

**CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE**

Directorate General of Training (DGT)  
Government of India, Ministry of Skill Development and Entrepreneurship,  
1st and 2nd Floor, CIRTES Building  
Next to Pusa ITI, Pusa Campus  
New Delhi - 110012

**Name and address of submitting body:**

Directorate General of Training (DGT)  
Government of India, Ministry of Skill Development and Entrepreneurship,  
1st and 2nd Floor, CIRTES Building  
Next to Pusa ITI, Pusa Campus  
New Delhi - 110012

**Name and contact details of individual dealing with the submission**

Name: Shri Deepankar Mallick

Position in the organisation: Deputy Director General (C & P)

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**List of documents submitted in support of the Qualifications File**

Competency-based curriculum (Annexure 1)

**Model Curriculum to be added which will include the following:**

- **Indicative list of tools/equipment to conduct the training:** Enclosed with curricula
- **Trainers qualification:** Indicated in the curriculum
- **Lesson Plan:** All NCVT curricula are designed indicating specific practical to be carried out during training along with details of trade theory. Based on this the concerned instructor prepares the Lesson Plan with support of Reference Books and IMPs developed by DGT.
- **Distribution of training duration into theory/practical/OJT component:** Indicated in the curriculum.

## NSQC QUALIFICATION FILE

Approved in 20<sup>th</sup> NSQC Meeting, 09<sup>th</sup> April 2018

### SUMMARY

1	<b>Qualification Title</b>	'Stenographer Secretarial Assistant (English)'
2	<b>Qualification Code, if any</b>	DGT/1021
3	<b>NCO code and occupation</b>	<ul style="list-style-type: none"><li>• 4120.0100 - Private Secretary</li><li>• 4120.0200 - Personal Secretary</li><li>• 4120.9900 - Secretaries, Other</li></ul>
4	<b>Nature and purpose of the qualification (Please specify whether qualification is short term or long term)</b>	National Council for Vocational Training (NCVT) (long term qualification)
5	<b>Body/bodies which will award the qualification</b>	<b>National Council for Vocational Training (NCVT)</b> affiliates the ITIs as per DGT guidelines issued from time to time.
6	<b>Body which will accredit providers to offer courses leading to the qualification</b>	National Council for Vocational Training (NCVT)
7	<b>Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)</b>	Yes. The accreditation/ affiliation norms for all training providers are as per DGT guidelines issued from time to time with approval of NCVT.
8	<b>Occupation(s) to which the qualification gives access</b>	Stenographer Secretarial Assistant (English) has a wide scope of Employability ranging from self-employment, contractual employment. On successful completion of this course, the candidates shall be gainfully employed in the industries for following occupations: <ul style="list-style-type: none"><li>• Private Secretary</li><li>• Personal Secretary</li><li>• Secretaries, Other</li></ul>
9	<b>Job description of the occupation</b>	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 senior
10	<b>Licensing requirements</b>	N/A
11	<b>Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)</b>	N/A
12	<b>Level of the qualification in the</b>	Level-4

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	NSQF																										
13	Anticipated volume of training/learning required to complete the qualification	<table border="1"> <thead> <tr> <th>Sl. No</th> <th>Course Element</th> <th>Notional Training Hours</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Professional Skill (Trade Practical)</td> <td>1440</td> </tr> <tr> <td>2</td> <td>Professional Knowledge (Trade Theory)</td> <td>240</td> </tr> <tr> <td>3</td> <td>Employability Skills</td> <td>110</td> </tr> <tr> <td>4</td> <td>Library &amp; Extracurricular activities</td> <td>50</td> </tr> <tr> <td>5</td> <td>Project work</td> <td>80</td> </tr> <tr> <td>6</td> <td>Revision &amp; Examination</td> <td>160</td> </tr> <tr> <td></td> <td><b>Total</b></td> <td><b>2080</b></td> </tr> </tbody> </table>	Sl. No	Course Element	Notional Training Hours	1	Professional Skill (Trade Practical)	1440	2	Professional Knowledge (Trade Theory)	240	3	Employability Skills	110	4	Library & Extracurricular activities	50	5	Project work	80	6	Revision & Examination	160		<b>Total</b>	<b>2080</b>	
Sl. No	Course Element	Notional Training Hours																									
1	Professional Skill (Trade Practical)	1440																									
2	Professional Knowledge (Trade Theory)	240																									
3	Employability Skills	110																									
4	Library & Extracurricular activities	50																									
5	Project work	80																									
6	Revision & Examination	160																									
	<b>Total</b>	<b>2080</b>																									
14	Indicative list of training tools required to deliver this qualification	As per Annexure enclosed in the curriculum																									
15	Entry requirements and/or recommendations and minimum age	Passed 10th class examination under 10+2 system of education.																									
16	Progression from the qualification (Please show Professional and academic progression)	<pre> graph TD     NTC --&gt; NAC     NTC --&gt; AT[Assistant Trainer]     NAC --&gt; AC[Asst. Craftsmen]     AC --&gt; C[Craftsmen]     C --&gt; SC[Sr. Craftsmen]     SC --&gt; JS[Junior Supervisor]     JS --&gt; SS[Senior Supervisor]     SS --&gt; ASM[Asst. Manager Shop/Field]     ASM --&gt; M[Manager Shop/Field]     M --&gt; E[Entrepreneur]     M --&gt; QI[Quality Inspector]     AT --&gt; T[Trainer]     T --&gt; ST[Sr. Trainer]     ST --&gt; TIC[Trg.-In Charge]     NAC --&gt; AT     </pre>																									

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17	<b>Arrangements for the Recognition of Prior learning (RPL)</b>	<p>1. At present the students who have passed 10th class with minimum 3 years' experience in relevant field can appear for NCVT theory and practical semester examination directly.</p> <p>2. The students who have passed SCVT examination in 'Stenographer Secretarial Assistant (English)' trade can also appear for the NCVT Examination in the relevant semester and Trade directly.</p>	
18	<b>International comparability where known (research evidence to be provided)</b>	<p>1. Existence of any official document suggesting the comparability of the qualification with the qualifications in other countries is not known.</p>	
19	<b>Date of planned review of the qualification.</b>	March 2023	
20	<b>Formal structure of the qualification</b>		
	<b>Mandatory components</b>		
	<b>Title of component and identification code/NOSs/Learning outcomes</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
(i)	Identify the various Consonants, vowels and their application	80	4
(ii)	Construct the various words to maintain the position of long, short, dot, dash, preceding, following & intervening vowels.	40	4
(iii)	Recognize the various types of computer keys & Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation.  Acquire knowledge of Windows operating system	40	4
(iv)	Identify the strokes R & H, Abbreviated W	80	4

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(v)	Identify small circle for S & Z, Large circle for SW / large loop & small loop / understand MS-Word by using all tools.	80	4
(vi)	Recognize the direction of SHR, SHL and alternative forms.	40	4
(vii)	Observed curved hook and compound consonant.	40	4
(viii)	Recognize different types of hook.	40	4
(ix)	Develop new sentences apply halving / doubling principles.	160	4
(x)	Apply the prefixes.	40	4
(xi)	Apply the suffixes.	40	4
(xii)	Identify the monetary units & use it.	40	4
(xiii)	Form words with advance phrases, intersections and write simple letter.	80	4
(xiv)	Translate all types of sentences.	80	4
<b>Semester – II</b>			
(xv)	Practice on MS-Excel.	120	4
(xvi)	Label the office layout.	80	4
(xvii)	Name the dispatch and diary register & express computer virus.	120	4
(xviii)	Identify all types of file requirements & implement the same on MS-Power point.	120	4
(xix)	Demonstrate MS-PowerPoint Presentation.	40	4
(xx)	Demonstrate features of MS power Point.	80	4
(xxi)	Familiarisation with Internet functions.	80	4
(xxii)	Identify all types of official tools & equipments.	80	4
(xxiii)	Observe all types of postal services	80	4

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(xxiv)	Prepare all types of letter.	80	4
(xxv)	<b>Revision, Project work and Examination</b>	280	
	<b>Sub Total (A)</b>	<b>2080</b>	4
	<b>Optional components</b>	<b>N/A (All components are compulsory)</b>	
	<b>Title of component and identification code/NOSs/ Learning outcomes</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
	<b>Sub Total (B)</b>		
<b>Total (A+B)</b>		<b>2080</b>	<b>4</b>

**SECTION 1**  
**ASSESSMENT**

21	<p><b>Body/Bodies which will carry out assessment:</b> National Council for Vocational Training (NCVT)</p>														
22	<p><b>How will RPL assessment be managed and who will carry it out?</b></p> <ol style="list-style-type: none"> <li>1. At present the students who have passed 10th class with minimum 3 years' experience can appear for NCVT theory and practical semester examination directly.</li> <li>2. The students who have passed SCVT examination in 'Stenographer Secretarial Assistant (English)' trade can also appear for the NCVT Examination in the relevant semester and Trade directly. NCVT will carry out the assessment and State Directorates advertise in newspapers for informing the prospective candidates.</li> </ol>														
23	<p><b>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</b></p> <p><b>(1) Assessment process:</b></p> <p>The assessment for the semester-based qualification is carried out by conducting formative assessments, and end-of-semester examinations. The internal assessments for theory subjects and practical are conducted by the concerned instructors for evaluating the knowledge and skill acquired by trainees and the behavioural transformation of the trainees. This internal assessment is primarily carried out by collecting evidence of competence gained by the trainees by evaluating them at work based on assessment criteria, asking questions and initiating formative discussions to assess understanding and by evaluating records and reports, and sessional marks are awarded to them. Theory and practical examinations are conducted in Trade theory, Workshop Calculation &amp; Science, Engineering Drawing and Employability Skills. The question papers for the theory Examinations contain objective type questions. Trade practical examinations are conducted by the respective State Governments. However, the question papers for the Trade practical are prepared by NCVT. The marking pattern and distribution of marks for the qualification are as under:</p> <table border="1" data-bbox="312 1709 1401 2063"> <thead> <tr> <th colspan="3">Marking Pattern</th> </tr> <tr> <th>Sl. No.</th> <th>Subject for the trade test</th> <th>Maximum marks for the each subject</th> </tr> </thead> <tbody> <tr> <td>a)</td> <td>Practical</td> <td>100</td> </tr> <tr> <td>b)</td> <td>Trade Theory</td> <td rowspan="2">80 Objective type Written test of 80 marks (Trade Theory 30 marks &amp; Employability Skills 50 marks)</td> </tr> <tr> <td>c)</td> <td>Employability Skills</td> </tr> </tbody> </table>	Marking Pattern			Sl. No.	Subject for the trade test	Maximum marks for the each subject	a)	Practical	100	b)	Trade Theory	80 Objective type Written test of 80 marks (Trade Theory 30 marks & Employability Skills 50 marks)	c)	Employability Skills
Marking Pattern															
Sl. No.	Subject for the trade test	Maximum marks for the each subject													
a)	Practical	100													
b)	Trade Theory	80 Objective type Written test of 80 marks (Trade Theory 30 marks & Employability Skills 50 marks)													
c)	Employability Skills														

d)	Internal assessment	20
TOTAL:		200

**(2) Minimum pass marks:**

40% for each Theory Examination and 25% for each part/section of the Examination separately, and 60% marks for each Trade practical Examination.

**(3) Testing and certifications for the course:**

- OMR sheet based question paper.
- A panel of expert paper setters, who are graduates in the concerned field with minimum 5-7 years experience, is prepared for setting question papers for the Trade. The panel is vetted by the Member Secretary, NCVT.
- Paper setters are appointed from the panel after the approval of the competent authority for setting the question paper.
- The question papers are then moderated by the Board of Moderation to see if the paper is set as per the requirement and syllabus.
- The manuscripts of the moderated question papers are sent to Government Printing Presses for printing.
- Printed question papers, packed in sealed covers, are despatched to Banks/Police Stations for keeping in safe custody.
- The question papers are handed over to the Chairman/Principal of the Testing Centre two hours before the commencement of the Examination.
- An Examination Board consisting of representatives of industry/Employer/State Government are set up to supervise and monitor the conduct of Examinations at every Centre.
- Theory and practical Examinations are carried out with invigilators/examiners with the overall supervision of the Examination Board.
- Examiners called for evaluation of practical should have minimum technical qualification of a Diploma in the respective engineering field. However, when diploma holders not available, the qualification is suitably relaxed.
- Examiners for practical Examinations are appointed preferably from Polytechnics/ Engineering colleges/ Industry of repute/ Government Departments or from amongst retired qualified personnel possessing requisite qualifications and sufficient experience in the trade/discipline.
- Each State Directorate prepares a panel of Examiners according to the norms as mentioned above and the Examiners are appointed from the panel.
- Flying squads from State Governments as well as the Central Government are constituted to check malpractices during the conduct of Examinations.
- OMR based answer sheets are evaluated by the third party evaluator



only. Third party evaluator is selected for three years by open bidding process.

- Evaluation of every practical examination is carried out by the concerned examiner (from industry/ polytechnics) with the overall supervision of the Examination Board in a free and fair manner as per the assessment criteria.
- Till 2014, the marks were compiled by the State Governments as per NCVT guidelines and the results were declared by the State Governments. At present, the marks are compiled by NCVT on its portal [www.ncvtmis.gov.in](http://www.ncvtmis.gov.in) and the results are declared by the State Governments.
- The successful trainees are awarded National Trade Certificates.

**Overall assessment strategy:**

Assessment of the qualification evaluates trainees to show that they can integrate knowledge, skills and values for carrying out relevant tasks as per the defined assessable outcomes and assessment criteria. The trainees may choose the preferred language for assessment. The underlying principle of assessment is fairness and transparency. While assessing the trainee, assessor is directed to assess as per the defined assessment criteria against the assessable outcomes. The evidence of the competence acquired by the trainees can be obtained by conducting theory and practical examinations, observing the trainees at work, asking questions and initiating formative discussions to assess understanding and evaluating records and reports. The ultimate objective of the assessment is to assess the candidates as per the defined assessment criteria for the assessable/ learning outcomes.

**Specific Arrangements for assessment:**

- Assessment is outcome-based.
- There are formative and summative assessments in Theory and Practical.
- Assessment is carried out in Trade theory, Trade Practical, Workshop Calculation and Science, Engineering Drawing and Employability Skills.
- While Trade Theory and Trade Practical are used for assessing Trade-related jobs, Workshop Calculation and Science is used to test trainee's numerical skills, Drawing is used to test the ability of the trainee to draw and read sketches and Employability skills is used to test the communication and language skills of the trainee.
- In addition to demonstration of theory and practical knowledge, trainees get a chance to present total personality.

**Quality assurance activities:**

- Question papers are set by external paper setters
- Evaluation of Theory Examinations is done by third-part agency. Third party evaluator is selected for three years by open bidding process.
- Trade Practical is examined by External Examiner (as explained

	above).
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Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

### **ASSESSMENT EVIDENCE**

**Complete a grid for each component as listed in “Formal structure of the the qualification” in the Summary.**

*NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.*

#### **24. Assessment evidences**

**Title of Component:** Stenographer Secretarial Assistant (English)

#### **GENERIC LEARNING/ ASSESSABLE OUTCOME:**

<b>Outcomes to be assessed/NOSs to be assessed</b>	<b>Assessment criteria for the outcome</b>
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.

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	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 Productive 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 first-aid during emergencies	3.1 Demonstrate elementary first-aids.
	3.2 Demonstrate safety practices to be observed in kitchen.
	3.3 Demonstrate use of personal protective dresses.
	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	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.

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available resources.	
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 Assessable Outcome:

LEARNING/ ASSESSABLE OUTCOMES	ASSESSMENT CRITERIA
<b>Semester-I</b>	
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 Identify and 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 <b>the</b> & 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	11.1 Introduce about Window Operating System
	11.2 Show log on accounts & Passwords
	11.3 Show windows minimizing, resizing, moving &

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computer.	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

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	17.5 Use of shun after certain strokes
17 Develop new sentences apply halving principles & Doubling 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 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
<b>Semester II</b>	
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

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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

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	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.

### Means of assessment 1

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

### Means of assessment 2

Add boxes as required.

### Pass/Fail

The minimum pass percentage is 40% for each Theory Examination and 25% for each part/section of the Examination separately, and 60% marks for each Trade practical Examination.



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### SECTION 2

#### 25. EVIDENCE OF LEVEL

##### OPTION A

Title/Name of qualification/component: Stenographer Secretarial Assistant (English)		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	<ul style="list-style-type: none"> <li>Construct the various words to maintain the position of long, short, dot, dash, preceding, following &amp; intervening vowels.</li> <li>Recognize the various types of computer keys &amp; Prepare a complete sentence with use of logograms grammalogues, contractions, tick the&amp; punctuation.</li> <li>Prepare Window operating system on computer.</li> <li>Develop new sentences apply halving principles &amp; Doubling Principles.</li> <li>Create E-Mail ID.</li> <li>Identify all types of official tools &amp; equipments.</li> </ul>	<p>In all the learning outcomes for example</p> <p>“Construct the various words to maintain the position of long, short, dot, dash, preceding, following &amp; intervening vowels’</p> <p>and</p> <p>‘Develop new sentences apply halving principles &amp; Doubling Principles’,</p> <p>the learner will be required to choose appropriate Procedures as per the requirement of the job. The work will however be done within a familiar, predictable and routine range of situations and accuracy demanded as per the job.</p> <p>Thus the learner requires to demonstrate ability to work in familiar, predictable, routine, situation</p>	4

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Approved in 20<sup>th</sup> NSQC Meeting, 09<sup>th</sup> April 2018

Title/Name of qualification/component: Stenographer Secretarial Assistant (English)		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
		<p>of clear choice.</p> <p>Hence the NSQF level as per this descriptor will be 4.</p>	
Professional knowledge	<p><b>Knowledge of facts in a field of work or study</b></p> <ul style="list-style-type: none"> <li>• Introduction to Shorthand, Consonants.</li> <li>• Short Forms</li> <li>• Windows Operating System</li> <li>• Alternative forms of R &amp; H Strokes,</li> <li>• The Circle</li> <li>• Initial small hooks (Double Consonants)</li> <li>• Study of conversational English</li> <li>• Final Hooks</li> <li>• Halving Principles</li> <li>• Doubling Principles</li> <li>• Prefixes: Definition and uses.</li> <li>• Suffixes Definition and uses.</li> <li>• Figures- Monetary Units &amp; Round Figures</li> <li>•</li> <li>• Simple Letter Writing.</li> <li>• Translation &amp; Note Taking Techniques</li> <li>• Introduction of MS- Excel</li> </ul>	<p>The learner demonstrates factual knowledge of field of Occupational Safety &amp; Health: Health, Safety and Environment guidelines, legislations &amp; regulations as applicable.</p> <p>The learner also demonstrates knowledge of Quality control as required while preparing draft letter , knowledge of Shorthand, Consonants, Simple Letter Writing, Translation &amp; Note Taking Techniques, MS- word, Excel etc.</p> <p>Hence NSQF Level 4 for this Descriptor</p>	4

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Title/Name of qualification/component: Stenographer Secretarial Assistant (English)		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Professional skill	<ul style="list-style-type: none"> <li>Recognized small circle for S &amp; Z, Large circle for SW/large loop &amp; small loop /understand MS-Word by using all tools.</li> <li>Recognize the direction of SHR &amp; SHL.</li> <li>Develop new sentences apply halving principles &amp; Doubling Principles.</li> <li>Identify all types of file &amp; experiment MS-Power point.</li> <li>Observe all types of postal services.</li> <li>Prepare all types of letter.</li> </ul>	<p>The learner after the trainer will be able to work independently and recall and demonstrate practical skill, routine and repetitive in narrow range of application for the learning outcomes such as 'Prepare all types of letter.'</p> <p>The learning outcomes like, "Recognize the direction of SHR &amp; SHL", and "Develop new sentences apply halving principles &amp; Doubling Principles" all of which involve making independent decisions using appropriate rule and tools.</p> <p>The same can be ascertained by reading the Assessment Criteria.</p> <p>The learner will also be responsible for own</p>	4

## NSQC QUALIFICATION FILE

Approved in 20<sup>th</sup> NSQC Meeting, 09<sup>th</sup> April 2018

Title/Name of qualification/component: Stenographer Secretarial Assistant (English)		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
		<p>quality of work and will have to use quality tools to check own work to ensure conformance to requirements of the job.</p> <p>Hence NSQF Level is 4for this descriptor</p>	
Core skill	<p><b>Language to communicate written or oral, with required clarity</b></p> <ul style="list-style-type: none"> <li>Obtain sources of information and recognize information.</li> <li>Use and draw up technical drawings and documents.</li> <li>Use documents and technical regulations and occupationally related provisions.</li> <li>Conduct appropriate and target oriented discussions with higher authority and within the team.</li> </ul> <p><b>Basic understanding of social political and natural environment</b></p> <ul style="list-style-type: none"> <li>Understand and explain the concept in productivity, quality tools, and labour welfare legislation and apply such in day to</li> </ul>	<p>The work of Stenographer Secretarial Assistant (English) involves understanding, planning and preparation of Draft Letter in English which requires competence in written language with required clarity in order to understand the work enlisted.</p> <p>The learner will also need to communicate with team supervisor to understand the job and explain ones work which requires competence in oral language, with required clarity.</p> <p>The learner will also need to have basic understanding of social political and natural environment as mentioned in the learning outcome for example ‘Comply environment regulation and housekeeping’</p>	4

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Title/Name of qualification/component: Stenographer Secretarial Assistant (English)		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	<p>day work to improve productivity &amp; quality.</p> <ul style="list-style-type: none"> <li>• Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.</li> <li>• Explain entrepreneurship and manage/organize related task in day to day work for personal &amp; societal growth.</li> <li>• Comply environment regulation and housekeeping.</li> <li>• Identify environmental pollution &amp; contribute to the avoidance of instances of environmental pollution.</li> </ul>	Hence NSQF Level is 4 for this descriptor	
Responsibility	<ul style="list-style-type: none"> <li>• Name the dispatch and diary register &amp; express computer virus.</li> <li>• Identify all types of file &amp; experiment MS-Power point.</li> <li>• Describe MS-PowerPoint Presentation.</li> <li>• Prepare MS power Point.</li> <li>• Create E-Mail ID.</li> <li>• Identify all types of official tools &amp; equipments.</li> </ul>	<p>The role of Stenographer Secretarial Assistant (English) is independently responsible to perform the work as per specifications and their own analysis of what needs to be done based on their understanding of Letter Drafting, processes, principles and standards. This is indicated in all the learning outcomes.</p> <p>Hence NSQF Level is 4 for this descriptor</p>	4

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<b>Title/Name of qualification/component: Stenographer Secretarial Assistant (English)</b>		<b>Level: 4</b>	
<b>NSQF Domain</b>	<b>Outcomes of the Qualification/Component</b>	<b>How the outcomes relates to the NSQF level descriptors</b>	<b>NSQF Level</b>
	<ul style="list-style-type: none"><li>• Observe all types of postal services.</li><li>• Prepare all types of letter.</li></ul>		

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**NSQC QUALIFICATION FILE**Approved in 20<sup>th</sup> NSQC Meeting, 09<sup>th</sup> April 2018**OPTION B**

Title/Name of qualification/component: Enter the title here number			Level: Add level
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

**SECTION 3**

**EVIDENCE OF NEED**

<p><b>26</b></p>	<p><b>What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?</b></p> <table border="1" data-bbox="339 488 1401 1473"> <thead> <tr> <th data-bbox="339 488 627 629">Basis</th> <th data-bbox="627 488 818 629">In case of SSC</th> <th data-bbox="818 488 1401 629">In case of other Awarding Bodies (Institutes under Central Ministries and states departments)</th> </tr> </thead> <tbody> <tr> <td data-bbox="339 629 627 790">Need of the qualification</td> <td data-bbox="627 629 818 790"></td> <td data-bbox="818 629 1401 790">The proposed qualification is running in the system for last few decades and passed out candidates are engaged in various related industries.</td> </tr> <tr> <td data-bbox="339 790 627 1193">Industry Relevance</td> <td data-bbox="627 790 818 1193"></td> <td data-bbox="818 790 1401 1193">The job role defined for the qualification is as per the National Qualification of Occupation 2015 which is developed by Employment Directorate under the ministry of Labour and Employment in collaboration with different industry partners and as per ILO guidelines. This justifies the qualification is very much relevance for industry.</td> </tr> <tr> <td data-bbox="339 1193 627 1355">Usage of the qualification</td> <td data-bbox="627 1193 818 1355"></td> <td data-bbox="818 1193 1401 1355">The Proposed qualification is running in ITI system across the country successfully over the period of time.</td> </tr> <tr> <td data-bbox="339 1355 627 1473">Estimated uptake</td> <td data-bbox="627 1355 818 1473"></td> <td data-bbox="818 1355 1401 1473">The present seating capacity is approximately 4706</td> </tr> </tbody> </table>	Basis	In case of SSC	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)	Need of the qualification		The proposed qualification is running in the system for last few decades and passed out candidates are engaged in various related industries.	Industry Relevance		The job role defined for the qualification is as per the National Qualification of Occupation 2015 which is developed by Employment Directorate under the ministry of Labour and Employment in collaboration with different industry partners and as per ILO guidelines. This justifies the qualification is very much relevance for industry.	Usage of the qualification		The Proposed qualification is running in ITI system across the country successfully over the period of time.	Estimated uptake		The present seating capacity is approximately 4706
Basis	In case of SSC	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)														
Need of the qualification		The proposed qualification is running in the system for last few decades and passed out candidates are engaged in various related industries.														
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Usage of the qualification		The Proposed qualification is running in ITI system across the country successfully over the period of time.														
Estimated uptake		The present seating capacity is approximately 4706														
<p><b>27</b></p>	<p><b>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences.</b></p> <p>This qualification is run by Ministry of Skill Development and Entrepreneurship and different industries under the related line ministry are also generally consulted before finalizing the curricula.</p>															
<p><b>28</b></p>	<p><b>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</b></p> <p>The qualification is originally designed and approved by NCVT for the</p>															



## NSQC QUALIFICATION FILE

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	Craftsmen Training Scheme and is in existence for the last 60 years. NCVT has been entrusted with the responsibilities of prescribing standards and curricula for craftsmen training, advising the Government of India on the overall policy and programmes, conducting All India Trade Tests and awarding National Trade Certificates.
29	<p><b>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</b></p> <ul style="list-style-type: none"><li>• Mentor Council (MC) for the Travel, tourism &amp; Hospitality Sector was formed in 2014 to review the curriculum of this qualification under the sector.</li><li>• CSTARI, the research wing of DGT, reviews and updates the qualification, in consultation with industries and other stakeholders, on a regular basis by conducting trade committee meetings.</li><li>• DGT will keep on doing continuous comparative study in the trade by referring to relevant upcoming qualifications in the National Qualifications Register (NQR) and relevant sectors.</li></ul>

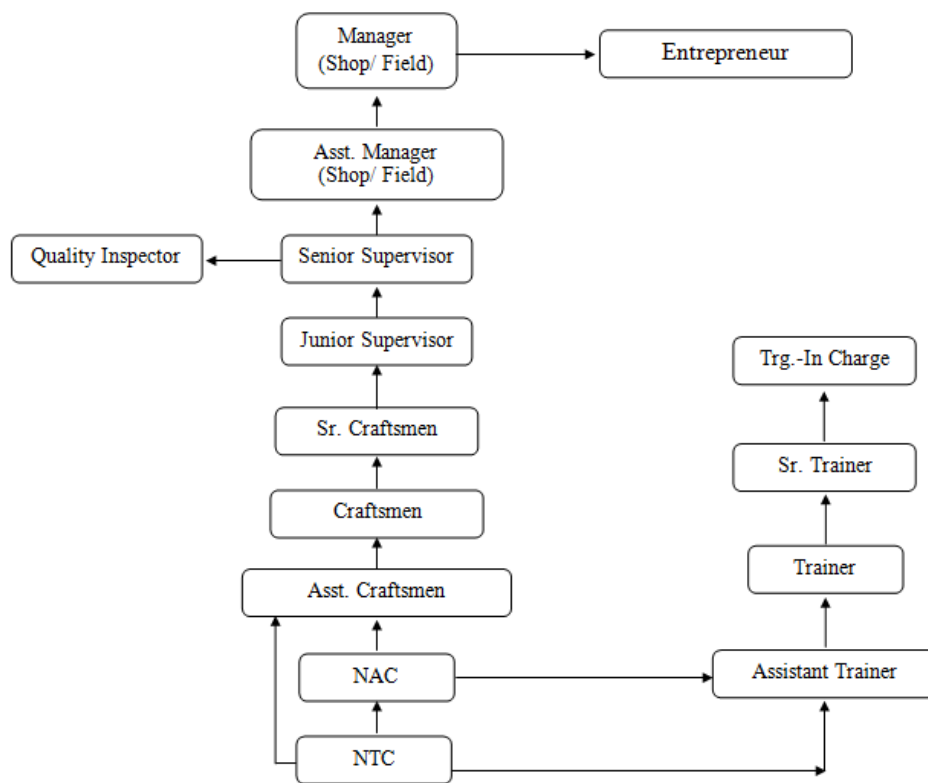
Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

**SECTION 4**  
**EVIDENCE OF PROGRESSION**

30

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?  
 Show the career map here to reflect the clear progression



Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.