BANGLADESH TECHNICAL EDUCATION BOARD

SYLLABUS FOR NATIONAL SKILL STANDARD BASIC (360 HOURS)

ON

COMPUTER OFFICE APPLICATION

Total Duration: 360 hours

Introduction:

Computer Office Applications course provides a solid foundation in the basic and intermediate skills for working with computer system, Word Processor, Spread sheet, PowerPoint, Database, Email and Internet basic applications, practices Google G-suite & concept on Freelancing. This course is ready to extend the knowledge and upgrade skill into some of the more specialized and advanced capabilities of basic operations in computing.

Objectives:

After completion of the course the students will be able to-
- Operate pc with windows operating system.
- Work with word processor
- Work with spread sheet program
- Present a presentation using power point.
- Create, maintain and manipulate database.
- Work with Internet & Email Application.
- Work with Google G-suite
- Concept on Freelancing
- Develop Soft Skills
- Practices communicative English

Entry Qualification:
Minimum JSC or equivalent passes.

Course Duration (360 hours):

	Competencies	Hours	Total Hours
1	Generic Competency (Soft skills & English communication)	60	360
2	Core Competency (Sector based)	300	
Class duration :			
05 hours per day and 6 days per week, Total 12 weeks (for 3 months course) 05 hours per day and 3 days per week, Total 24 weeks (for 6 months course)			

Generic Competencies (60 Hours):

Sl No.	Unit/Module Title	Hours		
		Theory	Practical	Total
1	Develop Soft Skills to practise workplace communication.	5	25	30
2	Communicative English	5	25	30
	Total	**10**	**50**	**60**

Core Competencies (300 Hours):

Sl No.	Unit/Module Title	Hours		
		Theory	Practical	Total
1	Overview of Computer and Operating System	4	5	9
2	Word Processing including Typing	9	60	69
3	Spread sheet Analysis	9	50	59
4	Presentation Design and Delivery	4	40	44
5	Database Management	8	50	58
6	Email and Internet using	3	10	13
7	Google G-suite	4	20	24
8	Basics of Freelancing	4	20	24
	Total	**45**	**255**	**300**

Core Competencies (300 Hours) details:

Sl. No.	Competencies	Hours		
		Theory	Practical	Total
1.Overview of Computer and Operating System				
1.1	• Describe the history of computer, • Classify computer depending on capability, size, speed & generation etc. • Define Hardware. • List and demonstrate different parts of a Personal Computer and Laptop. • Define Software & Firmware, • Classify Software • Describe Operating System(OS) and the importance of system software	1	0	1
1.2	• List the types of Memory, • Demonstrate primary and secondary memories, • Distinguish between RAM and ROM, • State Bit, Byte, Kilobyte, Megabyte, Gigabyte, and Terabyte. • Describe computer virus and anti-virus, computer security.	1	0	1
1.3	• State desktop screen icon, icon-shortcut, file, folder/Directory • Describe file management & windows explorer • Practice on Operating System Environment. • Select, open and close Desktop icons for navigation purposes. • Create / Rename a folder, Cut/Copy/Paste a File or Folder.	1	2	3
1.4	• Install and Uninstall basic application software. • Install and update Anti-Virus Software.	1	3	4
Word Processing				
2.1	Getting Started with Word • Exploring the Word window • Familiarization with Menu, Ribbon & Tools • Using Standard/Personalised Menus • Typing Practice with Type Tutor	1	3	4
2.2	Editing Document • Opening an Existing File • Inserting Text in a Document • Selecting, Deleting and Restoring Text • Creating a Folder/Saving alternatively named files • Typing Practice with Type Tutor	1	3	4

2.3	Formatting Text • Using the Formatting Toolbar: Aligning, Cutting, Pasting Text, Drag and Drop, Copy and Paste, Applying Styles • Creating a Paragraph Border, Adding Shading • Previewing/Printing a Document • Changing Page Margins • Inserting Page Breaks/Numbers • Formatting a Paragraph • Indenting Text • Changing, Setting and Clearing Tab settings • Creating/Customising Headers & Footers • Working with Columns • Typing Practice with Type Tutor	1	9	10
2.4	Using Automated Formatting, Editing & Proofing Tools • Setting AutoFormat Options • Creating an Automatic Bulleted/Numbered List • Creating and Printing a Mailing List • Checking Spelling Grammatical Errors in a Document • Finding/Replacing Specific Text • Inserting Special Characters • Typing Practice with Type Tutor	1	6	7
2.5	Working with Graphics & Tables • Inserting a Picture from a File/Clip Art Gallery • Creating WordArt & Drawing a Shape • Inserting a Table • Inserting and Deleting Columns & Rows • Merging/split Table Cells • Adding Shading to a Table • Apply Text direction & Simple Formula	1	6	7
2.6	• Understand Bangla typing and its procedure. • Practice Bangla typing.	1	6	7
2.7	Merging Documents for Mailing • Creating a Main Document • Creating a Data Source • Adding Merge Fields and Merging Documents • Generating Mailing Labels	1	3	4
2.8	Using Macros • Recording, Assigning & Running a Macro • Editing, Renaming & Deleting a Macro	1	3	4
2.9	Working with Tables of Contents & Indexes • Formatting and Compiling a Table of Contents • Updating a Table of Contents • Formatting and Compiling an Index • Editing and Updating an Index	1	3	4
2.10	Long Document Formats • Inserting Footnotes and Endnotes • Modifying the Reference Mark Style • Creating and Using Bookmarks • Creating Master Documents and Subdocuments • Practices with Review options (Word count, Track	0	3	3

	changes, compare etc.)			
2.11	Use shortcut keys in MS Word.	0	6	6
2.12	• Create simple documents like application, Question Paper (Bangla, English, Math & Chemistry etc.), • Prepare a Bio-data in Bengali and English with formatting.	0	9	9
3. Spread sheet Analysis				
3.1	Learning Worksheet Fundamentals • Creating Workbooks • Understanding MS Excel Window Environment • Editing Cell Contents • Moving Between Worksheets • Naming and Saving Workbooks • Opening Workbooks & Renaming Worksheets • Closing Workbooks and Quitting Excel	1	4	5
3.2	Editing and Formatting Worksheets • Formatting Numbers • Adjusting the Size of Rows and Columns • Aligning Cell Contents • Creating and Applying Conditional Formats • Finding and Replacing Cell Content • Inserting and Deleting Cells/Rows/Columns • Cutting/Copying/Pasting/Clearing Cells • Using Additional Paste Features	1	5	6
3.3	Formatting Cells • Formatting Text • Formatting Numbers as Currency • Using Format Painter • Adding Borders/Shading to Cells • Using AutoFormat • Creating and Applying Styles • Merging Cells	1	5	6
3.4	Changing Print Options • Adding Headers and Footers • Changing the Orientation and Scale • Adding and Deleting Page Breaks • Setting and Clearing a Print Area	1	4	5
3.5	Rows/Columns/Worksheets/Workbooks • Magnifying and Shrinking a Worksheet on Screen • Hiding and Un-Hiding Rows and Columns • Freezing and Unfreezing Rows and Columns • Data Sorting & filtering	1	5	6
3.6	Working with Charts • Creating Charts Using the Chart Wizard • Moving/Resizing/Deleting Charts • Modifying Chart Titles and Adding Axis Labels • Moving and Formatting Chart Elements • Changing the Chart Type & Organising Source Data • Updating Data and Formatting the Axes • Adding Gridlines and Arrows • Previewing and Printing a Chart	1	5	6

3.7	Performing Basic Calculations ● Building/Editing/Copying Formulas ● Practice Mathematical Functions- Abs(), Sum(), SUMIF(), CEILING(), FLOOR(), MOD(), POWER() etc.	1	5	6
3.8	Using Basic Financial Functions ● Using the PMT Function to Forecast Loan Payments ● Practice Financial Functions- DB(), FV(), PMT(), PV(), RATE(), IPMT(), ISPMT(), NPER(), NPV() etc.	1	5	6
3.9	Create advanced formulas ● Using the IF, AND, and OR functions ● Using the SUMIFS, AVERAGEIFS, and COUNTIFS functions	1	4	5
3.10	Create advanced charts and tables ● Create advanced chart elements ● Create and manage PivotTables ● Create and manage PivotCharts	0	4	4
3.11	● Create a Tabulation Sheet for representing data through different types of charts. ● Create a standard Salary sheet, Generate Electric Bill etc.	0	4	4
4. Presentation Design and Delivery				
4.1	Create a Presentation ● Create a new presentation ● Create a presentation based on a template ● Import Word document outlines	1	2	3
4.2	Insert and Format Slides ● Insert specific slide layouts ● Duplicate existing slides ● Apply a different slide layout ● Modify individual slide backgrounds ● Inset slide headers, footers, and page numbers	1	2	3
4.3	Change Presentation Options and Views ● Change slide size ● Change views of a presentation ● Set file properties	1	3	4
4.4	Configure a Presentation for Print ● Print all or part of a presentation ● Print notes pages ● Print handouts ● Print in color, grayscale, or black and white	1	3	4
4.5	Configure and Present a Slide Show ● Create custom slide shows ● Configure slide show options ● Rehearse slide show timing ● Present a slide show by using Presenter View	0	3	3

4.6	**Insert and Format Text** • Insert text on a slide • Apply formatting and styles to text • Apply WordArt styles to text • Format text in multiple columns • Create bulleted and numbered lists • Insert hyperlinks	0	3	3
4.7	**Insert and Format Images** • Insert images • Resize and crop images • Apply styles and effects	0	3	3
4.8	**Insert and Format Charts** • Create a chart • Import a chart • Change the Chart Type • Add a legend to a chart • Change the chart style of a chart	0	3	3
4.9	**Insert and Format SmartArt graphics** • Create SmartArt graphics • Convert lists to SmartArt graphics • Add shapes to SmartArt graphics • Reorder shapes in SmartArt graphics • Change the color of SmartArt graphics	0	3	3
4.10	**Insert and Manage Media** • Insert audio and video clips • Configure media playback options • Adjust media window size • Set the video start and stop time • Set media timing options	0	3	3
4.11	**Animate Slide Content** • Apply animations to objects • Apply animations to text • Set animation effect options • Set animation paths	0	3	3
4.12	**Set Timing for Transitions and Animations** • Set transition effect duration • Configure transition start and finish options • Reorder animations on a slide	0	3	3
4.13	**Finalize Presentations** • Protect a presentation • Inspect a presentation • Proof a presentation • Preserve presentation content • Export presentations to other formats	0	3	3
4.14	Create a Slide Show presentation about your biography within 10 slides.	0	3	3

	5. Database Management			
5.1	Understanding Databases & Creating Tables • Creating a Database • Starting and Opening an Existing Database • Understanding Datasheet View & Design View • Creating a Table Using the Wizard • Creating and Modifying a Table • Adding Fields to Tables • Adding and Editing Records • Printing Tables • Moving and Deleting Fields & Records	1	5	6
5.2	Working with Tables • Formatting a Table • Modifying Field Properties • Sorting Records in a Table • Finding Records in a Table • Using Filters with a Table • Establishing Relationships Between Tables	1	5	6
5.3	Creating and Using Queries • Creating and Running a Query • Specifying Criteria in a Query • Using Comparison Operators • Creating a Calculated Field • Creating a Multiple-Table Query • Printing a Query	1	5	6
5.4	Designing a Form • Creating a Form Using AutoForm • Creating a Form Using the Form Wizard • Adding Controls to a Form • Modifying Control Properties • Resizing and Moving Controls • Entering Records into a Form • Creating Calculated Controls	1	5	6
5.5	Designing a Report • Creating a Report Using AutoReport • Creating a Report Using Report Wizard • Adding a Control to a Report • Formatting a Report • Resizing and Moving Controls • Creating Calculated Controls • Previewing and Printing	1	5	6
5.6	Customising Tables • Creating an Index • Normalising a Table • Setting a Default Data Entry Value • Creating, Modifying an Input Mask, Lookup Field • Defining a Data Validation Rule • Creating a Relationship	1	5	6

5.7	Creating Custom Queries • Specifying Criteria in Multiple Fields • Modifying Query Properties • Applying Filters to a Query • Calculating Totals in a Query • Creating an Action, Parameter, Crosstab Query • Joining Tables in a Query • Creating Many-to-Many Queries	1	4	5
5.8	Automating Tasks • Creating an AutoKeys Macro • Using Controls to Run a Macro • Assigning a Macro to an Event • Assigning a Macro to a Condition	1	4	5
5.9	Using Database Tools • Setting, Modifying, Deleting a Database Password • Encrypting and Decrypting a Database • Replicating a Database • Splitting a Database • Converting a Database • Setting Start up Options	0	4	4
5.10	Integrating Access with MS Applications • Creating a Graph • Exporting Data to Excel • Dragging Tables and Queries to Excel • Creating a Link	0	4	4
5.11	Create a complete database with report of Student Result Processing System.	0	4	4
6. Email and Internet				
6.1	• Establish online connectivity. • Browse and visit some popular websites. • Use the search engine for searching Information on the web. • Create an E-mail account (on gmail, yahoo, hotmail, etc.). • Set-up an E-mail account first time using outlook. • Check, compose, send and reply of e-mail message. • Attach a file to an e-mail message and open an attached file. • Use CC & BCC	1	2	3
6.2	Customize Settings • Customize reply messages • Change text Formats for all outgoing messages • Customize the Navigation Pane • Configure reviews • Manage multiple accounts • Add an account	1	2	3
6.3	Print and Save Information • Print message, calendar, contact, or task information • Save message attachments • Preview attachments • Save messages in alternate formats • Export messages to a data file	1	2	3

6.4	Perform Search Operations in Outlook • Create new search folders • Search for items in messages, tasks, contacts, or calendars • Search by using advanced find • Search by folder	0	2	2
6.5	Organize and Manage Messages • Sort messages • Move messages between folders • Add new local folders • Apply categories • Clean up messages • Mark a message as read or unread • Flag received messages • Ignore messages • Sort messages by conversation • delete messages • automate repetitive tasks by using Quick Steps • Configure basic Auto Archive settings	0	2	2
7. Google G-suite				
7.1	Manage Google Docs • Create a gmail account • Convert word file into Google docs • Modify docs using tools of docs • Share docs file with others • Share a docs file with a web page • Work in a docs file form different mails	1	5	6
7.2	Manage Google Sheet • Convert Excel file into Google sheet • Modify sheet using tools of Google sheet • Share Google Sheet with others • Share a Google sheet with a web page • Create privacy in a Google sheet • Use Basic formulas • Practices with chart in a sheet • Practices with import, export & download sheet	1	5	6
7.3	Manage Google Slides • Create slides in Google Slides • Import power point slides into Google slides • Apply animation on Text & Image • Setup time for slides • Practices with slides show from Goole slides.	1	5	6
7.4	Manage Google Calendars • Create and add calendars • Adjust viewing details for calendars • Modify calendar time zones • Set calendar work times • Manage multiple calendars • Create Appointments, Meetings, and Events	1	5	6

8. Basics of Freelancing					
8.1	Branding • Understanding about Branding • What are the importance of Personal Branding • Techniques to showcase freelancing profiles • Social Media Marketing: LinkedIn, Facebook, Twitter, Instagram etc	1	4	5
8.2	Video Portfolio • Importance of a video portfolio for freelancing profiles • Things to include in a Video Portfolio • Platforms to create a video Portfolio • Best practices for a video portfolio: Intro or Bio of yourself, Services you offer, Past Projects, Special offer for focused clients/ marketplace, Client's feedback, Conclusion	1	4	5
8.3	Marketplace (Upwork) • Introduction • Rules and Regulation • Freelancer Programs: Eligibility & Perks • Upwork Community • Upwork agency • Best practices for creating a stunning profile: Title, Skills, Overview, Portfolio, experience, certifications, education etc. • Tips for Job selection in Upwork • Submit a Proposal: Analyze client's requirements, Estimate price range and time duration for a job	1	3	4
8.4	**Marketplace (Fiverr)** • Introduction to Fiverr (How it works, seller level system, payment method etc.) • Rules and Regulation • Fiverr Forum • Techniques for creating a great profile: Title, Overview, Skills & other sections • Best practices for creating a stunning Fiverr GIG: Title, Portfolio/Video portfolio, Gig description & packages, Tags, FAQs	1	3	4
8.5	**Fiverr Gig Review, Buyer Request & Custom Offers** • Title • Gig video & Portfolio • Category selection • Description • Packages & Pricing • Tags • FAQs • Buyer requests: Submit offers, What to write, Estimate price range and time duration, Replying to buyer's messages • Custom offers: Create a custom offer, Estimate price range and time duration	0	3	3

8.6	Marketplace (Freelancer) • Introduction • Rules and Regulation • Freelancer Programs: Eligibility & Perks • Best practices for creating a stunning profile: Title, Skills, Overview, Portfolio, experience, certifications, education etc. • Tips for Job selection in Freelancer • Submit a Proposal: Analyze client's requirements, Estimate price range and time duration for a job	0	3	3
	Total Hours	45	255	300

Generic Competency (Soft Skill and Communicative English):

Soft Skill – 30 hours:

Sl No.	Topics	Hours
1. Work in a team Environment :		
1.1	a) Define team role and scope	1
1.2	b) Identify individual role and responsibility	1
1.3	c) Participate in team discussions.	1
1.4	d) Work as a team member	1
1.5	e) Develop effective workplace relationship	1
1.6	f) Contribute to work group activities	1
2. Demonstrate work values, practice career professionalism and integrity in the workplace		
2.1	a) Define the purpose of Job, Job description, Job specification and personal specification	1
2.2	b) Define work values, ethics and professionalism	1
2.3	c) Show respect to works and labour, practice ethic and professionalism in workplace	1
2.4	d)Maintain integrity in personal life and in the workplace.	1
3. Maintain housekeeping and health and safety procedure in the workplace		
3.1	a) Use Personal Protective Equipment (PPE) and First Aid Box in the workplace as per requirement	1
3.2	b) Maintain cleanliness in the workplace	1
3.3	c) Arrange and sort materials, tools and equipment in the workplace	1
3.4	d) Follow standardizes work process and procedures.	1
4. Maintain Personal Manner in workplace		
4.1	a) Show good manner with colleagues and customers / clients	2
4.2	b) Respect seniors and show empathy to others	2
4.3	c)Cooperate and help colleagues and other customers / clients	2
4.4	d) Maintain sequence in practical works.	2
4.5	e) Perform duties and maintain responsibilities in the work place	2
4.6	f) Perform job according to the specification and standard operating procedure (SOP) of the workplace	2

Communicative English - 30 hours:

      a) Interpret the meaning of given words (by the teachers) - Vocabulary.

      b) Speaking on a specific Situation.

      c) Public speaking.

      d) Exchanging views with target persons.

      e) Introducing one self.

      f) Describing & narrating events, places, objects etc.

Sl No.	Tropics- Conversational Situation	hours
01	Speaking English – Getting Information & Finding one's way	1
02	Speaking English – About Tools and Equipment	1
03	Speaking English – About meeting someone & participating in class.	1
04	Speaking English – Daily Activities & Asking About Activities	1
05	Speaking English – Evening Activities and about theoretical contents.	1
06	Speaking English – Meeting at the Train station & Asking Question at the Train station.	1
07	Speaking English – Meeting at the Airport & Getting information at the Airport's	1
08	Speaking English – About different type of Measuring Tools and Cutting Tools	1
09	Speaking English – Getting to the Hotel & Asking direction.	1
10	Speaking English – Asking about Buses & Traveling by bus.	1
11	Speaking English - About Practical Class.	1
12	Speaking English – Going by Taxi and Asking the time.	1
13	Speaking English – Arriving early or late and Time and the calendar.	1
14	Speaking English – Living in an Apartment.	1
15	Speaking English – Using the Telephone.	1
16	Speaking English – Getting help in stores and talking about shopping.	1
17	Speaking English – Sending and Receiving Letters.	1
18	Speaking English – Talking about the Weather & Trips and sightseeing.	1
19	Speaking English – Talking about Eating & Dinner Conversation.	1
20	Speaking English – About Machines and Materials.	1
21	Speaking English – Common Health problem and Quitting & Finding Jobs.	1
22	Speaking English – Office Details and Office Conversation.	1
23	Speaking English – About Practical Job.	1
24	Speaking English – On a specific situation & Public speaking.	1
25	Speaking English – About Exchanging view with a Persons & Introducing oneself.	1
26	Speaking English – Describing and Narrating events, place, Objects etc.	1
27	Speaking English – About different type of computer, operating system, system and operating software, add remove software, DBM, Email and internet.	4