

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,
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Next to Pusa ITI, Pusa Campus
New Delhi - 110012

Name and contact details of individual dealing with the submission

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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.

SUMMARY

1	Qualification Title	'Stenographer Secretarial Assistant (Hindi)'
2	Qualification Code, if any	DGT/1017
3	NCO code and occupation	<ul style="list-style-type: none"> • 4131.0100 -Secretary/Back Office Support • 4120.0100 - Private Secretary • 4120.0200 - Personal Secretary • 4120.9900 - Secretaries, Other
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	National Council for Vocational Training (NCVT) (long term qualification)
5	Body/bodies which will award the qualification	National Council for Vocational Training (NCVT) affiliates the ITIs as per DGT guidelines issued from time to time.
6	Body which will accredit providers to offer courses leading to the qualification	National Council for Vocational Training (NCVT)
7	Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)	Yes. The accreditation/ affiliation norms for all training providers are as per DGT guidelines issued from time to time with approval of NCVT.
8	Occupation(s) to which the qualification gives access	Stenographer Secretarial Assistant (Hindi) 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"> • Secretary/Back Office Support • Private Secretary • Personal Secretary • Secretaries, Other
9	Job description of the occupation	Stenographer Secretarial Assistant (Hindi) takes dictation in shorthand and reproduces it on paper using computer and performs various other clerical duties to assist superiors. He/she drafts business letters in clear and precise manner for easy understanding; prepares reports and documents for inter-department.
10	Licensing requirements	N/A
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	N/A

12	Level of the qualification in the NSQF	Level-4		
13	Anticipated volume of training/learning required to complete the qualification	S No.	Course Element	Notional Training Hours
		1.	Professional Skill (Trade Practical)	1260
		2.	Professional Knowledge (Trade Theory)	252
		3.	Employability Skills	110
		4.	Library & Extracurricular activities	58
		5.	Project Work	160
		6.	Revision and Examination	240
			Total	2080
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 --> NAC NAC --> Asst_Craftsmen[Asst. Craftsmen] Asst_Craftsmen --> Craftsmen Craftsmen --> Sr_Craftsmen[Sr. Craftsmen] Sr_Craftsmen --> Junior_Supervisor[Junior Supervisor] Junior_Supervisor --> Senior_Supervisor[Senior Supervisor] Senior_Supervisor --> Asst_Manager[Asst. Manager (Shop/Field)] Asst_Manager --> Manager[Manager (Shop/Field)] Manager --> Entrepreneur NAC --> Assistant_Trainer[Assistant Trainer] Assistant_Trainer --> Trainer Trainer --> Sr_Trainer[Sr. Trainer] Sr_Trainer --> Trg_In_Charge[Trg.-In Charge] Senior_Supervisor --> Quality_Inspector[Quality Inspector] </pre>		

NSQF QUALIFICATION FILE

Stenographer Secretarial Assistant (Hindi)

17	Arrangements for the Recognition of Prior learning (RPL)	<ol style="list-style-type: none"> 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. The students who have passed SCVT examination in 'Stenographer Secretarial Assistant (Hindi)' trade can also appear for the NCVT Examination in the relevant semester and Trade directly. 		
18	International comparability where known (research evidence to be provided)	1. Existence of any official document suggesting the comparability of the qualification with the qualifications in other countries is not known.		
19	Date of planned review of the qualification.	July 2023		
20	Formal structure of the qualification			
	Mandatory components			
	Title of component and identification code/NOSs/ Specific Learning outcomes	Estimated size (learning hours)	Level	
Semester – I				
(i)	आशुलिपि (शॉर्टहैण्ड) में निर्देश लेने एवं कंप्यूटर का प्रयोग कर उसे कागज पर रुपान्तरित (ट्रांसक्राइब) करने में दक्षता ।	480	4	
(ii)	कंप्यूटर हार्डवेयर एवं इसके परिधीयों का ज्ञान एवं कंप्यूटर पर उच्च गति टंकण में दक्षता।	240	4	
(iii)	विभिन्न प्रकार के पत्रों की जानकारी , व्यावसायिक पत्रों का श्रुतलेखन एवं श्रुतिलेख से प्रतिलेखन करने की दक्षता।	120	4	
Semester – II				
(iv)	कंप्यूटर एप्लीकेशन सॉफ्टवेयर ;एम एस एक्सेल ,वर्ड ,पावरपॉइंट प्रजेंटेशन इत्यादि पर कार्य करने एवं इंटरनेट का प्रयोग करने में सक्षम।	220	4	
(v)	कार्यालयीन वातावरण ,आंतरिक सजावट ,	60	4	

NSQF QUALIFICATION FILE**Stenographer Secretarial Assistant (Hindi)**

	सफाई ,सुरक्षा के महत्व का ज्ञान एवं कार्यालय प्रबंधक के कार्यों एवं कर्तव्यों से परिचित।		
(vi)	कार्यालय में डायरी – डिस्पैच ,स्टेशनरी , दस्तावेजों फाइलिंग प्रबंधन तथा कार्यालय सचिव के कार्यों एवं कर्तव्यों से परिचित।	120	4
(vii)	विभिन्न कार्यालयीन उपकरणों को पहचानकर उनके सही प्रयोग एवं रखरखाव से अवगत।	160	4
(viii)	विभिन्न डाकघर सेवाओं से परिचित।	160	4
(ix)	सभी प्रकार के मैनुअल एवं ऑनलाइन पत्राचार करने में सक्षम।	120	4
(x)	Revision, Project work and Examination	400	
	Sub Total (A)	2080	4
	Optional components	N/A (All components are compulsory)	
	Title of component and identification code/NOSs/ Learning outcomes	Estimated size (learning hours)	Level
	Sub Total (B)		
Total (A+B)		2080	4

**SECTION 1
ASSESSMENT**

21	<p>Body/Bodies which will carry out assessment: National Council for Vocational Training (NCVT)</p>																				
22	<p>How will RPL assessment be managed and who will carry it out?</p> <ol style="list-style-type: none"> 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. 2. The students who have passed SCVT examination in 'Stenographer Secretarial Assistant (Hindi)' 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. 																				
23	<p>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.</p> <p>(1) Assessment process:</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 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.</p> <p>The marking pattern and distribution of marks for the qualification are as under:</p> <table border="1" data-bbox="312 1496 1391 2002"> <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 & Employability Skills 50 marks)</td> </tr> <tr> <td>c)</td> <td>Employability Skills</td> </tr> <tr> <td>d)</td> <td>Internal assessment</td> <td>20</td> </tr> <tr> <td colspan="2">TOTAL:</td> <td>200</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	d)	Internal assessment	20	TOTAL:		200
Marking Pattern																					
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c)	Employability Skills																				
d)	Internal assessment	20																			
TOTAL:		200																			

(2) Minimum pass marks:

The minimum pass percentage for Practical is 60% & minimum pass percentage for Theory subjects is 40%.

(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 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

	<p>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.</p> <p>Specific Arrangements for assessment:</p> <ul style="list-style-type: none"> • Assessment is outcome-based. • There are formative and summative assessments in Theory and Practical. • Assessment is carried out in Trade theory, Trade Practical and Employability Skills. • While Trade Theory and Trade Practical are used for assessing Trade-related jobs, 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. <p>Quality assurance activities:</p> <ul style="list-style-type: none"> • Question papers are set by external paper setters • Evaluation of Theory Examinations is done by third-party 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 (Hindi)

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.

GENERIC LEARNING/ ASSESSABLE OUTCOME:

GENERIC LEARNING/ ASSESSABLE OUTCOME	
LEARNING / ASSESSABLE OUTCOME	ASSESSMENT CRITERIA
1. सुरक्षित कार्यवृत्ति का अभ्यास।	1.1 सुरक्षा नियमितताओं एवं आवश्यकताओं का अनुसरण करते हुए साइट पॉलिसी एवं प्रक्रियाओं के अनुसार खतरनाक सामान एवं पदार्थों को पहचानना, संभालना एवं भण्डारण/ निपटान ।
	1.2 सुरक्षा अलार्म को सटीकता से पहचानना।
	1.3 व्यक्तिगत उत्पादक उपस्करों को पहचानना एवं इनको संबंधित कार्य परिवेश के अनुसार प्रयोग ।
	1.4 मूल प्राथमिक चिकित्सा सहायता को पहचानना एवं निभिन्न परिस्थितियों में प्रयोग ।
2. पर्यावरणीय नियमितता एवं व्यवस्थाओं का अनुपालन।	2.1 वातावरणीय प्रदूषण को पहचानना एवं वातावरणीय प्रदूषण की घटनाओं को न होने देने में योगदान ।
	2.2 वातावरणीय संरक्षण विधान एवं नियम।
	2.3 वातावरणीय मैत्री ढंग में ऊर्जा एवं सामग्री का प्रयोग ।
	2.4 अपव्यय का परिवर्जन करना तथा अपव्यय का प्रक्रिया अनुरूप निपटान।

<p>3. कम्पनी एवं तकनीकी संप्रेषण का प्रयोग एवं विवेचना।</p>	<p>3.1 प्राथमिक चिकित्सीय सहायता का प्रदर्शन।</p> <p>3.2 रसोई में की जाने वाली सुरक्षा वृत्तियों का प्रदर्शन ।</p> <p>3.3 व्यक्तिगत संरक्षक पोशाक का प्रदर्शन ।</p> <p>3.4 आकस्मिक निकासी पथ को पहचानना।</p> <p>3.5 अग्निशामक का प्रयोग करते हुए फायरफाइटिंग प्रक्रिया का प्रदर्शन करना।</p>
<p>4. उत्पादन एवं गुणवत्ता बढ़ाने के लिए दिन-प्रतिदिन के कार्य में उत्पादन, उच्चकोटि औजार एवं श्रम कल्याण विधि की अवधारणा की समझ एवं अनुप्रयोग।</p>	<p>4.1 सूचना के स्रोतों का पता होना एवं सूचना पहचानना ।</p> <p>4.2 दस्तावेज, नियम एवं व्यवसाय संबंधी प्रावधानों का प्रयोग।</p> <p>4.3 उच्च प्राधिकारी एवं टीम के अंदर भी उचित एवं लक्ष्य उन्मुखी विमर्श ।</p> <p>4.4 वर्तमान तथ्य एवं परिस्थितियाँ, संभावित हल एवं हिंदी शब्दावली का प्रयोग करना।</p> <p>4.5 लिखित संप्रेषण करना।</p>
<p>5. ऊर्जा संरक्षण, भूमण्डलीय तापकरण एवं प्रदूषण की व्याख्या एवं उपलब्ध संसाधनों का इष्टतम प्रयोग करते हुए दिन-प्रतिदिन के कार्य में योगदान।</p>	<p>5.1 ऊर्जा संरक्षण, भूमण्डलीय तापकरण एवं प्रदूषण का ज्ञान ।</p> <p>5.2 आकलन योग्य निष्कर्ष के निष्पादन के दौरान उनके अनुप्रयोग का आकलन किया जाएगा ।</p>
<p>6. कार्मिक वित्त, उद्यमशीलता की व्याख्या, व्यक्तिगत एवं सामाजिक उत्थान के लिए दिन-प्रतिदिन के कार्य में संबंधित काम का प्रबंधन/ आयोजन।</p>	<p>6.1 कार्मिक वित्त, उद्यमशीलता का ज्ञान ।</p> <p>6.2 आकलन योग्य निष्कर्ष के निष्पादन के दौरान उनके अनुप्रयोग का आकलन किया जाएगा।</p>

Specific Assessable Outcome:

SPECIFIC LEARNING/ ASSESSABLE OUTCOME	
LEARNING/ ASSESSABLE OUTCOME	ASSESSMENT CRITERIA
सेमेस्टर-1	
7. आशुलिपि (शॉर्टहैंड) में निर्देश लेने एवं कंप्यूटर का प्रयोग कर उसे कागज पर रूपान्तरित (ट्रांसक्राइब) करने में दक्षता ।	7.1 व्यंजनों का वर्गक्रमानुसार प्रयोग एवं व्यंजन रेखाओं को मिलाने का प्रयोग।
	7.2 दीर्घ एवं लघु स्वरों का प्रयोग, बिंदु एवं डैश स्वरों का प्रयोग, पूर्व एवं पश्च स्वर, माध्यमिक स्वर इत्यादि का प्रयोग।
	7.3 शब्दचिह्न, शब्दाक्षर, संक्षिप्ताक्षर एवं वाक्यांशों का प्रयोग, है एवं हैं का प्रयोग, क्रिया विभक्तियों का प्रयोग आदि।
	7.4 द्विस्वर/ दो स्वरों का प्रयोग, त्रिस्वर का प्रयोग, द्विस्वर एवं त्रिस्वर चिह्नों पर अनुस्वार, द्विस्वर एवं त्रिस्वर संबंधी शब्दाक्षर, शब्दचिह्न एवं वाक्यांशों इत्यादि में द्विस्वर व त्रिस्वरों का प्रयोग।
	7.5 त वर्ग का प्रयोग, र,ल,ह,श व्यंजनों की वैकल्पिक रेखाओं का प्रयोग।
	7.6 अर्धस्वर व/य के अर्धवृत्त प्रयोग ।
	7.7 छोटे वृत्तों के प्रयोग, आरम्भिक वृत्त स, माध्यमिक एवं अंतिम वृत्त स, श, ज के प्रयोग।
	7.8 बड़ा वृत्त- आरम्भिक स्व तथा माध्यमिक/अंतिम सस,सश, सज आदि का प्रयोग।
	7.9 अंडाकार वृत्त या छोटा लूप, स्त, स्थ, स्ट, बड़ा अंडाकार वृत्त स्तर/स्तर के प्रयोग।
	7.10 अनुनासिक व्यंजन अनुस्वार एवं अनुनासिक स्वर अनुनासिक्य का प्रयोग।
	7.11 व्यंजन रेखाओं पर आरम्भिक हुक (अंकुश), आरम्भिक र तथा ल के प्रयोग।
	7.12 अंतिम हुक न/ण, फ/व/य हुकों का प्रयोग।
	7.13 अंतिम बड़े हुक या शन, शण का प्रयोग, संयुक्त व्यंजनों का अभ्यास एवं अर्धवृत्त य तथा व का प्रयोग।
	7.14 अर्धकरण सिद्धांत - व्यंजन रेखाओं को साधारण लंबाई से आधा

	कर एवं अन्य व्यंजन जोड़ना।
	7.15 द्विगुण सिद्धांत - व्यंजन रेखाओं को दुगुना कर उनमें कर/कार/दर/दार/तर/तार/टर/डर इत्यादि व्यंजनों का योग ।
	7.16 उपसर्ग, प्रत्यय की प्रतिनिधि रेखाओं का प्रयोग, व्यंजन रेखाओं को काटने की विधियों, संख्याओं, मुद्राओं का प्रयोग एवं वाक्यांशों का प्रयोग।
सेमेस्टर-2	
8. कंप्यूटर हार्डवेयर एवं इसके परिधीयों का ज्ञान एवं कंप्यूटर पर उच्च गति टंकण में दक्षता।	8.1 कंप्यूटर का आधारभूत ज्ञान ।
	8.2 कंप्यूटर के हार्डवेयर सॉफ्टवेयर एवं अन्य भागों की जानकारी।
	8.3 विंडोज एक्सप्लोरर, डिस्कॉ पर फोल्डरों एवं फाइलों का निर्माण, कट, कॉपी एवं पेस्ट करना, कंप्यूटर की एक्सेसरीज जैसे पेंट, ब्रश, कैलकुलेटर इत्यादि का प्रयोग।
	8.4 की-बोर्ड को पहचानना एवं अन्य आधारभूत कुंजियों को पहचानना।
	8.5 एम एस वर्ड के अंतर्गत फाइलों का निर्माण करना एवं कंप्यूटर टाइपिंग ।
	8.6 एम एस वर्ड के अंतर्गत विभिन्न विकल्पों का प्रयोग ।
	8.7 विभिन्न समाचार पत्रों मैगजीनों एवं पत्रिकाओं में से कंप्यूटर पर उच्च गति टंकण।
9. विभिन्न प्रकार के पत्रों की जानकारी, व्यावसायिक पत्रों का श्रुतलेखन एवं श्रुतिलेख से प्रतिलेखन करने की दक्षता।	9.1 व्यावसायिक पत्रों का श्रुतलेखन लिखने एवं उन्हें टाइप करने के नियम, प्रारूप आदि ।
	9.2 श्रुतिलेख से प्रतिलेखन करने के नियम, वर्तनी, व्याकरण आदि का ज्ञान ।
	9.3 कंप्यूटर पर प्रतिलेखन कर अशुद्धियों का निराकरण ।
10. कंप्यूटर एप्लीकेशन सॉफ्टवेयर; एम एस एक्सेल, वर्ड, पावरपॉइंट प्रजेंटेशन इत्यादि पर कार्य करने एवं इंटरनेट का प्रयोग करने में सक्षम।	10.1 एम एस एक्सेल - वर्कबुक बनाना, सेव एवं पुनः प्राप्त करना, वर्कशीट बनाना एवं डिलीट करना।
	10.2 एक्सल में फार्मूला का प्रयोग, वर्कशीट को फॉर्मेट करना, नई वर्कशीट इनसर्ट करना ।
	10.3 एम एस पावरपॉइंट - स्लाइड बनाना, स्लाइड एडिटिंग, एवं फारमेटिंग करना, स्लाइड एनीमेशन, स्लाइड प्रजेंटेशन।
	10.4 कंप्यूटर पर उच्च गति टंकण एवं आशुलिपि का प्रयोग ।

	10.5 इंटरनेट का प्रयोग एवं परिचालन ।
	10.6 इंटरनेट का प्रयोग करते हुए विभिन्न ऑनलाइन फॉर्म भरना जैसे - रेल, बस एवं हवाई यात्रा हेतु टिकट बुक करना एवं ठहरने हेतु विभिन्न होटलों की टिकटें बुक करना।
11. कार्यालयीन वातावरण, आंतरिक सजावट, सफाई, सुरक्षा के महत्व का ज्ञान एवं कार्यालय प्रबंधक के कार्यों एवं कर्तव्यों से परिचित।	11.1 कार्यालय का ढाँचा एवं ढाँचे के प्रकार ।
	11.2 खुला एवं निजी कार्यालय का ज्ञान ।
	11.3 कार्यालय प्रबंधक के कार्य, कर्तव्य तथा विशेषता।
	11.4 कार्यालय वातावरण - महत्व, तत्व, प्रकाश, तापमान, आर्द्रता, हवा का आवागमन, शोर, आंतरिक साज-सज्जा, सफाई, सुरक्षा।
12. कार्यालय में डायरी - डिस्पैच, स्टेशनरी, दस्तावेजों फाइलिंग प्रबंधन तथा कार्यालय सचिव के कार्यों एवं कर्तव्यों से परिचित।	12.1 डायरी एवं डिस्पैच रजिस्टर का रकरखाव ।
	12.2 डायरी एवं डिस्पैच रजिस्टर में प्रविष्टि करने संबंधी नियम ।
	12.3 विभिन्न प्रकार की फाइलों की पहचान।
	12.4 सचिव के कार्य एवं कर्तव्य ।
13. विभिन्न कार्यालयीन उपकरणों को पहचानकर उनके सही प्रयोग एवं रखरखाव से अवगत।	13.1 विभिन्न प्रकार के कार्यालय उपकरणों को पहचानना ।
	13.2 कार्यालय उपकरण चुनाव के सिद्धांत ।
	13.3 कार्यालय उपकरण एवं डाक उपकरण के प्रकार ।
	13.4 फोटोकॉपीयर एवं संप्रेषण उपकरण ।
	13.5 अन्य उपयोगी उपकरण- डुप्लीकेटिंग मशीन, इंटरकॉम, ई.पी.बी.एक्स. इलेक्ट्रॉनिक स्टेंसिल कटर, फैक्स, ज़ेराॅक्स इत्यादि।
14. विभिन्न डाकघर सेवाओं से परिचित।	14.1 विभिन्न पोस्ट ऑफिस सेवाएँ एवं पिन कोड का महत्व ।
	14.2 पोस्टकार्ड, रजिस्ट्रीपत्र, साधारण डाक, बीमाकत डाक, पार्सल, व्यावसायिक जवाबी पोस्टकार्ड, वीपीपी इत्यादि ।
	14.3 यूपीसी, मौद्रिक सेवाएँ, स्पीड पोस्ट एवं कूरियर सेवाएँ ।
	14.4 टेलीग्राम के प्रकार एवं अन्य उपयोगी डाक सेवाएँ जैसे पोस्ट बस एवं पोस्ट बैग आदि ।

15. सभी प्रकार के मैनुअल एवं ऑनलाइन पत्राचार करने में सक्षम।	15.1 इंटरनेट का प्रयोग करते हुए विभिन्न ऑनलाइन फॉर्म; रेल, बस एवं हवाई यात्रा हेतु टिकट, होटलों की टिकटें बुक करना ।
	15.2 आवेदन पत्र लेखन - बिजली कनेक्शन, खाता खोलने, टेलीफोन, इंटरनेट, नौकरी, छुट्टी इत्यादि परिस्थितियों हेतु।
	15.3 विभिन्न दशाओं में शिकायती पत्र - निगम, वार्ड, समितियाँ इत्यादि ।
	15.4 सामाजिक पत्र जैसे अनौपचारिक पत्र, निमंत्रण पत्र, बधाई संदेश, धन्यवाद पत्र, शोक संदेश इत्यादि ।
	15.5 सामान्य बैंकिंग पत्राचार ।

NSQF QUALIFICATION FILE

Stenographer Secretarial Assistant (Hindi)

SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Stenographer Secretarial Assistant (Hindi)		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	<p>Work in familiar, predictable, routine, situation of clear choice</p> <ul style="list-style-type: none">• कंप्यूटर हार्डवेयर एवं इसके परिधीयों का ज्ञान एवं कंप्यूटर पर उच्च गति टंकण में दक्षता।• आशुलिपि (शॉर्टहैंड) में निर्देश लेने एवं कंप्यूटर का प्रयोग कर उसे कागज पर रुपान्तरित (ट्रांसक्राइब) करने में दक्षता।• कार्यालय में डायरी - डिस्पैच, स्टेशनरी, दस्तावेजों फाइलिंग प्रबंधन तथा कार्यालय सचिव के कार्यों एवं कर्तव्यों से परिचित	<p>The learner is expected to identify different computer hardware & its peripherals, locate various types of keys on keyboard like function keys, control keys etc. He/she is expected to frame words, sentences , construct words to maintain the position of long, short, dot, dash, preceding, following & intervening vowels; operate computer, work on MS Office , MS Excel; browse internet. The learner maintains the dispatch diary/ document files etc.</p> <p>The above tasks are performed by the learner in familiar environment and nature of job is routine type , hence predictable & situation of clear choice.</p> <p>Thus the NSQF level 4 is justified as per this descriptor.</p>	4
Professional	<p>Knowledge of facts in a field of work or</p>	<p>The learner is expected to possess the factual knowledge of shorthand; Hindi alphabets, vowels,</p>	4

NSQF QUALIFICATION FILE

Stenographer Secretarial Assistant (Hindi)

Title/Name of qualification/component: Stenographer Secretarial Assistant (Hindi)		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
knowledge	<p>study</p> <ul style="list-style-type: none"> आशुलिपि व्यंजनमाला/ वर्णमाला, व्यंजन रेखाओं के जोड़, व्यंजनों के वर्ग, स्वरध्वनि के अनुसार गहरी एवं हल्की रेखाएँ। विंडोज, ऑपरेटिंग सिस्टम - परिचय, लॉग ऑन अकाउंट, पासवर्ड, विंडो रिसाइजिंग एवं मिनिमाइजिंग, मूविंग एवं क्लोजिंग, विंडो मेन्यू, टूल बार, टास्क वार, स्टार्ट बटन, शटिंग डाउन विंडो, डेस्कटॉप, विंडोज एक्सप्लोरर, कंट्रोल पेनल, ओपन, कट, कॉपी, पेस्ट इत्यादि। पोस्ट ऑफिस सेवाएँ - पिन कोड का महत्व, पोस्टकार्ड, रजिस्ट्रीपत्र, साधारण डाक, बीमाकत डाक, पार्सल, व्यावसायिक जवाबी पोस्टकार्ड, वीपीपी, यूपीसी, मौद्रिक सेवाएँ 	<p>consonants, their usage & types; framing of words, phrase and sentences . He/she should know about different post office services, official tools/equipments , computer operating system, latest versions of MS Office, MS Office tools. He/she is expected to possess knowledge about different parts of computer & their functions; change settings of computer, check control panel, menu bar etc.</p> <p>The above knowledge possessed by the learner are the factual knowledge required in this field of trade.</p> <p>Hence NSQF Level 4 is justified for this Descriptor.</p>	
Professional skill	<ul style="list-style-type: none"> विभिन्न कार्यालयीन उपकरणों को पहचानकर उनके सही प्रयोग एवं रखरखाव से अवगत। 	<p>The learner is expected to identify all types of files, stationary tools & equipments used in offices. He/she is able to operate computer & work on different applications/ software like MS Office ,</p>	4

NSQF QUALIFICATION FILE

Stenographer Secretarial Assistant (Hindi)

Title/Name of qualification/component: Stenographer Secretarial Assistant (Hindi)		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> कंप्यूटर एप्लीकेशन सॉफ्टवेयर; एम एस एक्सेल, वर्ड, पावरपॉइंट प्रजेंटेशन इत्यादि पर कार्य करने एवं इंटरनेट का प्रयोग करने में सक्षम। विभिन्न प्रकार के पत्रों की जानकारी, व्यावसायिक पत्रों का श्रुतलेखन एवं श्रुतिलेख से प्रतिलेखन करने की दक्षता। 	<p>paint, calculator, notepad etc; uses different functions of menu bar. He/she develops high typing speed, has ability to jot down dictation, frame & translate sentences etc. They can prepare different types of office letters, power point presentation, work sheet on excel etc.</p> <p>To perform above job the learner requires to recall & demonstrate practical skills, which are routine & repetitive in narrow range of application, using appropriate rule/tool & quality concepts.</p> <p>Hence NSQF Level 4 is justified for this descriptor.</p>	
Core skill	<p>Language to communicate written, oral with required clarity.</p> <ul style="list-style-type: none"> Present facts and circumstances, possible solutions & use English/Hindi special terminology. <p>Basic mathematical skills</p> <ul style="list-style-type: none"> Measure all dimensions in accordance with standard specifications and tolerances 	<p>The learner is able to do transformation and construction of sentences; is able to communicate in simple English/Hindi (Oral, written.) with required clarity. They develop active listening skills. They are expected to know basics of computer networks, operating system, Word processing and worksheet. Maintains the Occupational /Health safety at workplace. They develop right attitude towards environment, maintenance of in-house environment.</p>	4

NSQF QUALIFICATION FILE

Stenographer Secretarial Assistant (Hindi)

Title/Name of qualification/component: Stenographer Secretarial Assistant (Hindi)		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	<p>Understanding of social/political</p> <ul style="list-style-type: none"> Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources. 	Hence NSQF Level 4 is justified for this descriptor.	
Responsibility	<ul style="list-style-type: none"> विभिन्न डाकघर सेवाओं से परिचित। सभी प्रकार के मैनुअल एवं ऑनलाइन पत्राचार करने में सक्षम। कार्यालयीन वातावरण, आंतरिक सजावट, सफाई, सुरक्षा के महत्व का ज्ञान एवं कार्यालय प्रबंधक के कार्यों एवं कर्तव्यों से परिचित। 	<p>The role of Stenographer Secretarial Assistant (Hindi) 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.</p> <p>Thus the learner is responsible for his own work & learning.</p> <p>Hence NSQF Level is 4 for this descriptor</p>	4

NSQF QUALIFICATION FILE

Stenographer Secretarial Assistant (Hindi)

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

26	<p>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?</p> <table border="1" data-bbox="339 472 1401 1406"> <thead> <tr> <th data-bbox="339 472 625 613">Basis</th> <th data-bbox="625 472 818 613">In case of SSC</th> <th data-bbox="818 472 1401 613">In case of other Awarding Bodies (Institutes under Central Ministries and states departments)</th> </tr> </thead> <tbody> <tr> <td data-bbox="339 613 625 779">Need of the qualification</td> <td data-bbox="625 613 818 779"></td> <td data-bbox="818 613 1401 779">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="339 779 625 1099">Industry Relevance</td> <td data-bbox="625 779 818 1099"></td> <td data-bbox="818 779 1401 1099">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 1099 625 1265">Usage of the qualification</td> <td data-bbox="625 1099 818 1265"></td> <td data-bbox="818 1099 1401 1265">The Proposed qualification is running in ITI system across the country successfully over the period of time.</td> </tr> <tr> <td data-bbox="339 1265 625 1406">Estimated uptake</td> <td data-bbox="625 1265 818 1406"></td> <td data-bbox="818 1265 1401 1406">The present seating capacity is approximately 18850.</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 18850.
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 18850.														
27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences.</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>															
28	<p>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</p> <p>The qualification is originally designed and approved by NCVT for the 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</p>															

	Government of India on the overall policy and programmes, conducting All India Trade Tests and awarding National Trade Certificates.
29	<p>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</p> <ul style="list-style-type: none"> • Mentor Council (MC) for the Travel, tourism & Hospitality Sector was formed in 2014 to review the curriculum of this qualification under the sector. • 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. • 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.

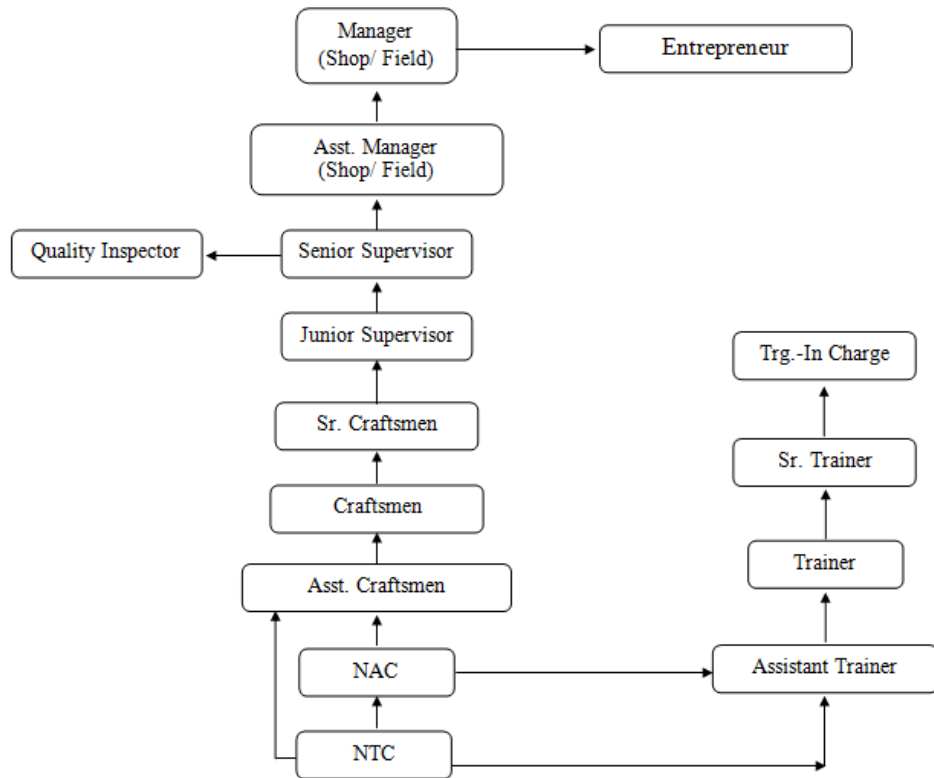
Please attach most relevant and recent documents giving further information about any of the topics above.

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.