



SENIOR SCHOOL
CURRICULUM
2016-17

VOLUME-IV
(PART-I)

**Finance, Business and
Management Based Courses**

CENTRAL BOARD OF SECONDARY EDUCATION

“SHIKSHA KENDRA”, 2, COMMUNITY CENTRE, PREET VIHAR, DELHI – 110 301”

FINANCE, BUSINESS AND MANAGEMENT BASED COURSES

1. OFFICE SECRETARYSHIP
 2. STENOGRAPHY AND COMPUTER APPLICATION
 3. ACCOUNTANCY AND TAXATION
 4. MARKETING AND SALESMANSHIP
 5. BANKING AND INSURANCE
 6. RETAIL
 7. FINANCIAL MARKET MANAGEMENT
 8. LIBRARY AND INFORMATION SCIENCES
 9. BUSINESS ADMINISTRATION
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OFFICE SECRETARYSHIP

Objective

This course is intended to make students proficient in the skill of office secretaryship. The office secretary's work includes supporting management, including executives, using a variety of project management, communication & organizational skills. They are responsible for most front-office procedures, such as photocopying, faxing, scheduling, word processing, filing, greeting clients, mail sorting and phone call routing. Most employers prefer secretarial experience to education, and do not usually require applicants to have more than a high school education. Good communication and interpersonal skills are essential. The students will be able to learn about office procedures, names of accounts and vendors, accounts receivable, accounts payable and so forth.

CLASS–XI ELECTIVE

OFFICE PROCEDURES & PRACTICES (604)

(Common for Office Secretaryship and Stenography & Computer Application)

THEORY

Time: 3 Hours

Marks: 60

Unit-1: Introduction of Office, Lay-Out and Environment

10

-) Meaning, functions, importance.
-) Centralization & decentralization of office services.
-) Office layout – types, open and private office.
-) Office environment – meaning and elements (lighting, noise, interior decoration, cleanliness and security).

Unit-2: Office Stationery – Inventory Control

10

-) Types of stationery used in office.
-) Procedure of purchasing, inspection, storing and issuing of stationery.
-) Control on consumption of stationery.
-) Keeping record of stationery.
-) Maintenance of stock registers.
-) Office forms, manuals – meaning and importance.

Unit-3: Secretarial Functions

10

-) Meaning of Office Secretary (personal/private secretary).
-) Qualities of a secretary – personal & professional qualities.
-) Duties of a secretary.

Unit-4: Making Travel Arrangements

10

-) Use of air, rail, road time table and fare calculation.
-) Making tour programme of an executive.
-) Making reservations – through travel agents, direct purchase, e-ticketing.
-) Submission and preparation of TA Bills.

Unit-5: Banking Services	10
) Opening of Bank a/c: Saving, Current, Recurring deposit and fixed deposit.	
) Knowledge about different forms used in the bank: Deposit, withdrawal, demand draft.	
) Banking services – ATM, lockers, E-payment, credit/debit/smart card, ECS Electronic clearing services, E-banking.	

Unit-6: Office Correspondence	10
) Meaning, essentials of a good letter.	
) Types of official correspondence – circular letters, Memorandum, DO letter, UO note, Office order, Notification.	
) Application for a job/personal letter.	

PRACTICAL

Time: 2 Hours *Marks: 40*

Note: The practical work should be as near as the actual work performed in an office.

Job-1: Working in the Office	5
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-) Maintenance of Registers for stationery, making entries in the stock Registers.
-) Making entries in Bin Cards, stationery requisition slip and issue of stationery.

Job-2: Practice of Secretarial Duties	5
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-) Doing receptionist work, attending visitors/callers, incoming telephone calls etc.

Job-3: Making Travel Arrangements	5
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-) Preparation of tour programme.
-) Railway / Air reservation.
-) Booking Hotel accommodation.
-) Filling forms for tour advance.
-) Preparation and submission of TA bills.

Job-4: Banking Services	5
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-) Filling up of forms – opening of saving Bank account, withdrawal slip, demand draft and cheque writing.

Job-5: Office Correspondence	5
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-) Drafting a Memo letter.
-) Drafting a DO letter.
-) Application for job.

Job-6: Viva & File Work	15
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CLASS–XI
ELECTIVE
TYPOGRAPHY & COMPUTER APPLICATION (ENGLISH) (607)
(Common for Office Secretaryship and Stenography & Computer Application)

THEORY

Time: 2 Hours

Marks: 30

Part-I: Typography

Unit-1: Introduction to Typography **5**

-) Origin and development of typewriting.
-) Importance and Utility of typewriting.
-) Types of Machines – manual, portable, noiseless (Braille), Electronic.
-) Computers and laptops.

Unit-2: Key-Board Operations **5**

-) Sitting posture.
-) Touch and sight methods.
-) Learning home row, upper row, bottom row.
-) Learning number row, special signs and symbols & Roman numbers.

Unit-3: Display Techniques **5**

-) Margin setting and line spacing, alignments, centering of heading.
-) Use of punctuation marks.
-) Paragraphing.
-) Syllabification and calculation of speed.
-) Typing of tabular statement.

Part-II: Computer Applications

Unit-4: Computer Hardware **4**

Personal Computers: Identification / demonstration of different storage devices like floppy disk & floppy disk drive, Pen Drive, CD & DC-drive, DVD Drive, Hard Disk – HDD, Storing & retrieving data from various Storage Devices, Identification of various input & output devices, different types of printer – Dot Matrix, Inkjet / DeskJet / Bubble jet, Laser printer.

Introduction to troubleshooting of Personal Computers with reference to Connectivity (USB, PS2, Keyboard Port, Monitor Socket, Speaker / Microphone Socket) for connecting devices such as Keyboard, Mouse, Monitor, Scanner, Printer, Speaker, Microphone, Pen Drive and Web Cam, Setting of basic properties of Monitor and Printer.

Unit-5: Windows Operating System **2**

Introduction to Windows: Logging on, switching between accounts, Accounts aren't just for networks, Assigning and changing account passwords, shutting down minimizing windows, enlarging windows manually changing window sizes, moving windows, closing a window, a window's menu, a window's toolbar, taskbar & Start button functions and review.

Working with Windows: Looking at my Computer window, working in the my Computer window, other start menu window, navigating and using Windows Explorer and Control Panel.

Unit-6: Office **4**

Introduction to Office: Introducing Word, Excel, PowerPoint, Outlook, Optimizing office shortcut bar, the office assistant, sharing information, the web toolbar.

Unit-7: Ms Word **5**

Processing with Word: Beginning with Word, Entering text, selecting text deleting text, copying cutting and pasting text, finding and replacing text with basic and advanced options, auto correcting and auto formatting, correcting mistakes, spelling and grammar corrections.

Formatting with Word: Simple character formatting – changing fonts and colors of text. Inserting numbers and bullets, paragraph formatting – center align, left align, right align and justify text tab setting, setting indentation and spacing, the ruler, setting page margins, Inserting line and page breaks, Formatting with styles, using format painter, previewing document before print.

Managing Documents and Customizing Word: Document properties, using word's advanced proofreaders – using the spell checker, using automatic hyphenation, using the thesaurus, Simple transaction, customize features and options settings.

Advanced Word Features: Inserting special characters, inserting dates and page numbers, inserting pictures, inserting scanned and digital camera images, creating and using auto text entries, adding tables to documents – creating new table, traversing the table, Inserting new columns and rows, drawing tables freehand, Using header and footer options, adding footnotes and endnotes.

PRACTICAL

Time: 3 Hours

Marks: 70

1. Key Board Operations **30**

Accuracy key boarding skills for typing a paragraph using typing tutor software minimum benchmark accurate typing speed of 20 words per minute.

2. MS Word **25**

Creating, formatting and page setting a document keeping the following areas in mind.

-) Folder Creation.
-) Font – size, type, style.
-) Alignment – left, right, center, justify.
-) Page setting – Left Margin, Right Margin, Top Margin, Bottom Margin.
-) Spell check & corrections.
-) Saving in the newly created folder.
-) Printing the document.
-) Finding and replacing words.
-) Saving the changed/modified document in the folder.
-) Reprinting the changed document.

3. Practical File **10**

Should contain at least 20 printouts of documents typed over the year verified by the Teacher/ instructor concerned to be shown at the time of final practical examination.

4. Viva **5**

CLASS–XI
ELECTIVE
TYPOGRAPHY & COMPUTER APPLICATION (HINDI) (609)
(Common for Office Secretaryship and Stenography & Computer Application)
THEORY

Time: 2 Hours

Marks: 30

PART–I – Vad.k foKku & F;ksjh (IS¼kfUrd)

û- Vad.k foKku dk ifjp;kadu **5**

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dqathiVy lapkyd **5**

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ü- Iqanj izLrqrdh.k ds fu;e **10**

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lkj.kh Vkbi djus dh fof/;kaA

Part–II – Computer Application **10**

(Details given in English Syllabus)

1. Basic Concepts of Computers. **4**
2. Operating Systems. **3**
3. Word Processing. **3**

IS¼kfUrd iz'ui=k & dsoy ,d iz'ui=k cksMZ }kjk fu/kZfjr fd;k tk,xk ftlesa nks Hkkxksa esa
Vad.k&foKku ,ao dal;wVj ,slyhds'ku ds IS¼kfUrd ikBksa dk lekos'k gksxkA

PRACTICAL

Time: 3 Hours

Marks: 70

Part-I - Vad.k foKku (fgUnh) & O;kogkfjd (Practical)

- 1- cSBus dh lgh fLFkfr fl[kkuk vkSj Vad.k ds egRo] xfr ,oa 'kq'¼rk ds ckjs esa le>kukA dqathiVy dk lapkyu Li'kZ fof/ ;k Vp eSFkM ls fl[kkukA vk/kj iafDr ,oa ijh iafDr dk lgh vH;kl djukA fuEu iafDr ,oa la[;k iafDr ,oa fiQV dqath dk lapkyuA xfr c<+kuk vkSj 'kq'¼rk ij è;ku nsukA
- 2- gkf'k;s yxkuk] ck,a] nk;sa gkf'k;s yxkuk] iafDr varj.k djuk] 'kh"kZd] mi&'kh"kZd dk dsUnz.k djuk] ,oa O;kdjf.kd fpg~uksa dk iz;ksxA 'kCnksa ds foHkktu] iSjkxzkiQ Vkbi djus ,ao fo'ks"k fpg~uksa dk iz;ksx ,oa vH;kl djukA
- 3- lkj.kh;u & lkj.kh Vkbi djuk] dkWye cukuk] mudk ISfVax djukA lk/kj.k ;k O;fDrxr i=k Vkbi djuk vkSj lgh ist esa iQkWjesV djukA

Part-II – Computer Application (Practical)

To perform practical work on Computer according to the contents of the syllabus. After learning the Computer theory and commands, practical tasks will be performed in English or Hindi.

ijh{kk ,oa ewY;kadu fof/ & O;kogkfjd ijh{kk izf'k{kd }kjk yh tk,xhA

समय : 3 घंटे

पणार्किक : 70

- 1- 200 'kCnksa dk ;k 1000 LVksDI dk ,d vuqPNsn 20 'k-iz-fe- dh xfr ls 10 feuV rd VkbijkbVj@dal;wVj ij Vkbi djuk gksxkA 20
 - 2- O;fDrxr ;k vkosnu&i=k dks lgh izk:lk esa 20 feuV esa dal;wVj ij Vkbi djuk gksxk vkSj mls Ýykih] lhMh ;k iSu M^akbo ij Iso djds mldk fizaV ysuk gksxkA 20
 - 3- igys ls miyC/ iQkbyksa dks <wa<dj muesa ifjorZu ;k la'kks/u djuk gksxkA 20
 - 4- Okkf'kZd O;kogkfjd dk;Z dh iQkby j[kuh gksxh ftls ns[kdj ijh{kd iznku djsxkA 10
- uksV % ewY;kadau ,oa vadu ;kstuk i" B _____ ij nh xbZ gSA

CLASS-XI OPTIONAL

SECRETARIAL PRACTICE AND ACCOUNTING (605)

THEORY

Time: 3 Hours

Marks: 60

1. Introduction

10

Definition of secretary, Types of secretaries.

2. Secretarial Work

10

Nature and Importance, Scope of secretarial duties, Qualifications of a secretary.

- 3. Accounting Work of a Secretary** **10**
 Definition of Accounting and need, Terms used in accounting, Rules of debit and credit.
- 4. Banking Transactions** **15**
 Different types of bank accounts, Opening and operation of a bank account, Kinds of Cheques, Demand Draft, Mail Transfer, Telegraphic Transfer, Travellers' Cheques.
- 5. Postal Services** **15**
-) Ordinary Mail.
 -) Registered Mail.
 -) Speed Post.
 -) Money Order.
 -) Postal Orders.
 -) V.P.P.

PRACTICAL

Time: 2 Hours

Marks: 40

- 1. Practice of Routine Secretarial Duties** **10**
-) Doing receptionists work.
 -) Attending to visitors / callers.
 -) Attending to incoming telephone calls.
 -) Noting appointments of the employer.
 -) Making railway reservation / air booking.
- OR**
-) Routine duties in School Office.
- 2. Using Source of Information** **10**
-) Telephone Directory.
 -) Railway Time Table.
 -) Flight Schedules of airways.
 -) Post Office Guide.
 -) Ready Reckoner.
- 3. Finding Job of Secretary / Assistant Secretary** **10**
-) Selecting suitable jobs advertised in newspaper columns.
 -) Making application for jobs.
 -) Preparing for interview.
 -) Preparing letter of acceptance, letter of joining, relieving letter.
 -) Handing over and taking over charge.
- 4. Use of Postal Services** **10**
-) Mailing Registered and Registered/Insured Covers.

) Despatch of V.P.P. Mail.

CLASS–XI
OPTIONAL
OFFICE COMMUNICATION (606)
THEORY

Time: 3 Hours

Marks: 60

1. Introduction

15

-) Meaning of communication.
-) Importance.
-) Communication Modes: Oral and Written.
-) Scope: Internal and External.
Local, National-level, International.
-) Media of communication.

2. Oral Communication

15

-) Face to face communication.
-) Use of Telephone.
-) Types of telephone facilities.
Local, Inland trunk service.
S.T.D. and I.S.D.
Inter-com systems/Direct line with extensions.

3. Written Communication

15

-) Internal Communication
(Notices/Circulars/Office Memo/Letters).
-) External Communication
(Notices/Circulars/Advertisements/Letters).
-) Telegraphic Communication
Use of Tele printers and Fax machines.

4. Report Writing

15

-) Meaning and importance of reports.
-) Types of reports.
-) Writing of reports - Procedure.
-) Content of reports - Form and Arrangement.
-) Contents of reports - Form and Arrangements.

PRACTICAL

Time: 2 Hours

Marks: 40

1. Telephone Handling Practice

-) Making Calls, Receiving calls,
Taking messages, Transferring calls.
-) Making complaints for faults and follow up.

2. Preparing Reports based on

-) Available factual information.
-) Based on enquiry and investigation of facts.
-) Based on survey of individual opinion.

3. Drafting Notices, Circulars and Office Memos on the Basis of given Information.

GUIDELINES FOR PRACTICAL EXAMINERS

Word – A Sample Case Study

Create a resume of about one page long similar to the one shown below considering points a to j, for a BA (Pass) graduate from Allahabad University looking for a Operator's job.

Shimpi Sherwal
A-22, Vikas Vihar, Delhi 110099
Ph: 23999999 Mobile: 9811111111
shimpisherwal@kmail.com

Objective:	Assignment as Computer Operator.
Education:	B.A. (Pass), Allahabad University (2007). Six month Diploma in Computer. Applications, Quick Type Institute, Saket, New Delhi. (2008).
Work Experience	
July 2007 – Jan 2008:	Successfully completed internship as an operator in Pickloo Associates.
Jan 2008 – Mar 2008:	Worked with the Daily Typo mints as Computer Operator.
Skills:	Fluent in Typing English, Hindi and French, 50 wpm typing speed. Knowledge of Photoshop, PageMaker, Word.
Personal Information	
Marital Status:	Single.
Date of birth:	22-Mar-1986.
Appearance:	Pleasant looking.
References:	On request.

- (a) Set the top, bottom, left and right margins of page to 1" each.
- (b) Use tab stops inserted at 0 and 3 inches on the ruler.
- (c) Set the font of entire resume to Arial 12 points, Name, postal address, email address to Arial 14 points.
- (d) Bold face the Name, postal address and email address.
- (e) Left Align the resume except the Name, Postal address and email address.

- (f) Align the top lines of the resume which show the name, postal address and Email address of the person.
- (g) Under the Work Experience heading, use tab stops to make the content readable.
- (h) Under the Work Experience heading, boldface and underline the text "Knowledge of Photoshop, PageMaker, Word." To make it stand out.
- (i) Insert a picture of the applicant in the top left or top right corner of the resume.
- (j) Check the entire resume for any spelling or grammatical errors.

Excel – A Sample Case Study

Prepare an analytical result sheet of Terminal Test of your class in the format given below.

A	B	C	D	E	F	G	H
UNIT TEST							
Name	English	Office Pp	Accountancy	Stenography	Computer Applications	Total Marks	Percentage
Akriti	78	65	77	88	76	----	----
Charu	77	98	90	66	99	----	----
Gouri	67	78	87	56	84	----	----
Riya	81	91	98	77	100	----	----
Highest	----	----	----	----	----	----	----
Lowest	----	----	----	----	----	----	----

1. Calculate the total marks obtained by each student in the next column (column G).
2. Calculate the Highest and Lowest marks obtained in each subject.
3. Also calculate the aggregate/percentage marks obtained by each student (column H).
4. Give the number of students appearing for COMPUTER APPLICATIONS test.

Note: Name the relevant ranges and use these range names for calculating the above mentioned formula values.

Power Point – A Sample Case Study

The CEO of Prieta Bull Limited is visiting India and China to procure iron ore mines. He is negotiating with the government for the purchase of the iron ore mines and is giving a presentation on behalf of the company showing its worth and updated technology to establish a steel plant. The Commercial, Finance, Commerce and External Affairs ministers are present as an audience along with topper from other companies who have also come as competitors for the same.

Create a Slide Show having the Following

1. The profile of the company, its founders and shareholders.
2. A bar chart depicting the turnover of the company in the last 10 years.
3. Insert a picture of the factory and give animation effects.
4. Include speaker notes which the CEO will be using while delivering his presentation using Notes Page View.
5. You may include Rehearse Timings along with transition effects to make a stronger impact on the audience.
6. Create a master slide with the company logo, and use the same format for all subsequent slides.

Marking Scheme

Note:

1. For assigning the marks in practical speed test: First calculate the speed and then assign the marks to the candidate in relation to the net speed. To encourage higher speed and accuracy the minimum speed i.e. qualifying speed holder should get the minimum pass marks i.e. 33% of marks allotted for the test for example if the list carries 30 marks then pass marks is 10 for qualifying speed of 30 wpm.
2. Various norms or standards have been fixed for calculating the speed and marks system. Following method should be followed for calculating net speed and assigning marks.

Job – I:

Every mistake/error in Typewriting should be treated as Full Error. However, mechanical error can be ignored.

Count the Errors and Gross letters (Strokes) calculate the Net Speed and marks as under:

$$NS = \frac{GL - (\text{levied penalty}) \times EC}{5 \times T}$$

NS = Net Speed, GL = Gross letters, EC = Errors Committed, T = Time, levied penalty = 0 strokes for each error.

$$MO = MM \times \frac{NS}{QS} - QMP$$

MO = Marks obtained, MM = Maximum marks allotted for the speed test, NS = Net Speed, QS = Qualifying Speed, QMP = Qualifying marks penalty.

i.e. (maximum marks allotted for the test- qualifying marks).

Example–1:

Let GL = 2000 Strokes, EC = 10, T = 10 Minutes, MM = 30, QS = 30 wpm, Qualifying marks = 10, QMP = 30 – 10 = 20

GL – 20 X EC.

$$\text{Net Speed} = \frac{\quad}{5 \times T}$$

$$NS = \frac{2000 - 20 \times 10}{5 \times 10} = \frac{2000 - 200}{5 \times 10} = \frac{1800}{50} = 36 \text{wpm}$$

Therefore marks obtained:

$$MQ = MM \times \frac{NS}{QS} - QMP = 36$$

$$= 30 \times \frac{36}{30} - 20$$

$$= 36 - 20 = 16 \text{ marks out of } 30$$

Example–2:

Let GL = 2065 strokes, EC = 14, T = 10 mts, MM = 30 QS = 30 wpm:

Qualifying marks = 10, QMP = 30 – 10 =20, levied penalty = 10 strokes per error.

$$NS = \frac{GL - \text{levied Penalty} \times EC}{5 \times T}$$

$$NS = \frac{2065 - 20 \times 14}{5 \times 10} = \frac{2065 - 280}{50} = \frac{1985}{50} = 39.7 = 40 \text{wpm (say)}$$

$$MO = MM \times \frac{NS}{QS} - QMP = 40$$

$$= 30 \times \frac{40}{30} - 20 = 20 \text{ marks out of } 30$$

Job – II:

Deduct 1 mark for improper display, typing error and subtract the total from 10 and award the balance.

Job – III:

Deduct 1 mark for typing error, proof correction not carried out and subtract the total from 10 and award balance marks.

Job – IV:

Deduct 1 mark for improper calculating, totalling, typing error and subtract the total from 10 and award balance marks.

Job – V:

Deduct 1 mark for error in clipart and presentation.

Seasonal work file will be checked and signed by the Examiner.

Note:

While preparing the speed test paper, counting of strokes should be shown at the end of each line. Every shift key operation, Tabular bar, space bar should also be counted along with every depression of the letter/sign/figure/adjustment key essential for typing the matter, 5 Strokes constitute a word. Levied penalty means penalty of 20 strokes for each Error in speed typing.

LIST OF RECOMMENDED BOOKS (TYPEWRITING)

1.	English Typewriting Instructor & Office Manual.	Dr. G. D. Bist
2.	Typography.	Dr. G. D. Bist
3.	Typing Test Guide.	Dr. G. D. Bist
4.	Principles of Typewriting.	By S. S. Sangal and D. P. Bhatia, Pitman Shorthand School
5.	Typewriting Speed & Accuracy.	By. O. P. Kuthiala
6.	Manual for Typists and Stenographers.	By Dr. P. Raizada

CLASS–XI

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

Time: 3 Hours

Marks: 100

Part–I: (Compulsory to all Vocational Courses)

Marks: 50

A.	Business Management and Entrepreneurship	30
	(a) Entrepreneurship Orientation	5
	Importance and relevance in real life: Emphasis on self employment.	
	(b) Entrepreneurship Values and Attitudes	5
	Innovativeness, Independence, Risk Taking, Analytical ability.	
	(c) Entrepreneurial Motivation	5
	Achievement Planning, personal efficacy, entrepreneurial goal setting.	

- (d) **Launching of a Business Venture** 15
Identification of project, steps in setting up a business, information about various institutions providing assistance, project formulation.

B. Computational Skills 10

- (a) Percentage, ratio & proportion, profit & loss, discount, simple and compound interest, population growth and depreciation of value of articles using logarithm. 6
(b) Area and volume: rectangle, parallelogram, circle, cube, cone, cylinder & sphere. 4

C. Environmental Education 5

- (a) Environment and the society.
(b) Environment properties risks in different economic enterprises, in use of raw materials, in processing / manufacturing and designing.
(c) Poverty and environment.

D. Rural Development 5

- (a) Agriculture, the back bone of Indian Economy.
(b) Rural development projects in India including Integrated rural development programme.
(c) Agro based rural industries.
(d) Community approach to rural development.

Part–II

Marks: 50

1. Communication 20

Meaning, Importance, means of written and oral communication, requisite of good communication.

2. Computer Awareness 10

Introduction to computers, uses of computers in different fields, hardware, software, input and output devices.

3. Elementary Book–Keeping and Accountancy 10

Double entry system, basic knowledge of books of accounts and final accounts.

4. Typewriting 10

Typewriter, essential parts and keyboard operation.

CLASS–XII

ELECTIVE

OFFICE PROCEDURES & PRACTICES (604)

(Common for Office Secretaryship and Stenography & Computer Application)

THEORY

Time: 3 Hours

Marks: 60

Unit-1: Mail and Document Handling 10

- Mailing.
-) Meaning & Importance of Mail, Centralization and Decentralization of Correspondence.
 -) Handling Inward and Outward Mail.
 -) Mail room Equipment – sorting table, rack, Letter opening machine, Postal Franking Machine,
 -) Scale, Post Office Guide.

-) Services rendered by Postal Department – Registered, Ordinary, Insured, Business Reply Card, Certificate of Posting, Speed Post, Post Bag, Post Box, Telegrams.

Unit-2: Filing and Indexing **10**

-) Meaning and Importance of Filing.
-) Essentials of good filing system.
-) Classification of Files.
-) Centralized and Decentralized system of filing.
-) Modern methods of filing: Horizontal, Vertical, Suspension and Lateral.
-) Weeding of old records.
-) Meaning, importance and types of indexing.

Unit-3: Office Machines **10**

-) Advantages and disadvantages of mechanization.
-) Factors in selecting office machines.
-) Different types of machines: Typewriter, Stencil, Duplicator, Copy Printer, Photocopier, Dictaphone, Cash Register, Note Sorting and Counting Machine, Time Recorder, CCTV, Laptop, Answering Machine, Computer, Mobile.

Unit-4: Office Communication **20**

-) (4.1) Need and Importance of Communication.
Oral Communication: Telephone Etiquettes, Noting of telephone message, Handling telephonic calls, phonograms, use of telephone directories and yellow pages, EPABX system.
-) (4.2) Written Communication.
Business Correspondence.
Essentials of Business Correspondence.
Structure of Business letter.
Types of business letter – Enquiry, Quotation, Placing an order, Payment, Complaints and Adjustments.
-) (4.3) Electronic Communication.
Fax (Facsimile), E-mail and Internet.

Unit-5: Meetings **10**

-) Meaning and requisites of a valid meeting.
-) Drafting of Notice, Agenda and Minutes of Meetings.
-) Terms used in the conduct of meeting-quorum, proxy, adjournment, motion, amendment and resolution, Casting vote, Poll.
-) Secretarial duties before, during and after a meeting.

PRACTICAL

Time: 2 Hours

Marks: 40

Note: The Practical should be as near as the actual work performed in the office.

Job-1: Mail and Document Handling **5**

Making entries in Inward/Outward Mail Register, Use of letter opener, time and date stamp, Receiving & sorting mail department wise, distributing mail, preparation of envelopes, attaching enclosures, folding & inserting of letters, weighing & stamping, entering in peon book, preparation of railway and postal parcels.

Job-2: Filing & Indexing 5

Keeping office files alphabetically, using numeric filing system, Arranging office files subject wise, geographically, searching a particular file from a filing cabinet, preparing Book index for all equipments and material kept in an office.

Job-3: Practice on the following Machines 5

Photocopier, FAX, Franking machine, Duplication machine, Dictaphone, laptop, e-mailing.

Job-4: Communications 5

Drafting of the following business letters.

Letter of Enquiry, quotation, letter placing an order and letter of complaint.

Job-5: Meetings 5

Drafting of Notice, Agenda and Minutes of a meeting.

Job-6: Viva and File Work 15

LIST OF RECOMMENDED BOOKS

- | | | | |
|----|---|---|---------------------|
| 1. | Text Book of Office Management. | : | by W. H. Leffingwel |
| 2. | An outline of Secretarial Practice and Office Management. | : | by P. K. Ghosh |
| 3. | Office Correspondence & Management. | : | by B. N. Tandon |
| 4. | Office / Secretarial Practice. | : | Dr. G. D. Bist |
| 5. | dk;kZy; i¼fr | : | MkWú xksikynÙk fc"V |
| 6. | Office Procedure and Practice-I. | : | NCERT |
| 7. | Office Management and Secretarial Practice. | : | V. P. Singh |

**CLASS–XII
ELECTIVE**

TYPOGRAPHY & COMPUTER APPLICATION (ENGLISH) (607)
(Common for Office Secretaryship and Stenography & Computer Application)

THEORY

Time: 2 Hours

Marks: 30

Part-I: Typography

Correspondence 5

Business: Different styles of letters – indented, semi indented and blocked.

Official: Office Memorandum, office order, DO letter and Office Note.

Manuscript 5

Proof correction signs.

List of standard abbreviations.

Part-II: Computer Applications

Excel

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

Editing Excel: Worksheets/Spreadsheets – selecting cells, Editing cell contents, Inserting and deleting cells, Inserting and deleting rows and columns, working with worksheet ranges. Using cut, copy and paste options, clearing data.

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

Using Special Tools: Spell checking, auto correct worksheets, finding and replacing data, using autofill, adding comments.

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

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

Power Point

4

Power Point Presentations: Understanding presentations and slides, creating a new presentation – the auto content wizard and presentation design, creating presentations using design templates.

Editing and Arranging Presentations: Using the outline – adding and importing new items, promoting and demoting elements, Using the slide sorter view, using the notes page view. Saving and printing.

Power Point Advanced Features: Modifying presentations, editing individual slides – putting comments in your presentations, adding text and text boxes, moving and rotating text. Adding pictures.

Animating your Presentations: Using Power Point's slide show – timed transitions, transition effects, setting up shows, rehearsing slide show, Voice narration, using action buttons, introducing animation schemes, customizing animation.

Internet and Security

8

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

Email

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

Computer Virus

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

PRACTICAL

Time: 3 Hours

Marks: 70

1. Key Board Operations – Speed Test of 30 wpm – 10 minutes

20

(300 words/1500 strokes)

Inculcation of Accuracy in key boarding skills for typing a paragraph by using Typing Tutor software. Minimum benchmark for accurate typing is the speed of 30 words per minute.

2. Proof Corrections / Correspondence 10

One manuscript of 200 words containing 10 proof correction signs.

OR

One Official/Business letter of 180-200 words in MS word.

3. MS Excel 15

Creating a spreadsheet with at least 5-6 columns and 6-8 rows including main heading, column headings, calculations (max, min, sum, average, or simple arithmetic operations), formatting and page setting, saving and printing the Spreadsheet.

4. MS Power Point 10

Creating a presentation with at least 7-8 slides including Bulleted points, Insertion of Picture/Clip Arts, Slide Transition Effects and Custom Animations, saving and printing the presentation.

5. Practical File 10

Should contain at least 10 printouts of spreadsheets and 10 printouts of presentations created over the year verified by the Teacher/Instructor concerned to be shown to the external examiner at the time of final practical examination.

6. Viva 5

LIST OF RECOMMENDED BOOKS

1. Text Book of Office Management. : by W. H. Leffingwel
2. An outline of Secretarial Practice and Office Management. : by P. K. Ghosh
3. Office Correspondence & Management. : by B. N. Tandon
4. Office / Secretarial Practice. : Dr. G. D. Bist
5. dk;kZy; i¼fr : MkWú xksikynÙk fc"V
6. Office Procedure and Practice-I. : NCERT
7. Office Management and Secretarial Practice. : V. P. Singh

LIST OF RECOMMENDED BOOKS (TYPE WRITING)

1.	English Typewriting Instructor & Office Manual	Dr. G. D. Bist
2.	Typography	Dr. G. D. Bist
3.	Typing Test Guide	Dr. G. D. Bist
4.	Principles of Typewriting	By S. S. Sangal and D. P. Bhatia, Pitman Shorthand School
5.	Typewriting Speed & Accuracy	By. O. P. Kuthiala
6.	Manual for Typists and Stenographers	By Dr. P. Raizada

CLASS–XII
ELECTIVE
TYPOGRAPHY & COMPUTER APPLICATION (HINDI) (609)
(Common for Office Secretaryship and Stenography & Computer Application)
THEORY

Time: 2 Hours

Marks: 30

Part–I – Vad.k foKku (Typography) – Theory

- 1- i=k&O;ogkj & O;kolkf;d ,oa 'kkldh; i=k] i=k Vkbi djus dh fof/;ka& O;fDrxr] O;kolkf;d ,oa 'kkldh; i=kksa esa varj] i=kksa ds Hkkx] 'kkldh; ,oa v¼Z&'kkldh; i=k] v'kkldh; fVli.kh] Kkiu] vf/lwpuk vkfn ds izk:iA 5
- 2- dkcZu izfrfyfidj.k ,oa LVsafly dkVuk ,oa cgqizfrfyfidj.k& fofHkUu izdkj ds dkcZuksa ds iz;ksx] LVsafly dk iz;ksx] LVsafly dkVus esa visf{kr lko/kfu;ka ,oa v'kqf¼;ksa dk lq/kkj] LVsafly ls cgqizfrfyfidj.k] iQksVksdkih e'khu vkfn ls izfrfyfidj.kA 2
- 3- ik.Mqfyfi Vki djuk ,oa la'kks/u fpg~uksa dk iz;ksx & la'kksf/r ik.Mqfyfi ,oa la'kksf/r lkexzh Vki djus ls iwoZ dh lko/kfu;ka] la{kfsir v{kjksa dk iz;ksxA 3

Part–II – Computer Application – Theory

20

(Details given in English Syllabus)

1. Spread Sheet. 8
2. Power Point. 8
3. Mail and Message system. 4

ijh{k k ,oa ewY;kadu fof/ & ijh{k k cksMZ }kjk yh tk,xh ftlds nks Hkkx gksaxsA

PRACTICAL (व्यावहारिक)

Time: 3 Hours

Marks: 70

Part I – Vad.k foKku (Typography) – Practical (O;kogkfjd)

- O;kogkfjd dk;Z IS¼kfUrd ikB~;ozQe ds vuqlkj dj;k tk,xk ftlesa nksuksa Hkkxksa dk lekos'k gksxkA jh{k k ,oa ewY;kadu fof/ & ijh{k k cksMZ ds ijh{k d }kjk fuEu dk;ks± esa yh tk,xh&
- 1- xfr ijh{k k U;wure 30 'kCn izfr feuV dh nj ls 10 feuV dh gksxh ftlesa de ls de 300 'kCn ;k 1500 LV^aksd gksaxsA 20
 - 2- ,d O;kogkfjd ;k 'kkldh; i=k ftlesa yxHkx 200 'kCn gksaxs] lgh izk:i esa dal;wVj ij Vki djuk gksxk vkSj fizaV ysuk gksxkA (MS Word) 10
 - 3- ,d ikaMqfyfi ;k la'kksf/r lkexzh 10 la'kks/d fpg~uksa lfgr lgh Vki djuh gksxh lgh izk:lk esaA 10
 - 4- 4&5 dkWye vkSj 6&8 iafDr;ksa dh Lizm 'khV ij xf.krh; iQkjewyksa ls rS;kj djuh gksxhA (Excel) 20
 - 5- ,d ikoj lokWbaV ij fDyi vkVZ ;k LykbM rS;kj djds fizaV ysuk gksxkA (Power Point) 10
- & O;kogkfjd dk;Z dh iQkby ck; ijh{k d dks fn[kkuh gksxhA

Note: The Evaluation will be done according to the set formulas in Typing speed, letter typing, manuscript etc. The formula for job 4 and 5 will be the same a applicable to job 2 or 3.

fgUnh VkbjkbVax&ijh{kk ,oa ewY;kdau i}fr dsoy ijh{kdksa ds fy, (d{kk&ûü)

समय : 3 घंटे

अंक : 70

dk;Z&û % xfr ijh{kk & 10 feuV fu/kkZfjr xfr & 30 'k-iz-fe- xfr ijh{kk igys yh tk,xhA ml ds ckn vU; dk;Z fd, tk,axsA igys v'kqf¼;ka vafdr djsa] mudks fxusa vkSj fuEu fof/k (fof'k"V lw=k) ls xfr fudkysaA

$$\text{निवल गति} = \frac{\text{कुल स्ट्रोक} - 25}{5} \mid \frac{\text{अष्टुद्धियां}}{\text{समय}}$$

30

mngkj.k ds fy, ;fn dqy LV^aksd = 2000] v'kqf¼;ka = 20

$$\text{fuoy xfr} = \frac{2000 \text{ Z } 25 \mid 20}{5 \mid \text{समय } 50} = \frac{2000 \text{ Z } 500}{.50}$$

$$\frac{1500}{50} = 30 \text{ 'kCn izfr feuV}$$

fuoy xfr

izklrkad fu/kZfjr vad X _____ vf/dre dVksRrh

U;wurd fu/kZfjr xfr

fu/kZfjr vad (Maximum Marks), fuoy xfr (Net Speed), U;wurd fu/kZfjr xfr (Qualifying Speed) vf/dre dVksRrh (Max. Marks - Qualifying mark).

uksV % Vad.k ijh{kk esa izR;sd v'kqf¼ iwjh fxuh tk,] tSls v{kj] vad] dkSek] fojke fpg~u iSjkxzkiQ Vkbi u djuk ;k xyr Vkbi djuk] v{kjksa@vadksa dk NwVuk] dsUnzh;dj.k u djuk 'kCnksa ds chp varj u gksuk ;k vf/d varj gksukA e'khu [kjkch dks ekiQ fd;k tk ldrk gSA

dk;Z&ü %i=k O;ogkj&'kkldh; @ O;kolkf;d&yxHkx 200 'kCnksa dk izR;sd v'kqf¼ ds fy, ,d vad dkVsa] lq

dk;Z&y %lkj.kh & 3&4 dkye] 5&6 iafDr;ka] 'kh"kZd lfgr & yxHkx 150 'kCn@vad % Vad.k v'kqf¼ ,oa dk

dk;Z&p %ik.Mqfyfi Vkbi djuk & izwQ djsD'ku U;wure 10 fpg~uksa lfgr] 150 'kCn % izR;sd v'kqf¼ tks B

dk;Z&y %okf"kZd dk;Z dk ewY;kdau ijh{k d }kjk fd;k tk,xk tks ijh{kkFkhZ }kjk fd, x, dk;Z dh iQkby ds ew

uksV % ijh{k d ijh{kk iz'u&i=k rS;kj djrs le; bu funsZ'kksa dk iw.kZ :lk ls ikyu djsxA xfr ijh{kk iz'u&i=k esa LV^aksdksa dh fxurh djrs le; izR;sd dqath izgkj] tSls fizaV dqath] VSc ckj] leatu dqath (tks v{kj@'kCn dks Vkbi djus ds fy, vfuok;Z gks) dh Hkh fxurh djsxA dqy LV^aksd dks 5 ls foHkkftr djus ij 'kCn cusaxsA LV^aksdksa dh fxurh djus ds dkj.k fgUnh esa Hkh fu/kkZfjr xfr 30 'k-iz-fe- dh xbZ gSA

laLrqfr iqLrdksa dh lwph

- 1- nsouxjh VkbjkbVax izf'k{k d & x`g ea=kky; Hkkjr ljdkj
- 2- Vad.k dyk & vkj- lh- dqfB;kyk

- 3- fgUnh VkbijkbVax izf'k{k d rFkk dk;kZy; lgk;d & MkWú th-Mh- fo"V
 4- fofk"V Vad.k xfr vH;kl & MkWú th-Mh- fo"V

CLASS–XII
OPTIONAL
SECRETARIAL PRACTICE & ACCOUNTING (605)
THEORY

Time: 3 Hours

Marks: 60

- | | | |
|-----------|---|-----------|
| 1. | Private Secretary | 15 |
| | Nature of Private Secretary's Job | |
| | Qualifications | |
| | Duties and Responsibilities | |
| | Daily Routine. | |
| 2. | Secretary of an Association / Club | 15 |
| | Nature of job of the secretary | |
| | Qualifications | |
| | Duties and Responsibilities. | |
| 3. | Meetings | 15 |
| | General Rules governing meetings | |
| | Preparation for meetings | |
| | Secretary's duties before, during and after the meeting. | |
| 4. | Accounting Works | 15 |
| | Documents in use: Invoice, Bills | |
| | Debit and Credit Notes | |
| | Maintenance of Cash Book/Daily Cash Receipts and Cash Payments record, Recording bank Deposits and Withdrawals, Maintaining record of Imprest Cash, Reconciliation of Bank Pass Book. | |

PRACTICAL

Time: 2 Hours

Marks: 40

- | | | |
|-----------|---|-----------|
| 1. | Drafting of Notice | 10 |
| |) Agenda. | |
| |) Minutes. | |
| 2. | Use of | 10 |
| |) Photocopier. | |
| |) Calculating machines. | |
| |) Weighing machine. | |
| |) Franking machines. | |
| 3. | Opening and Operating Bank Account | 10 |
| |) Filling in form for opening account. | |

-) Filling in Paying-in-slips for local & outstation Cheques.
-) Filling in forms for Bank Draft (D.D.), mail Transfer M.T.

4. Works in School Sanchayika

10

Notes:

1. All the tasks/excercies given in the above said syllabus will be performed by the students during the session.
 2. Office machine as indicated in the syllabus should be arranges if possible, in the school or office located in the school vicinity.
 3. Students should be asked to open and operate a saving bank account in a local bank in their own names.
- OR
4. They should be assigned duties in the school sanchayika.

CLASS–XII OPTIONAL OFFICE COMMUNICATION (606) THEORY

Time: 3 Hours

Marks: 60

1. Collection of Information / Data

15

Nature of data / information
 Purposes of Collecting data
 Sources of data: Primary and Secondary
 Methods of data collection
 Use of questionnaire
 Classification and use of tables, charts and diagrams.

2. Uses of Charts and Diagrams for Presentation of Data

15

Meaning of charts and diagrams
 Importance
 Types of graphic charts
 Use of diagrams
 Bar diagram
 Pie diagram
 Pictograms.

3. Office Correspondence – I

15

Objectives of Correspondence, importance of Correspondence
 Essentials of a Business Letter
 Form and Arrangement
 Form and Business letters

-) Letters of Enquiry, Quotations and Orders
-) Trade References
-) Complaints and settlement
-) Dummy letters.

4. Office Correspondence – II

15

Letters of introduction and Credit Status
Letter of Credit
Banking letters
Circular letters
Public Relations letter
Letters to Editors
Applications for Employment
Official (Govt.) Correspondence.

PRACTICAL

Time: 2 Hours

Marks: 40

1. Conducting Sample Survey given the Objectives of the Survey Nature of Information Required 10

-) Graphics charts.
-) Pictograms.
-) Bar diagrams.
-) Pie diagrams.

2. Preparing the Following Charts and Diagrams to Scale, with the Help of given Data 10

-) Graphics charts.
-) Pictograms.
-) Bar diagrams.
-) Pie diagrams.

3. Drafting of Letters on the Basis of Information Given 20

-) Letter of enquiry: Quotations, order.
-) Trade references.
-) Complaints and Settlement.
-) Dummy letters.
-) Letter of Credit.
-) Banking letters.
-) Public Relations letter.
-) Circular letters.
-) Letter to Editor.
-) Application for employment.
-) Letter to officials (Govt. Departments).

Notes:

1. All the task/exercises given in the above said syllabus will be performed by the students during the session.
2. Sessional marks will be awarded by the school concerned.

CLASS–XII

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

Time: 3 Hours

Marks: 100

Part–I: (Compulsory to all Vocational Courses)

Marks: 50

A. Business Management and Entrepreneurship 30

Management of Business

Elementary treatment/exposure to basic conceptual frame work of the topic listed below:

- (a) Basic Function. 6
- (b) Marketing Management. 6
- (c) Financial Management. 6
- (d) Production Management. 6
- (e) Personnel Management. 6

B. Computational Skills 10

- 1. (a) Solution of linear equations and their application to problem of commercial mathematics. 5
- (b) System of linear equations and in equation in two variables. Applications in formation of simple linear programming problems.
- 2. Statistics: Raw data, bar charts and Histogram; Frequency Tables; Frequency Polygon; Ogive; Menu, Median and Mode of ungrouped and grouped data; Standard Deviation; Introduction to Mortality tables; Price Index etc. Introduction to Computers. 5

C. Environmental Education & Rural Development 10

- 1. **Environmental Education 5**
 - (a) Modernisation of agriculture and environment, irrigation, water logging, use of fertilisers, pesticides, soil erosion, land degradation (desertification and deforestation), silting and drying of water resources.
 - (b) Rational utilisation, conservation and regeneration of environmental resources (soil, air, water, plant, energy, minerals).
- 2. **Rural Development 5**

Principles and goals of rural development, major problems/constraints in rural development in India.

Part–II

Marks: 50

1. Economic Environment of Business 10

A brief exposure of economic and industrial policy, consumer protection.

2. Banking 8

Functions of Banks, types of accounts and their operation.

3. Advertising 8

Meaning, Importance and media.

4. Financial Services 8

Mutual funds, leasing, Elementary knowledge of stock market operations in India.

5. Postal Services 8

Various services provided by Post Office.

6. Purchasing and Storekeeping 8

LIST OF RECOMMENDED BOOKS

1.	Text Book of Office Management:	by W. H. Leffingwel
2.	An outline of Secretarial practice and Office Management:	by P. K. Ghosh.
3.	Business Methods and Machinery:	by Dr. A. N. Agarwal
4.	Computer for beginners:	by V. P. Jaggi and Sumanjain
5.	Programming in Basic:	by E. Balguruswamy
6.	Computer Fundamentals & Problem Solving:	by P. S. Grover
7.	Question Bank in Office Practice:	by Dr. P. Raizada, NCERT Publication.
8.	Exemplar Instructional Material on Office practice:	by Dr. P. Raizada, NCERT Publication.

SUGGESTED LIST OF TOOLS/EQUIPMENTS

1. **Mailing Room:** Franking machine, letter opener, weighing machine, addressing machine, dating machine, stapler, stapler opener.
2. **Filing and Indexing:** Filing cabinet, open racks, folder storage equipment (Remdex), punching machine, cardindex cabinet, strip index, cardex, graphdex.
3. **Duplicating and Copying:** Photostat, Duplicating machine (manual/electric), electronic stencil cutter, scanner, paper cutter.
4. **Communication:** Telephone with atleast two extensions, Intercom set PBX/ PBAX/EPABX, Telephone Directory, External Transmission Equipment.
5. **Machine Room:** Electronic Calculator (pocket as well as printer-cum-display), cash register (Registrex), Computers, word processor and accessories, franking machine, coins sorter, time recorder, postal weighing scale, tables for installing equipment, adding and calculating.



STENOGRAPHY AND COMPUTER APPLICATION

Employment Potential

1. Wage Employment

-) Office Assistant/Clerk.
-) Steno typist.
-) Stenographer.
-) Personal/Private Secretary/Assistant.
-) Executive Assistant.
-) Office Secretary/Assistant.
-) LDC-Typist.

2. Self Employment

-) Reprography Centre.
-) Secretarial Practice Institute.
-) Job Work for Advocates, Chartered Accountants.
-) Agents, Consultants etc.

3. Employing Agencies

-) Government Departments.
-) Public Undertakings.
-) Private Undertakings.
-) Educational/Research Organizations.
-) Associations/Clubs/Hotels/Trusts/ Councils.
-) Professionals.
-) Public Utility Services.

**CLASS–XI
ELECTIVE
TYPOGRAPHY & COMPUTER APPLICATION (ENGLISH) (607)**
(Common for Office Secretaryship and Stenography & Computer Application)

(Refer to page 5)

**CLASS–XI
ELECTIVE
TYPOGRAPHY & COMPUTER APPLICATION (HINDI) (609)**
(Common for Office Secretaryship and Stenography & Computer Application)

(Refer to Page 7)

**CLASS–XI
ELECTIVE
SHORTHAND (ENGLISH) (608)
THEORY**

Time: 2 Hours

Marks: 30

Unit-1: Introduction to Stenography and Brief History of Shorthand.

2

-) Origin of modern system, entry of Shorthand in India.
-) Use of Shorthand in legislatures, equipments, ideal teacher.

Unit-2: Consonants – Definition, their Classification, Arrangement and Directions of Consonantal Strokes, Joining of Strokes.

3

-) Vowels – long & short, places, following and preceding, intermediate vowels, place of joined strokes and vowels.
-) Short Forms – logograms, grammalogues & simple contractions, phrasing tick ‘the’ & Punctuation marks.
-) Diphthongs – definition and places, trip thongs (3 vowels).

Unit-3: Alternative (Downward) Forms of R & L, RR & LR.

5

-) H stroke, H tick and dot, Upward stroke of Sh.
-) Semi/circles of semi/vowels W&Y, diaphone and triphone.
-) Phraseography (joining of words and short forms).

Unit-4: Circle – Small and Large Circles, S and Z Circles and Strokes, Places of VOWEL in circles, Circle and Stroke H, Circle and L.

5

-) Loops – small loop St/Sd and big loop Str loop and vowel.

Unit-5: Initial Hooks – R & L Hooks, Shr & Shl, use of Vowels with Hooked Stokes, Vowels and Double Consonants.

5

-) Alternative forms of hooked strokes – right and left curves of hooked F/V, Th/Three strokes, upward: Sh & hooks.

Unit-6: Compound Consonants-Definition, Initial Large Hooks of Whr, Whl, kw/Ky/Gw/Gy, Mp/mb Compound Stroke Consonants. 5

-) Final hooks – F/V & N hooks, hooks & circles or loops.
) Large final hook or SHUN hook, shun hook & curl for Shun.

Unit-7: Halving and Doubling Principle - Halving of Strokes for t/d: Halving of m, n, l, r for d, Halving of Mp/Mb/ng/Hooked Strokes. 5

-) Doubling of strokes of tr/dr, doubling of knp/mb/ng/strokes doubling of L strokes of L stroke for tr restrictions of halving and doubling.

Examination Scheme: Theory paper to be set by the School Examiner / Teacher covering the content given above, of Questions of short, medium and long Answers, for testing the knowledge, understanding and application of mind, acquired during the year.

PRACTICAL

Time: 3 Hours

Marks: 70

Practical: Practical to be performed according to the chapter scheme of English shorthand.

1. Practice of strokes vowels, their joining direction and shape according to the Work Book and the exercises from the text book, Practice of diphthongs and punctuation marks.
2. Practice of alternative forms of outline, their short forms, phrases, circles, loops, initial hooks, compound consonants, alternative curves, final hooks and shun hook.
3. Practice of words, short forms and phrases from the text book practice form the Work Book for testing the ability relating to the chapters and their exercises.
4. Practice of Halving and doubling principles, short forms, phrases Work book exercise and test exercises.
5. Practice of Writing letters, personal letters and their transcription on typewriter / Computer.

Examination Scheme: The School Examiner will conduct Practical Examinations in the following manner:

1. A Dictation of a passage of 5 minutes on the theory chapters studies by the student during the year up to halving and doubling principle. 30
2. A Dictation of 5 minutes of short forms, words and phrases studies during the year. 30
3. Practical Work file to be maintained and shown to the Examiner for evaluation/ awarding marks. 10

CLASS–XI ELECTIVE SHORTHAND (HINDI) (610) THEORY

समय : ३ घंटे

अंक : ७०

;wfuV

- 1-) vk'kqys[ku dk mn~ns';] mn; vkSj fodkl] Hkkjr esa vk'kqfyfi dk pyuA 2
) vk/ufud vk'kqys[ku&èofu fl¼kUr dk pyu] fiVeSau fl¼kUr dk fodklA
) fganh vk'kqfyfi dk fodkl ozQe ,oa ys[ku i¼fr;ksa dh miyfC;/kaA
) izf'k{k.k midj.k] izf'k{k.k rduhd ,oa vk'kqys[kd ds xq.kA

- 2- J vk'kqfyfi O;atuekyk& ifjHkk"kk,a] vkdkj&izdkjA 3
 J O;atu js[kkvksa dh fn'kk,a ,oa vkdkj&izdkjA
 J Lojksa fo/ku] nh?kZ ,oa y?qk Loj] vxz ,oa lk'p LojA
 J Lojksa dk O;atuksa ij iz;ksx] ekè;fed Loj iz;ksxA
 J 'kCn fpg~u] 'kCnk{kj ,oa laf{kIrk{kj} cgqopu dk iz;ksxA
 J f}Loj ,oa f=kLoj fpg~u ,oa mu ij vuqLokj lkz;ksxA
 J okD;ka'k fuekZ.k ,oa fozQ;k foHkfDr;ksa dk iz;ksxA
- 3- J O;atuksa ds oSdfYid :iA 5
 J roxZ O;atuksa ds oSdfYid ;k nk;sa pkiksa dk iz;ksxA
 J j] y] O;atuksa ds oSdfYid ;k v/kseq[kh iz;ksxA
 J v¹/₄ZLoj ;] o ds v'o`Ùkksa dk fo/kA
 J O;atu g ds v/kseq[kh iz;ksx] fVd g ,oa fcUnq g dk iz;ksxA
 J v^oZeQ[kh O;atu js[kk 'ks" k ds iz;ksxA
- 4- J o`Rrksa dk fo/ku NksVs o`Rr l ds iz;ksx] g O;atu ij o`Rr iz;ksxA 5
 J o`Rr ,ao O;atu js[kkvksa ds iz;ksx ds fu;eA
 J cM+s o`Rr ds vkjafHkd] ekè;fed ,oa vafre iz;ksxA
 J pki ;k ywi dk iz;ksx] NksVs ywiksa ,oa cM+s ywi ds iz;ksxA
 J vuqkfID; ,oa vuqLokj ds fof'k"V iz;ksxA
- 5- J vkjafHkd gqd ;k vadq'k dk iz;ksx ck,a ,oa nk,a :[k (eks'ku) ds iz;ksxA 5
 J j ,oa y gqd ds fu;e] j] y gqdksa ds lkFk o`Rr l ds iz;ksx ds fu;eA
 J oozQ O;atuksa ds oSdfYid iz;ksx] Lojksa dk izdVhdj.kA
 J gqd ,oa eè;orhZ Lojksa dk iz;ksx] O;atuksa 'k ds lkFk j] y gqdksa ds iz;ksxA
 J 'kCnksa dh iqujko`fRr ds iz;ksx ,oa fu;eA
- 6- J la;qDr O;atu vFkok la;qDr{kjksa dk izko/kuA 5
 J vkjafHkd cM+s gqdksa ls cuus okys la;qDr O;atu & D;] Do] O;] g~o vkfnA
 J O;atu js[kkvksa dks eksVk djus ls fufeZr la;qDr O;atu j;] Y;] E;@Ec@EHkA
 J vafre gqdksa dk iz;ksx& u@iQ] ,oa ;@o gqdA
 J vafre CkM+s gqd 'ku gqd ds :lk ,oa lwphA
- 7- J v¹/₄Zdj.k ,oa f}xq.ku fl¹/₄karA 5
 J gYds ,oa xgjs O;atuksa dk v¹/₄Zdj.k fu"ks/A
 J dqN O;atuksa dks eksVk ,oa vk/k djus ds fu;e] v¹/₄Zdj.k okD;ka'kA
 J js[kkvksa dks nqxqk djus dh fof/A
 J f}xq.ku fu"ks/] f}xq.ku fl¹/₄kar ds okD;ka'kA

ijh{kk i¹/₄fr & F;ksjh ijh{kk cksMZ }kjk yh tk,axh ftlds fy, fu/kZfjr ikB~;ozQe ls iz'u iwNs tk,axs tks y?qk] ekè;e ,oa nh?kZ mRrj okys gksaxsA IS¹/₄kafrd ijh{kk 30 vadks dh gksxA

PRACTICAL

समय : 3 घंटे

अंक : 70

O;kogkfjd dk;Z vk'kqfyfi ds IS¼kfUrd ikBksa ds vuqlkj dj;k tk,xkA

;wfuV

- 1- lqanj] lgh lkb] lgh fn'kk esa vk'kqfyfi dh uksV cqd ij vk'kqys[ku djuk igyk y{; gksxkA
- 2- bls ckn Lojksa dk iz;ksx] f}Lojksa] f=Lojksa dk iz;ksx fl[kk;k tk,xkA 'kCn fpg~uksa] 'kCnk{kjksa ,oa muls cuus okys laf{kIr{kjksa dk iz;ksx ,oa vH;kl xgu jhfr ls dj;k tk,xkA
- 3- dfri; js[kkvksa ds oSdfYid :iksa ,oa fn'kkvksa dk iz;ksx rFkk o`Rr] cM+s o`Rr] ywi vkfn dk vk'kqys[ku esa egRo ns[krs gq, lgh <ax ls vH;kl dj;k tk,xkA
- 4- fozQ;kvksa ds :ij vkjafHkd gqd] la;qDr O;atu] vkfn dk xgu vH;kl ikBksa ds vuqlkj dj;k tk,xkA gj vH;kl dh fMDVs'ku nsdj mudks gj Nk=k ls i<+okus dk vH;kl dj;k tk,xkA gj vH;kl dh fMDVs'ku dk izfrys[ku VkbijkbVj ;k dEI;wVj ij dj;k tk,xkA
- 5- vafre gqdksa ds ikBksa ds lkFk js[kkvksa dks vk/kk djus ;k nqxquk djus ds fu;eksa dk xgjkBZ ls vH;kl dj;k tk,xkA fu;fer :lk ls ikBksa dh fMDVs'ku cksydj mudks i<+us ,ao muds izfrys[ku djds mu ij v'kqf¼;ksa dh x.kuk dh tk,sxhA fu;fer vH;kl ds bu izfrys[kukas dh iQkby j[kh tk,xh ftuds vk/kj ij ijh{kD }kjk Nk=kksa dks vad iznku fd, tk,axsA

;g è;ku esa j[kk tk, fd lgh vH;kl ls gh vk'kqfyfi dh O;kogkfjd ijh{kD ds fu/kkZfjr y{; izklr fd, tk ldrs gSaA

O;kogkfjd ijh{kD & i<+k, x, ikBksa ds vk/kj ij O;kogkfjd ijh{kD dk iz'ui=k cksMZ dk ijh{kD rS;kj djds yk,xk ftlesa rhu dk;ks± dh ijh{kD,a gksaxhA

समय : 3 घंटे

अंक : 70

dk;Z

- 1- fMDVs'ku 40 'kCn izfr feuV dh xfr dk 5 feuV dk gksxk ftls VkbijkbVj ;k daEiwVj ij Vkbi fd;k tk,xkA 30
- 2- 'kCn&fpg~u] 'kCnk{kj ,oa muls cuus okys laf{kIr{kjksa ds lkFk okD;ka'k fy[kus dk ,d fMDVs'ku gksxk ftlesa yxHkx 20 'kCn izR;sd [kaM ds gksaxs ftUgsa VkbijkbVj ;k daEiwVj ij Vkbi fd;k tk,xkA 30
- 3- izf'k{kFkhZ }kjk d{k es fd, x, O;kogkfjd dk;Z dh iQkby j[kh tk,xh ftls ckg~; ijh{kD ns[kdj viuk ewY;kdau djds vad iznku djsxkA 10

uksV % ewY;kdau ,oa vadu ;kstuk i`B - ij nh xbZ gSA

CLASS-XI OPTIONAL

OFFICE PROCEDURES & PRACTICES (604)

(Common for Office Secretaryship and Stenography & Computer Application)

(Refer to page 3)

**CLASS–XI
ELECTIVE**

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 14)

**CLASS–XII
ELECTIVE**

TYPOGRAPHY & COMPUTER APPLICATION (ENGLISH) (607)

(Common for Office Secretaryship and Stenography & Computer Application)

(Refer to page 17)

**CLASS–XII
ELECTIVE**

TYPOGRAPHY & COMPUTER APPLICATION (HINDI) (609)

(Common for Office Secretaryship and Stenography & Computer Application)

(Refer to page 19)

**CLASS–XII
ELECTIVE**

SHORTHAND (ENGLISH) (608)

THEORY

Time: 2 Hours

Marks: 30

Unit-1: Revision of Basic Theory

5

) Initial and final hooks, compound consonants, halving and doubling principle.

Unit-2: Prefixes and Suffixes

5

) Definition, use of dot prefixes, Suffixes – dot suffix and dash suffix, use of strokes for representation of suffixes.

Unit-3: Intersections

5

) Cutting of strokes for official and colloquial phrases, representation of round numbers and monetary units; their representative strokes.

Unit-4: Contractions

5

) Special contractions, Part I to Part IV, special phrases and foreign words, phrases for judiciary, executive and legislature.

Unit-5: Transcription Aids and Accurate Writing

5

) Position of outlines, similar outlines of different works, Essential vowels and accurate writing, Writing proper nouns, aspirated sounds, nasal vowels.

Unit-6: Use of Audio Cassettes for Writing Dictations at Graded Speeds of 60-80-100 wpm.

5

-) Phrases and short forms, transcription of dictations on computer, transcription of letter writing dictations, in proper format.

Examination Scheme: Theory Paper is to be set by the Board, consisting of Short Answers, medium and Long Answers.

PRACTICAL

Time: 3 Hours

Marks: 70

1. Revision of Basic theory from initial and final hooks should be done by daily practical (Dictation and Transcriptions on typewriter/ computer, from workbook Exercises.
2. Practice A Prefixes and Suffixes should be done by Dictation and Reading of shorthand Notes from Workbook and test Exercises.
3. Practice of Intersections of Strokes to be done by repetitive Dictation and transcription, from.
4. Contractions to be Practise daily by dictation, copying and reading Exercises of Text books Workbooks and Practice Books.
5. Use of Audio Cassettes/CDS Writing Dictations at the Speeds of 80-100 WPM and Transcribing them on computer.

Examination Scheme: The practical will be conducted by the Board Examiner according to the following standards:

- | | |
|--|-----------|
| 1. One Dictation of 80 w.p.m. unseen for 5 minutes (400 words). | 30 |
| 2. One Dictation of 60 w.p.m. of a business letter for 3 minutes of About 180-200 words. | 15 |
| 3. One Diction of an official letter for 3 minutes (60 wpm) of about 180-200 words. | 15 |
| 4. Practical Sessional work File to be shown. | |
| 5. Examiner for awarding Marks. | 10 |

PRACTICAL FOR EXAMINERS ONLY

(Five copies of the question paper to be given to each Centre)

Time: 3 Hours

Marks: 70

Job - I:

35

One Dictation of 400 words at the speed of 80 wpm for 5 minutes. (Reading & Transcription time: 30 minutes. After completing the 1st Job, collect the Answer sheets. (Job II and III should be dictated together with a gap of 2 minutes).

Job - II:

35

One Dictation of 400 words at the speed of 80 wpm for 5 minutes. (Reading & Transcription time: 30 minutes) After completing the 1st Job, collect the Answer sheets. (Job II and III should be dictated together with a gap of 2 minutes).

Note:

1. Job II and II should be completed in an hour.
2. Examiner should give two trials of one minute each to the students before start of real passage.

MARKING SCHEME

Job - I: Count the Total Mistakes/Errors:

Full Mistakes/Errors: Omission/addition of any letter/word/figure, substitution of any word/figure/letter in place of dictated word/figure/letter. Mark the errors by a cross (X) sign above the line.

Half Mistakes/Errors: Spelling mistake, on use/wrong use of full stop/question mark, wrong/non-capitalisation of proper nouns, Mark the half error by a 0 above the line.

Total Errors = No. of Full errors + ½ (No. of half errors).

Marks Obtained = $\frac{\text{Max. Marks} - \text{EC (Errors Committed)} \times \text{OPM (Qualifying Penalty Marks)}}{\text{EA (Errors Allowed)}}$

(for 10 mistakes 400 words / EA 20).

$X \frac{(30 - 10) \times 20}{20} = \text{marks out of 30 marks}$

Job - II: For every full error deduct 1 mark and deduct the total from 15 and award the balance marks. Display errors should also be counted as full mistakes in letters. Fraction of total marks should be ignored.

Job - III: For every full error deduct 1 mark and deduct the total marks from 15 Fraction of total marks should be ignored. Errors of proper display should be counted as full mistakes.

The Examiner should evaluate the Sessional work of the students and award marks of 9/6/3 according to Grade A/B/C respectively.

The Evaluation Scheme is based on 33% qualifying marks prescribed by the C.B.S.E.

LIST OF RECOMMENDED BOOKS

1.	Pitman Shorthand Instructor (New Era Edition).	Issac Pitman
2.	Work Book on Shorthand, Dictation & Correspondence .	By Dr. G. D. Bist
3.	Simple Pitman Shorthand (with Key).	By Dr. G. D. Bist
4.	Speedography (1100 Phrases & Dictations).	By Dr. G. D. Bist
5.	Simple Speed Guide & Dictation Exercises.	By Dr. G. D. Bist
6.	Model Speed Dictations in 4 Volumes.	By Dr. G. D. Bist

CLASS–XII ELECTIVE SHORTHAND (HINDI) (610) THEORY

समय : 2 घंटे

अंक : 30

1.) izFke lsesLVj ds vafre eq[; ikBksa dk iqujh{k.k ,ao nzqr vè;;uA 10
) vkjafHkd gqd] la;qDr O;atu] vafre gqdksa dk iz;ksx o xgu vè;;uA
) v¹/₄Zdj.k fu;e ,oa muds 'kCnk{kj] laf{klrk{kj ,oa okD;ka'kA
) f]xq.ku fu;e ,oa muds 'kCnk{kj ,oa okD;ka'kks dk xgu vè;;uA
2.) milxZ ,oa izR;; & milxZ dh ifjHkk"kk ,oa muds :iA 5
) Loj v dk milxZ ds :lk esa iz;ksx] dqN O;atu js[kkvksa ds :iA
) milxks± dh izfrfuf/ js[kk,aA
3.) izR;; 'kCn ,oa 'kCn [k.M & ifjHkk"kk ,oa :iA 5

- J izR;; js[kkvksa ;k fpg~uksa ds iz;ksx ,oa mudh izfrfuf/ js[kk,a ,oa :iA
 J milxZ ,oa izR;; ds :lk esa iz;ksx gksus okys 'kCn :lkA
4. J O;atu js[kkvksa ij dkV & inuke okd~;ka'kA 5
 J inuke okd~;ka'kksa dh izfrfuf/ js[kk,a ,oa dkVus dh fof/A
 J vfr mi;ksxh lkEkkU; okD;ka'kks dk fuekZ.k ,oa js[kk,aA
 J la;k,a ,oa eqnzk,a izdV djus dh fof/k;ka ,oa muds okD;ka'kA
5. J fof'k"V laf{kIrk{kj & O;atu js[kkvksa dk yksia 5
 J fof'k"V laf{kIrk{kjksa ds [kaM 1 ls 5
 J lkekfld ;k tqV 'kCnksa dk iz;ksxA
 J foijhrkFkZd ;k foykse 'kCn] vo/kj.k ;k iqu:fDrA
 J jkT; ,oa dsUnz 'kkflr izns'kksa dh lwph] fnu(okj)] x`g] u{k=k ,oa ekIA

ijh{k k i¼fr & cksMZ }kjk F;ksjh dk iz'u rS;kj dj;k tk,xk ftlesa y?kq] eè;e rFkk nh?kZ mRrj
 okys iz'u gksxsA F;ksjh ;k IS¼kafrd iz'ui=k 30 vadksa dk gksxA

PRACTICAL

समय : 3 घंटे

अंक : 70

- J xgu izf'k{k.k dk;Z&fMDVs'ku ,oa vk'kqys[kksa dks i<+okuka
 J v¼Zdj.k ,oa f=kxq.ku js[kkvksa ds okD;k'ka] foHkkxh; 'kCnkofy;ksa ds okD;ka'kA
 J fMDVs'ku esa uksV fy[kuk ,oa mudh vuqfyfi djuka
 J iqLrd dh fMDVs'ku 60&80 'kCn izfr feuV ij fy[kdj izfrys[ku djuka
 J i=kys[ku ds vH;kl vkSj mudh vuqfyfi lgh izLrqrhdj.k fof/ ls djuka
 J vkWfM;ks dSIVksa ls 80 ,oa 100 'kCn izfr feuV ds fMDVs'ku fy[kdj mudh VkbijkbVj ;k dal;wVj ij lgh :lk esa vuqfyfi djuka
 J v'kqf¼;ksa dk fujkdj.k dj 'kq¼rk ykuka
 O;kogkfjd dk;Z IS¼kfUrd ikBksa ds vè;;u dze ds vuqlkj dj;k tk,xkA izR;sd ikB ds 'kCnksa] 'kCn&fpg~uksa] 'kCnk{kjksa ,oa vH;klksa dk xgu vH;kl dj;k tk,xkA izR;sd izf'k{kFkhZ dks O;kogkfjd dk;Z dh iQkby rS;kj djuh gksxh ftlesa fu;fer dk;Z dk jsdkMZ j[kk tk,xk vkSj ckg~; ijh{k d ds le; ewY;kadu ds fy, izLqr djuk gksxA

iqLrd ds vH;kl leklr gksus ij xfrys[ku funsZ'dk dk iz;ksx fd;k tk,xk ftlesa ls IHkh ikBksa ds eq[; va'kksa ds IS¼kfUrd fu;eksa ds vuqlkj vk'kqys[ku fd;k tk lds vkSj fo'ks"k 'kCnksa dh lwph] milxZ&izR;;] okD;k'kksa vkfn ds vH;kl ds ckn fMDVs'ku fy[ks tk,axs vkSj mudk izfrys[ku fd;k tk,xk rkfd 'kq¼rk ,oa xfr'khyrk ykbZ tk ldsA

ijh{k k i¼fr & O;kogkfjd ijh{k cksMZ ijh{k d }kjk yh tk,xh ftlesa rhu dk;Z gksxsA

समय : 3 घंटे

पार्क : 70

dk;Z

- 1- 80 'kCn izfr feuV dh xfr dk fu/kZfjr ikBksa ds vuqlkj rS;kj fd;k x;k fMDVs'ku tks feuV dk gksx VkbijkbVj ;k dal;wVjksa ij Vkbi djuk gksxA 30

- 2- 60 'kCn izfr feuV dh xfr dk 160 'kCnksa dk ,d O;fDrxr ;k vkosnu i=k dk fMDVs'ku ftls VkbijkbVj ;k dal;wVjksa ij lgh fof/ ls Vkbi djuk gksxkA 15
- 3- 60 'kCn izfr feuV dh xfr dk 180 'kCnksa dk ,d O;fDrxr ;k 'kkldh; i=k dk fMDVs'ku fy[kk;k tk,xk ftls dal;wVj ij lgh fof/ ls Vkbi djuk gksxkA 15
- 4- O;kogkfjd dk;Z dh iQkby dk ewY;kdau ckg~; ijh{k d }kjk fd;k tk,xkA 10

ADDITIONAL (OPTIONAL) SUBJECTS

1. **Secretarial Practice And Accounting**
Class XII
2. **Office Communication**
Class XII

laLrqfrr iqLrdksa dh lwph

- 1- fof'k"V vk'kqfyfi (izf'k{k d)A
- 2- Ekkud vk'kqfyfi & x`g ea=kky; Hkkjr ljdkjA
- 3- Ekkud mPpxfr vH;kl & x`g ea=kky; Hkkjr ljdkjA
- 4- dksbZ Hkh ekfld 'kkVZgSaM if=kdkA
- 5- lalnh; fMcsV~IA

List of Equipment (Stenography)

1. Typewriter (Hindi/English).
2. Electronic Typewriter Bilingual/Computer.
3. Copy Holder.
4. Stop Watch.
5. Tool Kit.
6. Cassette Recorder and Player (with 1 Doz Cassettes).
7. Blackboard with rulings.
8. Wall clock with centre second.
9. Charts of consonants, grammalogues.

dsoy ijh{k dksa ds fy, d{k k ûü vk'kqfyfi fgUnh&ijh{k k ,oa ewY;kadu i}fr

ewy Jqfrys[ku ls iwoZ 1 & 1 feuV ds nks Jqfrys[k ijh{k kfFkZ;ksa ls dj, tk,axsA

- 1- ,d Jqfrys[ku 5 feuV dk] 80 'k-iz-fe- dh xfr ls dqy 400 'kCnksa dk (Jqfrys[k i<+us ,oa VkbZi ds fy, fu/kZfjr le; & 50 feuV) dk;Z% 1- iwjk djus ds ckn gh dk;Z 2- vkSj dk;Z 3- fy, tk,axsA 10 feuV vkjke ds cknA 30
- 2- ,d O;fDrxr vFkok 'kkldh; i=k tks yxHkx 300 'kCnksa dk gksxk] 5 feuV esa cksyk tk,xk] 60 'k-iz-fe- dh xfr lsA 15

3- ,d O;fDrxr ;k O;kolkf;d i=k tks yxHkx 300 'kCnksa dk gksxk] 5 feuV esa cksyk tk,xk] 60 'k-iz-fe- dh xfr lsA 15

uksV % dk;Z 2 vkSj dk;Z 3 dk fMDVs'ku ,d lkFk fn;k tk,xk fdUrq chp esa 5 feuV dk vkjke fn;k tk,xk vkSj bu dks i<+us rFkk Vkbi djus ds fy, dqy ,d ?kaVs dk le; fn;k tk,xkA

4- ijh{k d izR;sd izf'k{kFkhZ }kjk fd, x, okf"kZd O;kogkfjd Jqfrys[kksa dh iQkby ns[ksxk vkSj muds ewY;kadu ds vk/kj ij ozQe'k% ,@ch@lh Js.kh nsxkA 10

ewY;kadu i¼fr

1- igys v'kqf¼;kafxuh tk,aA v'kqf¼;ka fuEu izdkj l fxuh tk,axh & **iw.kZ v'kqf¼** & iwjh v'kqf¼ fxusa ;fn dksbZ v{kj@'kCn@vad NwV tk, ;k vfrfjDr Vkbi fd;k tk,] vFkok cksys x, 'kCn@ vad ds LFkku ij nwljk 'kCn@vad Vkbi fd;k x;k gksA bls 'kCn ds ij xq.kk fpg~u (X) }kjk izdV djsaA

vk/h v'kqf¼ & izR;sd orZuh@Lisfyax dh v'kqf¼] okD; ds ckn iw.kZ&fojke ;k iz'u okpd u yxkus ij vk/kh v'kqf¼ fxusa vkSj bls ,d 'kwU; (0) ls izdV djsaA
dqy v'kqf¼;ka = iw.kZ v'kqf¼;ka + + ½ (vk/h v'kqf¼;ka) (v/wjh la;k dks NksM+sa)

vc fof'k"V lw=k ds vuqlkj vad nsaA

dqy v'kqf¼;ka = naMkad (10 x 20)

$$\text{izklrkad} = \text{fu/kZfjr vad} \& \frac{\text{Lohdk;Z v'kq}}{20} = 30 - \frac{\text{Lohdk;Z v'kq}}{20} = 20$$

2- izR;sd v'kqf¼ ds fy, ,d vad dkVsaA i=kys[ku esa lqanj izLrqrhdj.k ds fu;eksa dh v'kqf¼;ksa dks Hkh fxudj vad dkVsaA naM Lo:i dkVs x, vad 15 esa ls ?kVkdj vad iznku djsaA

3- izR;sd v'kqf¼ ds fy, ,d vad dkVsa vkSj dqy dkVs x, vad 15 esa ls ?kVkdj vad iznku djsaA

4- okf"kZd dk;Z dk ewY;kadu ijh{k d ,@ch@lh Js.kh nsdj ozQe'k% 9@6@3 vad nsxkA

uksV % ;g ewY;kadu i¼fr 33 izfr'kr vad izklr djus okys izf'k{kFkhZ dks mRrh.kZ ?kksf"kr djus ds vk/kkj ij rS;kj dh xbZ gSA IHkh dk;ks± ds izklrkadksa ds vk/kkj ij ghs izf'k{kFkhZ mRrh.kZ@vuqRrh.kZ ?kksf"kr fd;k tk,xkA

CLASS–XII OPTIONAL

OFFICE PROCEDURES & PRACTICES (604)

(Common for Office Secretaryship and Stenography & Computer Application)

(Refer to page 15)

CLASS–XII

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 24)

LIST OF EQUIPMENTS

1. Typewriter (Hindi/English).
2. Electronic Typewriter Bilingual / Computer.
3. Copy Holder.
4. Stop Watch.
5. Tool Kit.
6. Cassette Recorder and Player (with one dozen cassettes).
7. Blackboard with rulings.
8. Wall clock with centre second.
9. Charts of consonants, Grammalogues.
10. Computer.
11. Printer.
12. Fax Machine.



ACCOUNTANCY & TAXATION

Introduction

The course is designed to enable students to develop conceptual, skill and application skill in the commerce related field. The course will familiarize students with current business process and practices. This will help students in developing capabilities to identify business opportunities, analyze their risk- return possibilities and support business development in socially desirable avenues with strong moral commitment.

CLASS–XI ELECTIVE COST ACCOUTING (781) THEORY

Time: 3 Hours

Marks: 60

1.	General Principles.	12
2.	Direct Materials.	12
3.	Direct Labour and Direct Expenses.	12
4.	Overheads General - Classification, Distribution and Control.	12
5.	Overheads Distribution.	12

1.	General Principles	12
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-) Meaning and Scope of Cost Accounting.
-) Objectives of Cost Accounting.
-) Cost Accounting Versus Financial Accounting.
-) Importance of Cost Accounting.
-) Objections to Cost Accounting.
-) Elements of Cost.
-) Components of Total Cost.
-) Classification of Costs.
-) Installation of a Costing System.
-) Methods of Costing.
-) Techniques of Costing.
-) Systems of Costing.

2. Direct Materials	12
) Materials Control.	
) Purchasing of Materials.	
) Receiving of Materials.	
) Inspection of Materials.	
) Storage of Materials.	
) Issuing of Materials.	
) Maintenance of Inventory Records.	
(i) Incoming Materials.	
(ii) Outgoing Materials.	
3. Direct Labour and Direct Expenses	12
) Direct and Indirect Labour.	
) Control over Labour Costs.	
) Personnel Department.	
) Engineering and Works Study Department.	
) Time-keeping Department.	
) Pay-master's Department.	
) Cost Accounting Department.	
) Treatment of Holiday Pay, Idle Time, Overtime etc. in Cost Accounts.	
) Labour Turnover.	
) Direct Expenses.	
4. Overheads - Control	12
) Classification of Overheads.	
) Comments on Certain Items of	
(i) Factory Overheads.	
(ii) Office and Administrative Overheads.	
(iii) Selling and Distribution Overheads.	
5. Overheads - Distribution	12
) Overheads Distribution Stages.	
) Distribution of Factory Overheads.	
) Distribution of Office and Administration Overheads.	
) Actual Versus Pre-determined Overhead Rates.	
) Over and Under-absorption of Overheads.	

PRACTICAL

Time: 2 Hours

Marks: 40

(30 marks for report and 10 marks for viva-voice)

The students will be required to prepare reports for an organization in respect of the following:

-) Cost sheet of the firm for a selected period.
-) Maintenance of Bin Cards.
-) Maintenance of Stores Ledger.
-) Treatment of Material Losses.
-) Recording Attendance Time.
-) Recording Job Time.
-) Treatment of Material Losses.
-) Classification and Codification of Different Items of Overheads.

CLASS–XI ELECTIVE TAXATION (782) THEORY

Time: 3 Hours

Marks: 60

- Unit-1:** Introduction to Income Tax & important Definitions. **10**
- Unit-2:** Exempted Incomes and Residential Status & Incidence of Tax Liability. **20**
- Unit-3:** Heads of Income: **30**
- (i) Income from Salary.
 - (ii) Income from House Property.
 - (iv) Income from Business Profession.
 - (v) Income from Other Sources.

PRACTICAL

Time: 2 Hours

Marks: 40

1. Computation of Income under different heads. **20**
2. Viva-Voce. **20**

CLASS–XI
OPTIONAL
FINANCIAL ACCOUNTING (780)
(Common for Accounting & Taxation and Financial Market Management)

THEORY

Time: 3 Hours

Marks: 80

1.	Meaning and Scope of Accounting.	6
2.	Accounting Principles.	6
3.	Journalizing Transactions.	6
4.	Ledger Posting and Trial Balance.	6
5.	Sub-Division of Journal.	6
6.	Negotiable Instruments.	6
7.	Bank Reconciliation Statement.	6
8.	Capital and Revenue.	6
9.	Final Accounts.	8
10.	Rectification of Errors.	6
11.	Depreciation Provisions and Reserves.	6
12.	Accounts of Non-Profit Making Organizations.	6
13.	Single Entry System (Final Accounts from Incomplete Records).	6

1. Meaning and Scope of Accounting **6**

-) Need for Accounting.
-) Development of Accounting.
-) Definition and Functions of Accounting.
-) Book-keeping and Accounting.
-) Is accounting a 'Science' or an 'Art'.
-) End Users of Accounting Information.
-) Accounting and Other Disciplines.
-) Role of Accountants.
-) Branches of Accounting.
-) Objectives of Accounting.
-) Outsourcing of Accounting Function.
-) Accounting as an Information System.

2. Accounting Principles **6**

-) Meaning of Accounting Principles.
-) Accounting Standards and International Accounting Standards Committee/Board.
-) Accounting Principles and the Institute of Chartered Accountants of India.
-) IFRS - Convergence in India.

)	Systems of Book-Keeping.	
)	Systems of Accounting.	
3.	Journalising Transactions	6
)	Journal.	
)	Rules of Debit and Credit.	
)	Compound Journal Entry.	
)	Opening Entry.	
4.	Ledger Posting and Trial Balance	6
)	Ledger.	
)	Posting.	
)	Relationship between Journal and Ledger.	
)	Rules regarding Posting.	
)	Trial Balance.	
)	Voucher System.	
5.	Sub-division of Journal	6
)	Cash Journal.	
)	Petty Cash Book.	
)	Purchases Journal.	
)	Sales Journal.	
)	Sales Returns Journal.	
)	Purchases Returns Journal.	
6.	Negotiable Instruments	6
)	Promissory Note.	
)	Bill of Exchange.	
)	Cheque.	
)	Accounting Entries.	
)	Bills Sent for Collection.	
)	Accommodation Bills.	
)	Bills Receivable and Payable Books.	
7.	Bank Reconciliation Statement	6
)	Advantages of Keeping a Bank Account.	
)	Causes of Difference.	
)	Meaning and Objective of Bank Reconciliation Statement.	
)	Importance of Bank Reconciliation Statement.	
)	Technique of preparing Bank Reconciliation Statement.	
)	Where Causes of Differences are given.	

)	Where Cash Book Balance has to be Adjusted.	
)	Where Abstracts from Cash Book and Pass Book are Given.	
8.	Capital and Revenue	6
)	Classification of Income.	
)	Classification of Expenditure.	
)	Classification of Receipts.	
9.	Final Accounts	8
)	Trading Account.	
)	Profit and Loss Account.	
)	Manufacturing Account.	
)	Balance Sheet.	
)	Adjustment Entries.	
)	Work Sheet.	
10.	Rectification of Errors	6
)	Learning Objectives.	
)	Classification of Errors.	
)	Location of Errors.	
)	Suspense Account.	
)	Rectifying Accounting Entries.	
)	Effect on Profit.	
11.	Depreciation, Provisions and Reserves	6
)	Concept of Depreciation.	
)	Causes of Depreciation.	
)	Basic Features of Depreciation.	
)	Depreciation, Depletion, Amortization and Dilapidations.	
)	Meaning of Depreciation Accounting.	
)	Objectives of Providing Depreciation.	
)	Fixation of Depreciation Amount.	
)	Methods of Recording Depreciation.	
)	Methods for Providing Depreciation.	
(i)	Fixed Installment Method.	
(ii)	Diminishing Balance Method.	
(iii)	Change of Method of Depreciation.	
)	Disposal of Asset.	
)	Provisions and Reserves.	
12.	Accounts of Non-Profit Making Organisations	6
)	Receipts and Payments Account.	

-) Income and Expenditure Account.
-) Balance Sheet.
-) Items Peculiar to Non-Trading Concerns.
-) Preparation of Income and Expenditure Account and Balance Sheet from Receipts and Payments Account.
-) Preparation of Balance Sheet from Receipts and Payments Account and Income and Expenditure Account.

13. Single Entry System (Final Accounts from Incomplete Records) 6

-) Meaning.
-) Salient Features.
-) Disadvantages.
-) Computation of Profit.
-) Net Worth Method.
-) Conversion Method.

PRACTICAL

Time: 1 Hour

Marks: 20

Visit a Sole Proprietary Firm and Present Reports Regarding:

- | | | |
|----|--|----|
| 1. | Preparing & Posting Vouchers through Tally Software. | 5 |
| 2. | Preparation of its Bank Reconciliation Statement. | 5 |
| 3. | Preparation of its Final Accounts for a particular period. | 10 |

CLASS–XI

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 14)

CLASS–XII

ELECTIVE

COST ACCOUNTING (781)

THEORY

Time: 3 Hours

Marks: 60

- | | | |
|----|--|----|
| 1. | Single or Output Costing. | 10 |
| 2. | Job Costing and Batch Costing. | 10 |
| 3. | Contract Costing. | 10 |
| 4. | Process Costing. | 10 |
| 5. | Operating Costing or Service Costing. | 10 |
| 6. | Reconciliation of Cost and Financial Accounts. | 10 |

1. Single or Output Costing 10

-) Components of Cost for Output Costing.
 -) Cost Sheet.
 -) Production Account.
 -) Treatment of Stock and Scrap.
- 2. Job and Batch Costing** **10**
-) Job Costing.
 -) Objectives.
 -) Procedure.
 -) Batch Costing.
 -) Nature and Use of Batch Costing.
 -) Determination of Economic Batch Quantity.
- 3. Contract Costing** **10**
-) Specific aspects of Contract Costing.
 -) Profit on Incomplete Contracts.
 -) Profit on Completed Contracts.
- 4. Process Costing** **10**
-) General Principles.
 -) Process Losses and Wastage.
 -) By-Products and Joint-Products.
- 5. Operating or Service Costing** **10**
-) Meaning of Operating Costing.
 -) Determination of Unit of Cost.
 -) Transport Costing.
 -) Power House Costing.
 -) Canteen Costing.
- 6. Reconciliation of Cost and Financial Accounts** **10**
-) Causes of Difference.
 -) Preparation of Reconciliation Statement or
 -) Memorandum Reconciliation Account.

PRACTICAL

Time: 2 Hours

Marks: 40

(30 marks for report and 10 marks for viva-voice)

- I. Prepare a Project Report on Operating Costing or Service Costing of any organization viz., transport, hotel, canteen or any other service organization.
- II. Visit a Manufacturing Organization to report based on actual data.
 -) Treatment of Process Losses.

) Reconciliation of Costing and Financial Profit.

LIST OF RECOMMENDED BOOKS

1. Maheshwari & Mittal: Cost Accounting – Theory and Problems – Shri Mahavir Book Depot.
2. Shukla & Grewal: Cost Accounting – S. Chand & Sons.

CLASS–XII ELECTIVE TAXATION (782) THEORY

Time: 3 Hours

Marks: 60

- Unit-1:** Deductions from Gross Total Income. **10**
- Unit-2:** Computation of Tax Liability of an Individual. **20**
- Unit-3:** TDS and Advance Payment of Tax. **10**
- Unit-4:** Introduction to Indirect Taxes.

Meaning and Classification:

- I. VAT/CST - Scope, Interstate and Intrastate Sales, Objectives, Benefits, Limitations, Various Forms under CST. **10**
- II. Service Tax. **10**
-) Background.
 -) Nature of Service Tax.
 -) Service Provider and Receiver.
 -) Value of Service.
 -) Negative List under Service Tax.
 -) Procedure.
 - (i) Registration.
 - (ii) Billing.
 - (iii) Payment.
 - (iv) Returns.

PRACTICAL

Time: 2 Hours

Marks: 40

1. Filling of Income Tax Returns. **10**
2. Filling of Service Tax Returns. **10**
3. Viva. **20**

CLASS–XII OPTIONAL FINANCIAL ACCOUNTING (780) (Common for Accounting & Taxation and Financial Market Management)

THEORY

Time: 3 Hours

Marks: 80

1.	Fundamentals.	7
2.	Reconstitution of Partnership Firms-I.	8
3.	Reconstitution of Partnership Firms-II.	8
4.	Dissolution of a Partnership Firm.	8
5.	The Joint Stock Company.	7
6.	Shares and Share Capital.	7
7.	Debentures.	7
8.	Company Final Accounts.	7
9.	Financial Statements: Analysis and Interpretation.	7
10.	Funds Flow Statement.	7
11.	Cash Flow Statement.	7

SECTION – I: PARTNERSHIP ACCOUNTS

1.	Fundamentals	7
) Meaning of Partnership.	
) Essential Characteristics of Partnership.	
) Partnership Deed.	
) Final Accounts.	
) Adjustments after Closing Accounts.	
) Fixed and Fluctuating Capitals.	
) Good will.	
) Joint Life Policy.	
) Change in Profit Sharing Ratio.	
2.	Reconstitution of Partnership Firms – I	8
) Admission of a Partner.	
) Accounting Problems.	
3.	Reconstitution of Partnership Firms – II (Retirement, Death and Amalgamation)	8
) Retirement of a Partner.	
) Death of a Partner.	
) Amalgamation of Partnership Firms.	
4.	Dissolution of a Partnership	8
) Distinction between Dissolution of Partnership and Dissolution of a firm.	
) Modes of Dissolution of a Firm.	
) Settlement of Accounts.	
) Accounting Entries.	
) Insolvency of Partners.	

SECTION – II: COMPANY ACCOUNTS

- 5. The Joint Stock Company** 7
-) Introduction.
 -) Meaning and Definition of a Company.
 -) Essential Characteristics of a Company.
 -) Kinds of Companies.
 -) Difference between Company and Partnership.
 -) Distinction between Private and Public Limited Companies.
 -) Formation of Company.
 -) Allotment of Shares.
- 6. Shares and Share Capital** 7
-) Shares.
 -) Share Capital.
 -) Accounting Entries.
 - (i) Full Subscription.
 - (ii) Under subscription.
 - (iii) Oversubscription.
 -) Calls in Advance.
 -) Calls in Arrears.
 -) Issue of Shares at Premium.
 -) Issue of Shares at Discount.
 -) Forfeiture of Shares.
 -) Surrender of Shares.
 -) Issue of Two Classes of Shares.
- 7. Debentures** 7
-) Classification of Debentures.
 -) Issue of Debentures.
 -) Different Terms of Issue of Debentures.
 -) Writing Off Loss on Issue of Debentures.
- 8. Company Final Accounts** 7
-) Books of Account.
 -) Introduction to Company Final Accounts.
 -) Formats of Financial Statements: Schedule III (Companies Act 2013).
 -) Familiarity with the Items of Financial Statements.
(Preparation of Company Financial Statements is not required).
- 9. Financial Statements: Analysis and Interpretation** 7
-) Meaning and Types of Financial Statements.

-) Nature of Financial Statements.
-) Limitations of Financial Statements.
-) Analysis and Interpretation of Financial Statements.
-) Steps involved in the Financial Statement Analysis.
 - (i) Methodical Classification.
 - (ii) Ratio Analysis.
-) Advantages of Ratio Analysis.
-) Limitations of Ratio Analysis.

10. Funds Flow Statement 7

-) Meaning of Funds Flow Statement.
-) Uses of Funds Flow Statement.
-) Funds Flow Statement vs Income Statement.
-) Treatment of Provision for Taxation and Proposed Dividends.

11. Cash Flow Statement 7

-) Meaning of Cash Flow Statement.
-) Uses of Funds Flow Statement.
-) Treatment of Provision for Taxation and Proposed Dividends.

PRACTICAL

Time: 1 Hour

Marks: 20

Visit a Sole Proprietary Firm and present Reports regarding:

Collect and go through.

-) A Partnership Deed. 5
-) Share Certificate & Debenture Certificate of a Company. 5
-) Annual Accounts of a Company. 10

CLASS–XII

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 24)

LIST OF EQUIPMENTS AND SOFTWARE

1. **Computers:** One per two students.
2. **Printer:** Laser Printer One for twenty students.
3. **Software:** Tally / ERP / SAP - Preference for SAP & Multi-user Licence.
4. **Manual for Various Software / Assorted Reference Books:** One for ten students.
5. **Demonstration Stand:** One for ten students.

6. **Computer Consumable Stationery:** (i) A-4 Size twenty sheets per students.
(ii) Toner for one laser printer for printing 1,000 pages.
7. **LCD Projector:** One for a class of twenty students.



MARKETING AND SALESMANSHIP

CLASS–XI ELECTIVE MARKETING (783) THEORY

Time: 3 Hours

Marks: 60

S. No.	Unit	Session	Marks Allotted
1.	Introduction to Marketing	<ul style="list-style-type: none">) Meaning, Nature, Objectives, Scope & Importance of Marketing.) Difference between Marketing & Selling.) Marketing Philosophies. 	12
2.	Marketing Environment	<ul style="list-style-type: none">) Meaning and Importance.) Macro Environment Factors.) Micro Environment Factors. 	10
3.	Marketing Segmentation, Targeting & Positioning	<ul style="list-style-type: none">) Meaning & Importance of Segmentation.) Bases of Market Segmentation.) Meaning and Need for Targeting.) Types of Targeting.) Meaning & Need for Positioning.) Positioning Strategies. 	13
4.	Fundamentals of Marketing Mix	<ul style="list-style-type: none">) Meaning and Importance of Marketing Mix.) Marketing Mix Components – Service Sector & Consumer Goods. 	10
5.	Consumer Behaviour	<ul style="list-style-type: none">) Meaning and Importance of Consumer Behaviour. 	15

-) Factors Affecting Consumer Buying Behaviour.
-) Roles of Buying Behaviour.
-) Stages of Buying Behaviour.

PRACTICAL

Time: 2 Hours

Marks: 40

(Any three of the following)

1. Visit to retail and wholesale stores located nearby and prepare report on the Frequency and volume of sale of selected products of different categories to Customers classified by age and sex.
2. Ascertain from the local market of selected consumer goods to what extent Economic, Social and Cultural factors affect the demand for particular goods, Prepare report.
3. Conduct household or market survey and report on the buying motive of Consumers as regards to price and quality, consumers being classified by Age, sex and income, given certain selected products.
4. Survey of demand for selected products available under different brand names through household enquiries in the local area.
5. Taking any two brands of your choice, collect the following market information.
 - (a) Segments for which they are made.
 - (b) Competitors brands.
 - (c) Marketing mix information – information about its price, ways of promotion, ways of distribution.

CLASS–XI ELECTIVE SALESMANSHIP (784) THEORY

Time: 3 Hours

Marks: 60

S. No.	Unit	Sessions	Marks Allotted
1.	Salesmanship	<ul style="list-style-type: none">) Meaning & Importance of Personal Selling.) Function & Types of Personal Selling.) Introduction to Salesmanship.) Qualities of effective Sales person. 	15
2.	Essentials of Sales	<ul style="list-style-type: none">) Knowledge of Industry and Company.) Knowledge of Products.) Knowledge of Customer. 	12
3.	Preliminary Stages of Personal Selling Process	<ul style="list-style-type: none">) Prospecting: Meaning, Importance, Characteristics for qualifying as a prospects and methods of prospecting.) Pre-approach: Meaning, Importance and sources of information.) Approach: Meaning, Importance & Methods. 	15

4.	Advance Stages of Personal Selling Process	<ul style="list-style-type: none">) Demonstration & Presentation: Concepts & Essential features of Good Presentation and Demonstration.) Objection Handling: Understanding Objections, Procedure for Handling Objections.) Closing Sale: Features and methods of Closing Sale.) After sale Services: Concepts and importance of after Sale Service. 	18
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PRACTICAL

Time: 2 Hours

Marks: 40

- Identify from newspaper column's the jobs of salesman advertised and the qualification desired.
- Interview managers of organizations located nearby and ascertain the qualities of salesmen considered for appointment. Prepare reports.

CLASS–XI

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 14)

CLASS–XII

ELECTIVE

MARKETING (783)

THEORY

Time: 3 Hours

Marks: 60

S. No.	Unit	Sessions	Marks Allotted
1.	Product	<ul style="list-style-type: none">) Meaning & Importance of Product.) Classification of Product.) Product Life Cycle – Concept & Stages.) Role of Packaging & Labeling. 	10
2.	Price Decision	<ul style="list-style-type: none">) Meaning and Importance of Price.) Factors Affecting Pricing.) Types of Pricing. 	10
3.	Place Decision: Channels of Distribution	<ul style="list-style-type: none">) Meaning & Importance of Place.) Types of Distribution.) Factors affecting the choice of Channels of Distribution.) Functions of intermediaries. 	16
4.	Promotion	<ul style="list-style-type: none">) Meaning & Need of Promotion. 	12

) Elements of Promotion Mix.) Factors affecting the selection of Promotion.	
5.	Emerging Trends in Marketing) Service Marketing.) Online Marketing.) Social Media Marketing.	12

PRACTICAL

Time: 2 Hours

Marks: 40

Note: Unit No. 4 is compulsory and any two units out of Unit No.1, 2 and 3 may be allotted for practical. In total only three units are to be allotted to a student.

1. Market survey of selected consumer products on the basis of brand name and package. Collection of data and preparing report on the popularity of different brands and popularity and quality of packages of the products, and reasons thereof.
2. Making enquiries from wholesalers and retailers to study and report on the channels of Distribution of selected products.
3. Visiting Departmental store/retail, shop or consumer co-operative store located nearby to Study and report on the functioning of the store or shop.
4. Screening advertisements in newspapers/magazines, and through radio and TV Programmes and reporting on the differences in appeal of different media of advertising.

CLASS–XII ELECTIVE SALESMANSHIP (784) THEORY

Time: 3 Hours

Marks: 60

S. No.	Unit	Sessions	Marks Allotted
1.	Sales Organization) Introduction to Sales Organization.) Functions and Factors affecting Sales Structure.) Classification of Sales Organization.	10
2.	Inside Selling / Store Based Selling) Understanding In-store Selling Environment.) Types of Stores.) Salesman as a Facilitator.) Sales Career In-store Based Selling.	15
3.	Field Selling) Sales Territories: Purpose and Design of Territories.) Sales Quotas: Need and Types of Sales Quotas.) Activities in Field Selling.) Sales Career in Field Selling.	20

4.	Motivation & Compensation for Salesperson) Components of Motivation.) Compensation Rewards.) Non-Compensation Rewards.	15
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PRACTICAL

Time: 2 Hours

Marks: 40

1. Role playing by each student as salesman with some other student playing the role of customer. Teacher concerned to assess the performance and external examiner to give his award on the basis of oral questions.
2. Preparation of sales presentation plan by each student on the basis of selected products to be sold and type of customers to be called upon.
3. Ascertaining through interview of outdoor Salesman (living or working nearby) the important steps which they follow in sales presentation and preparation of report thereon.

CLASS–XII

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 24)

LIST OF RECOMMENDED BOOKS

1. Text book of salesmanship: Mac Graw Hill Ltd. (Indian Edition).
2. Frederic A, Russell, Frank H. Baach.
3. Selling - The Personal: A Wiley & Hilton publication Authors force in marketing W.J.E. Crissy, William H. Conningham, Isabella C.M. Conningham.
4. Salesmanship and Publicity: Dr. Rustom S. Davar.
5. Progressive Corporation Pvt. Ltd. Bombay.
6. Salesmanship: D.B. Taraporevala Sons & Co. Pvt. Ltd. Bombay.
7. Salesmanship: M. Satyanarayan.
8. Sales Management and Vara & Co. Publ. Bombay Advertising.
9. Principles of Marketing: J.C. Sinha & Salesmanship R. Chand & C. Delhi.
10. Marketing & Salesmanship: S. A. Sherleka Himalaya Publishing House.
11. Marketing: N. Rajan Nair.
12. Sultan Chand & Sons - Delhi.
13. Salesmanship and Publicity: J.S.K. Patel, Sultan Chand & Sons - Delhi.
14. Marketing, Salesmanship: C.N. Santakki and R.G. Deshpande and Advertising Ravi Chandra Publication.
15. Salesmanship: Grant Master.
16. Modern Principles & Practice. Hall, New Delhi.

LIST OF EQUIPMENTS AND SOFTWARE

1. Computers.

2. Printers.
3. Software.
4. Manual for Various Software / Assorted Reference Books.
5. Demonstration Stand.
6. Computer Consumable Stationery.
7. LCD Projector and Screen.



BANKING & INSURANCE

CLASS–XI ELECTIVE BANKING (785) THEORY

Time: 3 Hours

Marks: 60

Unit-1: Introduction

10

-) Definition of Bank - Basic functions of Banker.
-) Banking System in India.
 - (i) Commercial Banks.
 - (ii) Private Sector Banks.
 - (iii) Public Sector Banks.
 - (iv) Foreign Banks.
 - (v) Regional Rural Banks.
 - (vi) Co-operative Banks.
-) Reserve Bank of India.

Unit-2: Banker and Customer

15

-) Relationship between Banker and Customer.
-) Special Types of Customers.
-) Retail & Wholesale Banking.
-) Deposit Accounts – Savings Accounts, Current Accounts, Fixed Deposit Accounts.
-) Opening and operation of Accounts.
-) Nomination.
-) KYC requirements.

-) Pass Book.
-) Minors.
-) Partnerships & Companies.

Unit-3: Employment of Bank Funds

15

-) Liquid Assets-Cash in Hand, Cash with RBI & Cash with other Banks.
-) Investment in securities.
-) Advances - Secured and Unsecured.
-) Loans.
-) Term Loans.
-) Cash Credit.
-) Overdraft.
-) Discounting of Bills of Exchange.
-) Modes of creating charge on Securities.
-) Types of Securities.

Unit-4: Negotiable Instruments

10

-) Definition & Characteristics of Cheques.
-) Bills of Exchange & Promissory Notes.
-) Crossings.
-) Endorsements.
-) Collection and payment of Cheques.
-) Liabilities of Parties.

Unit-5: Communication Skills

10

-) Elements of Communication
 - (i) Introduce and greet in a proper way.
 - (ii) Framing of question and sentence.
 - (iii) Dealing with customers while they are shopping for goods.
 - (iv) Identify elements of communication cycle.
-) Forms of Communication & Communication Equipment
 - (i) Demonstrate effective use of verbal and non verbal communication skills.
 - (ii) Identify the types of communication.
 - (iii) Operate the communication media and equipment properly.
 - (iv) Select the Strategies for Overcome barriers in communication.
-) Elements of Business communication
 - (i) Describe the importance of organizational culture in business communication.
 - (ii) Communicate Effectively with Customers.
 - (iii) Describe the qualities that the team member should possess.
-) Preparation of Project Report

- (i) Describe Project Work/ Assignment.
- (ii) Outline the preparation of project report.

PRACTICAL

Time: 2 Hours

Marks: 40

1. Visit the Websites of Five Different Commercial Banks

10

- (a) (Three Public Sector and Two Private Sector Banks) offering Retail Banking Products.
- (b) Get details of the various Retail Banking Products offered by them.

2. Prepare a Comprehensive Report for each of these Banks Covering the following **5x4 = 20**

- (a) Retail Banking products (one Asset Product and one Liability Product) best suited for people in different stages of life cycle.
- (b) Five client categories to be selected:
 -) A young executive who has just joined the job after studies.
 -) A young housewife with 1 small child.
 -) A middle aged middle level Senior Executive in a Private Firm having two school going children and dependant parents.
 -) A elderly lady staying alone with no dependents, and
 -) A member of the armed forces in mid 30s.
- (c) Based on the data which you give in the above, justify your selections for each of them.
- (d) List the documents to be submitted by the customers for applying for each product. You can obtain sample forms from any of the banks as you think appropriate.
- (e) Explain the operational details for each of the products.

3. Viva

10

CLASS–XI ELECTIVE INSURANCE (786) THEORY

Time: 3 Hours

Marks: 60

Unit-1: Introduction

20

-) Concept of Insurance.
-) Need for Insurance.
-) Brief history of Insurance industry in India.
 - (i) Enactment of Insurance Act, 1938.
 - (ii) Nationalization of Life Insurance Companies in 1955.
 - (iii) Nationalization of General insurance Companies in 1972.
 - (iv) Malhotra Committee Report – Opening up of Insurance sector to Private Companies in 2000.
 - (v) Setting up of Insurance Regulatory and Development Authority in 1999.

Unit-2: Life Insurance

20

-) Present Organizational set-up of Insurance Companies in India – L.I.C. and Private Companies with foreign joint ventures, selling Insurance through Agents and Banks.
-) Objectives of Life Insurance – Protection and Investment.
-) Different types of Life Insurance Policies – Chief characteristics and similarity.
-) Basic Pre-requisites for Life Insurance – Insurable Interest and utmost Good Faith.
-) Procedure for taking a policy.
 - (i) Selection of the Plan.
 - (ii) Consultation of Premium tables.
 - (iii) Filling up of Proposal Form.
 - (iv) Document regarding proof of age.
 - (v) Important clauses of the Policy – eg. Suicide Clause.
 - (vi) Nomination

Unit-3: Annuities and Unit Linked Policies

10

-) Concept of Annuity.
-) Objectives of Annuity.
-) Procedure followed for obtaining Annuities.
-) Meaning of Unit Linked Insurance Policies.
-) Procedure for obtaining Unit linked insurance Policies.

Unit-4: Post - Issue Matters

10

-) Lapse of the Policy due to Non-Payment of Premium.
-) Revival of the Lapsed Policies.
-) Surrender of the Policy – Payment of surrender value.
-) Assignment of the Policies.
-) Settlement of claims – Procedure to be followed.

PRACTICAL

Time: 2 Hours

Marks: 40

1. **Visit the Websites of five different Insurance Companies Offering Life Insurance. Get details on the Various Policies Offered by them.** 10
2. **Prepare a Comprehensive Report for each of these Companies Covering the following:** 20
 - (a) Insurance products best suited for the different life stages – take five examples like young executive having joined job after studies, young married woman with one small child, middle aged man having two school going children and one dependent parent, Elderly lady staying alone with no dependents, member of the armed forces in mid 30s.
 - (b) From the chart above, recommend the best suited life insurance policy to each of them.
 - (c) List the documents to be submitted for applying for each type of insurance and help them fill out the application form. You can obtain sample application forms from the relevant insurance company.
 - (d) Explain the claims procedure along with requirements for claiming insurance at the time of occurrence of the insured event.

CLASS–XI
GENERAL FOUNDATION COURSE (501)

Time: 3 Hours

Marks: 100

Part–I: (Compulsory to all Vocational Courses)

Marks: 50

- | | | |
|-----------|--|-----------|
| A. | Business Management and Entrepreneurship | 30 |
| (a) | Entrepreneurship Orientation
Importance and relevance in real life: Emphasis on self employment. | 5 |
| (b) | Entrepreneurship Values and Attitudes
Innovativeness, Independence, Risk Taking, Analytical ability. | 5 |
| (c) | Entrepreneurial Motivation
Achievement Planning, personal efficacy, entrepreneurial goal setting. | 5 |
| (d) | Launching of a Business Venture
Identification of project, steps in setting up a business, information about various institutions providing assistance, project formulation. | 15 |
| B. | Computational Skills | 10 |
| (a) | Percentage, ratio & proportion, profit & loss, discount, simple and compound interest, population growth and depreciation of value of articles using logarithm. | 6 |
| (b) | Area and volume: rectangle, parallelogram, circle, cube, cone, cylinder & sphere. | 4 |
| C. | Environmental Education | 5 |
| (a) | Environment and the society. | |
| (b) | Environment properties risks in different economic enterprises, in use of raw materials, in processing / manufacturing and designing. | |
| (c) | Poverty and environment. | |
| D. | Rural Development | 5 |
| (a) | Agriculture, the back bone of Indian Economy. | |
| (b) | Rural development projects in India including Integrated rural development programme. | |
| (c) | Agro based rural industries. | |
| (d) | Community approach to rural development. | |

Part–II

Marks: 50

- | | | |
|-----------|--|----------|
| 1. | Economic Environment or Business | 8 |
| | Product of pricing, market & market economy, foundation of market system. The role of price mechanism in a market economy. Functions of price mechanism, limitations of market mechanism. | |
| 2. | Emerging Social Structure | 8 |
| | Basic principles underlying all economic activity, the unequal growth, the capitalist economy - Its characteristics - its strength & weaknesses - the Indian experience - the International Scene - its Role in Socio/economic scence. | |
| 3. | Planning & Budgeting | 8 |

Steps in planning - Need for budgeting - Budgets and Forecast, Preparing the Budget - The starting Point, the targets - Administration & review of budgets - follow up process - Benefits and limits of budgeting. A note of zero base budgeting – Planning in India - National Planning affects all.

- 4. Financial Institutions & Capital Markets** **8**
- Capital market - Need for capital formation, need for capital formation in India, Unit Trust of India - Financial Institutions - Money Lending & Banking - Different Classification of Banks. Functions of Commercial Banks, Specialised Banks. The Reserve Bank of India, Other financial institutions, The IDBI, IFC, ICICI, LIC, UTI & GIC Mutual Funds.
- 5. Risk and Risk Management** **5**
- Chance, Risk, Probability - How to deal with risk, sharing the risk.
- 6. Office Management** **5**
- Office - Location, space, type of business, principles of Office layout, Functions of office inward / outward / filling. Methods of filling - indexing - mixochines & office appliances - computers.
- 7. Management Concepts** **8**
- Management functions, Management - Kept to prosperity - planning - its nature - types of plans - steps in planning - The planning period. Objectives - management on objectives - its benefits and limitations. Strategic planning process - sales forecasts - methods-decision making - organising - division - span of management departmentation - strategic business units - line staff authority. Decentralisation of authority. Delegation of authority. Advantages and limitation. Groups in managing - characteristics - functions. Advantages and disadvantages of groups selection - The process its limitations - training or new employees, assessment of performance communication.

CLASS–XII
ELECTIVE
BANKING (785)
THEORY

Time: 3 Hours

Marks: 60

- 1. Ancillary Services of Banks** **10**
-) Safe custody of valuables.
 -) Lockers.
 -) Remittances – RTGS/NEFT/Drafts.
 -) Fee based services- Issuing Guarantees and letters of credit.
 -) Selling Third Party Products- Insurance and Mutual fund units.
 -) Credit Cards, Debit Cards.
 -) Brokerage and Demit Services.
- 2. Innovations in Banking Technology** **10**
-) Bank Computerization.
 -) Core Banking.
 -) Online Banking.
 -) Mobile Banking.

) Internet Banking.

) ATMs.

3. Organization of a Bank Branch **10**

) Bank Branch Set up, Strong Room.

) Front Office, Back Office.

) Security Arrangements in Bank.

) Clearing Houses.

4. Basics of Business Mathematics **10**

) Calculation of simple interest and Compound Interest.

) Calculations of interest on fixed rate and Floating rate.

) Calculation of EMIs.

) Calculations of interest on Savings Accounts.

) Calculations of date of maturity of bills of exchange.

5. Reserve Bank of India Regulations on Banks **10**

) Cash Reserve Ratio.

) Statutory Liquidity Ratio.

) Bank Rate.

) Repo Rate.

) Reverse Repo Rate.

) Base Rate.

6. Performa of Final Accounts of Banking Companies **10**

) Profit & Loss Account and Balance Sheet.

PRACTICAL

Time: 2 Hours

Marks: 40

1. Visit any nearest Bank branches which is nearer to your residence.

(a) Collect details of different modes of transferring funds from one person to another. Collect samples documents forms for each of such modes of transfer. **10**

(b) Tabulate the advantages and disadvantages of each mode of the payment system. **10**

2. Download the Balance Sheets of a Public Sector Bank and a Private Sector Bank as on 31st March of the current year from their websites.

(a) Compare the composition of their Deposits - Percentage of demand deposits to the total deposits, and percentage of Time Deposits to the total deposits, cost of deposits in % in both the banks and comment which bank is better managed from profit point of view. **10**

(b) Composition of their loans, total interest earned on loans and comment on the profitability of the banks.

3. Viva **10**

CLASS–XII
ELECTIVE
INSURANCE (786)
THEORY

Time: 3 Hours

Marks: 60

Unit-1: General Insurance

15

-) Meaning and importance of General Insurance.
-) Different types of General Insurance.
 - (i) Fire Insurance.
 - (ii) Marine Insurance.
 - (iii) Motor Vehicle Insurance.
 - (iv) Medi-Claim Insurance.
 - (v) Accident Insurance.
 - (vi) Burglary and Theft Insurance.
 - (vii) Present Organizational set up of General Insurance companies in India - GICI - its subsidiaries, Private Companies.
 - (viii) Principles of General Insurance - Insurable Interest, Indemnity, subrogation, good faith.

Unit-2: Fire Insurance

10

-) Types of Fire insurance Policies - Their main features and clauses.
-) Meaning & Significance of Average Clause.
-) Procedure for taking Fire Insurance Policies and settlement of claims.

Unit-3: Marine Insurance

10

-) Three types of Marine insurance - Cargo Insurance, Hull Insurance and Freight Insurance.
-) Types of Policies.
-) Clauses of a Marine Insurance Policy.
-) Marine losses.

Unit-4: Motor Vehicle Insurance

10

-) Types of Policies and Risks Covered therein.
-) Procedure for obtaining motor Insurance Policy.
-) Settlement of claims.

Unit-5: Medi-Claim and Accident Insurance

5

-) Important conditions of such Policies and Benefits available therein, Procedure for claims.

Unit-6: Burglary and Theft Insurance

10

-) Need for such Insurance.
-) Information to be furnished and procedure to be followed.
-) Recovering the claims.

PRACTICAL

Time: 2 Hours

Marks: 40

1. **Create detailed profiles of five of your neighbours and friends, in terms of their demographics, risk appetite and insurance requirements.** 10
2. **Prepare a comprehensive report for each of these individuals covering the following:**
 - (a) Insurance products best suited for their requirements and give the rationale for the same.
 - (b) Detail the regulatory aspects of each of the recommended types of insurance from an investor protection point of view.
 - (c) List the documents to be submitted for applying for each type of insurance and help them fill out the application form. You can obtain sample application forms from the websites of any of the leading general insurance providers in India.
 - (d) Explain the procedure along with requirements for claiming insurance at the time of occurrence of the insured event.
3. **Viva** 10

20

CLASS–XII GENERAL FOUNDATION COURSE (501)

Time: 3 Hours

Marks: 100

Part–I: (Compulsory to all Vocational Courses)

Marks: 50

- A. **Business Management and Entrepreneurship** 30
Management of Business
Elementary treatment/exposure to basic conceptual frame work of the topic listed below:
 - (a)¹ Basic Function. 6
 - (b) Marketing Management. 6
 - (c) Financial Management. 6
 - (d) Production Management. 6
 - (e) Personnel Management. 6
- B. **Computational Skills** 10
 1. (a) Solution of linear equations and their application to problem of commercial mathematics. 5
 - (b) System of linear equations and in equation in two variables. Applications in formation of simple linear programming problems.
 2. Statistics: Raw data, bar charts and Histogram; Frequency Tables; Frequency Polygon; Ogive; Menu, Median and Mode of ungrouped and grouped data; Standard Deviation; Introduction to Mortality tables; Price Index etc. Introduction to Computers. 5
- C. **Environmental Education & Rural Development** 10
 1. **Environmental Education** 5
 - (a) Modernisation of agriculture and environment, irrigation, water logging, use of fertilisers, pesticides, soil erosion, land degradation (desertification and deforestation), silting and drying of water resources.
 - (b) Rational utilisation, conservation and regeneration of environmental resources (soil, air, water, plant, energy, minerals).

2. **Rural Development** 5
Principles and goals of rural development, major problems/constraints in rural development in India.

Part-II

Marks: 50

- 1. Sales Administration** 7
Organisation of sales department - selection training, supervision, compensation of the sales force.
- 2. Publicity & Public Relations** 7
Advertising Programmes - Techniques, media and methods of advertising, coordination with sales organisation.
- 3. Salesmanship** 7
Art of salesmanship - creation of consumer desire, aiding customers in buying, characteristics of an efficient salesman buying motive and selling techniques.
- 4. Business Policy** 7
Integration information of accounting finance, marketing, law production, about for meeting top management requirements.
- 5. Special Aspects and Marketing** 7
Marketing of agricultural produce - regulated markets, international marketing fairs and exhibitions, marketing products of small scale industries.
- 6. Business and Trade Association** 5
Structure, functions, problems and prospects.
- 7. Administrative Environment of Business** 5
Business industrial relations, industrial policy.
- 8. Social Environment of Business** 5
Significance of business ethics - rules of competition, standard for fair service, fair price, fair wage.

LIST OF EQUIPMENTS AND SOFTWARE

1. Calculators.
2. Computers.
3. Printers.
4. Software like MS-Excel etc.
5. Computer Stationery.
6. Smart boards to make the subject more interesting.
7. Demonstration stand.



RETAIL

Introduction

The main objectives of introducing 'Retail' course in CBSE schools are:

1. To enable the students get jobs in organised Retail sector.
2. To facilitate the students to be industry ready and to meet the employability criteria set by different companies.
3. To prepare a skilled workforce at entry level in Retail industry by equipping them with thorough understanding of Customer Service areas and equipment handling.

CLASS–XI ELECTIVE RETAIL OPERATIONS (743) THEORY & PRACTICAL

Time: 3 Hours + 2 Hours

Marks: 100 (Theory 60 + Practical 40)

Unit-1: Fundamentals of Retailing

) Introduction, Basics of Retailing, Retail Formats, Functions of Retailers, Trends in Retailing. **10+6**

Unit-2: Retail Marketing Mix

) Introduction, Product Mix, Price Mix, Promotion Mix, Place Mix, Process People and Physical Evidence. **10+8**

Unit-3: Merchandising Management

) Introduction, Source of Merchandise, Functions of Merchandising, Handling of Merchandising, Duties and Responsibilities of Merchandiser. **10+7**

Unit-4: Retail Store Layout Design

-) Introduction, Types of Retail Location, Store Layout, Design Decision, Functions of Retail Store Associate. **10+7**

Unit-5: Health, Safety and Hygiene in Retailing

-) Introduction, Health Care, Personal Grooming, Hazards at Workplace, Safety Measures at Workplace. **10+7**

Supplementary Reading Material

Unit-6: Steps in Retail Planning

-) Introduction, Retail Planning Process, Steps in Retail Planning, Types of Retail Plan, Problems in Retail Planning, Problem Solving, Building Retail Sales Capacity, Summary. **5+2**

Unit-7: Retail Branding

-) Introduction, Retail Branding, Steps in Branding, Retail Marketing - Tips to Promote a Retail Brand, Significance of Brands, Need of Brand Identity system, Summary. **5+3**

CLASS–XI ELECTIVE RETAIL SERVICES (744) THEORY & PRACTICAL

Time: 3 Hours + 2 Hours

Marks: 100 (Theory 60 + Practical 40)

Unit-1: Retail Selling Skills

-) Selling Methods, Selling Process Salesmanship (Duties of Sales Personnel), Qualities of Goods Sales Person for Handling Queries. **15+8**

Unit-2: Business Communications

-) Elements of Communication, Forms of Communication and Communication Equipment's, Element of Business Communication, Preparation of Project Report. **15+8**

Unit-3: Customer Relationship Management

-) CRM Process, Duties and Responsibilities of Customer Services Associate, Customer Retention Strategies, Handling Customer Grievances. **15+9**

Supplementary Material

Unit-4: Introduction to Retail Services

-) Introduction, Meaning and Scope of Retail Services, Role of Retail Services, Characteristics of Retail Services, Factor Affecting Retail Services, Recent Trends in Retail Services Summary. **5+5**

Unit-5: Retail Customer Services

-) Introduction, Meaning of Customer Service, Classification of Customer Service, Limitation of Customer Service, Summary. **5+5**

Unit-6: Customer Service Associate Profile

-) Introduction, Customer Service Associate, Skills Required to be Good CSA, Duties and Responsibilities of CSA, Summary. **5+5**

CLASS–XI
GENERAL FOUNDATION COURSE (501)
(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation,
Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 14)

CLASS–XII
ELECTIVE
RETAIL OPERATIONS (743)
THEORY & PRACTICAL

Time: 3 Hours + 2 Hours

Marks: 100 (Theory 60 + Practical 40)

Unit-1: Inventory Management in Retailing

-) Types in Inventory, Inventory Management, Inventory Management, Inventory Control System, Stock Valuation and Recording. 11+8

Unit-2: Security & Housekeeping Supervision in Retail Sector

-) Functions and Points of Security, Safety and Surveillance Equipment, Handling of Material and Equipments in Housekeeping, Duties and Responsibilities of Supervisor. 11+8

Unit-3: Supply Chain Management in Retailing

-) Introduction to SCM, Principles of SCM, Participants in the Process of SCM, Step in SCM. 11+8

Unit-4: Billing and Accounting Procedures in Retailing

-) Billing Procedure, Fundamentals of Accounting, Journal, Ledger and subsidiary Books, Trading, Profit & Loss Account and Balance Sheet. 11+8

Supplementary Reading Material

Unit-5: Retail Supply Chain

-) Characterizing the types of Retail Supply Chain. 8+4

Unit-6: Inventory Handling

-) Introduction, Understanding the Basics of Inventory Handling, Understanding the Process of Inventory Handling-I, Understanding the Process of Inventory Handling-II. 8+4

CLASS–XII
ELECTIVE
RETAIL SERVICES (744)
THEORY & PRACTICAL

Time: 3 Hours + 2 Hours

Marks: 100 (Theory 60 + Practical 40)

Unit-1: Advances in Retailing

-) Retail Organizational Structure, Retail Research, Retail Strategy, Retail Consumer Behaviour. 11+7

Unit-2: Display of Products and Satisfy Customer Needs

-) Display of Products and Satisfy Customer Needs, Sale and Delivery of Products, Maintenance of Store Areas and Communicate Effectively with Stakeholders, Duties & Responsibilities of State Supervisor. 12+8

Unit-3: Non-store Retailing

) E-Retailing Logistics, E-Marketing, Telemarketing, Internet Business. **10+8**

Unit-4: Event Management in Retailing

) Understanding Event Management, Documentation for Conducting Events, Logistics and Standard Operating Procedures (SOP), Supervising Events. **12+8**

Supplementary Material

Unit-5: Visual Merchandise

) Visual Merchandise - Ideas, Understanding Store Fixtures. **5+3**

Unit-6: Retail Point-of-Sale: An Overview

) Understanding Components of Point-of-Sales, Understanding the Process of Point-of-Sale, Learning Point-of-Sale Marketing. **5+3**

Unit-7: Retail Information Systems (RIS)

) Knowing the Retail Information System, Understanding IT Application in Retail: Data mining & Warehousing. **5+3**

CLASS–XII

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 24)

LIST OF RECOMMENDED BOOKS

1. Dynamics of Retailing, Students Handbook, Class X, Published by CBSE.
2. Retail Operations–I, Students Handbook, Class XI, Published by CBSE.
3. Retail Operations–II, Students Handbook, Class XII, Published by CBSE.
4. Retail in Detail by McGraw-Hill.
5. Start Your Own Successful Retail Business by McGraw-Hill.
6. Retail Success by Willoughby.
7. Retail Management: A Strategic Approach by Prentice Hall.
8. Retail Management by McGraw-Hill.

SUGGESTED LIST OF EQUIPMENTS

1. Shelves for Stacking Products.
2. Shopping Cart.
3. Signage Board.
4. Offer Signages.
5. End Cap Table (POS), Chair (POS), Poster (POS).
6. Card Swiping Machine.
7. Mannequins.

8. Gondolas.
9. Display Photographs.
10. Products.
11. Dangles.
12. Coupons and Vouchers.
13. Credit Notes.
14. Currency notes of different Denominations.
15. Carry Bags.
16. Neck, Locks for Carry Bags.
17. Physical Bill Copy.
18. Photography of Stacked Notes.



FINANCIAL MARKET MANAGEMENT

Introduction

Mr. Y. Reddy, the Governor of Reserve Bank of India while inaugurating an International Conference on Financial Education has stated “Present day school pass outs need to be lot more financially literate than their parents were. Financial Education can make a difference not only in the quality of life that individuals can afford but also the integrity and quality of markets. In U. K. and U. S. A. the Financial Education starts from Class VI onwards. The CBSE is taking a revolutionary step by introducing Professional Competency Education or Occupation Oriented Education in Financial Markets for the first time in India at 10+2 level.

India is one of the best emerging markets in the world with 2 crores investors. The Bombay Stock Exchange’s (BSE) Sensex and National Stock Exchange (NSE) appreciated by 73.7 percent and 67.1 percent respectively over March 31, 2005. The Market capitalization of NSE and BSE are Rs. 2,777,401 crores and Rs. 2,993,779 crores respectively. The market capitalization to GDP ratio was 85.6% as on 31 March 2006.

Public at large has shown tremendous faith in the mutual funds. In 2005-06. The mutual funds industry mobilized highest ever amount of Rs. 52,779 crores. The total money under the mutual funds management is Rs. 307,107 crores. The Number of brokers and sub brokers registered with SEBI are 9335.

A large number of Foreign Institutional Investors (FIIs) are investing heavily in India and the investment amount was Rs. 48,801 crores in 2006. The total number of FIIs registered with Securities Exchange Board of India (SEBI) are 882.

There is huge employment potential in Financial Market. As per industry estimates there is shortage of more than 50,000 professionals in stock and commodity markets. This shortage is projected as one lakh by 2008-09.

The BPO (Business Process Outsourcing) Industry is slated to touch revenues of Rs. 155604 crores by the end of 2006 as per NASSCOM. The total direct employment in the Indian IT-ITES sector is estimated to have grown by over a million, from 284,000 in FY 1999-2000 to a projected 1,287,000 in the current fiscal (2005-06). In addition to nearly 1.3 million – strong workforce employed directly in the industry, Indian IT-ITES is estimated to have helped create an additional 3 million job opportunities through indirect and induced employment. Therefore, in ITES (BPO) alone there is acute shortage of trained manpower, coupled with high degree of attrition.

Computerized accounting and finance in organized and unorganized sectors is another area of employment for the youth.

Hon'ble Prime Minister of India Dr. Manmohan Singh announced on the Independence day that the Scheme of Vocational Education and Training will be implemented in a mission mode to provide employment to a large number of youth in the country. India being young nation, around 28 million youth are added every years looking for employment. To fulfill the training needs of the huge target groups, emerging employment opportunities in various sectors of economy need to be explored.

At this juncture, it is more appropriate for developing course on Financial Market Management under professional Competency Education where much emphasis is given for Competency Based Curriculum, Competency Based Training and Competency Based Assessment and Competency Based industry joint certification with NSE. The curriculum would be revised periodically as per the changes of the market demand.

The CBSE has appointed a Curriculum Development Committee under the chairmanship of Shri. G. C. Sharma, Director, BLB Institute of Financial Markets (An Education arm of BLB Group) as a representative of ASSOCHAM.

PSS Central Institute of Vocational Education, NCERT has provided all necessary support for development of curriculum and other teaching learning material for the course.

It is hoped that the present curriculum would help a large number of youth to acquire employable skills and to enter world of work for their decent livelihoods and for economic growth of the country.

EMPLOYMENT OPPORTUNITIES

Trading

-) Dealer, Cash and Futures Market.
-) Arbitrageurs, Cash and Futures Market.

Marketing

-) Executive, Client Acquisition.
-) Executive, Client Conversion and Retention.
-) Sales Executive.
-) Management Trainees.
-) Customer Care, E-broking.
-) Telemarketers/Telecallers.
-) Executive, Market Research.

Back-Office

-) Accounting and Finance Executive.
-) Executive, Depository Participant.
-) Executive, Payment Collection.
-) Executive Investor's grievance.

IT

-) Executive, Finance Technology.
-) Executive, Web Developer.

Finance and Audit Companies

-) Account Manager.
-) Commercial Assistant.
-) Junior Accounts Executive.

-) Finance Coordinator.
-) Taxation Assistant.
-) Accounts & Finance Executive.
-) Assistant in Trust companies and other financial institutions.
-) Computer Operator in Financial and other companies.

**CLASS–XI
ELECTIVE
FOUNDATIONS OF FINANCIAL MARKETS (793)
THEORY**

Time: 3 Hours

Marks: 60

Chapter-1: Investment Basics

10

- Investment.
- Reasons to Invest.
- Time to Invest.
- Precautions to be take while investing.
- Meaning of Interest.
- Factors that determine interest rates.
- Options available for investment.
- Short-term financial options available for investment.
- Long-term financial options available for investment.
- Stock Exchange.
- Equity/Share.
- Debt Instrument.
- Derivative.
- Mutual Fund.
- Index.
- Depository.
- Dematerialization.

Chapter-2: Securities

6

- Securities.
- Function of Securities Market.
- Types of Securities.
- 2.1 Regulator.

- Need for Regulators.
- Types of Regulators.
- SEBI and its role.
- 2.2 Participants.
 - Participants in the Securities Market.
 - Necessity to transact through an intermediary.
 - Segments of Securities Market.

Chapter-3: Primary Market

6

- Role of the 'Primary Market'.
- Face Value of a share/debenture.
- Premium and Discount in a Security Market.
- 3.1 Issue of Shares.
 - Public Issue.
 - Different kinds of issues.
 - Issue price.
 - Market Capitalisation.
 - Difference between public issue and private placement.
 - Initial Public Offer (IPO).
 - Pricing of an issue.
 - Price discovery through Book Building Process.
 - Difference between offer to shares through book building and offer of shares through normal public issue.
 - Cut-off Price.
 - Floor price in case of book building.
 - Price Band in a book built IPO.
 - Deciding the Price Band.
 - Minimum number of days for which a bid should remain open during book building.
 - System to be used for book building.
 - Allotment to be used for book building.
 - Allotment of shares.
 - Time frame to get the shares listed after issue.
 - Role of a 'Register' to an issue.
 - Role of NSE to facilitate IPO.
 - Prospectus.
 - Draft Offer document.
 - Abridged Prospectus.
 - Role of Merchant Bankers.
 - Lock-in.
 - Listing of Securities.

Listing Agreement.
Delisting of securities.
Procedure for filling an Issue by the company.
Role of SEBI in an issue.
Investor duty.

3.2 Foreign Capital Issuance.
Foreign currency resources.
American Depository Receipt.
Global Depository Receipts.

Chapter-4: Secondary Market

5

- 4.1 Introduction.
Secondary market.
Role of the Secondary Market.
Difference between the Primary Market and the Secondary Market.
- 4.1.1 Stock Exchange
Role of a Stock Exchange in buying and selling shares.
Demutualisation of stock exchanges.
Difference between demutualised exchange different from a mutual exchange.
- 4.1.2 Stock Trading
Screen Based Trading.
NEAT.
Placing orders with the broker.
Access to internet based trading facility Contract Note.
Details are required on the contract note issued by the stock broker.
Maximum brokerage that a broker can charge.
Reasons to trade on a recognized stock exchange.
Registration of broker or sub broker.
Precautions to be taken before investing in the stock markets.
Do's and Don'ts while investing in the stock markets.
- 4.2 Products in the Secondary Markets.
Types of products dealt in the Secondary Markets.
- 4.2.1 Equity Investment
Reasons to invest in equities.
Average return on Equities in India.
Factors that influence the price of a stock.
Meaning of the terms Growth Stock / Value Stock.
Process to acquire equity shares.
Bid and Ask Price.
Portfolio.

Diversification.

Advantages of having a diversified portfolio.

4.2.2 Debt Investment

Debt Instrument.

Features of debt instruments.

Interest payable by a debenture or a bond.

Segments of the Debt Market in India.

Participant in the Debt Market.

Credit rating of bonds.

Acquire securities in the debt market.

Chapter-5: Derivatives

5

Types of derivatives.

Option premium.

Commodity exchange.

Meaning of commodity.

Commodity derivatives market.

Difference between commodity and financial derivatives.

Chapter-6: Depository

5

Role of depository similar to a bank.

Types of depositories in India.

Benefits of participation in a depository.

Depository participant (DP).

Minimum balance requirement with DP.

ISIN.

Custodian.

Dematerialisation.

Dematerialisation of odd lot shares.

Features of dematerialised shares.

Rematerialisation.

Dematerialisation of debt instruments, mutual fund units and government securities.

Chapter-7: Mutual Funds

5

Regulatory body for Mutual Funds.

Benefits of investing in Mutual Funds.

NAV.

Risks involved in investing in Mutual Funds.

Different types of Mutual Funds.

Different investment plans that Mutual Funds offer.

The rights that are available to a Mutual Funds holder in India.

Fund Offer document.

Active fund management.
Passive Fund Management.
ETF.

Chapter-8: Miscellaneous

4

- 8.1 Corporate Actions.
 - Corporate Actions.
 - Dividend.
 - Divided yield.
 - Stock Split.
 - Reasons for Stock Split.
 - Buyback of Shares.
- 8.2 Index.
 - The Nifty Index.
- 8.3 Clearing & Settlement and Redressal.
 - Clearing Corporation.
 - Rolling Settlement.
 - Pay-in and Pay-out.
 - Auction.
 - Book-closure/Record date.
 - No-delivery period.
 - Ex-dividend date.
 - Ex-date.
 - Resources available to investor/client for redressing his grievances.
 - Arbitration.
 - Investor Protection Fund.

Chapter-9: Concepts & Modes of Analysis

10

- Simple Interest.
- Compound Interest.
- Time Value of Money.
- Computation of Time Value of Money.
- Effective Annual Return.
- Systematically analyzing a company.
- Annual Report.
- Features of an Annual Report.
- Difference between Balance Sheet and Profit and Loss Account Statements Sources of Funds.
- Difference between Equity shareholders and Preferential shareholders.
- Difference between secured and unsecured loans under Loan Funds.
- Application of Funds.

Meaning of 'Gross block', 'Depreciation', Net Block' and 'Capital-Work in Progress' Current Liabilities and Provisions and Net Current Assets in the balance sheet.

Summarizing balance sheet.

Components of Profit and Loss Account statement.

Check points for a Profit and Loss Account.

Chapter-10:Ratio Analysis

4

CLASS–XI ELECTIVE MUTUAL FUNDS (794) THEORY

Time: 3 Hours

Part – A

Chapter-1: Mutual Funds

5

- 1.1 Introduction.
- 1.2 Mutual Funds: Structure in India.
- 1.3 Who manages Investor's Money.
- 1.4 Who is a custodian.
- 1.5 What is the role of the AMC.
- 1.6 What is an NFO.
- 1.7 What is the role of a Registrar and Transfer Agents.
- 1.8 What is the procedure for investing in an NFO.
- 1.9 What are the investor's rights and obligations.

Chapter-2: Mutual Funds Products and Features – Equity Funds

5

- 2.1 What are open ended and close ended Funds.
- 2.2 What are Equity Funds.
- 2.3 What is an Index Funds.
- 2.4 What are diversified Large Cap Funds.
- 2.5 What are Midcap Funds.
- 2.6 What are Sectoral Funds.
- 2.7 Other Equity Schemes.
- 2.8 What is an Entry Load.
- 2.9 What is Expense Ratio.

- 2.10 What is Portfolio Turnover.
- 2.11 How does AUM affect Portfolio Turnover.
- 2.12 How to analyse cash level in Portfolios.
- 2.13 What are Exit Loads.

Chapter-3: Gold ETFs

4

- 3.1 Introduction to Exchange Traded Funds.
- 3.2 Salient Features.
- 3.3 Working.
- 3.4 Market Making by APs.
- 3.5 Creation Units, Portfolio Deposit and cash component (An example).

Chapter-4: Debt Funds

3

- 4.1 Salient Features.
- 4.2 What is interest rate risk.
- 4.3 What is credit risk.
- 4.4 How is a Debt instrument priced.

Chapter-5: Liquid Funds

3

- 5.1 Salient Features.
- 5.2 Floating Rate Scheme.
- 5.3 What is portfolio churning in liquid funds.

Chapter-6: Taxation

2

- 6.1 Capital Gains Taxation.
- 6.2 Indexation Benefit.
- 6.3 Why FMPs are popular.

Chapter-7: Regulations

4

- 7.1 Overview.
- 7.2 What is the name of industry association for the mutual fund industry.
- 7.3 What are the objectives of AMFI.
- 7.4 Advantages of Mutual Funds.
- 7.5 What is a Systematic Investment Plan (SIP).
- 7.6 What is a Systematic Transfer Plan (STP).
- 7.7 What is Systematic Withdrawal Plan (SWP).
- 7.8 Choosing between dividend payout, dividend re-investment and growth options – which one is better for the investor.

Part – B

Chapter-1: Mutual Funds in Perspective

3

- 1.1 Mutual Funds.
- 1.2 Portfolio Management Schemes (PMS).

1.3	Hedge Funds.	
1.4	Venture Capital Funds & Private Equity Funds.	
Chapter-2:	Investments by Mutual Fund Schemes Equity	4
2.1	Equity.	
2.2	Debt.	
2.3	Derivatives.	
2.4	Gold.	
2.5	Real Estate.	
2.6	International Investments.	
Chapter-3:	Valuation of Investments by Mutual Fund Schemes Equity	3
3.1	Equity.	
3.2	Debt.	
3.3	Gold.	
3.4	Real Estate.	
Chapter-4:	Mutual Fund Accounting	3
4.1	Accounting for Income, Gains & Losses from Investments.	
4.2	Accounting for Expenses.	
4.3	Determining the NAV.	
4.4	Accounting for Load.	
4.5	Distributable Reserves.	
Chapter-5:	Novel Portfolio Structures in Mutual Fund Schemes	4
5.1	Index Funds.	
5.2	Exchange Traded Funds (ETFs).	
5.3	Arbitrage Funds.	
5.4	Monthly Income Plans (MIP).	
5.5	Fix Maturity Plans (FMP).	
5.6	Capital Protection Oriented Schemes.	
Chapter-6:	Quantitative Evaluation of Mutual Fund Schemes	3
6.1	Returns.	
6.2	Risk.	
6.3	Risk Adjusted Returns.	
Chapter-7:	Cut-off Time Regularations & Time Stamping	3
7.1	Cut off Timing.	
7.2	Official Points of Acceptance (POA).	
7.3	Time Stamping Requirements.	
Chapter-8:	Investment in Mutual Funds through NSE	2
8.1	Listed Schemes.	

8.2	Exchange trade Funds (ETFs).	
8.3	Mutual Fund Service System (MFSS).	
Chapter-9:	Non-Residential Investment in Indian MF Schemes	2
9.1	Investment by NRIs/PIOs.	
9.2	Investment by Foreign Institutional Investors.	
9.3	Investment by Qualified Foreign Investors.	
Chapter-10:	Investment by Indians in International MF Schemes	3
10.1	Foreign Direct Investment and Portfolio Investment.	
10.2	Investing in International Mutual Fund Schemes.	
10.3	Why invest abroad.	
10.4	International Fund of Funds.	
Chapter-11:	Mutual Fund Taxation	2
11.1	Mutual Fund Tax Provisions.	
11.2	Compounding Wealth, Gross of Tax.	
11.3	Dividend Payout and Growth Options within Schemes.	
11.4	Double Indexation.	
11.5	Setting of & Carry Forward of Losses.	
11.6	Dividend Stripping.	
Chapter-12:	SID, SAI, KIM & Fact Sheets	2
12.1	Scheme Information Document (SID).	
12.2	Statement of Additional Information (SAI).	
12.3	Key Information Memorandum (KIM).	
12.4	Fund Account Statements / Consolidated Statement of Accounts.	
12.5	Fact Sheets.	

**CLASS–XI
OPTIONAL**

FINANCIAL ACCOUNTING (780)

(Common for Accounting & Taxation and Financial Market Management)

(Refer to page 41)

CLASS–XI

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation,
Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 14)

CLASS–XII
ELECTIVE
CAPITAL MARKET OPERATIONS (793)
THEORY

Time: 3 Hours

Chapter-1: An Overview of the Indian Securities Market **10**

- 1.1 Market Segments.
- 1.2 Key Indicators Of Securities Market.
- 1.3 Products and Participants.
- 1.4 Market Segments and their Products.
- 1.5 Reforms in Indian Securities Markets.

Chapter-2: Trading Membership **15**

- 2.1 Stock Brokers.
- 2.2 NSE Membership.
- 2.3 Surrender of Trading Membership.
- 2.4 Suspension & Expulsion of Membership.
- 2.5 Declaration of Defaulter.
- 2.6 Authorised Persons.
- 2.7 Sub-Brokers.
- 2.8 Broker-Clients Relations.
- 2.9 Sub-Broker-Clients Relations.
- 2.10 Investor Service Cell And Arbitration.
- 2.11 Code of Advertisement.

Chapter-3: Trading **15**

- 3.1 Introduction.
- 3.2 Neat System.
- 3.3 Market Types.
- 3.4 Trading System Users Hierarchy.
- 3.5 Local Database.
- 3.6 Market Phases.
- 3.7 Logging On.
- 3.8 Log Off/Exit from the Application.
- 3.9 NEAT Screen.
- 3.10 Invoking an inquiry Screen.
- 3.11 Order Management.
- 3.12 Trade Management.
- 3.13 Auction.

- 3.14 Limited Physical Market.
- 3.15 Block Trading Session.
- 3.16 Retail Debt Market (RDM).
- 3.17 Trading Information downloaded to Members.
- 3.18 Internet Broking.
- 3.19 Co-location.
- 3.20 Wireless Application Protocol (WAP).

Chapter-4: Clearing, Settlement and Risk Management **10**

- 4.1 Introduction.
- 4.2 Key Terminologies used in Clearing and Settlement Process.
- 4.3 Transaction Cycle.
- 4.4 Settlement Agencies.
- 4.5 Clearing and Settlement Process.
- 4.6 Securities and Funds Settlement.
- 4.7 Shortages Handling.
- 4.8 Risks in Settlement.
- 4.9 Risk Management.
- 4.10 International Securities Identification Number.
- 4.11 Data and Report Downloads.

Chapter-5: Legal Framework **7**

- 5.1 SEBI (Intermediaries) Regulations, 2008.
- 5.2 SEBI (Prohibition of Insider Trading) Regulations, 1992.
- 5.3 SEBI (Prohibition of Fraudulent And Unfair Trade Practices Relating to Securities Market) Regulations, 2003.
- 5.4 The Depositories Act, 1996.
- 5.5 Indian Contract Act, 1872.
- 5.6 Income Tax Act, 1961.

Chapter-6: Fundamental Valuation Concepts **3**

- 6.1 Time value of Money.
- 6.2 Understanding Financial Statements.

CLASS–XII
ELECTIVE
DERIVATIVE MARKET OPERATIONS (794)
THEORY

Time: 3 Hours

Chapter-1: Introduction to Derivatives **5**

1.1	Types of Derivative Contracts.	
1.2	History of Financial Derivatives Markets.	
1.3	Participants in a Derivative Market.	
1.4	Economic Function of the Derivative Market.	
Chapter-2:	Understanding Interest Rates and Stock Indices	5
2.1	Understanding Interest rates.	
2.2	Understanding the Stock Index.	
2.3	Economic Significance of Index Movements.	
2.4	Index Construction Issues.	
2.5	Desirable Attributes of an Index.	
2.6	Applications of Index.	
Chapter-3:	Futures Contracts, Mechanism and Pricing	5
3.1	Forward Contracts.	
3.2	Limitations of Forward markets.	
3.3	Introduction to Futures.	
3.4	Distinction between Futures and Forwards Contracts.	
3.5	Futures Terminology.	
3.6	Trading Underlying vs. Trading Single Stock Futures.	
3.7	Futures Payoffs.	
3.8	Pricing Futures.	
3.9	Pricing Stock Futures.	
Chapter-4:	Application of Future Contracts	5
4.1	Understanding Beta (β),	
4.2	Numerical illustration of Applications of Stock Futures,	
4.3	Hedging using Stock Index Futures,	
Chapter-5:	Options Contracts, Mechanism and Applications	5
5.1	Option Terminology.	
5.2	Comparison between Futures and Options.	
5.3	Options Payoffs.	
5.4	Application of Options.	
Chapter-6:	Pricing of Options Contracts and Greek Letters	5
6.1	Variables affecting Option Pricing.	
6.2	The Black Scholes Merton Model for Option Pricing (BSO).	
6.3	The Greeks.	
Chapter-7:	Trading Of Derivatives Contracts	10
7.1	Futures and Options Trading System.	
7.2	The Trader Workstation.	

- 7.3 Futures and Options Market Instruments.
- 7.4 Criteria for Stocks and Index Eligibility for Trading.
- 7.5 Charges.

Chapter-8: Clearing and Settlement **10**

- 8.1 Clearing Entities.
- 8.2 Clearing Mechanism.
- 8.3 Settlement Procedure.
- 8.4 Risk Management.
- 8.5 Margining System.

Chapter-9: Regulatory Framework **5**

- 9.1 Securities Contracts (Regulation) Act, 1956.
- 9.2 Securities and Exchange Board of India Act, 1992.
- 9.3 Regulation for Derivatives Trading.
- 9.4 Adjustments for Corporate Actions.

Chapter-10: Accounting for Derivatives **5**

- 10.1 Accounting for futures.
- 10.2 Accounting for options.
- 10.3 Taxation of Derivative Transaction in Securities.

PRACTICAL

Time: 2 Hours

Marks: 40

To develop the practical skills of students they will also practice on various modules of NSE to Learn to Trade Software as per details given below.

S. No.	Name of NSE - NLT Module	Class
1.	Numeric Speed Accelerator (NSA).	XI
2.	Function Key Accelerator (FKA).	XI
3.	Trading Skill Accelerator (TSA).	XI
4.	Now Simulation Mutual Fund Service System (NSM).	XI
5.	Arithmetic Skill Accelerator (ASA).	XII
6.	Now Simulation Equity Shares (NSS).	XII
7.	Now Simulation Equity Derivatives (NSD).	XII

CLASS–XII OPTIONAL

FINANCIAL ACCOUNTING (780)

(Common for Accounting & Taxation and Financial Market Management)

(Refer to page 47)

CLASS–XII

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 24)

LIST OF RECOMMENDED BOOKS

1. Foundations of Financial Markets, Students Handbook, Class XI, Published by CBSE.
2. Mutual Funds, Students Handbook, Class XI, Published by CBSE.
3. Capital Market Operations, Students Handbook, Class XII, Published by CBSE.
4. Derivative Market Operations, Students Handbook, Class XII, Published by CBSE.

LIST OF EQUIPMENTS AND SOFTWARE

1. Computers.
2. Printer.
3. Software.
4. Manual for Various Software / Assorted Reference Books.
5. Demonstration Stand.
6. Computer Consumable Stationery.
7. LCD Projector.
8. NSE – NLT Module.



LIBRARY AND INFORMATION SCIENCES

Introduction

This course aims at training basic theories and principles of administration for effective management of public, academic, special libraries and information centers. Practical and theoretical understanding of and basic competencies required in evaluating, selecting and organizing information sources will be taught. Learning of the professional attitudes and the interpersonal and interdisciplinary skills needed to communicate and collaborate with the colleagues and the information users and to understand the above goals within the perspective of prevailing and emerging technologies.

CLASS–XI ELECTIVE LIBRARY, INFORMATION & SOCIETY (747) THEORY

Time: 3 Hours

Marks: 60

- | | | |
|---|---|----|
|) | Library, Information & Society - its objectives, functions and the role of library in the development of modern society. | 8 |
|) | Types of libraries - Public, academic, special and national library - their objectives, role and functions, Categories of libraries - Traditional, digital, virtual and hybrid library. | 12 |
|) | Laws of library science and their implications. | 5 |
|) | Information communication and barriers - data, information & knowledge, characteristics, nature and value of information, communication - channels and barriers. | 10 |
|) | Traditional sources of information - documentary and non-documentary Sources of information. | 10 |
|) | Trends and future of library and information services. | 5 |
|) | Career and growth in the field of library science/Scope of library and information science and avenues of higher studies, professional associations and organizations. | 10 |

PRACTICAL

Time: 2 Hours

Marks: 40

- | | | |
|---|--|----|
|) | Study Tour to the various types of libraries and documentation centers and prepares their reports. | 10 |
|) | Make practical file of structural charts, logos, slogans and quotations, etc. | 8 |
|) | Essay/Debates on library activities. | 6 |
|) | Visit to book fairs, exhibitions and publishing industries. | 10 |
|) | Preparing practical diary on emerging trends in library services. | 6 |

CLASS–XI ELECTIVE LIBRARY CLASSIFICATION & CATALOGUING (748) THEORY

Time: 3 Hours

Marks: 60

- | | | |
|---|---|----|
|) | Library Cataloguing – Introduction, need and purpose. | 10 |
|---|---|----|

)	Cataloguing Methods and Formats (AACR-II), MARC 21.	10
)	Indexing & Subject Heading, Types of subject headings – Library of Congress Subject Headings, Sears List.	10
)	Library Classification – Introduction and Purpose.	10
)	Library Classification – DDC, Concept of main classes, PMEST.	10
)	Technical Processing – Physical processing, records maintenance, call number and its components - class number, book number, collection number.	10

PRACTICAL

Time: 2 Hours

Marks: 40

)	Identification of entry elements in the name of personal and corporate author (AACR-II) and Creating catalogue entries using AACR – II by assigning subject headings.	10
)	Creating data sheet using MARC 21.	8
)	Determination of specific subject the headings and creation of Index.	6
)	Classification of documents using DDC.	10
)	Preparing diary for catalogues and classification.	6

CLASS–XI

GENERAL FOUNDATION COURSE (501)

Time: 3 Hours

Marks: 100

Part–I: (Compulsory to all Vocational Courses)

Marks: 50

A.	Business Management and Entrepreneurship	30
(a)	Entrepreneurship Orientation Importance and relevance in real life: Emphasis on self employment.	5
(b)	Entrepreneurship Values and Attitudes Innovativeness, Independence, Risk Taking, Analytical ability.	5
(c)	Entrepreneurial Motivation Achievement Planning, personal efficacy, entrepreneurial goal setting.	5
(d)	Launching of a Business Venture Identification of project, steps in setting up a business, information about various institutions providing assistance, project formulation.	15
B.	Computational Skills	10
(a)	Percentage, ratio & proportion, profit & loss, discount, simple and compound interest, population growth and depreciation of value of articles using logarithm.	6
(b)	Area and volume: rectangle, parallelogram, circle, cube, cone, cylinder & sphere.	4
C.	Environmental Education	5
(a)	Environment and the society.	
(b)	Environment properties risks in different economic enterprises, in use of raw materials, in processing / manufacturing and designing.	
(c)	Poverty and environment.	
D.	Rural Development	5
(a)	Agriculture, the back bone of Indian Economy.	

- (b) Rural development projects in India including Integrated rural development programme.
- (c) Agro based rural industries.
- (d) Community approach to rural development.

Part-II

Marks: 50

1.	Concept of Library.	8
2.	Laws of Library Science.	8
3.	Library Movement in India.	8
4.	Library Association: ILA, IASLILC.	8
5.	Educational and Social Functions of Library.	8
6.	Reading Habit.	5
7.	Library Use.	5

CLASS-XII ELECTIVE

LIBRARY SYSTEMS AND RESOURCE MANAGEMENT (747)

THEORY

Time: 3 Hours

Marks: 60

J	Library Governance, Security, Finance & Budget.	10
J	Infrastructure of Library - Physical Infrastructure, Library space, Computing Infrastructure.	10
J	Acquisition - Policies, Type of materials – books, non - book, non-print, digital selection criteria, methods of acquisition (traditional, online), accessioning, records maintenance.	10
J	Serials Management - Policies, selection criteria, methods of subscription and procurement, e-journals, binding of periodicals, access to back volumes of e-journals, records maintenance.	10
J	Circulation-policies, issue/return systems, reservation.	10
J	Storage and Maintenance - Binding, Preservation – Electronic preservation, Inventory control, Stock Verification, and Weeding out.	10

PRACTICAL

Time: 2 Hours

Marks: 40

J	Online Procurement of books and periodicals.	10
J	Book Accessioning.	10
J	Registering the periodical issues and sending reminders for missing issues.	10
J	Do's and Don'ts for Preservation of Library Materials.	5
J	Preparing practical diary.	5

CLASS-XII ELECTIVE

INFORMATION STORAGE AND RETRIEVAL (748)

THEORY

Time: 3 Hours

Marks: 60

Unit-1: Library Automation: Planning and Implementing

10

-) Understanding Library Automation.
-) Library Automation Planning.
-) Implementing Library Automation.

Unit-2: Library Automation Software

10

-) Understanding Concepts of Software.
-) Library Automation Software.
-) Function of LAS.
-) Types/Kinds of Library Automation Software Packages.
-) KOHA: A Library Automation Software.

Unit-3: Introduction to Networking

10

-) Understanding Networking.
-) Types of Networking and Utility.
-) Understanding Server.
-) Networking and Communication Protocols.
-) Networking Topology.

Unit-4: E-Resources

10

-) Introduction.
-) Categories of E-resources.
-) Advantages of E-resources.
-) Disadvantage of E-resources.

Unit-5: Information Retrieval System

10

-) Information Retrieval System: Concept.
-) Search Strategy: The Action Plan.
-) Search Query Formulation Process for Information Retrieval in Internet.
-) Search Technique and Methods Used.

Unit-6: Web Tools used for Promoting Library Services

10

-) Web Tools: The Concept.
-) Web 2.0/(Library 2.0): Concept and Characteristic.
-) Web Tools and their Applications.
-) Information Access Devices.

PRACTICAL

Time: 2 Hours

Marks: 40

-) Prepare a project of library automation specially planning and implementation using KOHA.

12

)	Hands on practice on blogging, social networking, etc.	8
)	Preparing specifications for Ipad, Ipod, Book Kindle, using Internet and other resources.	6
)	Collection of information on specific topic using various search engines.	8
)	Preparing practical diary on E-resources.	6

CLASS–XII
GENERAL FOUNDATION COURSE (501)

Time: 3 Hours

Marks: 100

Part–I: (Compulsory to all Vocational Courses)

Marks: 50

A. Business Management and Entrepreneurship **30**

Management of Business

Elementary treatment/exposure to basic conceptual frame work of the topic listed below:

- | | | |
|------------------|------------------------|---|
| (a) ¹ | Basic Function. | 6 |
| (b) | Marketing Management. | 6 |
| (c) | Financial Management. | 6 |
| (d) | Production Management. | 6 |
| (e) | Personnel Management. | 6 |

B. Computational Skills **10**

- | | | | |
|----|-----|--|---|
| 1. | (a) | Solution of linear equations and their application to problem of commercial mathematics. | 5 |
| | (b) | System of linear equations and in equation in two variables. Applications in formation of simple linear programming problems. | |
| 2. | | Statistics: Raw data, bar charts and Histogram; Frequency Tables; Frequency Polygon; Ogive; Menu, Median and Mode of ungrouped and grouped data; Standard Deviation; Introduction to Mortality tables; Price Index etc. Introduction to Computers. | 5 |

C. Environmental Education & Rural Development **10**

- | | | |
|----|--------------------------------|---|
| 1. | Environmental Education | 5 |
| | (a) | Modernisation of agriculture and environment, irrigation, water logging, use of fertilisers, pesticides, soil erosion, land degradation (desertification and deforestation), silting and drying of water resources. |
| | (b) | Rational utilisation, conservation and regeneration of environmental resources (soil, air, water, plant, energy, minerals). |
| 2. | Rural Development | 5 |
| | | Principles and goals of rural development, major problems/constraints in rural development in India. |

Part–II

Marks: 50

- | | | |
|----|---------------------------------------|---|
| 1. | Types of Libraries. | 8 |
| 2. | Organisational set-up of libraries. | 8 |
| 3. | Library Extension Activities. | 8 |
| 4. | Book Clubs. | 5 |
| 5. | Library Cooperation, library network. | 8 |

- | | | |
|----|---|----------|
| 6. | Library professional ethics. | 8 |
| 7. | Qualities and qualification of librarian. | 5 |

LIST OF RECOMMENDED BOOKS

1. Library, Information and Society, Students Handbook, Class–XI, Published by CBSE.
2. Library Classification and Cataloguing, Students Handbook, Class–XI, Published by CBSE.
3. Library and Information Science, D.K. Pandey.
4. A Comprehensive Course in Library and Information Science: T. Nasirudheen, S.S.
5. A Guide to Library and Information Science Jobs: Mahendra Kumar Seth and Abhijeet.
6. A Handbook of Special Libraries and Librarianship: Anil Kumar Dhiman.
7. A Manual of Library Automation and Networking: N.R. Satyanarayana.

SUGGESTED RESOURCES/EQUIPMENTS

1. A Library should be there as, library will act as lab also.
2. Resources for classification
 - (a) DDC book.
 - (b) SLSH book.
 - (c) Dictionaries, of five different publishing houses.
 - (d) Encyclopaedia of five different types.
 - (e) Year Book.
 - (f) Sample of catalogue cards.
 - (g) Accession register.
 - (h) Recommendation slips and other stationeries used in library.
3. Computer Lab (normal) with software – Koha, an open source library management software works on linux environment.
4. Internet connection for browsing and searching.



BUSINESS ADMINISTRATION

CLASS–XI ELECTIVE BUSINESS OPERATION & ADMINISTRATION (766) THEORY

Time: 3 Hours

Marks: 60

Content	Topics	Marks
1. Introduction to Business Operations	1.1 Concept and definition of Business Operations. 1.2 Types of Business Operations. 1.3 Management of Business Operations.	5
2. Business Environment	2.1 Understanding Business Environment. 2.2 Internal and External Factors of Business Environment.	5
3. Products and Services	3.1 Concept, Definition and Features of Product. 3.2 Classification of Products. 3.3 Concept, Definition and Features of Services. 3.4 Difference between Product and Service. 3.5 Meaning of Consumer, Identifying Consumer Needs, Classification of Consumers.	8
4. Types of Organisation	4.1 Meaning and Definition of Organisation. 4.2 Characteristics and Significance of Organisation. 4.3 Types of Organisation.	5
5. Formation of Partnership Firm and Joint Stock Company	5.1 Introduction to Partnership Firm. 5.2 Steps in Formation of a Partnership Firm. 5.3 Meaning, Definition and Characteristics of Joint Stock Company. 5.4 Types of Companies. 5.5 Formation of a Joint Stock Company.	10
6. Business Correspondence	6.1 Meaning and Significance of Business Correspondence. 6.2 Rules of Good Business Communication. 6.3 Principles of Business Correspondence. 6.4 Forms and Types of Common Business Letters.	7
7. Functional Areas of Management	7.1 Production Management. 7.2 Financial Management. 7.3 Marketing Management. 7.4 Human Resource Management. 7.5 Information Technology.	10
8. Organisational Behaviour	8.1 Meaning, Definition and Importance of Organisational Behaviour. 8.2 Characteristics of Organisational Behaviour.	10

PRACTICAL*Time: 2 Hours**Marks: 40*

- | | |
|---|-----------|
| 1. Prepare a chart on different types of joint stock companies with examples. | 10 |
| 2. Visit nearby business enterprises / companies and prepare a report on the following: | 10 |
| a) Nature and Type of business being run by them. | |
| b) Products and Services provided by them. | |
| 3. Role play on understanding the concept of Formal and Informal Communication. | 10 |
| 4. Viva | 10 |

CLASS–XI**GENERAL FOUNDATION COURSE (501)**

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 14)

CLASS–XII**ELECTIVE****BUSINESS OPERATION & ADMINISTRATION (766)****THEORY***Time: 3 Hours**Marks: 60*

Content	Topics	Marks
1. Introduction to Management	1.1 Meaning and Definition of Management. 1.2 Importance of Management. 1.3 Characteristics of Management. 1.4 Functions of Management. 1.5 Difference between Management and Administration.	10
2. Concept of Management	2.1 Principles of Management. 2.2 Nature of Management. 2.3 Concepts and Thoughts of Management. 2.4 Classical, Neo Classical and Scientific Management.	8
3. Functions of Management	3.1 Meaning and Significance of Functions of Management. 3.2 Planning. 3.3 Organising. 3.4 Staffing. 3.5 Directing. 3.6 Coordinating. 3.7 Controlling.	10

4. Communication	4.1 Meaning and Definition of Communication. 4.2 Significance of Communication. 4.3 Types of Communication. 4.4 Features of Effective Communication. 4.5 Hurdles of Communication.	5
5. Motivation	5.1 Meaning, Definition and Significance of Motivation. 5.2 Types of Motivation. 5.3 Motivational Theories. 5.4 Difference between Motivation and Inspiration.	8
6. Leadership	6.1 Meaning, Definition and Importance of Leadership. 6.2 Types of Leaders. 6.3 Characteristics of a Good Leader. 6.4 Leadership Styles.	7
7. Social Responsibility of Business	7.1 Business and Society. 7.2 Concept of Social Responsibility. 7.3 Importance of Social Responsibility. 7.4 Corporate Social Responsibility.	5
8. Information Technology and Business	8.1 Meaning, Definition and Importance of Information Technology. 8.2 Information Technology in Functional Areas of Business. 8.3 Meaning and Scope of E-business. 8.4 Merits and Demerits of E-business	7

PRACTICAL

Time: 2 Hours

Marks: 40

- | | |
|---|-----------|
| 1. Prepare a project report on the online retail business firms in India. | 10 |
| 2. List out in detail the environment hazards caused by the firms in your nearby/local areas. | 10 |
| 3. Role play on comprehending the concept of Motivation based on a case study. | 10 |
| 4. Viva | 10 |

CLASS–XII

GENERAL FOUNDATION COURSE (501)

(Common for Office Secretaryship, Stenography & Computer Application, Accountancy & Taxation, Marketing & Salesmanship, Retail, Financial Market Management and Business Administration)

(Refer to page 24)

LIST OF EQUIPMENTS AND SOFTWARE

1. Computers.
2. Printers.
3. Software like MS-Excel etc.
4. Computer Stationery.

5. Smart Boards to make the subject more interesting.
6. LCD Projector and Screen.

Annexure-1

APPLICATION FORMAT FOR OFFERING VOCATIONAL SUBJECT / COURSES AT SENIOR SECONDARY LEVEL

1. **Name of the Course(s) applied for:**
 (with subject codes)

2. **Name of the School (Complete address)**
 (Also provide Website address if available)

3. **Affiliation No.**
4. **School ID.**
5. **Name of the Principal**
) Phone No.
) Mobile No.
) E-mail
6. **Infrastructure**
 No. of Students
 No. of Teachers
 Student-Teacher Ratio
 No. of Classrooms
 Books in Library
 Total Computers in Computers Labs
 Specification of Computers
 Details of Constructed area for
 Establishing Laboratories
7. **Name of Teachers for Vocational Course**
 (Qualifications)

8. **Details of Draft (in favour of Secretary, CBSE, Payable at Delhi)**
DD No.: **Date:** **Amount** (in Digits)

Bank Issues: **Amount** (in Words)

Signature & Seal of the Principal

Note: The document complete in all respects may be sent to: **The Director (Vocational Education), Central Board of Secondary Education 2, Community Center, Preet Vihar, New Delhi-110092.**

