



BARODA PRODUCTIVITY COUNCIL



SYLLABUS FOR OFFICE ASSISTANT (For hints & guidelines only)

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| DURATION: | 4 Months |
| TIMINGS: | 5:30PM To 8:30PM |
| COURSE FEES: | Rs. 1500/- |
| Entry Qualification: | 10th pass and minimum 17 years of age |
| TEACHING METHODOLOGY: | Detailed classroom lectures with practical Case Study Illustrations |

Theory:

Concept of Effective Communication

- Components of Effective Communication - Conviction, confidence & enthusiasm, Listening
- Communication Process & Handling them
- KISS (keep it short & sweet) in communication - Composing effective messages
- Barriers to Communication -
- Int & Ext Barriers:- Infrasonic Motivation, Perception, Language, Fear, Power of speech etc.
- Listening-It's Importance, Good & Bad Listening
- Non-Verbal Communication-its
- Importance and Nuances :- Facial Expression, Posture, Gesture, eye contact, Appearance (Dress Code)

Grammatical Use (Mind your language towards better English) -

- punctuation,
- vowel, consonant,
- Preposition + noun,,
- uncountable and plural nouns, verb patterns,
- uses of tenses,
- Meanings & opposites,

Concept of 4 step method for presentation

- preparation & introduction,
- presentation
- Evaluation/feedback
- summarization / conclusion



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TOCSE Process for presentation

Self Management

- Identifying one's strengths and weakness
- Planning & Goal setting
- Managing self - emotions, ego, pride

Time Management concept

- Attendance, Discipline & Punctuality
- Act in time on commitment
- Quality/Productive time- connection and cut off time

Concept of

- Group,
- Group Dynamics
- Team building

Motivation techniques

- Motivation technique based on needs and field situation
- Idealising

Ethics & values

- What are ethics and values

Interpersonal Skill

- Importance of inter-personal skill

Stress management

- What is the stress and its causes

Computer & Internetworking principle

- Block diagram of computer
- Net working and internet concept

Electronic Communication concept

- Working principle of Mini Exchange and its feature and facilities

Working concept of courier & logistic products/services OBC, OVC, OPC, operation terminology Organization structure branch and hub, country office & its operation Various courier & logistic agency in a city/town both national and international



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Knowledge & function/activities of the agency-pick up, sorting, distribution, ware housing Dispatching, invoicing, billing, and way bill etc.
Custom & cargo clearance , screening and licensing

Transportation modes; Air, Railway, Road & Sea. Times of flight, trains and ship services. Connection and Cut Off time

National and International Geography , pin code knowledge:- Cities, State, Country Zip Code Study codification and handling inbound & out bound cargo

Transportation standardization process:- Fleet management route planning etc. Hub operation in scanning, sorting, outgoing material.

Courier/Cargo booking/transportation methods and its tariffs. e - booking , payment, air way bill Study of rules & regulations with respect to national & international perspective restrictions /banned regulation. IATA Rules & regulations Shipment handling regulations inbound & outbound. Dangerous goods regulations

ICD/CFS multi model ware houses, transshipment centre, port based ware housing, air cargo transshipment ware housing. Flight Forwarding Custom clearance, Licensing system Environmental concern in ware housing Value added services

Ware house managing system: Ware housing and physical distribution. Space & Layout Containerization /volumerization Transport modes Third party ware housing (3PL)

Overview of Ware house inventory management system and computerization Zero inventory system KAIZEN & 5S concept

Road express:- Cold chain, track & trace, packaging, temperature and humidity control Rail:- Dedicated rail container services

Air:- Express and consumer service, freight forwarding , custom clearance

Water:- Freight forwarding consolidation,

NVOCC custom clearance Sales tax barriers , rules & regulations across the country. Import & Export rules & regulations

Practical Competencies

Development of competency / proficiency in English /Vernacular. (Hindi/Regional Language)Practice on

- Oral/spoken communication skill & testing - voice and accent, voice clarity, voice modulation & intonation, word stress, etc.
- Feedback & questioning technique :
- Objectiveness in argument (Both one on one and in groups)
- 5Ws & 1H & 7Cs for effective Communication
- Development Etiquette and manners
- Study of different pictorial expression of non-verbal communication and its analysis

Written Communication skill Practice for

- Correction of errors
- Making of sentences
- Paragraph writing
- Leave application & Simple letter writing

Presentation skill practice

- Preparing in presentation
- Delivery of presentation :-
 - Plan your presentation/communication
 - Select proper channel/medium
 - Set ease your environment
 - Tell it right with 7 Cs
 - Encode/decode
 - Follow up your communication
 - Ensure action

Self Management

- Self Evaluation,
- self discipline,
- self criticism
- Recognition of one's own limits and deficiencies ,
- Independency etc.
- Thoughtful & Responsible
- Self Awareness

Time Management Technique



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- Practice by game play and other learning methodology for achieving targets and getting of right first time

Team building / Coordinating skills

- Team building practices through group exercises, team task / Role play.
- Ability to - Mixing & accommodation
- Ability to work together

Motivation / Inspiration

- Ability to shape and direct working / process methods according to self defined criteria.
- Motivate customers
- Ability to think for oneself.
- Apply oneself to a task independently with self motivation

Ethics & values

- Fairness: To behave in an open, just, and just respectable way toward other people
- Openness and respect for individual
- Helpfulness
- Honesty
- Social responsibility
- Inclusiveness / Belongingness, etc.

Interpersonal Skill Development

- Positive Relationship
- Positive Attitudes
- Empathize: Comprehend other opinions points of views, and face them with understanding
- Mutuality
- Trust
- Emotional Bonding,
- Handling Situations (Interview)

Working under stress

- Practice different methods of Stress relief / management
- Yoga & Pranayam/ Music with Meditation
- Ability to concentrate & consistency, etc

Computer and Internet operational skills

- Identification of Input/Out put devices, CPU, Display unit , keyboard , interconnecting cords, drives



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- Key boarding skills
- Practice on computer using MS office XP\
- Practice on sending & receiving e-mail

Telecommunication Skills

- Tele- Etiquette/Corporate Etiquette
- Receiving calls
- Transferring calls
- Taking Message/Voice mails
- Making outgoing calls
- Receiving Fax
- Making Xerox
- Operation practice of EBPAX console indifferent mode of dialing.

General safety & first aid demonstration Security awareness for employees(SAFE)
Visit to a counter & Logistic Agency/service provider:- branch & hub

Visit to AA/Cargo handling department/ship traffic/transport department for cargo transportation/shipping & air operation Study of Atlas and Pin Code/Address/Phone Book and other Logistic Sector charts etc. Demonstration and bar code and sorting

Prepare a route plan for shortest & low cost Maintaining various records and filling up of formats for booking , billing way bill etc.

Practice on safety measures for handling various cargo and demonstration for loading/unloading, stuffing/de-stuffing for temporary storage.

Practice on Systematic storing, leveling , housekeeping practice, weighing practice, picking and packing, operation of stacker, pallets , truck, etc.

Practice on Maintain various records of store/ware house Good Housekeeping Practice Visit to a ware house of any courier & logistic company.

Visit to Airport / Ship cargo handling department for custom and security clearance demonstration / observation Calculation of Sale tax and tariff of different courier and different destination

After completion of the training the trainees will be able to deal the customer and receive /book the courier item and maintain records.

Contact

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