



# **Benazir Bhutto Shaheed Youth Development Program**

**Occupational Skill Standards**

**OFFICE ADMINISTRATION**

**(06 Month Course)**

**PROJECT MANAGEMENT UNIT**

**Directorate of Manpower & Training  
Labour Department, Government of Sindh**

## **FOREWORD**

The people's government recognizing the plight of jobless, semi-literate, and educated youth of Pakistan has decided to launch a program to employ 5 lakh youth (age 18-35 years) throughout the country, province-wise and impart them employable skills through short and medium term (6 to 12 months) courses under Benazir Bhutto Shaheed Youth Development Program (BBSYDP).

The task before the Sindh Government is to impart training to one lakh youth in the province using its existing Technical Training Centres/Departments and, where inevitable, to outsource the courses.

Keeping these objectives in view, Sindh Government has opened the venues for such opportunities for youth to be trained in the employable skills under this project with following objectives.

- Enhance employability of unemployed youth belonging to lower income group by providing training in employable skills.
- Relevant skills for Industrial and Economic Development.
- Improving Access, Equity and Employability.
- Assuring quality for Skill Development.
- Meet the emerging demand of growing industries and Development projects.
- Development of employable skilled workers primarily for wage employment in industries.
- Provision of basic skills for the rural poor primarily for self-employment.

The project has very clearly defined objectives which shall address the unemployment menace in the province. It envisages that no additional workshop, labs, and classroom shall be constructed for training of the youth, where as the existing 34 Training Centres of the Directorate of Manpower & Training mandated / established for skill development shall impart employable skill training to youth targeted in this project.

The occupations / trades are selected in sectors where employment is available. In this regard the Employers Federation / Associations and group of industries have been consulted.

The curriculums consisting of skills and operations for imparting of the training for 06–12 months courses are available based on 80% practical and 20% theoretical knowledge. The training methodology and activities are predefined in the respective curriculum. Periodical progress of the trainees are made compulsory.

It has been a team effort of Training Management Board and Trade Testing Board who have supervised the trade specialists in the development of the Curriculum according to the need of the job market.

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# OFFICE ADMINISTRATION

## OVERALL OBJECTIVE

World is globally change so every business need skillful persons not only in equipment's but also has an ability to face various situation. Especially in office environment latest technique and equipment's are used. This Course is designed for those who want to get skills of an official person.

The Course will help to developing following skills to the participants.

- Select and use language to the appropriate occasions.
- Comprehensive and apply grammar and editing skills.
- Use, Care and operation of office equipment and machines such as Plain paper copier, franking machine, duplicating machine, telex and fax.
- Maintain Dairy and Dispatch Register, records and files.
- Goal setting and achievements
- Use manual and electronic typewriters with a speed of 30 W.P.M and 40 W.P.M respectively.
- Take dictation with minimum speed of 40 W.P.M Operate a P.C Computer effectively.
- Use Computer software package.

Acquire skill for maintenance of bills, receipts, petty cash, funds and practice to use calculators & calculating machines in accounting.

## SPECIFIC OBJECTIVES:

After completion of the course the trainees should be able to:

- To take notes /draughts from the senior/doss.
- To keep the record properly.
- To explain the qualities of an office work /secretary.
- To operate different type of office equipment's viz. Computer, photocopier, printer, fax machine etc.
- To compose different type of business letters.
- To explain steps involved incoming and outgoing dak.
- Prepare him as good office assistant.

## TRAINING PARAMETERS

<b>Course Code</b>	A-24
<b>Entry level</b>	Matriculation (preferably Intermediate)
<b>Age group</b>	20 – 38 years
<b>Medium of Instructions</b>	English / Urdu / Sindhi
<b>Duration of course</b>	06 Months
<b>Contact Hours</b>	600 Hours
<b>Daily Contact Hours</b>	Four Hours per day
<b>Per Class Trainees</b>	Maximum 25
<b>Timing of Training</b>	Morning Shift (09:00 A.M. to 01:00 P.M.) Evening Shift (02:00 P.M. to 06:00 P.M.)

### **OFFICE ADMINISTRATION:**

### **KNOWLEDGE REQUIREMENT:**

After completion of the course the trainees should be able to:

- Function performed by an office.
- Duties performed and quilted of good office assistant.
- Use of different office equipment.
- Knowledge of diary and dispatch of dak.
- Attend the telephone calls with up to date knowledge office work.
- Noting drafting for mail and different type of letter.
- Filing system in different cabinet.

## SKILL REQUIREMENT:

After completion of the course the trainees should be able to:

- Adopt the qualities of a good office assistant.
- To perform the duties in discipline and properly.
- To assist the executive as good governors.
- To operate the office equipment e.g. faxes computer, photocopier and printers.
- To compose letters on computer.
- Manage the diary and dispatch & stamp register A&B
- Use the different filing system in office dictionary wise.

## SCHEME OF STUDIES:

S. No.	Topic	Time (Hours)		
		Theory	Practical	Total
1.	Office Procedure	05	160	165
2.	Professionalism	20	70	90
3.	Typography	10	70	80
4.	Financial skills	15	20	35
5.	Basic English	20	20	40
6.	Business communication	20	50	70
7.	Computer Skills	10	90	100
8.	Basic Arabic Communication	20	–	20
<b>Total</b>		120	480	<b>600</b>

## DETAIL OF TOPICS: OFFICE ADMINISTRATION

S. No.	Topic	Time (Hours)		
1.	<b>OFFICE PROCEDURE</b> <ul style="list-style-type: none"> <li>• Understanding the importance of Office</li> <li>• Handling the mail</li> <li>• Telecommunication</li> <li>• Filing document</li> <li>• Office Machine</li> </ul>	05	160	165
2.	<b>PROFESSIONALISM</b> <ul style="list-style-type: none"> <li>• Personal Presentation</li> <li>• Staff Relation</li> <li>• Time Management</li> </ul>	20	70	90
3.	<b>TYPOGRAPHY</b> <ul style="list-style-type: none"> <li>• Manual Typewriter</li> <li>• Electronic Typewriter</li> <li>• Computer Typing</li> </ul>	10	70	80
4.	<b>FINANCIAL SKILLS</b> <ul style="list-style-type: none"> <li>• Basic Accounting</li> </ul>	15	20	35
5.	<b>BASIC ENGLISH</b> <ul style="list-style-type: none"> <li>• The Article</li> <li>• Part of Speech</li> <li>• Structure of Sentences</li> <li>• Types of Sentences</li> <li>• Tense and Sequences of Tenses</li> <li>• Use of Punctuation</li> <li>• Active and Passive voice</li> <li>• Tenses in Reported Speech</li> </ul>	20	20	40
6.	<b>BUSINESS COMMUNICATION</b> <ul style="list-style-type: none"> <li>• Study Skills</li> <li>• Resume</li> <li>• Job Interview</li> </ul>	20	50	70

S. No.	Topic	Time (Hours)		
	<ul style="list-style-type: none"> <li>Letter of Application</li> <li>Speaking Skills</li> </ul>			
7.	<b>COMPUTER SKILLS</b> <ul style="list-style-type: none"> <li>Word Processing</li> <li>Excel</li> </ul>	10	90	100
8.	<b>BASIC ARABIC COMMUNICATION</b> <ul style="list-style-type: none"> <li>Introduction of Arabic Language</li> <li>Basic Grammar</li> <li>Word meanings</li> <li>Formation of sentences</li> <li>Speech practice</li> </ul>	20	-	20
<b>Total</b>		120	480	<b>600</b>

## TOOLS AND EQUIPMENT:

Following tools and equipment are prescribed for 20 trainees.

S. No.	Tool / Equipment	Quantity
1.	Computer (CPU Pentium Dual-Core E2140 1.60GHZ 1MB, 800MHZ, BLK D945 GCPE (Micro ATX Sound+AGP+Lan 10/100, 2 PCI, 2 SATA Ports 1 IDE, DDR2, Sup 800/1066 FSB) 512 MB DDR2-667 Rams Kingston 52x, Combo Drive DVD+RW Samsung / Sony, ATX PIV Thermal Casing Intel approved, 80 GB SATA WD, Keyboard, Mouse, LCD Monitor	10
2.	Printer (Laser)	03
3.	Scanner	03
4.	Multimedia Projector	01
5.	Dictation Recorder	03
6.	Telephone PBX with 5 extensions	02 set
7.	Fax Machine	02

## **EMPLOYABILITY OF GRADUATE TRAINEES**

The pass out in "Office Assistant" will have the following opportunities:

1. Govt. Department (as office Assistant).
2. Private Sector Assistant, Computer Operator, Assistant Manager of Lawyers/Contractor, Small Industries.

He may get self-employment also.

## **MINIMUM QUALIFICATION OF INSTRUCTOR**

- Bachelor in Business Administration
- 2-year Certificate / Diploma course in Office Administration

### **Examination and certification:**

The testing & certification shall be carried out by the Trade Testing Board, Government of Sindh.

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