmentalization.
- Office Manager
- Qualification, Functions and Drawbacks of Office
- Organization and office work
- Questions

Task 2: MS Word Exercise: Application of MS WORD

The object of this exercise is to familiarize the trainees with some of the important commands associated with using Microsoft Word to showcase their learning of MS word in daily routine activities.

This exercise will cover how to center a line of text, how to insert today's date, and the difference between "soft" and "hard" returns. They will practice using bold, italic, and underline features. They will change the line spacing from single to double spaced. They will change the margins and add page numbers, headers and footers, and footnotes and endnotes.

Requirements

1. **Select the Arial MS font**

    - Select Format from the menu bar.

    - Click Font from the pull down menu.

    - Select the Comic Sans MS font face.

    - Select an 11 point font size.

    - Click the OK button

2. **Center the top line.**

    - Select Format from the menu bar.

    - Click Paragraph from the pull down menu.

    - Select the Indents and Spacing tab.

    - Select Center from the Alignment option

    - Click OK

    -Type: Microsoft Word Training Session

    - Press the Enter key.

3. **Center today's date**

    - Select Format from the menu bar.

    - Click Paragraph from the pull down menu.

    - Select the Indents and Spacing tab.

    - Select Center from the Alignment option

    - Click OK

    - Select Insert from the menu bar.

- Click Date and Time from the pull down menu.

- Select a Date/Time format of your choice.

- Click OK

4. Press the Enter key four times

5. Type a short paragraph.

(This text will be centered due to the last command performed.)

Type: I am learning Microsoft Word. I hope to learn at least one new thing in this training session. If I have any questions (and I know I will), I will ask the teacher to answer them so I will not get stuck.

6. Bold a phrase

- Highlight the phrase "Microsoft Word"

- Click the left mouse button and drag it across the words "Microsoft Word" to highlight the words in black.) Click the B button in the toolbar at the top of the screen. If the B button is not in view use the keyboard by holding down the CTRL key and pressing the B key

7. Italicize a word.

- Double click the word "least" and the word will highlight in black.

- Click the I button in the toolbar at the top of the screen. If the I button is not in view use the keyboard by holding down the CTRL key and pressing the I key.

8. **Underline a phrase**.

- Highlight the phrase "and I know I will."

- Click the U button in the toolbar at the top of the screen. If the U button is not in view use the keyboard by holding down the CTRL key and pressing the U key.

9. Double space the lines in your paper.

- Place the cursor at the desired location in the paragraph.

- Select Format from the menu bar.

- Click Paragraph from the pull down menu.

- Select the Indents and Spacing tab.

-Select Double from the Line Spacing option

- Click OK

10. Add page numbers to your document.

- Select Insert from the menu bar.

- Click Page Numbers from the pull down menu.

- Select Position and Alignment

- Allow Word to show the numbers on the first page.

- Click OK

11. **Change your margins**

- Place the cursor at the top of your paper.

- Select File from the menu bar.

- Click Page Setup from the pull down menu.

- Select Margins tab.

- Change the top, bottom, left, and right margins to 1.5".

- Click OK

12. **Place the cursor at the end of your paper to the right of "stuck" and press the Enter key three times.**

   Click the Left Justification button so the cursor will be on the left side.

13. **Type a short paragraph**

   Type: I have a paper to write, and I have to use footnotes. I don't know how to do them, but after this example I will.

14. **Create a footnote**

   (Footnotes appear at the bottom of the page and they are numbered. Footnotes are used for references and to define unfamiliar words.)

   - Select Insert from the menu bar.

   - Select Reference

   - Click Footnote form the pull down menu.

   - Make sure Footnote is selected

   - Click OK

   - Type the footnote: My teacher will be happy to see footnotes in my paper.

15. **Add another footnote**

   - Place the cursor after the word "learn" in the first paragraph.

   - Select Insert from the menu bar.

   - Click Footnote from the Reference menu

   - Make sure Footnote is selected

   - Click OK

- Type the footnote: Or at least try

(Notice that the footnote number for the second footnote has changed.)

- Use the mouse to leave the footnote by clicking somewhere in the upper part of the page

16. Create a header

(A header is a line that runs along the top of every page of your document.)

- Select View from the menu bar.

- Click Header and Footer from the pull down menu.

-Type: Microcomputer Applications Area

- Click the Close button from the Header and Footer toolbar

17. Create a footer

(Footer is a line that runs along the bottom of every page of your document.)

- Select View from the menu bar.

- Click Header and Footer from the pull down menu.

- Click the icon labeled "Switch between header and footer"

-Type: [Your Name]

-Click the Close button from the Header and Footer toolbar.

18. Create a blank page with existing document

- Press Ctrl and Enter simultaneously

19. Spell Check your paper.

- Select Tools from the menu bar.

- Click Spelling and Grammar from the pull down menu

- Word will stop on any words it doesn't recognize from its dictionary, and you may choose to ignore the Spell Check or have it replace your word with the correct spelling.

20. Proofread your paper.

- When Microsoft Word doesn't recognize the spelling of a word, it underlines the word in red.

- Watch for those red underlines and correct those that are wrong.

- The red underline will not appear on your printed copy.

- Also, remember Word isn't always right.

- Word also misses real words that are used improperly.

- For example, if you type "fro" when you meant to type "for," Word will not catch the

mistake. So you will need to read over your own work carefully.

21. Print the document

- Select File from the menu bar.

- Click Print from the pull down menu

- Notice the "Current Printer" and that you can change it by clicking on the down arrow key to the right of the printer name.

- Click OK

- Turn in the printed copy with your name on it.

22. Save your document

- Select File from the menu bar.

- Click Save As from the pull down menu

- Click on the arrow by the "Save in" box and change to your folder.

- Click in the "File name" box and give your file a name.

- Click Save

Important Always save your work every 5 to 10 minutes! You can also save it from the keyboard by holding down the CTRL key and the S key

Task 3: Mail Merge, Data Charts, Tables and Forms in MS Word.

1: Mail Merge Assignment

1. Type a letter inviting friends and/or family to a party you are hosting. For example, you can host a birthday, graduation, end of school, or Memorial Day party. You pick the event. Your letter will serve as your form letter. Save your letter as Mail Merge Letter.

2. Format the letter as left aligned (block letter) with .5" or 1" margins depending on the length.

3. Make sure your address is listed at the top of the document. Then insert two blank lines and put the date in the month, date, year format. Then enter four blank lines and leave space for your merge fields. Example:
   Title
   First Name
   Last Name
   Address 1
   Address 2 City,
   State ZIP

(Eventually you will be entering your merge fields to replace this information.)

4. Create a data source with the names and addresses of at least five families in which you wish to mail the letters. Create fields such as: title, first name, last name, address 1, address 2, city, state, and ZIP. Or make appropriate field names of your choice but make sure you include the address information. Save your data source as Mail Merge Data.

5. Now, return to your main document (Mail Merge Letter) and set it as the form document and identify your data source.

6. Enter your merge fields into your main document. Merge fields should be used for the recipients address and after Dear.

7. After your merge fields are entered merge the document and save it. Save the merged document as Mail Merge Merged.

8. Create envelopes inserting your merge fields for the recipient's name and address. Save the merged envelopes as Mail Merge Envelopes.

9. Print your form letter, one merged letter, and one envelope.

2: **Create table as below and shading the first row. Insert an Octagon and write your name in the center.**

Day /	Period I	Period II	Period IV	Period V
Sunday	Math	Science	English	Computer
Monday	Science	Computer	Math	English
Tuesday	English	Math	Computer	Science
Wednesday	Computer	Science	Math	English
Friday	Math	Science	English	Computer

- Create margin at the top & bottom 1.1 inch and right & left 1.5 inch
- Create landscape orientation & A4 paper size
- Insert Period III column after Period II
- Insert Thursday row below Wednesday row
- Insert page number center align and Arial font
- Insert watermark "Hello world"
- Table font "Times new roman" and 13 size.

3: **Create a chart and show the product price comparison between 2015, 2016, and 2017.**
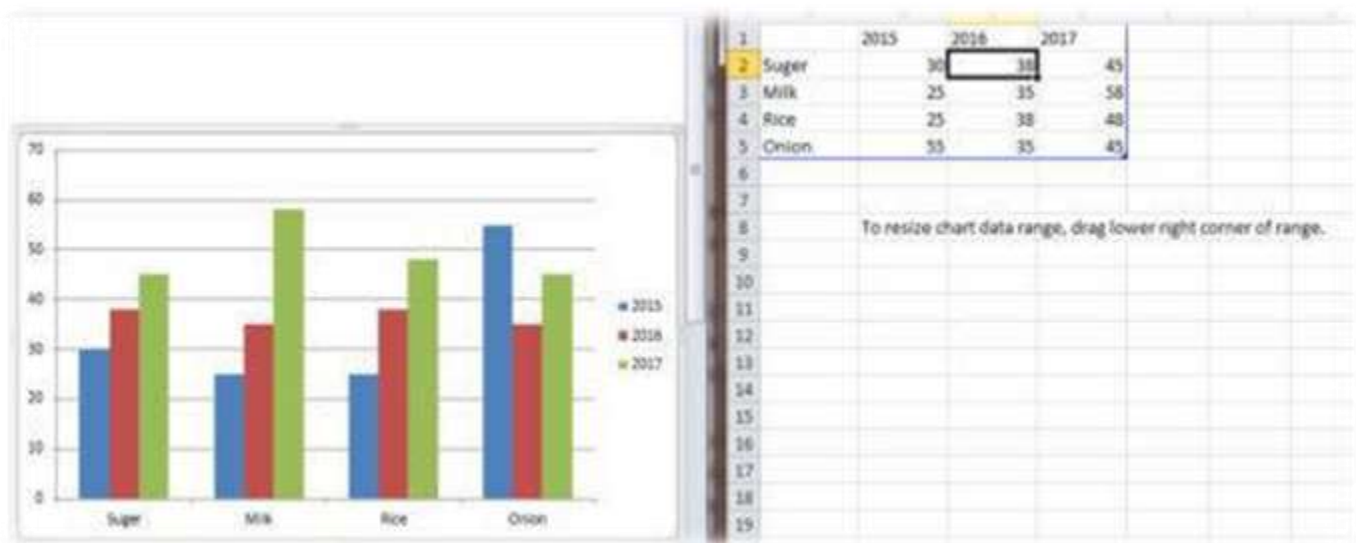
4: **Create and Design Employment Application Form as given in the sample below.**

EMPLOYMENT APPLICATION FORM

PLEASE PRINT ALL INFORMATION REQUESTED EXCEPT SIGNATURE			

APPLICANTS MAY BE TESTED FOR ILLEGAL DRUGS			

PLEASE COMPLETE PAGES 1-5.		Date:	

Name:

Last	First	Middle	Maiden

Present Address:

Number	Street	City	State	Zip

How Long:	Social Security No.:

Telephone:

If under 18, please list age:

Position Applied For:	Days/Hours Available to Work:
Salary Desired:	No Pref _____ Thur _____ Mon _____ Fri _____ Tue _____ Sat _____ Wed _____ Sun _____

How many hours can you work weekly?	Can you work nights?

Employment Desired:
❏ FULL-TIME ONLY   ❏ PART-TIME ONLY   ❏ FULL- OR PART-TIME

When available for work?

EDUCATION & OTHER INFORMATION				
TYPE OF SCHOOL	NAME OF SCHOOL	LOCATION (Complete mailing address)	NO. OF YEARS COMPLETED	MAJOR & DEGREE
High School				
College				
Bus. or Trade School				
Professional School				

Task 4 The Art of writing and Effective   Business Letter

Practical Exercises

Exercise 1

http://dulieu.tailieuhoctap.vn/books/ngoai-ngu/anh-van-thuong-mai/file_goc_781989.pdf

Full Block Style
Full block style is a letter format characterized by the below shown

	1-2 Inches Margin ↓	
Inches Margin → 1-1.5	LETTER HEAD (6 – 10 SPACES) DATE (1-4 Spaces) Recipients' Name Recipient's Address (2 Spaces) SALUTATION, ----------------------- Salutation is followed by Comma or Colon (2 SPACES) Ref/Sub (2 SPACES) Text Aligned Left, Text Aligned Left, Text Aligned Left (Paragraphs – Not indented) (2-3 SPACES)	← Inches Margin 1-1.5

Text Aligned Left, Text Aligned Left

(2-3 SPACES)

Text Aligned Left, Text Aligned Left

(2 -3 SPACES)

CLOSING, ------------------Closing followed by Comma

(3-4 SPACES)

SIGNATURE

(2 SPACES)

Enc

(2 SPACES)

CC

(2 SPACES)

1-2 Inches Margin

SEMI BLOCK STYLE

	1-2 Inches Margin ↓	
→ Inches Margin 1-1.5	LETTER HEAD (6 – 10 SPACES) DATE (2-4 Spaces) Recipients' Name Recipient's Address (2-3 SPACES) SALUTATION, ---------------------- Salutation is followed by Comma or Colon (2 SPACES) Ref/Sub (2-3 SPACES) Paragraph Indented, Left, Text Aligned Left, Text Aligned Left (2-3 SPACES) Text Aligned Left, Text Aligned Left (2-3 SPACES) Text Aligned Left, Text Aligned Left	← Inches Margin 1-1.5

(2 -3 SPACES)

CLOSING, ----------------- Closing followed by Comma

(4 SPACES)

SIGNATURE

(2 SPACES)

Enc

(2 SPACES)

CC

(2 SPACES)

1-2 Inches Margin

MODIFIED BLOCK STYLE

1-2 Inches Margin

        LETTER HEAD
        (6 – 10 SPACES)

        DATE
        (2-4 Spaces)

Recipients' Name
Recipient's Address

(2-3 SPACES)

SALUTATION, ---------------------- Salutation is followed by Comma or Colon

(2 SPACES)

Ref/Sub

(2-3 SPACES)

Paragraph not Indented, Left, Text Aligned Left, Text Aligned Left
(Paragraph not indented)

(2-3 SPACES)

Text Aligned Left, Text Aligned Left

(2-3 SPACES)

Text Aligned Left, Text Aligned Left

 (2 -3 SPACES)

CLOSING, (followed by Comma)
(4 SPACES)

SIGNATURE
(2 SPACES)

Enc

(2 SPACES)
CC

(2 SPACES)

1-2 Inches Margin

Inches Margin 1-1.5

Inches Margin 1-1.5

MODIFIED SEMI BLOCK STYLE

Task 5: **Communication skills assessment**

Exercise 1. Writing Letter of Application.

	1-2 Inches Margin ↓

LETTER HEAD
(6 – 10 SPACES)

DATE
(2-4 Spaces)

→ Inches Margin 1-1.5

← Inches Margin 1-1.5

Recipients' Name
Recipient's Address

(2-3 SPACES)

SALUTATION, ---------------------- Salutation is followed by Comma or Colon

(2 SPACES)

Ref/Sub

(2-3 SPACES)

Paragraph Indented to Left, Left, Text Aligned Left, Text Aligned Left
(Paragraph indented)

(2-3 SPACES)

Text Aligned Left, Text Aligned Left
(2-3 SPACES)

Text Aligned Left, Text Aligned Left

(2 -3 SPACES)

CLOSING, (followed by Comma)
(4 SPACES)

SIGNATURE

(2 SPACES)

Enc

(2 SPACES)

CC

(2 SPACES)

1-2 Inches Margin

Refer to the following sample letter and write an application for the post of office   Assistant.

Date: 7th June,2014

Mr. Ahmad Mustafa.
Marhaba Laboratories,
Model Town Lahore.

Subject: Job Application for Laboratory Assistant

Dear Sir,

Expressing my eagerness and interest in your advertised vacancy for the post of Lab. assistant in your organization I come to write to you. I viewed the advertisement on internet. I am glad to see, as I was seeking for the same job since long time. I am a student by profession yet. I did my BS in Chemistry from Punjab University.

Side by side I took training of handling laboratory equipments from GC, University. According to me, the best reason of my application for this post is, I consider myself eligible as I do have experience of two years as a lab. assistant. I have my studies in Science Subjects and have experience of laboratory work since much time.

I can manage and work upon all type of latest equipments, knowing all the standard procedures and analysing techniques. Recently, doing work as a lab assistant in Star's Institution and was looking to get a better chance by working with you people. You can look up my academic record enclosed along with my curriculum vitae.I am qualified person with dedication towards my work. You can review appreciation certificates awarded to me in this regard. I will be delighted to get a chance from you.

Waiting desperately for your response, and thanking you.

Warm Regards,

Munir Ahmad.

Exercise 2: **Writing Letter of complaints.**

Your organization is facing issues in electricity supply. Your boss has directed you to write a letter to the service provider company and inquire the reasons of fluctuations and the impact this has on the daily activities performed by your office. You can use the following sample letter as an example.

Complaint Letter

Sender Name
Sender's Title or Position
Sender's Organization Name
Sender Street Address
City, State, Zip Code

Date: DD/MM/YYYY

Recipient's Name
Recipient's Position or Title
Recipient's Organization Name
Recipient's Street Address
City, State, Zip Code

Dear Sir/ Madam,

I am writing this letter to bring your attention that I am not satisfied with your quality of services provided at
_____ (business name). I am talking about the services I took on DD/MM/YYYY and want to let you know I was very upset with your staff's performance. They used to deal with me quite inefficiently and did not show their interest which they must show while dealing with regular customers.

I have been a regular client of your business but now I am completely disappointed. I expect quality services from you and request you to address this issue with immediate attention. I expect full compensation and look forward to your replies within shortest time.

Yours Sincerely

Write Your Name Here

Exercise 3: Writing Letter of Thanks

An event management company arranged an event for your office. The event was very well organized and everything went ahead as planned. You are required to write a letter of thanks on behalf of your Director to the company thanking them for their efforts and arrangements. Refer to the following letter of thanks as a means of writing this letter.

<div align="center">

SAMPLE LETTER OF THANKS.
(Send on Official Letterhead)

</div>

Date

Name
Address
City/State/Zip

Dear (Advisory Board Members Name):

Thank you for the time, talent, and expertise you have given to the Work-Based Learning Program at (Name of High School) through your active participation on the Work-Based Learning Advisory Board. You have made a difference through your dedication and continued support of our students and program. Your ideas, input, and enthusiasm were most helpful and have assisted us in making valuable improvements to our program.

(Personalize this paragraph to include changes that have occurred related to your program through the assistance of the advisory committee).

Again, I thank you for your contributions, time, and efforts through serving on this committee.

Sincerely,

(Coordinator's Name)
_____

 Work-Based Learning Coordinator

Task 6: **Time management and Supervision skills assessment**

Exercise 1: Time Management and Priority Setting.
Imagine you have the following tasks to complete today. Explain how you would prioritize them and why:

- Reply to an employee in the company's messaging app who is asking you about the details of the monitoring visit planned for the weekend.
- Welcome the candidates shortlisted for their face-to-face interview.
- Book tickets/hotel for the DG trip next week to Karachi to attend a national conference on technical education.
- Seek three offers for our annual party, which is taking place on the 23rd and is a rather busy day for corporate events in the specific venues we are targeting.
- Order invitation banner for the skill competition taking place next week.

Exercise 2: Supervision Skills Assessment

Please observe and enlist the supervisory activities performed at the institute/Training setup where trainees are undergoing training. Highlight the main activities/responsibilities that are necessary for a supervisory role. If any shortcoming is identified, trainees should redesign the responsibilities and present their views/observations regarding the issues highlighted by them**.**

Task 7: MS Excel

Part 1
Exercise 1 Conditional Formatting
Create the sheet given below to find the largest values in a range, select the range of numeric data B2:B11

	A	B
1	Text	Numerical Values
2	AD888	888
3	VD980	989
4	CD877	877
5	COM765	765
6	PC3333	3333
7	AD76	76
8	ND7654	7654
9	RV4444	4444
10	SH43444	434444
11	BR8988	8988

Task 7:

Part 2
Exercise 2: Creating Marks Certificate

	A	B	C	D	E	F	G	H	I
1	Name	Maths	Computer	Physics	English	Urdu	Total	Per%	Grades
2	Noman	56	56	45	44	45			
3	Afshan	78	90	80	79	90			
4	Zubair	89	78	78	45	78			
5	Nadeem	33	45	35	36	39			
6	Asif	77	76	90	56	88			

Instructions:

1: Calculate total

2: Calculate percentage.

3: Calculate grades using following criteria

- Per%>=80,print A1
- Per%>=70,print A
- Per%>=60,print B
- Per%>=50,print C
- Else print fail.

4: Calculate the maximum and minimum value of Per%

5: Create a line graph of name + Per%

Task 8: MS Excel Application: Working with Advance Functions, Data Analysis, Record Management

Create the above worksheet where there is a list of persons and their bank balance, we can find out the amount in US Dollars and Pound Sterling. In this exercise we used Absolute reference in cell D5 (=B5/E$4). The make a values absolute we put a $ sign between Column & the Row.

We used Decrease Decimal option to reduce result in decimals as pointed by the cursor.

The TEXT function converts a number to a text format

The formatting for the text needs to be specified in the function.

'=TEXT(NumberToConvert,FormatForConversion)

Original Number	Converted to Text	
10	10.00	=TEXT(F4,"0.00")
10	$10.00	=TEXT(F5,"$0.00")
10	10	=TEXT(F6,"0")
01-01-09	Thu	=TEXT(F10,"ddd")
01-01-09	Jan-09	=TEXT(F11,"mmm-yy")
01-01-09	Jan	=TEXT(B19,"mmm")
01-01-09	Thursday, January 01, 2009	=TEXT(B23,"dddd, mmmm dd, yyyy")
TODAY	Tuesday, 10/13/2020	=TEXT(TODAY(),"dddd, m/d/yyyy")

Task 9: MS Excel Application: Working with Tables, Filters and advance Filters, Data crunching and consolidation

- Create a table with following columns:

S.No, Name, Tuition fee, Exam Fee, Transport Fee, Uniform Fee, Total Fee

- Add some records with total fee blank
- Put curser in cell under total fee and insert the following formula to calculate total fee:
    - =sum(C2:F2)
    - You can copy & pate formula in rest of the cells in column
- Some of students do not use transport facility, so their cells of Transport fee should be blank

Task 10: MS Excel Application: Filter/Sorting/Chart/Pivot/Subtotal

	A	B	C
1	**Name**	**Product**	**Quantity Sold**
2	**Nasir**	**Mouse**	23
3	**Ali**	**Keyboard**	45
4	**Noman**	**Printer**	66
5	**Zahid**	**Printer**	78
6	**Yaseen**	**Keyboard**	55
7	**Arshad**	**Mouse**	88
8	**Ali**	**Keyboard**	555
9	**Riaz**	**Mouse**	12
10	**Afaq**	**Keyboard**	12
11	**Basit**	**Printer**	90

Instructions:

1. Filter name starts with letter "A".

2. Filter name ends with letter "N"

3. Filter name equal to "Ali"

4. Filter product "Mouse" and "Printer" only.

5. Filter quantity sold >100

6. Filter quantity sold between "50 and 100"

7. Filter quantity sold not equal to "12"

8. Sort the data in descending order by name.

9. Sort the data in ascending order by name and then in descending order by Quantity sold.

10. Create a complete chart of name + Quantity sold.

11. Calculate a pivot table, PRODUCT+ NAME + QUANTITY SOLD.

12. Use subtotal command and sum the quantity sold by name.

Task 11: Power Point Software use skills assessment

Exercise 1: Objectives of the exercise

1. The Learner will be able to:

2. Insert and Format Slide Text

3. Insert Picture from Clip Art at least 75% of the time

4. Format picture using Picture Tools at least 75% of the time

5. Insert an AutoShape

6. Format AutoShape color and line style at least 75% of the time

7. Group and move Objects

Format Text, Pictures and Shapes

You can create a sample presentation with the steps outlined in Practice 2, below. You can also download the "Top 10" PowerPoint from the online course if you wish.

Create a New presentation and enter the following text to create the Titles on 11 Slides:

> Top Ten Reasons to work with Our Team
>
> 10. Football
>
> 9. Track
>
> 8. Hockey
>
> 7. Baseball
>
> 6. Wrestling
>
> 5. Swimming
>
> 4. Volleyball
>
> 3. Gymnastics
>
> 2. Basketball
>
> 1. Together, We Win!

Add a picture to each slide that matches the sport

> Insert a picture from Clip Art or File.
>
> Format the Picture using Picture Tools

Insert an AutoShape around the picture.

> Move the AutoShape behind the picture.
>
> Format the AutoShape's color and line style.

Insert an AutoShape Arrow pointing to the picture.

    Format the AutoShape Arrow

Group Objects

    Select the arrow, the AutoShape, and the Picture.

    Group these objects together.

    Move the grouped objects to the lower right corner of the slide.

Save your practice document and name it: Beginning PowerPoint Practice 1.

Exercise 2: MS Power Point

Objectives:

The Learner will be able to:

1. Create a new PowerPoint using a Design template
2. Insert and Format pictures from ClipArt of from Files at least 75% of the time
3. Use and modify animations at least 75% of the time
4. Add Sound to Custom Animation Effects
5. Insert slide transitions and modify the timing
6. View the Slide Show at least 75% of the time

Animation and Transitions

You can create a sample presentation with the steps outlined in Practice 2, above. You can also download the "Top 10" PowerPoint from the online course if you wish.

Bouncing Balls

    Search ClipArt and find pictures or cartoons of balls: football, volleyball, basketball

    Insert a picture of a basketball on the basketball slide and resize it to a small size.

Custom Animation

    Select the basketball picture and go to **Animation->Custom Animation**

    Go to **Add Effect** and Choose **Motion Path**

    Draw a Custom Path that makes the basketball dribble across the slide.

    Use this Animation effect on the volleyball and the football.

Modify the Animation Effect on the animated objects

       Change the Start to: After Previous

       Change the Speed: Medium

       Double click the Effect and change the Sound: Whoosh or Wind

Slide Transitions

Animate each slide with a transition

       Use one of the transitions in the animation gallery

       Modify the animation to automatically after 5 seconds

       How long is .30 seconds? Try changing the timing to 5, 15, and 30 seconds.

View the slide show in Slide Show View

Save your practice document and name it: Beginning PowerPoint Practice 2.

Task 12: PowerPoint: Themes, Animation and Transition

Exercise: Objectives of the exercise

The Learner will be able to:

1. Apply a new design theme
2. Search and download free PowerPoint themes
3. Browse for the downloaded theme and apply that.
4. Add dummy text and create few slides using the new downloaded theme
5. Apply animations on text such as fake, fly in, fly out etc
6. Try different transitions between different slides

Create a Sample Presentation

Create a sample presentation with sample data, create 4 5 slides using dummy text (lorem ip-sum www.lipsum.com)

Apply new design theme

Click on the Design tab on the top and choose theme from already available themes. Simply clicking on the theme will apply that theme.

Search and download free PowerPoint themes

Google "free powerpoint themes" and you will get different websites from where download 2-3 free powerpoint themes. Then in powerpoint under themes, click Browse for themes, choose the downloaded theme and click Open. The new free downloaded theme will be applied to your presentation

Animations

Once you have created presentation with dummy text and have created 3-4 slides, its time to apply different animations. For this select the text and then choose from different available animations such as Fly In, Fade, Appear etc.

Transitions

Lastly apply different transition effects between different slides. For this click on the slide on your left, then choose Transitions tab and choose from different available transitions (Split, Random bars, Wipe, Fade etc.)

Task 13: Introduction to Outlook:

https://www.sccollege.edu/Accreditation/2016%20Accreditation%20Follow-Up%20Report/R6-10_MS_Outlook_2013_E-Book_Workshop_Materials_1.pdf

Exercise

NAVTTC regional Office Peshawar intends to hold a meeting on the improvement of the ongoing trainings. In this regard an invitation letter is to be sent to the head of institutes informing them about the meeting. Your task is to

- Create a calendar invite using [Google Calendar/ Microsoft Outlook].
- Inviting all the heads of respective institutes at the aforementioned place.
- Add details about the meeting within the invite.
- Some of the invitees may have been new to the office, import their emails into current list.
- Maintain their responses and create a folder for future reference and further correspondence with the list of persons you created for this purpose.
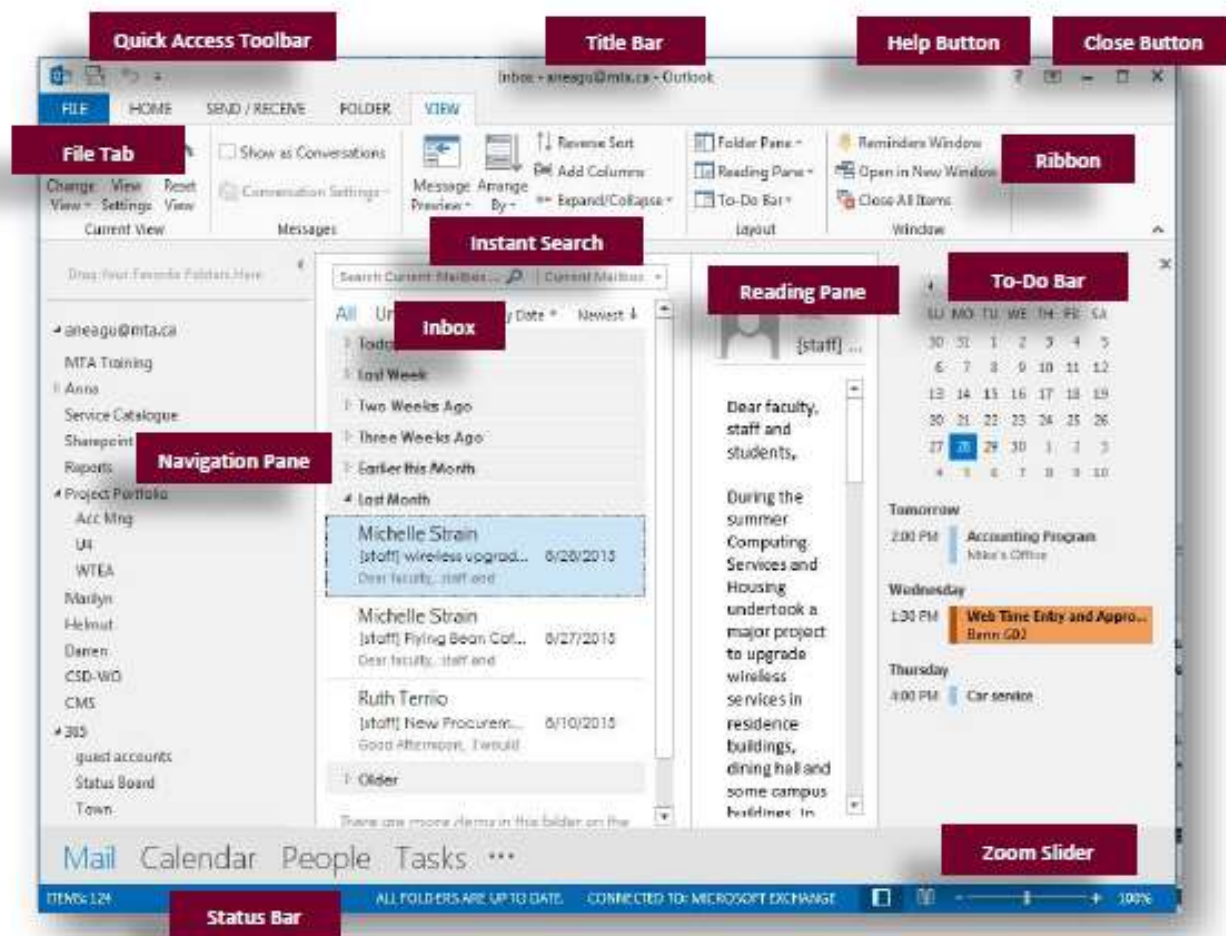
Task 14: Office Challenges and Business Activities

The functions of a modern Office may be classified into two categories:

Basic functions (or routine functions)
Receiving Information
Recording Information
Arranging Information
Giving Information
Some of the administrative management functions are mentioned below:

1) Management processes:
For the effective performance of an office's primary functions, the management processes need to be properly carried out. Planning, controlling and organising are the three main management processes. According to the objectives and policies of the management, office work can be planned. A planned work can provide for effective performance. The office can control the performance through the proper direction.

2) Office systems and procedures:
For the efficient and economical performance of office operations, well-planned office systems and procedures are necessary. Each part of the process needs to be carefully analysed.

3) Purchase of stationery:
Basics needs like office forms and stationery are like the essentials of an office. These stationaries need to be systematically planned and bought. It is the function of the modern office for standardisation of this purchase process and distribution of it to various departments when required.

4) Fixed assets:
Fixed assets like furniture, fixtures, equipment, plants, machinery, computer, etc. are an essential need for a modern office. There is a need for these fixed assets in an office for its efficient and economical functioning. The purchase of these fixed assets needs to be done systematically so that the office work stays uninterrupted. Also, these fixed assets should be properly assigned to various departments to ensure optimum utilisation.

5) Staffing:
Selection, training, placement and remuneration of personnel are referred to as staffing. With proper staffing, an office can achieve an efficient and economical performance of office work. Staffing is not an easy job. External staffing and internal staffing requires qualified and experienced employees who need to be selected and trained before placement.

6) Assets safeguarding:
An organization's assets need to be safeguarded against misuse, loss or damage by theft, fire, or any other means. For the proper functioning of an organisation, there is a need of essential assets. Therefore, proper records of these assets need to be maintained.

7) Public relations:
An office has the ability to receive public such as customers, suppliers, employees, shareholders, government officials and many more. The interests of these people are different in nature. These interests need to be fulfilled by the office.

Conflict Management
Exercises
https://s3.wp.wsu.edu/uploads/sites/2070/2016/08/The-big-book-of-Conflict-Resolution-Games.pdf
Understanding Conflict

How Do You See It?

Group Size

Any

Materials

One copy of the Conflict—How Do You See It? handout (provided) for each participant, pens

Time

30 to 40 minutes

Procedure

Conflict can provide the spark that often leads to better solutions, creativity, and collaboration. This activity helps team members to: (1) become more comfortable with conflict, (2) consider the positive aspects of conflict, and (3) understand the possible benefits to themselves and the team.

Have participants pair up. Provide each person with a copy of the handout. Allow 10 to 15 minutes for partners to interview each other. Follow with a group discussion of the interviews and then go over the discussion questions.

Tips

Follow this activity with the game Positive Spin.

Variations

Have team members switch partners every three questions to increase the level of trust within the team.

Discussion Questions

1. Were your partner's perspectives different from your perspective?
2. What were some things you learned by considering another's perspective?
3. Does discussing conflict like this make it "less scary"? In what ways?
4. Is conflict good or bad?
5. What are some ways in which conflict is detrimental to the team?
6. What are some ways in which conflict enriches the team?

Task 15: Working with Google Workspace
Exercise 1

Emailing and saving Large size files

Send & save large attachments in Drive

___

When you're sending a file, you can add attachments in Gmail up to 25 MB—but what if you have larger files such as videos? Save these large files in Google Drive, then insert a link to the Drive or shared drive file in your email.

Note: If your recipients don't have viewing permissions for the file, you can grant them access in Gmail before sending.

When you receive a file in Gmail, you can save a copy to Google Drive.

Insert Drive files in your Gmail messages

___

1. In Gmail, click Compose.
2. In the Compose toolbar, click Drive   and choose your file.
3. Click Insert.
4. When your message is ready, click Send.

Save a copy of Gmail attachments to Drive

___

1. In Gmail, open the message with the attachment you'd like to save.
2. Hover over the attachment and click Save to Drive   .
3. Choose your folder or create a new one, and click Move here.

Exercise 2

Create a Gmail & Calendar contact group

___

If you send email or event invites to the same people all the time, create a contact group in Gmail for them. The next time you compose a message, send email to that contact group to reach everyone at once. You can use the same contact group to schedule Google Calendar meetings.

Create a group

___

1. In Gmail, click Compose.
2. Click To, Cc, or Bcc.
3. Find the contacts you want to add to the group and check the boxes next to their names.

4. Click Manage labels Create label.
5. Enter a name for the label.
6. Click Save.
7. Click Insert to add the contacts to your current message.

Email a group

---

1. In <u>Gmail</u>, click Compose.
2. Next to To, enter the label name for the group.
3. Compose your message and click Send.

Schedule a meeting with a group in Calendar

---

1. In <u>Calendar</u>, click ✛ Create and add your event details.
2. In the Guests tab, go to Add guests and enter the name of the group.
3. Click Save.
4. Click Send to send invitations.

Task 16: Office Report Writing

Suppose You recently went on an official visit to the training facility operating under regional office. Your Director wants you to write a report on the visit, your observations and recommendations if any. Following requirements must be demonstrated in your report.

- Good knowledge of English
- Knowledge of communication technologies: media campaigning (twitter, face book), basic photo and video editing.
- Good writing skills (reports, official letters, advocacy documents). Interviewing skills would be appreciated.
- Ability to work autonomously, to understand complex situation and to collaborate with others in the team.

Sample Report

Typical structure template for writing a committee report:

- **Members to which the report is meant for**

  - [Name, institution, location, Chair]

  - [Name, institution, location, member]

- **[Date, Time, and Location]**

  - [Provide simple documentation of any meetings of the committee or subset of the committee, in whatever mode and format, e.g., in person, conference call, etc.]

- **Purpose**

  - [Here you mention the purpose of the report in a brief. This enables the reader to understand the purpose behind writing the format.]

- **Issues** [Write different issues as sub headings and explain their highlights in bullet points below the respective sub headings]

  - Current Status

    - •

- -

- Accomplishments / Issue 1

  - -

  - -

- Future Goals

  - -

  - -

- **Near-Term Plans / Main Body of the Report** [Use Sub Headings as and where needed. In bullet form, outline near-term actions and plans as well under those sub headings.]

- **Informal Recommendation(s)** [An opportunity to make recommendations, suggestions, and comments to the Board and Executive Director]

Respectfully Submitted,

[<Author's Name>]

Task 17: Planning, Arranging and keeping Record of the Meetings.

The organization where trainees are undergoing training is planning to hold its annual meeting with the Regional Directors. You have been assigned with the responsibility of planning, arranging and keeping record of the meeting. Your task is to exhibit the ability to:

1. Pre Plan

2. Record taking - at the meeting

3. Minutes writing or transcribing

4. Distributing or sharing of meeting minutes.

5. Filing or storage of minutes for future reference.

In order to compile your assignment refer to the sample meeting agenda provided in the end of assignment.

Task 18: Meeting Management.

<div align="center">Meeting Minutes</div>

Date/time: July 18, 2011, 6:30 – 8:30 P.M.

Attendees: Willie Good, Chilton Rogers, Margie Labadie, Michele Vine, Deb Smith

Absent: Johnny Roberts

Guests: Bob Schaumleffel

AGENDA

1) Welcome and Announcements (15 minutes)
2) Share drafts of strategy statements for each committee (30 minutes)
3) Discuss and improve drafts (75 minutes)
    a. Does each draft have a clear "issue for implementation"?
    b. Does each draft explain its expected impact?
    c. What additional information is needed in each draft?

MINUTES

Agenda item #1 -- Welcome and Announcements

- The new Town Manager, Bob Schaumleffel, was introduced.
- A blog has been created for the STEP Project.
- Chilton offered to help each of us organize our draft presentations for the September board meeting.

Action items

- Everyone should look at the new blog. Send news items to Deb for posting.
- Committee leaders need to set up one-to-ones with Chilton by next month.

Agenda item #2 -- Share drafts of strategy statements for each committee

The leader of each committee read out their draft strategy statements. Margie read "Broadening Education" & Caroline read "Leadership". The "Entrepreneurship" draft wasn't available.

Action items

- The Entrepreneurship group will email their statement by tomorrow, 10:30 AM.
- Everyone needs to revise their statements using the Goldfield town statement as a model. Chilton will email out the Goldfield model tonight.

Agenda item #3 – Discuss & Improve Drafts

We broke into three groups (Broadening Education, Leadership, & Entrepreneurship) to discuss the agenda questions. We then rewrote our drafts to have the same detail & structure as the Goldfield model.

Action items

- Everyone needs to use the same strategy template. Each group leader should send their revised draft to Deb by 5:00PM next Friday.

Meeting Summary

Meeting attended by:	**ADMINISTRATORS:** Andre Barnes, David Dore; **FACULTY:** Alisa Messer, Francine Podenski, Karen Saginor, **STUDENTS:** Bouchra Simmons, Shannell Williams	
Absent:	Athena Steff, Karl Gamarra	
Date:	December 18, 2012	
Time:	3:00pm-5:0pm	
Agenda Topic #1: Introductions		**Deadlines:**
Notes: After introductions of council members, each constituent group described the process used to select their representatives.		
Action Items: All groups must identify alternates to attend in the absence of a rep		By our next scheduled meeting.
Agenda Topic #2: Review Participatory Governance Policy		
Notes: Policy #2.07 was reviewed. The Council can make 'recommendation' to the Chancellor for a new committee or workgroup. The Council cannot establish committees or workgroups. The Council is a 'recommending body', not a decision-making body.		
Action Items: The correction to Policy - Item V.A. needs to be made.		Andre will inform the Council Secretary by next week.
Agenda Topic #3: Handling Public Comment		
Notes: Members questioned how public comment would be handled through the council. Several reps suggested that every agenda should include a Public Comment time slot. Constituent groups need to ensure that their rep shares information. As an example, the Student reps have a website and are willing to share the web structure.		
Action Items: Ensure the web site is updated and accessible.		Bouchra will email sample web structure to the group on Monday.
Agenda Topic #4: Discuss DRAFT organization chart		
Notes: Program Review should be a subcommittee under Annual Plan and Budget. Student development issues will be addressed under through Program Review and approved by the Budget Committee.		
Action Items: Change org chart to **Annual Plan/Budget/Program Review** Ensure that Student Development is addressed through the Program Review process and by the Budget Committee.		By our next scheduled meeting.
Meeting Adjourned. Next Meeting: 3rd Thursday of each month, 3-5pm MUB 140		

Sample Format of Meeting Minutes

The following is a sample format when creating minutes of a meeting. The minutes are usually completed by the Chapter Secretary, but can be assigned to someone else by the President

Chapter Name:
Date/Time of Meeting:
Location of Meeting:

Members Present: (list all members that attended meeting)

Members Apologies: (list members that did not attend the meeting)

Guests: (list any guests that attended such as speakers, or any potential new members)

Reading and Approval of Minutes: (specify date of minutes being approved)

Agenda Item #1: Officer Reports (create separate agenda items for each officer report)
Discussion: (summarize the discussion at the meeting)
Action: (list any action to be taken by whom and by when)

Agenda Item #2: Advisor's Report
Discussion: (summarize the discussion at the meeting)
Action: (list any action to be taken by whom and by when)

Agenda Item #3: Committee Reports (create separate agenda items for each committee report)
Discussion: (summarize the discussion at the meeting)
Action: (list any action to be taken by whom and by when)

Agenda Item #4: Old Business (create separate agenda item for each unfinished business item)
Discussion: (summarize the discussion at the meeting)
Action: (list any action to be taken by whom and by when)

Agenda Item #5: New Business (create separate agenda item for each new business item)
Discussion: (summarize the discussion at the meeting)
Action: (list any action to be taken by whom and by when)

Announcements: (list any announcements made)

Future Agenda Items: (list any suggested agenda items that are to be tabled for the next meeting)

Next Meeting: (list Date/Time/Location of the next meeting)

Minutes Prepared By: (minutes of meetings should be written up and emailed to all members for review within one week of the meeting. Copies may also be provided at the next chapter meeting)

Exercise 2- Secretarial responsibilities

https://www.academia.edu/32727218/THE_ROLE_OF_SECRE-TARY_IN_THE_FACE_OF_BUSINESS_COMPETITION_IN_THE_COMPANY

Task 19: Create an Online Freelance Profile

Exercise

Step 1: Write a Headline That's Clear, Concise and Effective
Your headline should get straight to the point. We recommend keeping it to one line, so you don't get bogged down with jargon or superfluity. After all, you'll have the opportunity to write about yourself with detail and flair in the profile itself. All you need to do is simply include the following three pieces of information:

Title
Years of experience
Specialty

Step 2: Articulate the Value You'll Bring
Rather than explaining the "what," focus on the "how." How were you able to boost your client's business sales by 110%? How did you transform a client's cubicle-style office to a dream workplace?

People are much more intrigued by your ability to solve problems and drive results, rather than the granular details of what you do.

Step 3: Share Your Qualifications and Experience
Aside from value, people are interested in learning about your background and your experience in your craft. In your freelance profile, be open to including your qualifications, technical skills and number of years in the field. Prove to prospective clients that you're qualified, confident and enthusiastic to take on their project. If you hit all of their checkpoints, they'll add you to the shortlist—one step closer to the job!
Here, include:
Your title (e.g., senior graphic designer)
Years of experience in the field
Areas of expertise and/or specialty
Technical skills and program knowledge
Industry expertise (if applicable)
Links to sample work

Step 4: Be Empathetic
Empathy is hugely valuable as a business owner. Why? You need to be able to give your clients what they want, need and value. What's more, it needs to come from a genuine place. Showing empathy directly on your freelance profile has the potential to place you leaps and bounds ahead of your competition. It shows you care and, better yet, it shows you're human.

As you put together your profile, write for your target client—speak their language. Call out their pain points and address how you can help fix them. Remember, a little empathy from the start goes a long way.

Step 5: Make It Simple for People to Contact You
Don't make people jump through hoops to contact you. So, make it simple for potential clients to find out where you're based and how to start the conversation. Many clients choose to hire local talent, whether it's for proximity reasons or to support the local community. By mentioning where you're located—if you check all the qualification boxes—you could get the upper hand in local projects.

Further, the easier you are to contact, the more reliable you'll appear. After all, reliability is one of the most important factors for clients when hiring freelancers. They're essentially putting their vision in your capable hands. If you're adding your freelance profile to a job network, their terms may require you communicate within the platform. If that's the case, don't include external contact information to avoid getting penalized or banned from the site. These platforms were built to effectively handle communications.

Step 6: Upload a Professional Photo
With your next gig on the line, leave selfies out of it. A professional photo is a key piece in making positive first impressions. If you can, invest in taking professional head shots. If that isn't feasible, simply find an appropriate setting and have a friend snap a few shots of you, with a quality camera. And remember, you don't have to abide by the no-smile passport photo rule. You're essentially trying to win over clients, so look inviting, warm and wear a clean shirt.

Step 7: Create a Maintenance Plan
Your freelance profile isn't a get-it-and-forget-it asset. It actually requires regular maintenance. Just as you would update your resume as you gain more experience or earn another certificate, you also need to freshen up your online profile. So revisit your profile every few months to refresh the copy or add any new credentials.
For freelancers, your digital profile is your resume. If you want to get paid, you must have the freelance profile to back it up. It's what makes a good first impression, gets you the interview and helps you stand out from the competition.
What can you add to your freelance profile to make it stronger? Do you have any other tips that you'd like to add to the list to help your fellow freelancers? We'd love to read your thoughts in the comments below.

Task 20: Create Human Resource Database in Access

1. **Click the File tab.**

2. **Choose New.**
   Access displays a variety of database templates you can use.
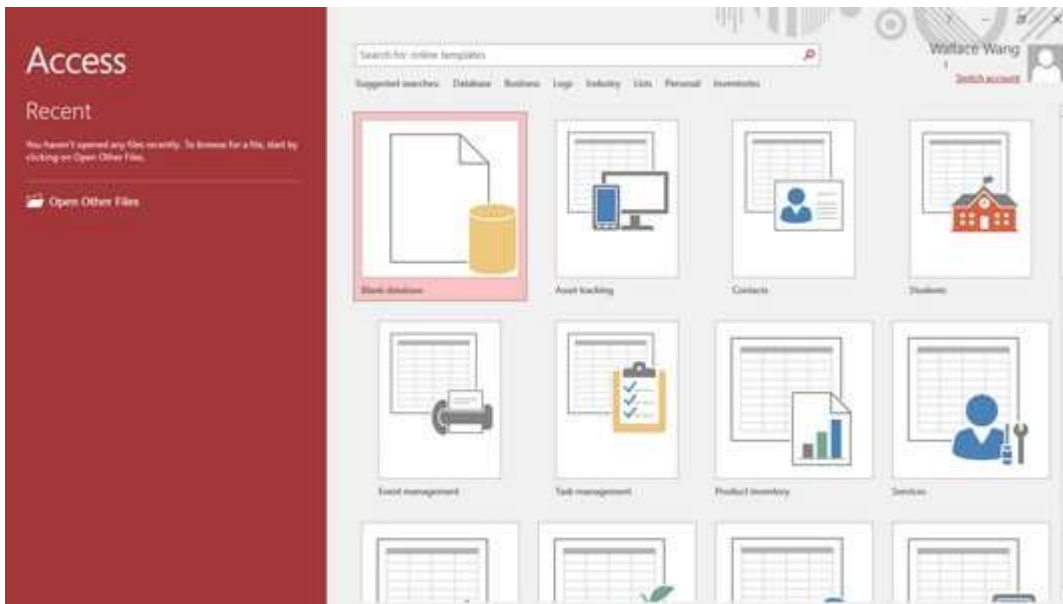
3. Click an icon, such as Blank Database, or any database template.

   When you click a template, a window appears; you see a preview of your template.

4. Click in the File Name text box and type a descriptive name for your database.

   5. Click the Create button to create your database file.
   6. Access displays a blank database.

7 Click the Click to Add heading.

Access displays a menu for defining what type of data that field can hold, such as text or numbers.

The Click to Add column heading displays a menu of different options.

8   Choose Long Text. Access displays a generic field name, such as Field1.

9   Type a name for your field (such as First Name or Salary).

Press Enter. Access displays another Click to Add column; its menu lets you choose the type of data to store in the next field.

10   Choose Long Text or any other data type you want the field to hold.   Access displays another generic field, such as Field1.

11   Type a name for your field, such as Last Name.

12   Repeat Steps 9 through 11 for each additional field you want to   create.

13   When you have finished adding fields, press Esc on the keyboard.
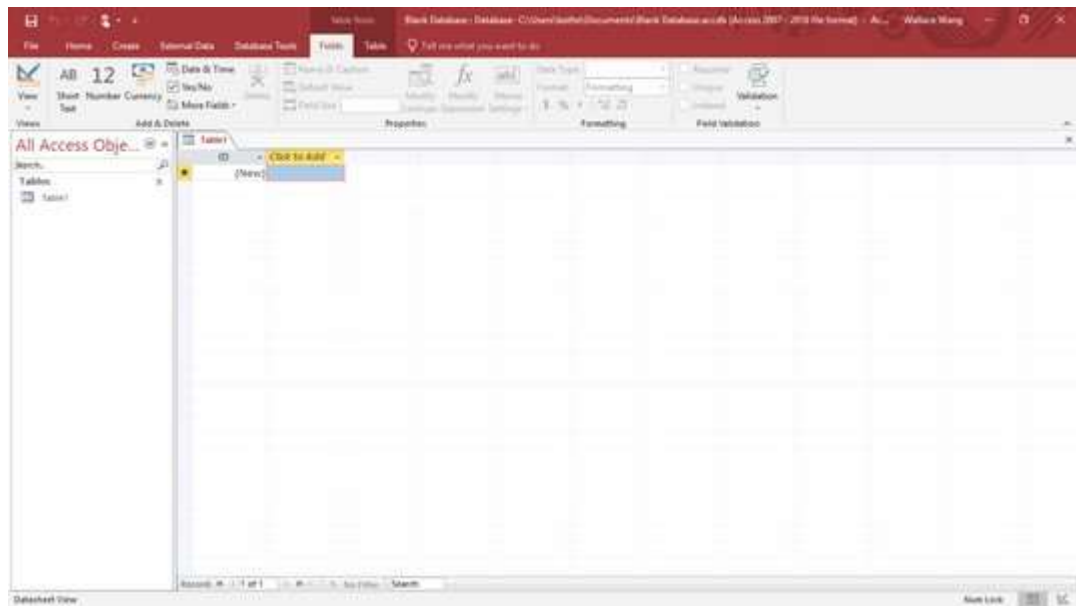
Task 21: **Managing Professional Development**

Ways to manage your professional development

Set a clear goal about what you want to achieve

Once you have a clear goal, you'll find it easier to manage your personal and professional development. You'll be able to choose the training that stretches you personally and gives you the experience you need to grow professionally.

Be intentional and plan your development

One of the best ways to develop yourself and your career is to ensure you keep learning. Work out a training plan for each year and aim to complete at least one piece of significant training each quarter. If your employer only pays for training that gives them a return on their investment, you may need to pay for it yourself.

Look for and take the right opportunities

Training isn't all about the learning. You also need to find opportunities to use your new knowledge and skills. But not all opportunities will be right for you and may not fit your personal brand, so choose carefully.

Discuss your career plans with your manager

When it comes to personal and professional development, it helps if your manager is on board with your career plans. Since your manager will be signing off on your training, select the right one to take on new projects when those chances appear.

Set goals and measure your progress

The best way to manage your development is to ensure you go through a regular process of planning, taking action and reviewing your progress. You'll be clear about how you could improve your performance while seeing beyond day-to-day frustration.

Task 22: Develop effective work habits

The following traits are required for an effective worker. Your task is to take these into consideration and explain how you will use these traits to make work environment more efficient and you as an effective team member of the office setup.

- Punctual.
- Initiative.
- Neat, tidy and clean.
- Organized.
- Systematic
- Efficient.
- Problem solving.
- Follow-up.
- Fast.
- Accuracy.
- Fewer mistakes.
- Paperwork.
- Interpersonal.
- Teamwork.
- Office etiquette.
- Writing.
- Reading.
- Priority.
- Filing
- Responsibility**.**

Exercise
Role play of office environment

Create groups in class to make office inventories

Workplace/Institute Ethics Guide

Work ethic is a standard of conduct and values for job performance. The modern definition of what constitutes good work ethics often varies. Different businesses have different expectations. Work ethic is a belief that hard work and diligence have a moral benefit and an inherent ability, virtue or value to strengthen character and individual abilities. It is a set of values centered on importance of work and manifested by determination or desire to work hard.

The following ten work ethics are defined as essential for employee's success:

1. **Attendance:**

   Be at work every day possible, plan your absences don't abuse leave time. Be punctual every day.

2. **Character:**

   Honesty is the single most important factor having a direct bearing on the final success of an individual, corporation, or product. Complete assigned tasks correctly and promptly. Look to improve your skills.

3. **Team Work:**

   The ability to get along with others including those you don't necessarily like. The ability to carry your own weight and help others who are struggling. Recognize when to speak up with an ideas and when to compromise by blend ideas together.

4. **Appearance:**

   Dress for success, set your best foot forward, personal hygiene, good manner, remember that the first impression of who you are, can last a life time

5. **Attitude:**

   Listen to suggestions and be positive, accept responsibility. If you make a mistake, admit it. Values workplace safety rules and precautions for personal and co-worker safety. Avoids unnecessary risks. Willing to learn new processes, systems and procedures in light of changing responsibilities.

6. **Productivity:**

   Do the work correctly, quality and timelines are prized. Get along with fellows, cooperation is the key to productivity. Help out whenever asked, do extra without being asked. Take

pride in your work, do things the best you know how. Eagerly focuses energy on accomplishing tasks, also referred to as demonstrating   ownership. Takes pride in work.

7. **Organizational Skills:**

   Make an effort to improve, learn ways to better yourself. Time management;   utilize time and resources to get the most out of both. Takes an appropriate   approach to social interactions at work. Maintains focus on work responsibilities.

8. **Communication:**

   Written communication, being able to correctly write reports and memos. **Verbal communications,** being able to communicate one on one or to a group.

9. **Cooperation:**

   Follow institute rules and regulations, learn and follow expectations. Get along with fellows, cooperation is the key to productivity. Able to welcome and adapt to changing workplace situations and the application of new or different skills.

10. **Respect:**

   Work hard, work to the best of your ability. Carry out orders, do what's asked the first time. Show respect, accept and acknowledge an individual's talents and knowledge. Respects diversity in the workplace, including showing due respect for different perspectives, opinions and suggestions.

Suggestive Format and Sequence Order of Success Story

S.No.	Key Information	Detail/Description
1.	Self & Family background	- Self-introduction - Family background and socio economic status - Education level and activities involved in - Financial hardships etc.
2.	How he came on board NAVTTC Training/ or got trained through any other source	- Information about course, apply and selection - Course duration, trade selection - Attendance, active participation, monthly tests, interest in lab work
3.	Post training activities	- How job / business (self-employment) was set up - How capital was managed (loan (if any) etc.). - Detail of work to share i.e. where is job or business being done; how many people employed (in case of self-employment/ business) - Monthly income or earnings and support to family - Earning a happy life than before
4.	Message to others (under training)	- Take the training opportunity seriously - Impose self-discipline and ensure regularity - Make Hard work pays in the end so be always ready for the same.

Note: Success story is a source of motivation for the trainees and can be presented in a number of ways/forms in a NAVTTC skill development course as under: -

1. **To call a passed out successful person of institute. He/she will narrate his/her success story to the trainees in his/her own words and meet trainees as well.**
2. **To see and listen to a recorded video/clip (5 to 7 minutes) showing a successful person Audio video recording that has to cover the above-mentioned points.**
3. **The teacher displays the picture of a successful trainee (name, trade, institute, organization, job, earning per month etc.) and narrates his/her story in teacher's own motivational words**