



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

COMPETENCY BASED CURRICULUM

SECRETARIAL PRACTICE (ENGLISH)

(Duration: One Year)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL- 4



SECTOR – TRAVEL, TOURISM & HOSPITALITY

SECRETARIAL PRACTICE (ENGLISH)

(Non-Engineering Trade)



CRAFTSMEN TRAINING SCHEME (CTS)

Skill India

NSQF LEVEL - 4

कौशल भारत - कुशल भारत

Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE

EN-81, Sector-V, Salt Lake City,
Kolkata – 700 091

ACKNOWLEDGEMENT

The DGT sincerely acknowledges contributions of the Industries, State Directorates, Trade Experts, Domain Experts and all others who contributed in revising the curriculum. Special acknowledgement is extended by DGT to the following expert members who had contributed immensely in this curriculum.

List of Expert Members contributed/ participated for finalizing the course curriculum of Secretarial Practice (English) held on 07th to 09th February' 2018 at FTI-Bangalore, Karnataka			
S No.	Name & Designation Sh/Mr/Ms	Organization	Remarks
1.	B. V. S. Sesa Chari, Director	CSTARI, Kolkata	Chairman
2.	Prasanna P, Steno	O/o DY. Chief Labour Commissioner(C), Bangalore	Member
3.	Malathi M., J.T.O.	Govt. I.T.I., Tumkur Road, Bangalore-22	Member
4.	Sunitha Kishore, Soft Skill Trainer	Freelancer, Tyagraj Nagar, Bangalore- 560028	Member
5.	N. Prabhakar, Steno	Labour Welfare Organizaton, Yeshvantpur, Bangalore	Member
6.	Dhanalakshmi M.C.	Govt. I.T.I., N. R. Moholla, Mysuru- 07	Member
7.	Sanjay Khanande	FTI-Bangalore	Member
8.	M.P. Shashikala, VI	RVTI for Women, Hosor Road, Bangalore- 29	Member
9.	R. Shanthi, Stenographer	Apex hi-Tech Institute, Bangalore	Member
10.	Namrata G.N., J.T.O.	DET, Koushalya Bhavan, Bangalore-26	Member
11.	Ayesha Begum, J.T.O	DET, Koushalya Bhavan, Bangalore	Member
12.	Pooja Heremath, J.T.O.	DET, Koushalya Bhavan, Bangalore	Member
13.	Prakash Raju. R, Lecturer in CP	Govt. Polytechnic for Women, Bangalore	Member
14.	Chandrashekar. N, HOD in Commercial Practice	Acharya Polytechnic, Bangalore-107	Member
15.	Gajendra Singh K, SGL, Commercial Practice	Govt. Polytechnic for Women	Member
16.	Dr. Aras Kumar M. R., SGL/HOD in CP. GWPTR	Govt. Polytechnic for Women, Bangalore	Member
17.	B. Sree Rama Krishna Reddy, Asst. Professor	RJS Institute of management Studies, Bangalore-34	Member
18.	J. Nirmala Kumari,	FTI-Bangalore	Member
19.	R.C. Mandal, DDT	CSTARI, Kolkata	Member
20.	P.K. Ghosh, V.I.	CSTARI, Kolkata	Member

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
7.	Learning Outcome with Assessment Criteria	7-16
8.	Trade Syllabus	17-26
9.	Core Skill – Employability Skill	27-31
10.	Annexure - I	
	List of Trade Tools & Equipment	32-34
	List of Tools & Equipment for Employability Skill	34
11.	Annexure II - Format for Internal Assessment	35

Skill India
 कौशल भारत - कुशल भारत

1. COURSE INFORMATION

During the one-year duration of “Secretarial Practice (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, extracurricular activities and on-the-job training to build up confidence. The broad components covered related to the trade are categorized in two semesters each of six months duration. The semester wise course coverage is categorized as below:

1st Semester – In this semester the trainee learns about safety and environment, use of Secretarial Practice English, artificial respiratory resuscitation to begin with. He gets the idea of about the basic computer fundamentals & 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, application of the prefixes and suffixes, Identify the monetary units & use it, Identify the monetary units & use it. In this semester trainees able to write in shorthand, translation, note taking techniques and apply on computer for speed typing in MS-Word.

2nd Semester – In this semester the trainee will be able work with MS-Excel by manipulating datas, maintain office stationeries, maintain simple accounts with formulas and functions, Label the office layout, Name the dispatch and diary register & maintain computer data safety , Identify all types of file requirements & implement the same on MS-Power point, Demonstrate MS-PowerPoint Presentation, searching of information with internet browser, 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 able to maintain calendar of event and general Banking Correspondence.

2. TRAINING SYSTEM

2.1 GENERAL

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

'Secretarial Practice (English)' trade under CTS is one of the popular courses delivered nationwide through a 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 broadly need to demonstrate that they are able to:

- Read and interpret technical parameters/documents, plan and organize work processes, identify necessary materials and tools;
- Perform tasks 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 CAREER PROGRESSION PATHWAYS

- Can join Apprenticeship programs in different types of industries leading to a National Apprenticeship certificate (NAC).
- Can join Crafts Instructor Training Scheme (CITS) in the trade for becoming an 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)	1440
2.	Professional Knowledge (Trade Theory)	188
3.	Employability Skills	110
5.	Library & Extracurricular activities	50
6.	Project Work	80
8.	Revision & Examination	80
	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

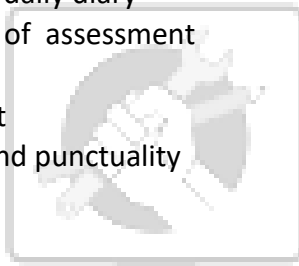
The minimum pass percentage for practical is 60% & minimum pass percentage of theory subjects is 40%. For the purposes of determining the overall result, 50% weightage is applied to the result of each semester examination.

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:

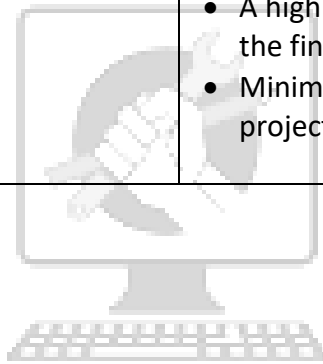
- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work



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 regard for safety	<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 undertaking different work with

<p>procedures and practices</p>	<p>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.



Skill India
कौशल भारत - कुशल भारत

3. JOB ROLE

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. Following are the job roles for a **Secretarial Practice (English)**:

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Arrange conferences, meetings, and travel reservations for office personnel.
- Complete forms in accordance with company procedures.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Mail newsletters, promotional material, and other information.
- Maintain scheduling and event calendars.
- Make copies of correspondence and other printed material.
- Open, read, route, and distribute incoming mail and other material, and prepare answers to routine letters.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Take dictation in shorthand or by machine, and transcribe information.
- Keep records of collections and disbursements.
- Conduct searches to find needed information, using such sources as the Internet.
- Coordinate conferences and meetings.
- Learn to operate new office technologies as they are developed and implemented.
- Manage projects, and contribute to committee and team work.
- Operate electronic mail systems and coordinate the flow of information both internally and with other organizations.
- Prepare and mail checks.
- Provide services to customers, such as order placement and account information.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.

Reference NCO-2015:

- (i) 4131.0100 - Secretary/Back Office Support
- (ii) 4131.9900- Typists and Word Processing Operators, Other

4. GENERAL INFORMATION

Name of the Trade	Secretarial Practice (English)
NCO - 2015	4131.0100, 4131.9900
NSQF Level	Level-4
Duration of Craftsmen Training	1 Year (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:	
(i) Secretarial Practice (English) Trade	<p>Degree in Commerce / Arts (with Short-hand & Typing) from a recognized university with one year experience in the relevant field OR Diploma in Commercial Practice from recognised board of education with two years' experience in the relevant field. OR NTC/NAC passed 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>

(ii) Employability Skill	<p>MBA OR BBA with two-year experience OR Graduate in Sociology/ Social Welfare/ Economics with two-year experience OR Graduate/ Diploma with two-year 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> <p style="text-align: center;">OR</p> <p>Existing Social Studies Instructors duly trained in Employability Skills from DGT institutes.</p>				
List of Tools and Equipment	As per Annexure – I				
Distribution of training on hourly basis: (Indicative only)					
Total Hrs/ Week	Trade Practical	Trade Theory	Soft Skills	Employability Skills	Extracurricular Activity
40 Hours	25 Hours	6 Hours	5 Hours	2 Hours	2 Hours



 कौशल भारत - कुशल भारत

5. NSQF LEVEL COMPLIANCE

NSQF level for **‘Secretarial Practice (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 **‘Secretarial Practice (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 with environment regulation and housekeeping.
3. Assist in exigencies and carry out elementary first-aid during emergencies.
4. Work in a team, understand and practice soft skills, technical English to communicate with required clarity.
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

First Semester:

7. Familiarisation with shorthand and apply with computer application.
8. Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation. Acquire knowledge of Windows operating system.
9. Identify the strokes R & H, Abbreviated W.
10. Identify small circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools.
11. Recognize the direction of SHR, SHL and alternative forms.
12. Observed curved hook and compound consonant.
13. Recognize different types of hook.
14. Develop new sentences apply halving / doubling principles.
15. Apply the prefixes.
16. Apply the suffixes.
17. Identify the monetary units & use it.
18. Apply note taking techniques

Second Semester

19. Practice on MS-Excel.
20. Label the office layout.
21. Identify all types of file requirements & implement the same on MS-Power point.
22. Demonstrate MS-Power Point Presentation.
23. Demonstrate features of MS power Point.
24. Familiarisation with Internet functions.
25. Identify all types of official tools & equipments.
26. Observe all types of postal services.
27. Prepare all types of letters and correspondence.

7. LEARNING OUTCOME WITH ASSESSMENT CRITERIA

GENERIC LEARNING OUTCOME	
LEARNING 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 policy.
	1.2 Recognize and report all unsafe situations according to policy.
	1.3 Identify and take necessary precautions on fire and safety hazards and report according to work policy and procedures.
	1.4 Identify, handle and store/ dispose-off dangerous goods and substances according to policy and procedures following safety regulations and requirements.
	1.5 Identify and observe policies and procedures with 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 accident/injury procedures.
	1.8 Identify and observe 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 with 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.
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 at workplace.

	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 terminology.
	4.5 Resolve disputes within the team.
	4.6 Conduct written communication.
5. Explain energy conservation, global warming, pollution, and contribute in day- to-day work by using available resources optimally.	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 OUTCOME	
FIRST SEMESTER	
LEARNING OUTCOME	ASSESSMENT CRITERIA
7 Familiarisation with shorthand and apply with computer application.	7.1 Write in shorthand of the Consonants according to their pairs
	7.2 Write in shorthand of joining stroke consonants.
	7.3 Write by following dictation of Long and Short Vowels, Dot & Dash Vowels.
	7.4 Write by following dictation of Preceding and Following vowels, Intervening Vowels, etc.
	7.5 Acquire knowledge on computer peripherals.
8 Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation. Acquire knowledge of Windows operating system.	8.1 Make complete sentence using Logograms, Grammalogues, & Contractions, with the use of tick 'The' and Punctuation marks.
	8.2 Handle Dipthong and Triphones signs useful in automatic generation of English text.
	8.3 Acquire knowledge on Windows Operating System.
	8.4 Acquire knowledge on Computer Keyboard.
9 Identify the strokes R & H, Abbreviated W	9.1 Ensure the rules of upward and downward R & H
	9.2 Acquire knowledge on abbreviated W with certain types of strokes
	9.3 Write in shorthand using semi-circle of W
	9.4 Take dictation using downward H, Tick H and Dot H and upward SH
	9.5 Make the stroke of H, R, L and SH followed by vowels.
	9.6 Write in shorthand using Phraseography.
	9.7 Ensure the sitting posture on computer and finger positioning on the keyboard.
	9.8 Type documents in MS-Word using various options in MS-Word application.
10 Identify small circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools.	10.1 Represent by the circles and loops of the sound S and Z
	10.2 Denote initially, medially and finally referring circle S or Z, circle Ses and circle Sway.
	10.3 Denote initially, medially and finally referring Stee loop and Ster loop.

	10.4 Explain the rules for using small and big circles
	10.5 Identify cases where small & big circle cannot be used
	10.6 Ensure the rules for using ST & STR loops.
	10.7 Type in MS-Word document page using TYPING TUTOR
11 Recognize the direction of SHR, SHL and alternative forms.	11.1 Write in shorthand small initial hooks with left and right motion.
	11.2 Write small initial hook to curves adds r a large initial hook to curves adds /
	11.3 Write sentences applying the alternative forms.
	11.4 Perform speed typing in computer document page.
12 Observed curved hook and compound consonant.	12.1 Write in shorthand of Curved hooked strokes i.e. F/ V / ith/ TH.
	12.2 Develop new sentence with curved hook strokes.
	12.3 Write compound consonants in shorthand with distinct sign.
	12.4 Write different types of words with Compound Consonants: initial large hooks of WH/WHL/KY/GY/ KW/ GW/ MP/ MB strokes.
	12.5 Type passages from different topics for enhancing speed and accuracy.
13 Recognize different types of hook.	13.1 Construct N and F/V small hooks, hooks and vowels.
	13.2 Construct Circles and Loops with finally hooked strokes.
	13.3 Write different types of sentences using Shun Hook.
	13.4 Use Shun after Circle,
	13.5 Use shun hook after certain strokes
	13.6 Speed typing on computer document page.
14 Develop new sentences apply halving / doubling principles.	14.1 Demonstrate Halving Principles: Halving of strokes for T or D.
	14.2 Halving of M, N, L, R for D
	14.3 Halving of MP/MB/NG hooked etc.
	14.4 Speed typing on computer document page.
	14.5 Ensure the context writing with pairs of word - confused and misused.
	14.6 Ensure Doubling Principles, Doubling of other compound consonant.
	14.7 Type in computer document page enhancing speed and accuracy.
15 Apply the prefixes.	15.1 Use Prefixes and their representative strokes
	15.2 Practice Speed typing in computer.
16 Apply the suffixes.	16.1 Use Suffixes and their representative strokes

	16.2 Practice Speed typing in computer.
17 Identify the monetary units & use it.	17.1 Use intersection - Monetary Units & Round Figures
	17.2 Use Contractions- formation and uses, Essential Vowels
	17.3 Develop the sentences to follow above rules writing in shorthand
	17.4 Apply intersection and contraction on Computer for Speed Typing.
18 Apply note taking techniques.	18.1 Write in shorthand of simple letter.
	18.2 Develop a system of using abbreviations and symbols in taking notes.
	18.3 Ensure useful note taking methods and techniques.
	18.4 Carry out Translation & Note Taking Techniques.
	18.5 Type in computer document page to enhance speed.
SECOND SEMESTER	
19 Practice on MS-Excel.	19.2 Open and create and save MS-Excel file.
	19.3 Input, edit data and manage worksheet in MS-Excel.
	19.4 Format page layout, set print area in active sheet.
	19.5 Transcript dictation from book in worksheet.
20 Label the office layout.	20.2 Design various layouts of office with space management.
	20.3 Carry out edit menu, range, formulas and functions in MS-Excel.
	20.4 Identify dispatch and diary register with the entry procedure- and practical use.
	20.5 Insert charts from given data in MS-Excel.
	20.6 Manage and manipulate data creating formulas.
	20.7 Follow dictation in shorthand from the books and transcription of the same on Computer
21 Identify all types of file requirements & implement the same on MS-Power point.	21.2 Create slides with text input in MS-Power Point.
	21.3 Add graphics, charts, and tables in slides.
	21.4 Follow dictation in shorthand from magazines and transcription of the same on Computer.
22 Demonstrate MS-Power Point Presentation.	22.2 Create and play slide show in MS-Power Point
	22.3 Add clip art, images and various objects into slides.
	22.4 Layout themes and designs from palate or importing in slides.
	22.5 Follow dictation in shorthand from magazines and transcription of the same on Computer.

23 Demonstrate features of MS power Point.	23.2 Create and play slide show with transition in MS-Power Point
	23.3 Create animation of text and objects manually and automatic
	23.4 Build and edit animation effects.
	23.5 Insert sound during transition and slide show.
	23.6 Convert a presentation into slide-show view file.
	23.7 Print and save the presentation file into removable drive.
24 Familiarisation with Internet functions.	24.2 Ensure internet service provider and set internet connectivity.
	24.3 Find information online through search engine.
	24.4 Create an e-mail account though web browser.
	24.5 Correspond documents through e-mail.
	24.6 Use internet to do every day task – purchase, bill payment, booking reservation, locations, distance, global positioning, etc.
	24.7 Follow dictation in shorthand from newspapers and transcription of the same on Computer.
25 Identify all types of official tools & equipments.	25.2 Use various official tools and equipments.
	25.3 Search Information on Various search portals by using of Internet
	25.4 Follow dictation in shorthand from newspapers and transcription of the same on Computer.
26 Observe all types of postal services.	26.2 Perform various Post Office services.
	26.3 Follow dictation in shorthand from newspapers and transcription of the same on Computer.
27 Prepare all types of letters and correspondence.	27.2 Follow dictation in shorthand from books, newspapers, magazines and transcription of the same on Computer.
	27.3 Fill up of various online forms by using internet.
	27.4 Perform online tasks - rail, bus, air tickets and booking of hotels etc.

SYLLABUS -SECRETARIAL PRACTICE (ENGLISH)			
FIRST SEMESTER – 06 Months			
Week No.	Reference Learning Outcome	Professional Skills (Trade Practical) With Indicative Hours	Professional Knowledge (Trade Theory)
1-4	Familiarisation with shorthand and apply with computer application.	<ol style="list-style-type: none"> Practice of the Consonants according to their pairs and dictation thereof. (25hrs.) Practice of joining stroke consonants. (25hrs.) Practicing of Long and Short Vowels, Dot & Dash Vowels, Preceding and Following vowels, Intervening Vowels, etc. and dictation of the same. (25hrs.) <p>Computer:</p> <ol style="list-style-type: none"> Awareness of the computer hardware in the lab and its peripherals to accustom the trainees for use of computer. (25hrs.) 	<p>Introduction, Job Opportunities & Scope of the Trade.</p> <p>Introduction to Shorthand,</p> <p>Consonants: Definition, Classification, arrangements and directions, table of consonants, Joining of Strokes</p> <p>Vowels: Long & Short Vowel, Dot & Dash Vowel, Places of Vowel, following and preceding vowel, Intermediate vowel, places for joined strokes & vowel.</p> <p>Computer Fundamentals: Introduction, Definition, Utility, types and applications of Computers.</p> <p>Computer :</p> <p>Hardware: Definition & Introduction, Motherboard, Processor, Input & Output Devices and Storage devices. Software: Definition & types of Software.</p>
5-6	<ul style="list-style-type: none"> Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation. 	<ol style="list-style-type: none"> Practicing of Logograms, Grammalogues, & Contractions, with the use of tick 'The' and Punctuation marks. (15hrs.) Practice of Dipthong and Triphones. (15hrs.) 	<p>Short Forms: Logograms, Grammalogues, & Contractions, Use of tick 'The' in phrasing, Use of Punctuation Marks.</p> <p>Computer Windows Operating System:</p> <p>Introduction, Log on accounts,</p>

	<ul style="list-style-type: none"> Acquire knowledge of Windows operating system 	<p>Computer:</p> <p>7. Practical use of Windows Operating System. (10hrs.)</p> <p>8. Familiarisation with Computer Keyboard keys. (10hrs.)</p>	<p>Passwords, Minimizing, Windows resizing, Moving, Closing Windows, Windows Menu, Tool Bar, Task Bar, menu bar and Start Button, Shutting down Windows. Desktop, Windows Explorer, Control Buttons Open, Cut, Copy & Paste etc</p> <p>Diphthongs: Definition, Signs and Places of Diphthongs and Triphones</p> <p>Computer Keyboard Functions.</p>
7-8	Identify the strokes R & H, Abbreviated W	<p>9. Practice of Alternative Forms of R & H. (10hrs.)</p> <p>10. Practice of Abbreviated W,. (10hrs.)</p> <p>11. Use of downward H, Tick H and Dot H and upward SH and dictation. (5hrs.)</p> <p>12. Practice of Phraseography and dictation (5hrs.)</p> <p>13. Computer: Practice of the sitting posture on computer and finger positioning on the keyboard. (10hrs.)</p> <p>14. Computer Typing practice on Computer and Creation of MS-Word file on Computer with the use of various options of MS- Word. (10hrs.)</p>	<p>Alternative forms of R & H 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> <p>Aspirate H : Tick & Dot H, Downward H Stroke & Upward Sh Stroke.</p> <p>Phraseography- Formation of Simple Phrases.</p> <p>Computer:</p> <p>MS- Word - Creation of File and use of various tools.</p>
9	Identify small circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all	<p>15. Practice of Small Circle for S & Z, Use of circle S & Z with other stroke Consonants and dictation. (10hrs.)</p> <p>Computer Speed Typing:</p>	<p>The Circle: Small circle for S & Z, Circle and the strokes, Circle S with H stroke, Stroke L and circle S.</p> <p>Computer Speed Typing: Speed Calculation, Signs & Symbols,</p>

	tools.	16. Practice typing using typing tutor. (15hrs.)	Roman Numbers, Capitalizations of Letters, Display, Counting Errors and calculating speed and errors, Evaluation & Marking Scheme
10		<p>16. Demonstrate :</p> <p>a) Large Circle – SW, SS, SZ and their medially and finally uses and dictation. (05 hrs)</p> <p>b) Small Loop for ST/SD. (04 hrs)</p> <p>c) Large loop of STR and dictation. (04 hrs)</p> <p>Computer:</p> <p>17. Practice in MS-Word and its options. (06 hrs)</p> <p>18. Practice typing using typing tutor. (06 hrs)</p>	<p>a) Large Circle:</p> <ul style="list-style-type: none"> ▪ Large Initial Circle for SW, SS, SZ ▪ 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>Computer:</p> <p>MS Word- editing and formatting</p>
11	Recognize the direction of SHR, SHL and alternative forms.	<p>17. Practice of Initial small hooks for R & L. (06 hrs)</p> <p>19. Apply the above on different types of sentences (11 hrs)</p> <p>Computer :</p> <p>20. Practice on Computer for Speed Typing (08 hrs)</p>	<p>Initial small hooks (Double Consonants): R & L Hooks, SHR & SHL hooked strokes, Vowels and double consonants</p> <p>Computer:</p> <p>Setting indents and spacing, Use of help Options, Page Set up, Margins, Ruler, and Paper Size in Word. Inserting Lines and Page Breaks, Viewing Documents Properties and Printing, Use of Tables, Insertion and Deletion of Rows and Columns, Alignments between Rows & Columns and other MS- Word Feature.</p>
12	Observed curved hook and compound consonant.	<p>18. 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>21. Compound Consonants and</p>	<p>Alternative forms of curved hooked strokes, Left & Right Curves of f/v/th/TH, upward SH with hooked strokes, intervening vowels, circles and hooks Compound Consonants: Initial large hooks of</p>

		<p>develop WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB and apply on different types of words. (04 hrs)</p> <p>Computer:</p> <p>22. Typing Practice of passages from books, magazines, journal and newspaper for enhancing the speed and accuracy. (13 hrs)</p>	<p>WH/WHL/KY/GY/ KW/GW/MP/MB strokes.</p>
13	Recognize different types of hook.	<p>19. Construct : Final hook N and F/V and apply it on various types of sentences (09 hrs)</p> <p>23. Shun Hook and joining with other Strokes and apply it on the different types of sentences. (09 hrs)</p> <p>Computer :</p> <p>24. Practice on Computer for Speed Typing (07 hrs)</p>	<p>Final Hooks: N & F/V small hooks, Hooks and Vowels, Circles and Loops with finally hooked strokes.</p> <p>Large Final: (Shun Hook) Use of Shun after Circle, Use of shun hook after certain strokes.</p>
14-15	Develop new sentences apply halving / doubling principles.	<p>20. Demonstrate Halving Principles on different types of words & sentences (20 hrs)</p> <p>21. Halving of other compound consonants and apply it on Computer for Speed Typing. (20 hrs)</p> <p>25. Practice pairs of word confused and misused. (10 hrs)</p>	<p>Halving Principles: Halving of Strokes for T or D, Halving of M,N,L,R, for D, Halving of MP/MB/NG hooked etc.</p>
16		<p>26. Practice of Doubling Principles, Doubling of other compound consonant and dictation (10 hrs)</p> <p>Computer :</p> <p>27. Practice on Computer for Speed Typing (15 hrs)</p>	<p>Doubling Principles: Doubling of Strokes for TR & DR, Doubling of MP/MB/NG and L Strokes etc.</p>
17-18	Apply the prefixes.	<p>28. Practice of Prefixes and their representative strokes and Dictation. (25 hrs)</p>	<p>Prefixes- definition, Use and representative lines</p>

		Computer : 29. Practice on Computer for Speed Typing (25 hrs)	
19-20	Apply the suffixes.	30. Practice of Suffixes and their representative strokes and Dictation(25 hrs) Computer : 31. Practice on Computer for Speed Typing (25 hrs)	Suffixes: definition, Use and representative lines
21	Identify the monetary units & use it.	22. Explain the figures- a) Monetary Units & Round Figures and use it on sentences. (06 hrs) b) Contractions- formation and uses, Essential Vowels and dictation (06 hrs) 32. Develop the sentences to follow above rules writing in shorthand & apply on Computer for Speed Typing. (13 hrs)	Intersection- Monetary Units & Round Figures Contractions- formation and uses, Essential Vowels.
22-23	Apply note taking techniques.	33. Practice of Simple Letters writing in shorthand and Useful Note Taking Techniques (30 hrs) Computer : 34. Practice on Computer for Speed Typing (20 hrs)	Simple Letter Writing
24		35. Practice of Translation & Note Taking Techniques. (13 hrs) Computer : 36. Practice on Computer for Speed Typing(12 hrs)	Translation & Note Taking Techniques
25	Project work/ Industrial visit		
26	Revision & Examination		

Note: -

1. One hour soft skill classes to be arranged on a daily basis. Some of the sample project works (indicative only) are given against each semester.
2. The instructor may design their own project.

3. *The project should broadly cover maximum skills in the particular trade and must involve some problem solving skill. Emphasis should be on Teamwork: Knowing the power of synergy/ collaboration, work to be assigned to a group (Group of at least 4 trainees). The group should demonstrate Planning, Execution, Contribution and Application of Learning. They need to submit a project report.*
4. *If the instructor feels that for the execution of specific project more time is required than he may plan accordingly to produce components/ sub-assemblies in appropriate time, i.e., may be in the previous semester or during execution of normal trade practical.*



Skill India
कौशल भारत - कुशल भारत

SYLLABUS - SECRETARIAL PRACTICE (ENGLISH)			
SECOND SEMESTER – 06 Month			
Week No.	Ref. Learning outcome	Professional Skills (Trade Practical) With Indicative Hours	Professional Knowledge (Trade Theory)
27-28	Practice on MS-Excel.	37. Practice of MS- Excel and Typing on the Computer (25 hrs.) 38. Database Entry by using MS - Excel Dictation of the shorthand from the books and transcription of the same on Computer.(25 hrs.)	Office- Introduction, Importance of Office, Departments of Office. Functions, Duties and Characteristics of Office Manager. Computer: Introduction of MS- Excel : MS EXCEL- Opening a Worksheet; Entering text in worksheets. MS- Excel- Editing Excel - selecting cells, editing cell contents; saving; Printing;
29-30	Label the office layout.	39. Designing of various layouts of office with space management. (10 hrs.) 40. Practice of MS- Excel - Range, Editing menu, Formulas and Functions. (25 hrs.) 41. Take down dictation in shorthand from the books and transcription of the same on Computer. (15 hrs.)	Office Layout, Types of Office Layout, Open and Private Office. Inserting/deleting data, rows and columns, worksheet ranges, Using cut, copy and paste Office Environment- Importance, Elements like Light, Temperature, Moisture, Ventilation, Noise, Interior Decoration, Cleanliness and Safety MS- Excel - method; Using Formulas and functions
31-32		42. Demonstrate Dispatch and Diary Register with the entry Procedure- and practical use. (10 hrs.) 43. Practice of Various Formulas, Charts etc in MS-Excel. (25 hrs.) 44. Take down dictation in	Handling of Mails- Inward & Outward Mails. MS- Excel- Arithmetic, logical, trigonometry, Relative and absolute cell referencing; Formatting worksheets, Office Stationery, Office Forms and Manuals. Types of Office

		shorthand from the books and transcription of the same on Computer. (15 hrs.)	Stationery Precautions for computer viruses. Use of Anti Virus, Scanning etc. MS- Excel-Align center, left, right and justify cell contents, Using charts, chart types, selecting data, modifying charts.
33 - 35	Identify all types of file requirements & implement the same on MS-Power point.	45. Identification of various files and practical use thereof MS- power point -Creation of the PPT. (30 hrs.) 46. Adding of Graphics and the practice of same. (30 hrs.) 47. Take down dictation in shorthand from the magazines and transcription of the same on Computer. (15 hrs.)	Filing Meaning of Records, Compilation and Classification. MS POWER-POINT -Introduction of PPT, Presenting documents in Power point, add graphics to the document, Create a self running presentation
36	Demonstrate MS-PowerPoint Presentation.	48. Practice of MS- PowerPoint (10 hrs.) 49. Layout Themes and Designs of the Slides in Power Point, Addition of Clipart and various objects into PPT slides. (10 hrs.) 50. Take down dictation in shorthand from the magazines and transcription of the same on Computer. (5 hrs.)	Importance of Filing, Essentials of Good Filing Method, Classification of files - Alphabetical, Numerical, Geographical and Subject wise. Centralization and Decentralization of Filing. MS- PowerPoint: Layouts, themes and designs, adding clip arts, diagrams, pictures, tables and charts.
37 - 38	Demonstrate features of MS power Point.	51. Practice of MS- power Point, Slide Animation, Transition etc. (25 hrs.) 52. Take down dictation in shorthand from the magazines and transcription of the same on Computer. (25 hrs.)	Office Secretary Definition, Qualities, Qualification & Types of Secretary MS- Power Point- Building animation effects, transitions, speaker notes, Copying a presentation to a CD/DVD/Pen drives, Editing and Printing presentations/slides.

39 - 40	Familiarisation with Internet functions.	<p>53. Practice of Internet - Making of E-Mail Account and other use of internet. (25 hrs.)</p> <p>54. Take down dictation in shorthand from the Newspapers and transcription of the same on Computer. (25 hrs.)</p>	<p>Professional, personal duties and Functions of Office Secretary.</p> <p>INTERNET: Introduction to Internet</p>
41-42	Identify all types of official tools & equipments.	<p>55. Practical knowledge of various official tools and equipments and their use. (15 hrs.)</p> <p>56. Searching of Information on Various search portals by using of Internet. (25 hrs.)</p> <p>57. Take down dictation in shorthand from the Newspapers and transcription of the same on Computer. (10 hrs.)</p>	<p>Office Equipments Principle for selection of Office Equipments. Types of Office Equipments & Mailing Room Equipments. Photocopier and Communicating Equipments. Other Useful Equipments- Duplicating Machine, Intercom, EPBX, Electronic Stencil Cutter, Personal Computer, Internet, Fax, Xerox etc. Networking - LAN, MAN, WAN Using internet, sending and receiving e-mail messages; searching, Information from websites by the use of search engines</p>
43-44	Observe all types of postal services.	<p>58. Visit to the various post offices. (25 hrs.)</p> <p>59. Take down dictation in shorthand from the Newspapers and transcription of the same on Computer. (25 hrs.)</p>	<p>Postal Services Post Office Services - Importance of Pin Code, Postcard, Registered Letters, Ordinary, Insured Letters, Parcels, Business Reply Postcards, VPP, UPC, Monetary Services etc. Speed Post and Courier Services and other useful postal Services- Post Bag, Post box etc.</p>

45-48	Prepare all types of letters and correspondence.	<p>60. Take down dictation in shorthand from the Newspapers, books and magazines and transcription of the same on Computer. (40 hrs.)</p> <p>61. Fill up of various online forms by using internet i.e. rail, bus, air tickets and booking of hotels etc. (30 hrs.)</p> <p>62. Create Record/performance Sheet applying in MS-Excel Formula. (30 hrs)</p>	<p>Application Writing Complaint Writing.</p> <p>Social Letters like Informal Letters/ Invitation Letters/ Congratulation Letters/ Thanks Giving Letters/ Condolence Letters etc and letters to the editors.</p> <p>Office Correspondence: Drafting of notice / agenda/ minutes and reports, circular & memorandum</p> <p>Maintaining calendar of events.</p> <p>General Banking Correspondence.</p>
49-50	Practice of shorthand and test for speed @ 80 wpm and evaluate.		
51	Project work/ Industrial visit		
52	Revision & Examination		

Note: -

1. *One hour soft skill classes to be arranged on a daily basis. Some of the sample project works (indicative only) are given against each semester.*
2. *The instructor may design their own project.*
3. *The project should broadly cover maximum skills in the particular trade and must involve some problem solving skill. Emphasis should be on Teamwork: Knowing the power of synergy/ collaboration, work to be assigned to a group (Group of at least 4 trainees). The group should demonstrate Planning, Execution, Contribution and Application of Learning. They need to submit a project report.*
4. *If the instructor feels that for the execution of specific project more time is required than he may plan accordingly to produce components/ sub-assemblies in appropriate time, i.e., may be in the previous semester or during execution of normal trade practical.*

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 known people, 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 on messages 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 the 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, WebSite, 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. Difference between small scale & large scale business, Market survey, Method of marketing, Publicity and advertisement, Marketing mix.
Institution's 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 familiarize 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 it improves or slows down productivity.
Comparison with Developed Countries	Comparative productivity in developed countries (viz. Germany, Japan and Australia) in select 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 hygiene, 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 housekeeping, Practice of good housekeeping.
Quality Tools	Basic quality tools with a few examples.



Skill India
कौशल भारत - कुशल भारत

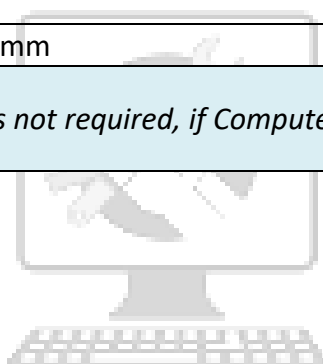
LIST OF TOOLS & EQUIPMENT			
SECRETARIAL PRACTICE (ENGLISH) (for Batch of 20 Candidates)			
S No.	Name of the Tools and Equipment	Specification	Quantity
A. SHOP TOOLS & EQUIPMENT			
1.	Lazer Printer-	A4 Size	01 No.
2.	Document Printer -	A3 Size	01 No.
3.	Computer- (One Laptop for Faculty)	Latest Model	20+1 Nos.
4.	Printer Table		02 Nos.
5.	Glazed White Board -	8 x 4	01 No.
6.	Interactive Board		01 No.
7.	Student Locker with External Lock		02 Nos.
8.	Book Case		02 Nos.
9.	Steal Almirah		02 Nos.
10.	UPS	650 VA	20 Nos.
11.	Fax Machine	Latest Model	01 No.
12.	Tool Kit (Hand Tools)		02 Sets
13.	Air Conditioners	1.5 Ton with CVT	04 Nos.
14.	Broad Band Connection or Wi-Fi		01 No.
15.	LCD Projector		01 No.
16.	LED TV	36 Inch	01 No.
17.	Application Software (MS - Office) Educational Version		As Per Requirement
18.	Antivirus (Latest Version)		As Per Requirement
B. SHOP FLOOR FURNITURE AND MATERIALS			
19.	Class Room Furniture		Dual Desk 10 Nos.
20.	Computer Table with Revolving Chair		20+1 Nos. (1For Faculty)
21.	For Dictation Room- Tables, Chairs and Headphones / Speakers or Microphone Systems)		20+1 Nos. (1For Faculty)
C. LIST OF RAW MATERIAL & OTHER CONSUMABLE ITEMS			
22.	Shorthand Pencil		20 Dzns
23.	Short Hand Note Book		20 Dzns
24.	Eraser		20 Nos.

25.	Sharpener		20 Nos.
26.	Scale	12"	20 Nos.
27.	Cutter		20 Nos.
28.	Photo Copy Paper	A4/A3	20+05 Reams
29.	Correcting Fluid Pen		20 Nos.
30.	Cloth Duster		20 Dzn
31.	Pen		20 Nos.
32.	Stapler	Small & Big	20 Nos.
33.	File Folder		20 Nos.
34.	White Board Marker		40 NOS.
35.	White Board Duster		06 Nos.
36.	Printer Cartridge		04 NOS.
37.	DMP Stencil (For Computer)		40 NOS.
38.	Cleaning Liquid		4Bottles
39.	Box File	Medium Size A4	16 Nos.
40.	Awl Pins/ Gem Clips		4 Pkt (2 Each)
41.	Water Jug		4 Nos.
42.	Scissor		2 Nos.
43.	Dustbin		4 Nos.
44.	Glue stick		20Nos.
45.	CD Plain		40 Nos.
46.	CD (WR)		40 Nos.
47.	Ruled Register		1 0 Nos.
48.	Pocker	Small & Big	2 Nos.
49.	Paper Highlighter		20 Nos.
50.	Sketch Pens		4 Pkts
51.	Cello Tape/ Brown Tape with Dispenser		1 Dozen
52.	Outward Mail Register		1 No.
53.	Inward Mail Register		1 No.
54.	Postal Expenditure Register		1 No.
55.	Peon Book		1 No.
56.	Visitors Register		1 No.
57.	Paper Weight		2Dzns
58.	Drawing Pins		2 Pkts
59.	Stapler Pin	Size - No. 10	20 Nos.

Note: All the tools and equipment are to be procured as per BIS specification.

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
 कौशल भारत - कुशल भारत

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														