



GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

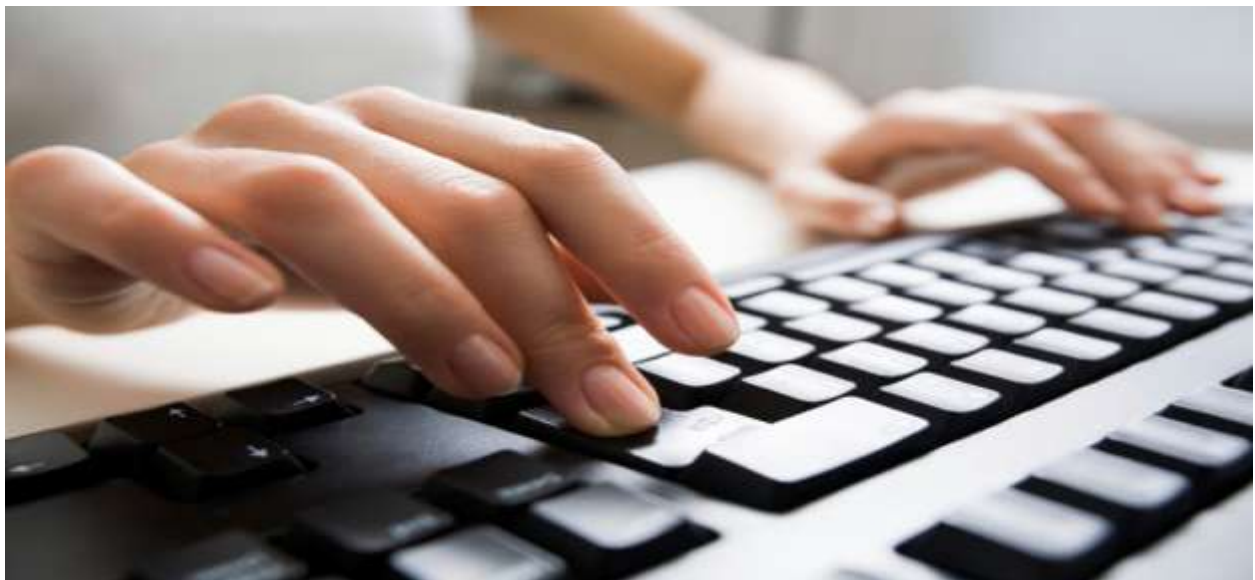
COMPETENCY BASED CURRICULUM

**STENOGRAPHER SECRETARIAL ASSISTANT
(ENGLISH)**

(Duration: One Year)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL - 4



SECTOR – TRAVEL, TOURISM AND HOSPITALITY

STENOGRAPHER SECRETARIAL ASSISTANT (ENGLISH)

(Non-Engineering Trade)

(Revised in 2018)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL - 4

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Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

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CONTENTS

S No.	Topics	Page No.
1.	Course Information	1
2.	Training System	2-5
3.	Job Role	6
4.	General Information	7-8
5.	NSQF Level Compliance	9
6.	Learning/ Assessable Outcome	10-11
7.	Learning Outcome with Assessment Criteria	12-17
8.	Trade Syllabus	18-29
	Core Skill – Employability Skill	30-33
9.	Annexure I	
	List of Trade Tools & Equipment	34-35
	List of Tools & Equipment for Employability Skill	35
10.	Annexure II - Format for Internal Assessment	36

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1. COURSE INFORMATION

During the one-year duration of “Stenographer Secretarial Assistant (English)” trade a candidate is trained on professional skill, professional knowledge, and Employability skill. In addition to this a candidate is entrusted to undertake project work and extracurricular activities to build up confidence. The broad components covered related to the trade are categorized in two semesters of six months duration each. The semester wise course coverage is categorized as below:-

1st Semester – In this semester the trainee learns about safety and environment, use of Stenographer Secretarial Assistant English, artificial respiratory resuscitation to begin with. He gets the idea about the computer hardware & its peripherals, CLASSIFY THE CONSONANTS & ITS DIRECTION /JOINING THE CONSONANTS, Distinguish between long & short vowels, Describe Logograms, Grammalogues Contraction & use of ‘the’ /punctuation mark. Understand Diphthong, Prepare Windows operating system on computer, Compare all types of alternative forms & recognize the finger positioning on the computer keyboard, Compare all types of alternative forms & recognize the finger positioning on the computer keyboard, Recognize the direction of SHR & SHL, Observed curved hooked strokes and compound consonant, Recognize Final Hooks, Recognize Final Hooks, List the prefixes, List the suffixes, Identify the monetary units & use it. This semester also includes shorthand, translation, and note taking techniques and applies on computer for speed typing in MS-Word.

2nd Semester – In this semester the trainee will be able to experiment the MS-Excel, Label the office layout, Name the dispatch and diary register & maintain computer from virus effect, Identify all types of file & prepare MS-Power point, Demonstrate MS-PowerPoint Presentation, Create E-Mail ID, correspondence through mail, filling up online forms and documents for registration etc., booking tickets for rail, bus, air and hotels, Identify all types of official tools & equipments, Observe all types of postal services, Prepare all types of letters, notice, agenda, minutes, reports, circular & memorandum. Trainees will be able to maintain calendar of event and general Banking Correspondence.

2. TRAINING SYSTEM

2.1 GENERAL

Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers range of vocational training courses catering to the need of different sectors of economy/ Labour market. The vocational training programmes are delivered under aegis of National Council of Vocational Training (NCVT). Craftsman Training Scheme (CTS) and Apprenticeship Training Scheme (ATS) are two pioneer programmes of NCVT for propagating vocational training.

Stenographer Secretarial Assistant (English) trade under CTS is one of the popular courses delivered nationwide through network of ITIs. The course is of one year (02 semester) duration. It mainly consists of Domain area and Core area. In the Domain area (Trade Theory & Practical) impart professional skills and knowledge, while the core area (Employability Skill) imparts requisite core skills, knowledge, and life skills. After passing out the training program, the trainee is awarded National Trade Certificate (NTC) by NCVT which is recognized worldwide.

Candidates need broadly to demonstrate that they are able to:

- Read and interpret technical parameters/ documents, plan and organize work processes, identify necessary materials and tools;
- Perform task with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge & employability skills while performing jobs.
- Document the technical parameters related to the task undertaken.

2.2 CARRIER PROGRESSION PATHWAYS

- Can join Apprenticeship programme in different types of industries leading to National Apprenticeship certificate (NAC).
- Can join Crafts Instructor Training Scheme (CITS) in the trade for becoming instructor in ITIs.

2.3 COURSE STRUCTURE

Table below depicts the distribution of training hours across various course elements during a period of one year (02 semesters): -

S No.	Course Element	Notional Training Hours
1	Professional Skill (Trade Practical)	1320
2	Professional Knowledge (Trade Theory)	264
3	Employability Skills	110
4	Library & Extracurricular activities	66
5	Project work / Industrial Visit	160
6	Revision & Examination	160
	Total	2080

2.4 ASSESSMENT & CERTIFICATION

The trainee will be tested for his skill, knowledge and attitude during the period of the course and at the end of the training program as notified by the Government of India (GoI) from time to time. The employability skills will be tested in the first two semesters itself.

a) The **Internal Assessment** during the period of training will be done by **Formative Assessment Method** by testing for assessment criteria listed against learning outcomes. The training institute has to maintain an individual trainee portfolio as detailed in assessment guideline. The marks of internal assessment will be as per the template (Annexure – II).

b) The final assessment will be in the form of summative assessment method. The All India Trade Test for awarding NTC will be conducted by NCVT at the end of each semester as per the guideline of Government of India. The pattern and marking structure is being notified by Govt. of India from time to time. **The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The examiner during final examination will also check** the individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

2.4.1 PASS REGULATION

The minimum pass percentage for practical is 60% & minimum pass percentage of theory subjects is 40%. For the purposes of determining the overall result, 50% weightage is applied to the result of each semester examination.

2.4.2 ASSESSMENT GUIDELINE

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking the assessment. Due consideration should be given while assessing for teamwork, avoidance/reduction of scrap/wastage and disposal of scrap/waste as per procedure, behavioral attitude, sensitivity to the environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

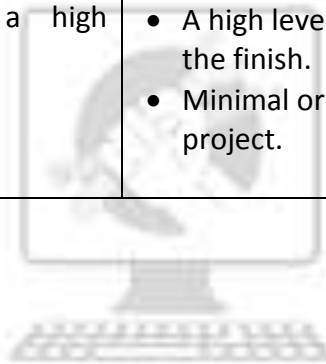
Assessment will be evidence based comprising the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work

Evidences of internal assessments are to be preserved until forthcoming semester examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
(a) Weightage in the range of 60%-75% to be allotted during assessment	
For performance in this grade, the candidate should produce work which demonstrates attainment of an acceptable standard of craftsmanship with occasional guidance, and due regard for safety procedures and practices	<ul style="list-style-type: none"> • Demonstration of good skill in the use of hand tools, machine tools and workshop equipment. • Below 70% tolerance dimension achieved while undertaking different work with those demanded by the component/job. • A fairly good level of neatness and consistency in the finish. • Occasional support in completing the project/job.
(b) Weightage in the range of 75%-90% to be allotted during assessment	
For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with little guidance, and	<ul style="list-style-type: none"> • Good skill levels in the use of hand tools, machine tools and workshop equipment. • 70-80% tolerance dimension achieved while

<p>regard for safety procedures and practices</p>	<p>undertaking different work with those demanded by the component/job.</p> <ul style="list-style-type: none"> • A good level of neatness and consistency in the finish. • Little support in completing the project/job.
<p>(c) Weightage in the range of more than 90% to be allotted during assessment</p>	
<p>For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.</p>	<ul style="list-style-type: none"> • High skill levels in the use of hand tools, machine tools and workshop equipment. • Above 80% tolerance dimension achieved while undertaking different work with those demanded by the component/job. • A high level of neatness and consistency in the finish. • Minimal or no support in completing the project.





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Stenographer Secretarial Assistant (English) takes dictation in shorthand and reproduces it on paper using computer and performs various other clerical duties to assist superiors. Maintain a good mannerism and professional approach with the boss. Following are the job roles for a Stenographer Secretarial Assistant (English):

- Correspond through emails, phone and faxes
- Maintaining and updating filing systems
- Coordinating with department heads to ensure smooth working of the organization
- Handling day-to-day administrative duties of the organization
- Making arrangement for meetings, conference and seminars
- Handling various activities within and outside the organization
- Taking dictation in shorthand and operating typewriter for transcribing dictated materials
- Handled and maintained correspondence files and other official documents
- Made travel bookings for domestic and international services
- Drafted business letters in clear and precise manner for easy understanding
- Coordinated business meetings and wrote minutes of meetings in shorthand
- Handled confidential information of the organization
- Prepared reports and documents for inter-department
- Handled day-to-day activities of the organization
- Prepared various presentations for the management team

Reference NCO-2015:

- (i) 4120.0100 - Private Secretary
- (ii) 4120.0200 - Personal Secretary
- (iii) 4120.9900 - Secretaries, Other

4. GENERAL INFORMATION

Name of the Trade	STENOGRAPHER SECRETARIAL ASSISTANT (ENGLISH)
NCO - 2015	4120.0100, 4120.0200, 4120.9900
NSQF Level	Level-4
Duration of Craftsmen Training	1 Years (2 Semesters)
Entry Qualification	Passed 10 th class examination under 10+2 system of education.
Unit Strength (No. Of Student)	20 (Max. supernumeraries seats: 6)
Space Norms	48 Sq. m
Power Norms	4 KW
Instructors Qualification for	
1. Stenographer Secretarial Assistant (English) trade	<p>Degree in Commerce / Arts (with Short-hand & Typing) from a recognized university with one year experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>Diploma in Commercial Practice from recognised board with two years' experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>NTC/NAC in the trade with three years' experience in the relevant field.</p> <p><u>Desirable:</u> Preference will be given to a candidate with Craft Instructor Certificate (CIC) in the relevant trade.</p> <p><u>Note:</u> <i>Out of two Instructors required for the unit of 2(1+1), one must have Degree/Diploma and other must have NTC/NAC qualifications.</i></p>
2. Employability Skill	<p>MBA OR BBA with two years experience OR Graduate in Sociology/ Social Welfare/ Economics with Two years experience OR Graduate/ Diploma with Two years experience and trained in Employability Skills from DGT institutes.</p> <p style="text-align: center;">AND</p> <p>Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above.</p>

	OR Existing Social Studies Instructors duly trained in Employability Skills from DGT institutes			
List of Tools and Equipment	As per Annexure – I			
Distribution of training on Hourly basis: (Indicative only)				
Total Hrs /week	Trade Practical	Trade Theory	Employability Skills	Extra-Curricular Activity
40 Hours	30 Hours	6 Hours	2 Hours	2 Hours



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5. NSQF LEVEL COMPLIANCE

NSQF level for **Stenographer Secretarial Assistant (English)** trade under CTS: Level 4

As per notification issued by Govt. of India dated- 27.12.2013 on National Skill Qualification Framework total 10 (Ten) Levels are defined.

Each level of the NSQF is associated with a set of descriptors made up of five outcome statements, which describe in general terms, the minimum knowledge, skills and attributes that a learner needs to acquire in order to be certified for that level.

Each level of the NSQF is described by a statement of learning outcomes in five domains, known as level descriptors. These five domains are:

- a. Process
- b. Professional knowledge
- c. Professional skill
- d. Core skill
- e. Responsibility

The Broad Learning outcome of **Stenographer Secretarial Assistant (English)** trade under CTS mostly matches with the Level descriptor at Level- 4.

The NSQF level-4 descriptor is given below:

Level	Process Required	Professional Knowledge	Professional Skill	Core Skill	Responsibility
Level 4	Work in familiar, predictable, routine, situation of clear choice	Factual knowledge of field of knowledge or study	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts	Language to communicate written or oral, with required clarity, skill to basic Arithmetic and algebraic principles, basic understanding of social political and natural environment	Responsibility for own work and learning

6. LEARNING/ ASSESSABLE OUTCOME

Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.

6.1 GENERIC LEARNING OUTCOME

1. Apply safe working practices.
2. Comply environment regulation and housekeeping.
3. Interpret & use company and technical communication
4. Understand and apply the concept in productivity, quality tools, and labour welfare legislation in day to day work to improve productivity & quality.
5. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.
6. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.

6.2 SPECIFIC LEARNING OUTCOME

Semester-I

7. Describe the computer hardware & its peripherals.
8. Identify the various joining Consonants, vowels and its application.
9. Construct the various words to maintain the position of long, short, dot, dash, preceding, following & intervening vowels.
10. Recognize the various types of computer keys & Prepare a complete sentence with use of logograms grammalogues, contractions, tick the& punctuation.
11. Prepare Window operating system on computer.
12. Observe thick R & L Abbreviated W, Semicircle Y, Diaphone U and tell the sitting posture on computer.
13. Recognized small circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools.
14. Recognize the direction of SHR & SHL.
15. Observed curved hook and compound consonant.
16. Recognize different types of hook.
17. Develop new sentences apply halving principles & Doubling Principles.
18. Apply the prefixes.
19. Apply the suffixes.
20. Identify the monetary units & use it.
21. Produce the simple letter.

22. Translate all types of sentences.

Semester II

23. Experiment the MS-Excel.
24. Label the office layout.
25. Name the dispatch and diary register & express computer virus.
26. Identify all types of file & experiment MS-Power point.
27. Describe MS-PowerPoint Presentation.
28. Prepare MS power Point.
29. Create E-Mail ID.
30. Identify all types of official tools & equipments.
31. Observe all types of postal services.
32. Prepare all types of letter.



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7. LEARNING OUTCOME WITH ASSESSMENT CRITERIA

GENERIC LEARNING/ ASSESSABLE OUTCOME	
LEARNING / ASSESSABLE OUTCOME	ASSESSMENT CRITERIA
1. Apply safe working practices.	1.1 Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements and according to site policy.
	1.2 Recognize and report all unsafe situations according to site policy.
	1.3 Identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures.
	1.4 Identify, handle and store / dispose of dangerous goods and substances according to site policy and procedures following safety regulations and requirements.
	1.5 Identify and observe site policies and procedures in regard to illness or accident.
	1.6 Identify safety alarms accurately.
	1.7 Report supervisor/ Competent of authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures.
	1.8 Identify and observe site evacuation procedures according to site policy.
	1.9 Identify Personal Protective Equipment (PPE) and use the same as per related working environment.
	1.10 Identify basic first aid and use them under different circumstances.
	1.11 Identify different fire extinguisher and use the same as per requirement.
2. Comply environment regulation and housekeeping.	2.1 Identify environmental pollution & contribute to the avoidance of instances of environmental pollution.
	2.2 Deploy environmental protection legislation & regulations
	2.3 Take opportunities to use energy and materials in an environmentally friendly manner
	2.4 Avoid waste and dispose waste as per procedure
	2.5 Recognize different components of 5S and apply the same in the working environment.
3. Assist in exigencies and carry out elementary	3.1 Demonstrate elementary first-aids.
	3.2 Demonstrate safety practices to be observed in kitchen.
	3.3 Demonstrate use of personal protective dresses.

first-aid during emergencies	3.4 Identify emergency exit route.
	3.5 Demonstrate fire fighting procedure using fire extinguishers.
4. Work in a team, understand and practice soft skills, technical English to communicate with required clarity.	4.1 Obtain sources of information and recognize information.
	4.2 Use documents, regulations and occupationally related provisions.
	4.3 Conduct appropriate and target oriented discussions with higher authority and within the team.
	4.4 Present facts and circumstances, possible solutions & use English and French terminology.
	4.5 Resolve disputes within the team.
	4.6 Conduct written communication.
5. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	5.1 Semester examination to test knowledge on energy conservation, global warming and pollution.
	5.2 Their applications will be assessed during execution of assessable outcome.
6. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.	6.1 Semester examination to test knowledge on personnel finance, entrepreneurship.
	6.2 Their applications will be assessed during execution of assessable outcome.

SPECIFIC LEARNING/ ASSESSABLE OUTCOME	
LEARNING / ASSESSABLE OUTCOME	ASSESSMENT CRITERIA
SEMESTER-I	
7. Describe the computer hardware & its peripherals.	7.1 Identify the computer hardware
	7.2 Demonstration of the computer peripherals
	7.3 Uses the computer peripherals & their operating system.
	7.4 Connect the computer accessories.
8 Identify the various joining Consonants, vowels and its application.	8.1 Identify the Pair of straight consonant
	8.2 Classify the heavy and light consonants
	8.3 Identify the pair of curve strokes & horizontal strokes
	8.4 Label two or three consonant
9 Construct the various word to maintain the position of long, short, dot, dash, preceding, following & intervening vowels.	9.1 Identify the long and short vowels
	9.2 Identify the sign of the vowels
	9.3 Point out the position of the vowel
	9.4 Point out the preceding and following vowels
	9.5 Teach the Intervening Vowels
	9.6 Evaluate the dictation of the vowels
10 Recognize the various types of computer keys & Prepare a complete sentence with use of logograms grammalogues, contractions, tick the & punctuation.	10.1 Define logograms, grammalogues, contraction
	10.2 Distinguish between tick and dot 'the'
	10.3 Observe on the sentence as above.
	10.4 Analyse the Dipthong and Triphone
	10.5 Apply Dipthong and Triphone on the Word by Trainees
11 Prepare Window operating system on computer.	11.1 Introduce about Window Operating System
	11.2 Show log on accounts & Passwords
	11.3 Show windows minimizing, resizing, moving & closing
	11.4 Explain & show menu bar, tool bar , task bar
	11.5 Demonstrate control buttons, open, cut, copy & paste
	11.6 Demonstrate all types of computer keys
	11.7 Judge all operation done by the trainees

12 Observe thick R & L Abbreviated W, Semicircle Y, Diaphone U and tell the sitting posture on computer.	12.1 Demonstrate alternative forms of R&L
	12.2 Apply the above form on the word
	12.3 Explain the thick R & L
	12.4 Apply the above form on the word
	12.5 Explain abbreviated W, semicircle Y, and Diaphone U
	12.6 Reframe the word using the above
	12.7 Explain various types of H & upward SH
	12.8 Reframe the word using the above
	12.9 Show Sitting posture & Finger positioning on keyboard
	12.10 Construct the word with the help of all operational keys
13 Recognized small circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools.	13.1 Explain Small circle for S & Z
	13.2 Apply the above on the word
	13.3 Describe large circle for SW
	13.4 Explain large loop & small loop (ST/SD/STR)
	13.5 Apply the above on the word
	13.6 Prepare the complete sentence using all tools in MS-Word
14 Recognize the direction of SHR & SHL.	14.1 Explain the Double Consonant
	14.2 Uses of double consonant
	14.3 Show the direction of the double consonant
	14.4 Uses the above create the new sentence and typed on computer
15 Observed curved hook and compound consonant.	15.1 Describe curved hooked strokes
	15.2 Apply the above on the word
	15.3 Explain the alternative forms of curved strokes
	15.4 Use the above on the word
16 Recognize different types of hook.	17.1 Explain N & F/V small hook
	17.2 Show Use the hook on the word
	17.3 Explain the large final hook
	17.4 Use of shun after circle
	17.5 Use of shun after certain strokes
17 Develop new sentences apply halving principles &	17.1 Explain Halving Principles
	17.2 Use halving strokes for T& D
	17.3 Use halving of MP/MB/NG hooked
	17.4 Explain Doubling Principles


Doubling Principles.	17.5	Use Doubling of strokes for T or D
	17.6	Use Doubling of MP/MB/NG & L
	17.7	Apply the above create new sentences
18 List the prefixes.	18.1	Explain Prefixes
	18.2	Use before the word
	18.3	Apply the above on the word
19 List the suffixes.	19.1	Explain the suffixes
	19.2	Use after the word
	19.3	Apply the above on word
20 Identify the monetary units & use it.	21.1	Show Monetary Units and Round Figures
	21.2	Show the monetary figures.
	21.3	Apply the contraction.
	21.4	Apply the essential vowels.
	21.5	Apply the above on the sentences.
21. Produce the simple letter.	21.1	Show the parts of the letter
	21.2	Show simple letter writing in shorthand
	21.3	Translate the above on computer by typing in due time
22 Translate all types of sentences.	22.1	Test the trainee by giving dictation
	22.2	Translate the above on the computer in due time
	22.3	Enhance the typing speed to take speed test
Semester II		
23 Experiment the MS-Excel.	23.1	Show the spread sheet
	23.2	Illustrate elements of electronic spreadsheet
	23.3	Explain address cells
	23.4	Show to enter data in to worksheet
	23.4	Show the method of select cells ,copy, delete & move data
	23.5	Show the method to insert, delete, set width for rows and columns
	23.6	Show the method to work with formulas, functions and charts
	23.7	Prepare the steps to print and save excel worksheet
24 Label the office layout.	24.1	Explain the office layout and its importance
	24.2	Point out the various departments of the office
	24.3	Distinguish between advantage and disadvantages of open /private office
	24.4	Explain the office environment & its importance/advantages

25 Name the dispatch and diary register & express computer virus.	25.1 Explain the various types of office mail
	25.2 Plan to handle inward and outward mail register
	25.3 Show various mailing equipment
	25.4 Explain computer viruses
	25.5 Discuss the with the trainee
26 Identify all types of file & describe MS-Power point.	26.1 Explain the filing
	26.2 Point out the advantages of good filling system
	26.3 Classify the various filing
	26.4 Show the filling equipments and methods
	26.5 Demonstrate MS-Power point
27 Describe MS-Power Point Presentation.	27.1 Teach MS-Power point
	27.2 Show adding of graphics
	27.3 Design the slide in MS-Power point
	27.4 Judge the above operation done by the trainee
28 Prepare MS power Point.	28.1 Create a new slide
	28.2 Different ways to view slide
	28.3 Adding text to a slide
	28.4 Plan & prepare to set slide show effects
	28.5 Design the slide to different animation effect
29 Create E-Mail ID.	29.1 Choose the search engine
	29.2 Create the new ID account
	29.3 Show sending and receiving the mail
	29.4 Show after using email to sign out it
30 Identify all types of official tools & equipments.	30.1 Explain the utility of the office machines
	30.2 Point out the objects of the office machine
	30.3 Choose the various types of office machines
	30.4 Explain handling of the office machine
31 Observe all types of postal services.	30.1 Explain the various postal services
	30.2 Explain blind literature packet
	30.3 Compare speed post and courier services
	30.4 Explain different types of telegram
32 Prepare all types of letter.	32.1 Explain the essential parts of formal letter
	32.2 Explain the essential parts of formal letter
	32.3 Prepare Invitation Letters, Congratulation Letters, Thanks Giving Letters, Condolence Letters etc.

SYLLABUS FOR STENOGRAPHER SECRETARIAL ASSISTANT (ENG)			
FIRST SEMESTER – 06 Months			
Week No.	Ref. Learning outcome	Professional Skills (Trade Practical) With Indicative Hours	Professional Knowledge (Trade Theory)
1	Acquire knowledge about the computer hardware & stenography introduction.	Computer: 1. Awareness of the computer hardware and its peripherals in the lab to accustom the trainees for use of computer. (12 hrs) 2. Stenographer: Name The Consonants according to their pairs and dictation thereof. (18hrs)	a) Introduction b) Career opportunities in the Industry. c) Different types of establishments. d) An orientation programme on the course and related job opportunities by the industry expert and instructor. e) Organizational hierarchy f) Attributes of a Stenographer & Secretarial Assistant. g) Duties and responsibilities of a secretary / Stenographer. h) Inter-departmental coordination.
2-3	Identify the various Consonants, vowels and their application.	Develop : 3. Practice of Stroke Consonants and their joining. (12 hrs) 4. Practice of Joining stroke consonants.(12 hrs) 5. Demonstrate : a) Long and Short vowels, (12 hrs) b) Dot & Dash Vowels, (12 hrs) c) Preceding and Following vowels,(06 hrs) d) Intervening Vowels etc. (06 hrs)	a) Introduction to Shorthand, Consonants: <ul style="list-style-type: none"> ▪ Definition, ▪ Classification, ▪ Arrangements and directions, ▪ Table of consonants, ▪ Joining of Strokes b) Vowels: <ul style="list-style-type: none"> ▪ Long & Short Vowel, ▪ Dot & Dash Vowel, ▪ Places of Vowel, ▪ preceding and Following vowel, ▪ Intervening vowel and positions. c) Computer Fundamentals: <ul style="list-style-type: none"> ▪ Introduction, ▪ Definition, ▪ Utility and types of

			<p>Computers.</p> <p>d) Computer Hardware:</p> <ul style="list-style-type: none"> ▪ Definition & Introduction, ▪ Motherboard & Processor, ▪ Input, Output & Storage devices. <p>e) Software:</p> <ul style="list-style-type: none"> ▪ Definition & Introduction to System Software, ▪ Application Software
4	Construct the various words to maintain the position of long, short, dot, dash, preceding, following & intervening vowels.	<p>6. Dictation of the same as above. (18 hrs)</p> <p>7. Computer:</p> <p>a) Familiarisation with keyboard keys</p> <p>b) Express Practical use of Window Operating System. (12 hrs)</p>	<p>a) Short Forms:</p> <ul style="list-style-type: none"> ▪ Logograms, ▪ Grammalogues, ▪ Contractions, ▪ Use of tick 'The' in phrasing, ▪ Punctuation Marks. <p>b) Dipthongs & Triphones:</p> <ul style="list-style-type: none"> ▪ Definition & types <p>c) Abbreviated 'W'</p>
5	<p>Recognize the various types of computer keys & Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation.</p> <p>Acquire knowledge of Windows operating system</p>	<p>8. Keys Identification and practice of the same. (6 hrs)</p> <p>9. Point out : (10 hrs)</p> <p>a) Logograms,</p> <p>b) Grammalogues</p> <p>c) Contractions,</p> <p>d) Use of:</p> <p>I. Tick 'The'</p> <p>II. Punctuation marks</p> <p>III. Dictation Practice</p> <p>e) Dipthong</p> <p>f) Triphones</p> <p>10. Spelling practice using English Dictionary (02 hrs)</p> <p>11. Create a log-in account and customise windows. (06 hrs)</p> <p>12. Practice of typing in computer using tool-bars and menu bars/ tools in ribbons.(06 hrs)</p>	<p>Windows Operating System:</p> <ul style="list-style-type: none"> ▪ Introduction, ▪ Log on accounts & Passwords, ▪ Windows Menu, ▪ Minimizing, ▪ Windows resizing & Moving, ▪ Closing Windows, ▪ Tool Bar, ▪ Task Bar ▪ Menu bar ▪ Start Button, ▪ Shutting down Windows. ▪ Desktop, ▪ Windows Explorer, ▪ Control Buttons, ▪ Open, Cut, Copy & Paste etc. <p>d) Computer Keyboard Functions and its operations:</p> <ul style="list-style-type: none"> ▪ Alphabetic keys ▪ Numeric keys ▪ Special keys ▪ Function keys (F1 to F12)
6-7	Identify the strokes	13 Practice of Alternative signs	Alternative forms of R & H

	R & H, Abbreviated W	<p>of R & H .(06 hrs)</p> <p>14 Dictation Practice (06 hrs)</p> <p>15 Practice (10 hrs)</p> <p>i) Downward H, ii) Tick H iii) Dot H iv) Upward SH v) Dictation Practice</p> <p>16. Practice of Phraseography and dictation (10 hrs)</p> <p>17. Computer:</p> <p>a) Explain the sitting posture on computer</p> <p>b) Demonstrate Finger positioning on the keyboard. (14 hrs)</p> <p>18. Computer Typing:</p> <p>a) Practice on Computer</p> <p>b) Creation of MS- Word files on Computer with the Use of various options of MS- Word. (10 hrs)</p> <p>19. Practice voice change (04 hrs)</p>	<p>Strokes,</p> <p>b) Thick Downward R & H.</p> <p>c) Alternative forms & their uses:</p> <ul style="list-style-type: none"> ▪ Abbreviated W, ▪ Diphone <p>d) Computer keyboard Operations:</p> <ul style="list-style-type: none"> ▪ Sitting posture, ▪ Sight & Touch Methods, ▪ Practicing Home Row, Upper Row & Bottom Row Keys ▪ Shift Key Operation and Number Row. ▪ Alternative form of Aspirate H, Tick & Dot H, ▪ Downward H Stroke & Upward H Stroke. <p>e) Phraseography- Formation of Simple Phrases.</p> <p>f) Computer:</p> <ul style="list-style-type: none"> ▪ MS- Word ▪ Creation of File ▪ Use of its various option <p>g) Grammar-Voice</p> <ul style="list-style-type: none"> ▪ Active and passive voice
8	Identify small circle for S & Z, Large circle for SW / large loop & small loop / understand MS-Word by using all tools.	<p>20. Practice of Small Circle for S & Z.</p> <p>21. Use of circle S & Z with other stroke Consonants and apply it to the new sentences. (18 hrs)</p> <p>22. Computer Speed Typing: Computer typing practice with the minimum errors by following the typing rules. (12 hrs)</p>	<p>The Circle:</p> <ul style="list-style-type: none"> ▪ Small circle for S & Z, ▪ Circle and the strokes, ▪ Circle S with H stroke, ▪ Stroke L and circle S. <p>b) Computer Speed Typing:</p> <ul style="list-style-type: none"> ▪ Speed Calculation, ▪ Signs & Symbols, ▪ Roman Numbers, ▪ Capitalizations of Letters, ▪ Display, Counting Errors ▪ Calculating speed and errors, ▪ Evaluation & Marking Scheme <p>c) Punctuation- full stop, comma, semi colon, inverted commas, hyphen.</p>
9		23. Demonstrate :	a) Large Circle:

		<p>a) Large Circle – SW, SS, SZ and their medially and finally uses and dictation. (04 hrs)</p> <p>b) Small Loop for ST/SD. (04 hrs)</p> <p>c) Large loop of STR and dictation. (04 hrs)</p> <p>24. Computer: Practice in MS-Word by using various tools. (08 hrs)</p> <p>25. Calculate Speed Typing on Computer. (08 hrs)</p> <p>26. Practice all punctuations. (02 hrs)</p> 	<ul style="list-style-type: none"> ▪ Large Initial Circle for SW, ▪ Use of large circle, ▪ Medially and finally, ▪ Circle and vowel places. <p>b) The loops:</p> <ul style="list-style-type: none"> ▪ Small Loop of ST/SD, ▪ Large loop for STR <p>c) Computer:</p> <ul style="list-style-type: none"> ▪ MS Word- ▪ Processing with MS- Word, ▪ Use of Different Menus like entering, Selecting, Deleting, Copying, Cutting and Pasting. ▪ Finding and replacing Text, ▪ Use of Auto Correct, ▪ Formatting with word, ▪ Inserting Numbers, Bullets ▪ Paragraphs formatting <p>d) Punctuation</p> <ul style="list-style-type: none"> ▪ Sign of interrogation ▪ Sign of exclamation ▪ Dash ▪ Brackets ▪ Apostrophe ▪ Capitals
10	Recognize the direction of SHR, SHL and alternative forms.	<p>27. Practice of Initial small hooks for R & L. (06 hrs)</p> <p>28. Apply the above on different types of sentences (11 hrs)</p> <p>29. Computer : Prepare many sentences to follow the rules on Computer for Speed Typing. (10 hrs)</p> <p>30. Spelling practice and common errors. (03 hrs)</p>	<p>a) Initial small hooks (Double Consonants):</p> <ul style="list-style-type: none"> ▪ R & L Hooks, ▪ SHR & SHL hooked strokes, ▪ Vowels and double consonants <p>b) Computer:</p> <ul style="list-style-type: none"> ▪ Setting indents and spacing, ▪ Use of help Options, ▪ Page Set up, Margins, Ruler, ▪ Paper Size in Word. ▪ Inserting Lines and Page Breaks ▪ Insertion and Use of Tables, ▪ Deletion of Rows and Columns, ▪ Alignments between Rows & Columns

			<ul style="list-style-type: none"> ▪ Viewing Documents Properties & Printing, and ▪ Other MS- Word Feature. <p>c) Alternative forms of curved hooked strokes,</p> <p>d) Left & Right Curves of f/ v/ th/ TH, upward SH with hooked strokes,</p> <p>e) intervening vowels, circles and hooks</p> <p>f) Compound Consonants:</p> <ul style="list-style-type: none"> ▪ Initial large hooks of WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB strokes. ▪ Study of words commonly misspelt.
11	Observed curved hook and compound consonant.	<p>31. Demonstrate :</p> <p>a) Curved hooked strokes i.e. F/ V / ith/ TH. (04 hrs)</p> <p>b) Develop new sentences to follow the above rules (04 hrs)</p> <p>c) Compound Consonants and develop WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB and apply on different types of words. (04 hrs)</p> <p>32. Computer typing of passages from books, magazines, journal and newspaper for enhancing the speed and accuracy. (16 hrs)</p> <p>33. Practice of conversational English (02 hrs)</p>	Study of conversational English
12	Recognize different types of hook.	<p>34. Construct :</p> <p>a) Final hook N and F/V and apply it on various types of sentences (09 hrs)</p> <p>b) Shun Hook and joining with other Strokes and apply it on the different types of sentences. (09 hrs)</p>	<p>a) Final Hooks:</p> <ul style="list-style-type: none"> ▪ N & F/V small hooks, ▪ Hooks and Vowels, ▪ Circles and Loops with finally hooked strokes. <p>b) Large Final:</p> <ul style="list-style-type: none"> ▪ (Shun Hook) Use of Shun after Circle, ▪ Use of shun hook after

		35. Computer : Evaluate on Computer for Speed Typing (12 hrs)	certain strokes.
13-14	Develop new sentences apply halving / doubling principles.	36. Demonstrate Halving Principles on different types of words & sentences (30 hrs) 37. Halving of other compound consonants and apply it on Computer for Speed Typing. (28 hrs) 38. Practice pairs of word confused and misused. (02 hrs)	a) Halving Principles: <ul style="list-style-type: none"> ▪ Halving of Strokes for T or D, ▪ Halving of M, N, L, R. ▪ Halving of MP/MB/NG/KR hooked etc. b) Pairs of word confused and misused.
15-16	-do-	39. Demonstrate Doubling Principles, Doubling of other compound consonant and apply it on sentences (24 hrs) 40. Construct the sentences apply on halving and doubling principles & to develop the speed to type on Computer (30 hrs) 41. Practice of one word substitution. (06 hrs)	a) Doubling Principles: <ul style="list-style-type: none"> ▪ Doubling of Strokes for TR & DR, ▪ Doubling of MP/MB/NG and L Strokes etc. b) Single word substitution.
17	Apply the prefixes.	42. Point out of Prefixes and their representative strokes and apply on sentences (12 hrs) 43. Apply on Computer for Speed Typing (18 hrs)	a) Prefixes: <ul style="list-style-type: none"> ▪ Definition and uses
18-19	Apply the suffixes.	44. Point out of Suffixes and their representative strokes and apply on (30 hrs) 45. Develop the word to maintain the above rules & apply on Computer for Speed Typing (30 hrs)	Suffixes: <ul style="list-style-type: none"> ▪ Definition and uses
20	Identify the monetary units & use it.	46. Explain the figures- a) Monetary Units & Round Figures and use it on sentences. (06 hrs) b) Contractions- formation and uses, Essential	Figures- <ul style="list-style-type: none"> ▪ Monetary Units & Round Figures b) Contractions- <ul style="list-style-type: none"> ▪ Formation and uses, ▪ Essential Vowels.

		<p>Vowels and dictation (06 hrs)</p> <p>47. Develop the sentences to follow above rules writing in shorthand & apply on Computer for Speed Typing. (18 hrs)</p>	
21-22	Form words with advance phrases, intersections and write simple letter.	<p>48. Contract :</p> <p>a) Practice of advance phraseography. (10 hrs)</p> <p>b) Practice of intersections. (10 hrs)</p> <p>c) Complete the Simple Letter writing taking dictation in shorthand and translate it on computer for speed typing. (20 hrs)</p> <p>d) Complete simple letter with taking dictation & translate on Computer for Speed typing. (20 hrs)</p>	a) Simple Letter Writing
23-24	Translate all types of sentences.	<p>49. Prepare of Note Taking Techniques & translate it. (30 hrs)</p> <p>50. Translate matter typed on Computer for Speed Typing. (30 hrs)</p>	1) Translation & Note Taking Techniques
25	Revision		
26	Examination		

SYLLABUS FOR STENOGRAPHER SECRETARIAL ASSISTANT (ENG)			
SECOND SEMESTER – 06 Month			
Week No.	Ref. Learning outcome	Professional Skills (Trade Practical) With Indicative Hours	Professional Knowledge (Trade Theory)
27-29	Practice on MS-Excel.	51. Demonstrate : a) Introduction to MS-Excel (20 hrs) b) Functions in MS-Excel (20 hrs) 52. Data Entry using MS – Excel (20 hrs) 53. Take down Dictation of the shorthand from the books and transcribe on computer. (30 hrs)	a) Office- <ul style="list-style-type: none"> ▪ Introduction, ▪ Importance of Office, ▪ Departments of Office. ▪ Functions, Duties and characteristics of Office Manager. b) Introduction of MS- Excel: <ul style="list-style-type: none"> ▪ Opening a Worksheets; ▪ Entering text in worksheets. ▪ Editing Excel ▪ Selecting & editing cell contents / worksheet ▪ Saving & Printing; C) Motivation: <ul style="list-style-type: none"> ▪ Introduction ▪ Process
30-31	Label the office layout.	54. Sketch of various layouts of office with space management. (12hrs) 55. Formulas and Functions in MS- Excel. (30 hrs) 56. Complete note down shorthand dictation from the books and transcribe of the same on computer. (18 hrs)	a) Office Layout, Types of Office Layout, Open and Private Office. b) MS Excel: <ul style="list-style-type: none"> ▪ Inserting / deleting, rows and columns in a Worksheet inserting / deleting data using cut, copy and paste. ▪ Method: Using Formulas and functions in MS-Excel c) Office Environment: <ul style="list-style-type: none"> ▪ Importance, Elements like Light, Temperature, Ventilation, Noise, Interior Decoration, cleanliness and Safety

32-34	Name the dispatch and diary register & express computer virus.	<p>57. Demonstrate of Dispatch and Diary Register with the entry Procedure and practical use (18 hrs)</p> <p>58. Construct of Various Formulas, Charts etc. in MS-Excel. (30 hrs)</p> <p>59. Use of anti –virus (12 hrs)</p> <p>60. Take dictation of the shorthand from the books and transcribe of the same on Computer (30 hrs)</p> 	<p>a) Handling of Mails- Inward & Outward Mails.</p> <p>b) MS- Excel:</p> <ul style="list-style-type: none"> ▪ Arithmetic, logical, Relative and absolute cell referencing; ▪ Formatting options of cell in worksheets, ▪ Align centre, left, right and justify cell contents, ▪ Concept of charts. <p>c) Office Stationery, Office Forms and Manuals. Types of Office Stationery</p> <p>d) Computer viruses:</p> <p>e) Use of Anti-Virus,</p> <p>f) Precautions & Scanning etc.</p> <p>g) Motivation- Types of motivation</p> <ul style="list-style-type: none"> ▪ Intrinsic motivation, ▪ Extrinsic motivation
35-37	Identify all types of file requirements & implement the same on MS-Power point.	<p>61. Show various files and practical use thereof. (12 hrs)</p> <p>62. MS-power point – Prepare the PPT on current topic (24 hrs)</p> <p>63. Add Graphics and the practice of the same on MS-power point (24 hrs)</p> <p>64. Take Dictation of the shorthand from the magazines and transcribe the same on Computer (30 hrs)</p>	<p>a) Filing - Meaning of Records, Compilation and Classification.</p> <p>b) MS POWER-POINT- Introduction of PPT, Presenting documents in Power point, add graphics to the document, Create a self-running presentation,</p>
38	Demonstrate MS-PowerPoint Presentation.	<p>65. MS-Power Point presentation</p> <p>a) Use Themes and Designs of the Slides in Power Point. (06 hrs)</p> <p>b) Apply Clipart and various objects into PPT slides. (06 hrs)</p>	<p>a) Filing:</p> <ul style="list-style-type: none"> ▪ Importance of Filing, ▪ Essentials of Good Filing Method. <p>Classification of files –</p> <ul style="list-style-type: none"> ▪ Alphabetical, ▪ Numerical, ▪ Geographical and Subject wise.

		66. Take Dictation of the shorthand from the magazines and transcribe the same on Computer (18 hrs)	<ul style="list-style-type: none"> ▪ Centralization & Decentralization of Filing. ▪ E-filing <p>b) MS- PowerPoint:</p> <ul style="list-style-type: none"> ▪ Layouts, themes and designs, ▪ Adding clip arts, diagrams, pictures, tables and charts.
39-40	Demonstrate features of MS power Point.	<p>67. MS- power Point Show</p> <ul style="list-style-type: none"> a) Editing slides (10 hrs) b) Slide Animation, (10 hrs) c) Transition etc. (5 hrs) d) Publish in MS-power point Show. (5 hrs) <p>68. Prepare MS-power point presentation (12 hrs)</p> <p>69. Take Dictation of the shorthand from the magazines and transcribe the same on Computer (18 hrs)</p>	<p>a) Office secretary</p> <p>b) Definition, Qualities, Qualification & Types of Secretary</p> <p>c) MS- Power Point:</p> <ul style="list-style-type: none"> ▪ Building animation effects, ▪ Transitions, ▪ Speaker notes, ▪ Copying a presentation to a CD/DVD/Pen drives, ▪ Editing and Printing Presentations /slides <p>d) Material Management-</p> <ul style="list-style-type: none"> ▪ Introduction
41-42	Familiarisation with Internet functions.	<p>70. Use Internet – Create E-Mail Account. (12 hrs)</p> <p>71. Send mails to multiple recipients. (24 hrs)</p> <p>72. Apply all rules to take Dictation of the shorthand from the Newspapers and transcription of the same on Computer.(24 hrs)</p>	<p>a) Professional, personal duties and Functions of Office / private Secretary.</p> <p>b) INTERNET:</p> <ul style="list-style-type: none"> ▪ Introduction to Internet <p>c) Material Management-</p> <ul style="list-style-type: none"> ▪ Importance ▪ Function
43-44	Identify all types of official tools & equipments.	<p>73. Practical knowledge of various office tools & equipment and their uses. (18 hrs)</p> <p>74. Searching of Information on Various search portals by using of Internet. (18 hrs)</p> <p>75. Take down Dictation of the shorthand from the</p>	<p>a) Office Equipment:</p> <ul style="list-style-type: none"> ▪ Principle for selection of Office equipment. ▪ Types of Office equipment & Mailing-Room equipment. ▪ Photocopier and Communicating equipment.

		<p>Newspapers and transcription of the same on Computer. (24 hrs)</p>	<p>b) Other Useful equipment:</p> <ul style="list-style-type: none"> ▪ Xerox Machine, ▪ Intercom & EPABX, ▪ Scanner , ▪ Personal Computer, ▪ Internet, FAX, Printer etc. <p>c) Networking: types of network</p> <ul style="list-style-type: none"> ▪ LAN, MAN, WAN ▪ Sending and receiving e-mail; ▪ Searching, browsing websites, using search engines. <p>d) Office Security: Meaning & concept</p>
45-46	Observe all types of postal services.	<p>76. Visit to the various post offices. (12 hrs)</p> <p>77. Take down Dictation of the shorthand from the Newspapers and transcription of the same on Computer (26 hrs)</p> <p>78. Apply MS-Excel to create tabulation work (16 hrs)</p> <p>79. Sending & receiving E-Mail. (6 hrs)</p>	<p>a) Postal Services</p> <p>b) Post Office Services:</p> <ul style="list-style-type: none"> ▪ Importance of Pin Code, ▪ Postcard, Registered Letters, ▪ Ordinary, Insured Letters, ▪ Parcels, Business Reply Postcards, VPP, UPC, Monetary Services etc. <p>c) Speed Post and Courier Services.</p> <p>Postal Services: Post Bag, Post box etc.</p> <p>d) Office Security:</p> <ul style="list-style-type: none"> ▪ Importance ▪ Types of office security
47-48	Prepare all types of letter.	<p>80. Take down Dictation of the shorthand from the Newspapers, books and magazines and transcribe the same on Computer (20 hrs)</p> <p>81. Take down dictation in letter format & transcribe it (10 hrs)</p> <p>82. Prepare of various online forms by using internet i.e. rail, bus, air tickets and booking of hotels etc. (10</p>	<p>a) Application Writing</p> <p>b) Enquiry, quotation, order, collection and Complaint letters.</p> <p>c) Social Letters like Informal Letters/ Invitation Letters/ Congratulation Letters/ Thanks Giving Letters/ Condolence Letters etc. and letters to the editors.</p> <p>d) Office Correspondence: Drafting of notice / agenda/ minutes and reports, circular & memorandum.</p>

		hrs) 83. Create Record/ performance Sheet applying in MS-Excel Formula. (20 hrs)	e) General Banking Correspondence ▪ Opening of savings / current / Fixed deposit account ▪ Request for loan / overdraft.
49-50	Practice short-hand 80 wpm		
51	Revision		
52	Examination		



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9. SYLLABUS - CORE SKILLS

CORE SKILL – EMPLOYABILITY SKILL	
First Semester	
1. English Literacy	Duration : 20 Hrs. Marks : 09
Pronunciation	Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)
Functional Grammar	Transformation of sentences, Voice change, Change of tense, Spellings.
Reading	Reading and understanding simple sentences about self, work and environment
Writing	Construction of simple sentences Writing simple English
Speaking / Spoken English	Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.
2. IT Literacy	Duration : 20 Hrs. Marks : 09
Basics of Computer	Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.
Computer Operating System	Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc, Use of Common applications.
Word processing and Worksheet	Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets.
Computer Networking and Internet	Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in

	Information Security, Awareness of IT - ACT, types of cyber crimes.
3. Communication Skills	
	Duration : 15 Hrs. Marks : 07
Introduction to Communication Skills	Communication and its importance Principles of Effective communication Types of communication - verbal, non verbal, written, email, talking on phone. Non verbal communication -characteristics, components-Para-language Body language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort.
Listening Skills	Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills.
Motivational Training	Characteristics Essential to Achieving Success. The Power of Positive Attitude. Self awareness Importance of Commitment Ethics and Values Ways to Motivate Oneself Personal Goal setting and Employability Planning.
Facing Interviews	Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview.
Behavioral Skills	Problem Solving Confidence Building Attitude
Second Semester	
4. Entrepreneurship Skills	
	Duration : 15 Hrs. Marks : 06
Concept of Entrepreneurship	Entrepreneur - Entrepreneurship - Enterprises:-Conceptual issue Entrepreneurship vs. management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.
Project Preparation & Marketing analysis	Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of PLC, Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.
Institutions Support	Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies

	/Programmes & procedure & the available scheme.	
Investment Procurement	Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
5. Productivity		Duration : 10 Hrs. Marks : 05
Benefits	Personal / Workman - Incentive, Production linked Bonus, Improvement in living standard.	
Affecting Factors	Skills, Working Aids, Automation, Environment, Motivation - How improves or slows down.	
Comparison with developed countries	Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.	
Personal Finance Management	Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	
6. Occupational Safety, Health and Environment Education		Duration : 15 Hrs. Marks : 06
Safety & Health	Introduction to Occupational Safety and Health importance of safety and health at workplace.	
Occupational Hazards	Basic Hazards, Chemical Hazards, Vibroacoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.	
Accident & safety	Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.	
First Aid	Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person.	
Basic Provisions	Idea of basic provision legislation of India. safety, health, welfare under legislative of India.	
Ecosystem	Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.	
Pollution	Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	
Energy Conservation	Conservation of Energy, re-use and recycle.	
Global warming	Global warming, climate change and Ozone layer depletion.	
Ground Water	Hydrological cycle, ground and surface water, Conservation and Harvesting of water.	
Environment	Right attitude towards environment, Maintenance of in -house environment.	
7. Labour Welfare Legislation		Duration : 05 Hrs. Marks : 03
Welfare Acts	Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment	

	Wages Act, Employees Provident Fund Act, The Workmen's compensation Act.
8. Quality Tools	Duration : 10 Hrs. Marks : 05
Quality Consciousness	Meaning of quality, Quality characteristic.
Quality Circles	Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.
Quality Management System	Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.
House Keeping	Purpose of House-keeping, Practice of good Housekeeping.
Quality Tools	Basic quality tools with a few examples.



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LIST OF TOOLS AND EQUIPMENT			
STENOGRAPHER SECRETERIAL ASSISTANT (ENG.) (For batch of 20 candidates)			
A. TRAINEES TOOL KIT			
S No.	Name of the Tool & Equipments	Specification	Quantity
1.	Class Room Furniture		Dual Desk 12 Nos.
2.	Computer Table with Revolving Chair		20+1 (1For Faculty)
3.	For Dictation Room- Tables, Chairs and Headphones/ Speakers or Microphone Systems)		20+1 (1For Faculty)
4.	Computer- Latest Version with Latest OS		20+1 (1For Faculty)
5.	Laptop Latest Version		01No.
6.	Laser Printer		01 No.
7.	Photocopier Machine (Network Ready) with Scanner		01 No.
8.	Printer Table		02 Nos.
9.	Glazed White Board	8' X 4'	01 No.
10.	Interactive Board		01 No.
11.	pigeon Hole Lockers (12 Locker) with External Loc		02 Nos.
12.	Book Case		02 Nos.
13.	Steal Almirah		02 Nos.
14.	UPS	650 VA	20+1 (1For Faculty)
15.	Fax Machine (Latest Model)		01 No.
16.	Tool Kit (Hand Tools)		02 Sets
17.	Air Conditioners	1.5 Ton with CVT	02 Nos.
18.	Broad Band Connection or Wi-Fi		01 No.
19.	LCD Projector		01 No.
20.	LED TV	36 Inch	01 No.
21.	Application Software (MS- Office) Educational Version		As Per Requirement

22.	Antivirus	Latest Version	As Per Requirement
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TOOLS & EQUIPMENTS FOR EMPLOYABILITY SKILLS		
S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations and Internet connection with standard operating system and standard word processor and worksheet software.	10 nos.
2.	UPS - 500VA	10 nos.
3.	Scanner cum Printer	01 no.
4.	Computer Tables	10 nos.
5.	Computer Chairs	20 nos.
6.	LCD Projector	01 no.
7.	White Board 1200mm x 900mm	01 no.

Note: Above Tools & Equipments not required, if Computer LAB is available in the institute.

Skill India
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FORMAT FOR INTERNAL ASSESSMENT

Name & Address of the Assessor:						Year of Enrollment:								
Name & Address of ITI (Govt./Pvt.):						Date of Assessment:								
Name & Address of the Industry:						Assessment location: Industry/ ITI								
Trade Name:			Semester:			Duration of the Trade/course:								
Learning Outcome:														
S No.	Maximum Marks (Total 100 Marks)		15	5	10	5	10	10	5	10	15	15	Total Internal Assessment Marks	Result (Y/N)
	Candidate Name	Father's/Mother's Name	Safety Consciousness	Workplace Hygiene	Attendance/ Punctuality	Ability to Follow Manuals/ Written Instructions	Application of Knowledge	Skills to Handle Tools & Equipment	Economical Use of Materials	Speed in Doing Work	Quality in Workmanship	VIVA		
1														
2														