



# CURRICULUM

## OFFICE ASSISTANT (Three Months Course)

### PROJECT OF SUPPORT TO THE PRIME MINISTER'S PROGRAMME FOR SKILLS TRAINING

International Labour Office for Pakistan, ILO Building, Sector G-5/2, Islamabad

## **FOREWORD**

**Skills development in Pakistan** serves as an essential tool in developing the skills and employability of men and women in urban & rural areas, and hence helps in reducing poverty. The Prime Minister in his speech at the Employment and Skills Forum also stressed on the importance of improving the skills and employability of people. Skills development is a key component of Pakistan's Decent Work Country Programme.

Under the preparatory phase of "*Project of Support to the Prime Minister's Programme for Skills Training*", assessment of the capacities of training institutions was carried out to deliver short demand-driven courses to young people, mostly from poverty-stricken rural and urban areas. In addition to a major assessment of training institutions, the project provided for capacity-building of senior staff and instructors from training institutions. Four workshops of one week each were organized at Peshawar, Karachi, Multan and Lahore, as a result of which 53 curricula documents were developed. The workshops also provided training and information on a number of different approaches to career guidance & vocational counseling, quality assurance and introduction of competency-based skill standards.

At the completion of each workshop, a selected number of participants were requested to return to their institutions and prepare relevant training manuals within 3–4 weeks time. The content and relevancy of training manuals developed is appropriate, however much hard work has gone into their preparation.

I would like to take this opportunity to express my deep appreciation to UNDP for its support and financial assistance. I would also like to thank the project team led by Trevor Riordan, Project Director and Mansoor Khalid, Senior Programme Officer. Special thanks to the consultant, Ian Sam Cummings and Muhammad Muneer, Project Support Officer who jointly organized and conducted the workshops.

It has been an excellent team effort in joint collaboration with the Ministry of Labour and Manpower, National Training Bureau, Provincial Departments of Labour/Directorates of Manpower & Training and TEVTA Punjab.

The particular curriculum was prepared by Sajida Zareen, Instructor, Technical Training Centre, Buffer Zone Karachi, Directorate of Manpower and Training Karachi.

Donglin Li  
Director ILO  
Pakistan.

# OFFICE ASSISTANT

## TRAINING PARAMETERS

<b>Course Code</b>	C-182
<b>Entry level</b>	Matriculation - Graduate
<b>Age group</b>	20 – 38 years
<b>Medium of Instructions</b>	English / Urdu / Sindhi
<b>Duration of course</b>	03 Months
<b>Contact Hours</b>	600 Hours
<b>Daily Contact Hours</b>	03 Hours per day 5 days a week
<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.)
<b>OVERALL OBJECTIVE</b>	After completion of the course the trainees should be able to find suitable employment to do office work under the supervision of experienced officers/managers

### SPECIFIC OBJECTIVES:

After completion of the course the trainees should be able to

- Observe safety precautions in the office while handling office equipment
- Take notes from the office manager
- Maintain office records properly
- Demonstrate the operation of different types of office equipment

## KNOWLEDGE REQUIREMENT:

After completion of the course the trainees should be able to

- Observe safety precautions in the office while handling office equipment
- Perform duties like a good office assistant
- Take notes from the office manager
- Maintain office records properly
- Attend the telephone calls and maintain the record of the meetings

## SKILL REQUIREMENT:

After completion of the course the trainees should be able to

- Observe safety precautions in the office while handling office equipment
- Perform duties like a good office assistant
- Maintain office records properly
- Attend the telephone calls and maintain a record of the meetings
- Demonstrate the operation of different types of office equipment i.e computer, printer, photocopier, fax etc.

## SCHEME OF STUDIES

S. No.	Topic	Time (Hours)		
		Theory	Practical	Total
1	Office procedure	7	21	28
2	Professionalism	4	10	14
3	Typography	3	106	109
4	Accounting	3	-	3

S. No.	Topic	Time (Hours)		
5	Basic English	5	10	15
6	Business communication	8	3	11
<b>Total</b>		30	150	<b>180</b>

### DETAIL OF TOPICS:

S. No.	Topic	Time (Hours)		
		Theory	Practical	Total
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>• Handling of office machines</li> </ul>	7	21	28
2	<b>PROFESSIONALISM</b> <ul style="list-style-type: none"> <li>• Personal presentation</li> <li>• Staff relations</li> <li>• Time management</li> </ul>	4	10	14
3	<b>TYPOGRAPHY Manual typewriter</b> <ul style="list-style-type: none"> <li>• Electronic typewriter</li> <li>• Computer typing</li> </ul>	3	106	109
4	<b>FINANCIAL SKILLS</b> <ul style="list-style-type: none"> <li>• Basic accounting</li> </ul>	3	-	3
5	<b>BASIC ENGLISH</b> <ul style="list-style-type: none"> <li>• Article</li> <li>• Parts of speech</li> <li>• Structure of sentences</li> </ul>	5	10	15

S. No.	Topic	Time (Hours)		
	<ul style="list-style-type: none"> <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>			
<b>6</b>	<p><b>BUSINESS COMMUNICATION</b></p> <ul style="list-style-type: none"> <li>• Resume</li> <li>• Job interview</li> <li>• Letter of application</li> <li>• Speaking skills</li> </ul>	8	3	11
<b>Total</b>		30	150	<b>180</b>

## QUALIFICATION OF INSTRUCTOR

- MA/BA with 3 years of working experience

## EMPLOYABILITY OF GRADUATE TRAINEES

The trainees of the course will be able to find employment under the supervision of managers in the following areas:

1. Govt. Departments as an office assistant
2. Private sector as an assistant, computer operator
3. Self-employment

## Examination and certification:

The testing shall be carried out by the respective institutions under the overall supervision of Testing Boards.

