



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 –OFFICE ADMINISTRATION AND FACILITY  
MANAGEMENT**



Directorate General of Training

# SECRETARIAL PRACTICE (ENGLISH)

(Non-Engineering Trade)

(Revised in 2019)

Version: 1.2

**CRAFTSMEN TRAINING SCHEME (CTS)**

**NSQF LEVEL - 4**

Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

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## 1. COURSE INFORMATION

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During the one-year duration of “Secretarial Practice (English)” trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill related to job role. 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 under Professional Skill subject are as below: -

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 year trainees able to write in shorthand, translation, note taking techniques and apply on computer for speed typing in MS-Word.

The trainee will be able work with MS-Excel by manipulating data, 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.

### 2.1 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 economy/ Labour market. The vocational training programmes are delivered under the aegis of Directorate General of Training (DGT). Craftsman Training Scheme (CTS) with variants and Apprenticeship Training Scheme (ATS) are two pioneer schemes of DGT for strengthening 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 duration. It mainly consists of Domain area and Core area. In the Domain area (Trade Theory & Practical) imparts 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 DGT which is recognized worldwide.

#### **Trainee broadly needs to demonstrate that they are able to:**

- Read and interpret documents, plan and organize work processes, identify necessary materials and accessories;
- 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 required parameters related to the assignment undertaken.

### 2.2 PROGRESSION PATHWAYS

- Can join industry as Craftsman and will progress further as Senior Craftsman, Supervisor and can rise up to the level of Manager.
- Can become Entrepreneur in the related field.
- 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.
- Can join Advanced Diploma (Vocational) courses under DGT as applicable.

## 2.3 COURSE STRUCTURE

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

S No.	Course Element	Notional Training Hours
1.	Professional Skill (Trade Practical)	1200
2.	Professional Knowledge (Trade Theory)	240
3.	Employability Skills	160
	<b>Total</b>	<b>1600</b>

## 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 DGT from time to time.

a) The **Continuous Assessment** (Internal) 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 formative assessment template provided on [www.bharatskills.gov.in](http://www.bharatskills.gov.in).

b) The final assessment will be in the form of summative assessment. The All India Trade Test for awarding NTC will be conducted by Controller of examinations, DGT as per the guidelines. The pattern and marking structure is being notified by DGT 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

For the purposes of determining the overall result, weightage of 100% is applied for six months and one-year duration courses and 50% weightage is applied to each examination for two years courses. The minimum pass percent for Trade Practical and Formative assessment is 60% & for all other subjects is 33%. There will be no Grace marks.

### 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 and records of internal (Formative) assessments are to be preserved until forthcoming examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
<b>(a) Weightage in the range of 60%-75% to be allotted during assessment</b>	
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"> <li>• Demonstration of good skills and accuracy in the field of work/ assignments.</li> <li>• A fairly good level of neatness and consistency to accomplish job activities.</li> <li>• Occasional support in completing the task/job.</li> </ul>
<b>(b)Weightage in the range of 75%-90% to be allotted during assessment</b>	
For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with	<ul style="list-style-type: none"> <li>• Good skill levels and accuracy in the field of work/ assignments.</li> <li>• A good level of neatness and consistency</li> </ul>



**Secretarial Practice (English)**

little guidance, and regard for safety procedures and practices	to accomplish job activities. <ul style="list-style-type: none"><li>• Little support in completing the task/job.</li></ul>
(c) Weightage in the range of more than 90% to be allotted during assessment	
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.	<ul style="list-style-type: none"><li>• High skill levels and accuracy in the field of work/ assignments.</li><li>• A high level of neatness and consistency to accomplish job activities.</li><li>• Minimal or no support in completing the task/ job.</li></ul>



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

<b>Name of the Trade</b>	<b>Secretarial Practice (English)</b>
<b>Trade Code</b>	DGT/1034
<b>NCO - 2015</b>	4131.0100, 4131.9900
<b>NSQF Level</b>	Level-4
<b>Duration of Craftsmen Training</b>	One Year (1600 Hours)
<b>Entry Qualification</b>	Passed 10 <sup>th</sup> class examination
<b>Minimum Age</b>	14 years as on first day of academic session.
<b>Eligibility for PwD</b>	LD, CP, LC, DW, AA, BLIND, LV, AUTISM
<b>Unit Strength (No. of Student)</b>	24(There is no separate provision of supernumerary seats)
<b>Space Norms</b>	48 Sq. m
<b>Power Norms</b>	4 KW
<b>Instructors Qualification for:</b>	
<b>(i) Secretarial Practice (English) Trade</b>	<p>B.Voc. /Degree in Commerce/ Arts (with Short-hand &amp; Typing) from UGC recognized university with one-year experience in the relevant field</p> <p style="text-align: center;"><b>OR</b></p> <p>Diploma (Minimum 2 years) in Commercial Practice from recognized board of education or Advanced Diploma (Vocational) from DGT with two years' experience in the relevant field.</p> <p style="text-align: center;"><b>OR</b></p> <p>NTC/NAC passed in "Secretarial Practice (English)" trade with three years' experience in the relevant field.</p> <p><b>Essential Qualification:</b>  Relevant National Craft Instructor Certificate (NCIC) in any of the variants under DGT.</p> <p><b>Note: Out of two Instructors required for the unit of 2(1+1), one must have Degree/Diploma and other must have NTC/NAC qualifications. However, both of them must possess NCIC in any of</b></p>



	<b>its variants.</b>		
<b>(ii) Employability Skill</b>	<p>MBA/ BBA / Any Graduate/ Diploma in any discipline with Two years' experience with short term ToT Course in Employability Skills from DGT institutes.</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 in ITIs with short term ToT Course in Employability Skills from DGT institutes.</p>		
<b>(iii) Minimum Age for Instructor</b>	21 Years		
<b>List of Tools and Equipment</b>	As per Annexure – I		
<b>Distribution of training on hourly basis: (Indicative only)</b>			
<b>Total Hrs./ Week</b>	<b>Trade Practical</b>	<b>Trade Theory</b>	<b>Employability Skills</b>
40 Hours	30 Hours	6 Hours	4 Hours

## 5. LEARNING OUTCOME

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

### 5.1 LEARNING OUTCOMES (TRADE SPECIFIC)

1. Familiarisation with shorthand and apply with computer application following safety precautions.
2. Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation. Acquire knowledge of Windows operating system.
3. Identify the strokes R & H, Abbreviated W.
4. Identify small circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools.
5. Recognize the direction of SHR, SHL and alternative forms.
6. Observed curved hook and compound consonant.
7. Recognize different types of hook.
8. Develop new sentences apply halving / doubling principles.
9. Apply the prefixes.
10. Apply the suffixes.
11. Identify the monetary units & use it.
12. Apply note taking techniques
13. Perform on MS-Excel.
14. Label the office layout.
15. Identify all types of file requirements & implement the same on MS-Power point.
16. Demonstrate MS-Power Point Presentation.
17. Demonstrate features of MS power Point.
18. Familiarisation with Internet functions.
19. Identify all types of official tools & equipment.
20. Observe all types of postal services.
21. Prepare all types of letters and correspondence.

## 6. ASSESSMENT CRITERIA

LEARNING OUTCOMES	ASSESSMENT CRITERIA
1. Familiarisation with shorthand and apply with computer application following safety precautions.	Write in shorthand of the Consonants according to their pairs
	Write in shorthand of joining stroke consonants.
	Write by following dictation of Long and Short Vowels, Dot & Dash Vowels.
	Write by following dictation of Preceding and Following vowels, Intervening Vowels, etc.
	Acquire knowledge on computer peripherals.
2. Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation.  Acquire knowledge of Windows operating system.	Make complete sentence using Logograms, Grammalogues, & Contractions, with the use of tick 'The' and Punctuation marks.
	Handle Dipthong and Triphones signs useful in automatic generation of English text.
	Acquire knowledge on Windows Operating System.
	Acquire knowledge on Computer Keyboard.
3. Identify the strokes R & H, Abbreviated W	Ensure the rules of upward and downward R & H
	Acquire knowledge on abbreviated W with certain types of strokes
	Write in shorthand using semi-circle of W
	Take dictation using downward H, Tick H and Dot H and upward SH
	Make the stroke of H, R, L and SH followed by vowels.
	Write in shorthand using Phraseography.
	Ensure the sitting posture on computer and finger positioning on the keyboard.
	Type documents in MS-Word using various options in MS-Word application.
4. Identify small circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools.	Represent by the circles and loops of the sound S and Z
	Denote initially, medially and finally referring circle S or Z, circle Ses and circle Sway.
	Denote initially, medially and finally referring Stee loop and Ster loop.
	Explain the rules for using small and big circles



	Identify cases where small & big circle cannot be used
	Ensure the rules for using ST & STR loops.
	Type in MS-Word document page using TYPING TUTOR
5. Recognize the direction of SHR, SHL and alternative forms.	Write in shorthand small initial hooks with left and right motion.
	Write small initial hook to curves adds r a large initial hook to curves adds /
	Write sentences applying the alternative forms.
	Perform speed typing in computer document page.
6. Observed curved hook and compound consonant.	Write in shorthand of Curved hooked strokes i.e. F/ V / ith/ TH.
	Develop new sentence with curved hook strokes.
	Write compound consonants in shorthand with distinct sign.
	Write different types of words with Compound Consonants: initial large hooks of WH/WHL/KY/GY/ KW/ GW/ MP/ MB strokes.
	Type passages from different topics for enhancing speed and accuracy.
7. Recognize different types of hook.	Construct N and F/V small hooks, hooks and vowels.
	Construct Circles and Loops with finally hooked strokes.
	Write different types of sentences using Shun Hook.
	Use Shun after Circle,
	Use shun hook after certain strokes
	Speed typing on computer document page.
8. Develop new sentences apply halving / doubling principles.	Demonstrate Halving Principles: Halving of strokes for T or D.
	Halving of M, N, L, R for D
	Halving of MP/MB/NG hooked etc.
	Speed typing on computer document page.
	Ensure the context writing with pairs of word - confused and misused.
	Ensure Doubling Principles, Doubling of other compound consonant.
	Type in computer document page enhancing speed and accuracy.
9. Apply the prefixes.	Use Prefixes and their representative strokes
	Practice Speed typing in computer.
10. Apply the suffixes.	Use Suffixes and their representative strokes
	Practice Speed typing in computer.



11. Identify the monetary units & use it.	Use intersection - Monetary Units & Round Figures
	Use Contractions- formation and uses, Essential Vowels
	Develop the sentences to follow above rules writing in shorthand
	Apply intersection and contraction on Computer for Speed Typing.
12. Apply note taking techniques.	Write in shorthand of simple letter.
	Develop a system of using abbreviations and symbols in taking notes.
	Ensure useful note taking methods and techniques.
	Carry out Translation & Note Taking Techniques.
	Type in computer document page to enhance speed.
13. Perform on MS-Excel.	Open and create and save MS-Excel file.
	Input, edit data and manage worksheet in MS-Excel.
	Format page layout, set print area in active sheet.
	Transcript dictation from book in worksheet.
14. Label the office layout.	Design various layouts of office with space management.
	Carry out edit menu, range, formulas and functions in MS-Excel.
	Identify dispatch and diary register with the entry procedure- and practical use.
	Insert charts from given data in MS-Excel.
	Manage and manipulate data creating formulas.
	Follow dictation in shorthand from the books and transcription of the same on Computer
15. Identify all types of file requirements & implement the same on MS-Power point.	Create slides with text input in MS-Power Point.
	Add graphics, charts, and tables in slides.
	Follow dictation in shorthand from magazines and transcription of the same on Computer.
16. Demonstrate MS-PowerPoint Presentation.	Create and play slide show in MS-Power Point
	Add clip art, images and various objects into slides.
	Layout themes and designs from palate or importing in slides.
	Follow dictation in shorthand from magazines and transcription of the same on Computer.
17. Demonstrate features of MS power Point.	Create and play slide show with transition in MS-Power Point
	Create animation of text and objects manually and automatic



	Build and edit animation effects.
	Insert sound during transition and slide show.
	Convert a presentation into slide-show view file.
	Print and save the presentation file into removable drive.
18. Familiarisation with Internet functions.	Ensure internet service provider and set internet connectivity.
	Find information online through search engine.
	Create an e-mail account though web browser.
	Correspond documents through e-mail.
	Use internet to do every day task – purchase, bill payment, booking reservation, locations, distance, global positioning, etc.
	Follow dictation in shorthand from newspapers and transcription of the same on Computer.
19. Identify all types of official tools & equipments.	Use various official tools and equipments.
	Search Information on Various search portals by using of Internet
	Follow dictation in shorthand from newspapers and transcription of the same on Computer.
20. Observe all types of postal services.	Perform various Post Office services.
	Follow dictation in shorthand from newspapers and transcription of the same on Computer.
21. Prepare all types of letters and correspondence.	Follow dictation in shorthand from books, newspapers, magazines and transcription of the same on Computer.
	Fill up of various online forms by using internet.
	Perform online tasks - rail, bus, air tickets and booking of hotels etc.



<b>SYLLABUS -SECRETARIAL PRACTICE (ENGLISH)</b>			
<b>Duration</b>	<b>Reference Learning Outcome</b>	<b>Professional Skills (Trade Practical) With Indicative Hours</b>	<b>Professional Knowledge (Trade Theory)</b>
Professional Skill 90 Hrs;  Professional Knowledge 18 Hrs	Familiarisation with shorthand and apply with computer application following safety precautions.	<ol style="list-style-type: none"> <li>1. Apply Consonants according to their pairs and dictation thereof. (25hrs.)</li> <li>2. Apply joining stroke consonants. (25 hrs.)</li> <li>3. Practicing of Long and Short Vowels, Dot &amp; Dash Vowels, Preceding and Following vowels, Intervening Vowels, etc. and dictation of the same. (20hrs.)</li> </ol> <p><b>Computer:</b></p> <ol style="list-style-type: none"> <li>4. Awareness of the computer hardware in the lab and its peripherals to accustom the trainees for use of computer. (20hrs.)</li> </ol>	Introduction, Job Opportunities & Scope of the Trade.  Introduction to Shorthand, <b>Consonants:</b> Definition, Classification, arrangements and directions, table of consonants, Joining of Strokes <b>Vowels:</b> Long & Short Vowel, Dot & Dash Vowel, Places of Vowel, following and preceding vowel, Intermediate vowel, places for joined strokes & vowel.  <b>Computer Fundamentals:</b> Introduction, Definition, Utility, types and applications of Computers.  <b>Computer :</b> Hardware: Definition & Introduction, Motherboard, Processor, Input & Output Devices and Storage devices. Software: Definition & types of Software. (18hrs)
Professional Skill 60 Hrs;  Professional Knowledge 12 Hrs	Prepare a complete sentence with use of logograms grammalogues, contractions, tick	<ol style="list-style-type: none"> <li>5. Practicing of Logograms, Grammalogues, &amp; Contractions, with the use of tick 'The' and Punctuation marks. (15hrs.)</li> </ol>	<b>Short Forms:</b> Logograms, Grammalogues, & Contractions, Use of tick 'The' in phrasing, Use of Punctuation Marks.  <b>Computer Windows</b>



	<p>'The' &amp; punctuation.</p> <p>Acquire knowledge of Windows operating system</p>	<p>6. Apply Diphthong and Triphones. (15 hrs.)</p> <p><b>Computer:</b></p> <p>7. Use of Windows Operating System. (15hrs.)</p> <p>8. Familiarisation with Computer Keyboard keys. (15hrs.)</p>	<p><b>Operating System:</b> Introduction, Log on accounts, 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 &amp; Paste etc.</p> <p><b>Diphthongs:</b> Definition, Signs and Places of Diphthongs and Triphones</p> <p><b>Computer Keyboard Functions.</b> (12 hrs)</p>
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Identify the strokes R &amp; H, Abbreviated W</p>	<p>9. Apply Alternative Forms of R &amp; H. (10 hrs.)</p> <p>10. Apply Abbreviated W. (10hrs.)</p> <p>11. Use of downward H, Tick H and Dot H and upward SH and dictation. (10hrs.)</p> <p>12. Apply Phraseography and dictation (10hrs.)</p> <p>13. <b>Computer:</b> Develop 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 &amp; H Strokes,</p> <p><b>b) Thick Downward R &amp; H.</b></p> <p><b>c) Alternative forms &amp; their uses:</b></p> <ul style="list-style-type: none"> <li>▪ Abbreviated W,</li> <li>▪ Diphone</li> </ul> <p><b>d) Computer keyboard Operations:</b></p> <p><b>Aspirate H:</b> Tick &amp; Dot H, Downward H Stroke &amp; Upward Sh Stroke.</p> <p><b>Phraseography-</b> Formation of Simple Phrases.</p> <p><b>Computer:</b> <b>MS- Word</b> - Creation of File and use of various tools. (12 hrs)</p>
<p>Professional Skill 60 Hrs;</p>	<p>Identify small circle for S &amp; Z, Large circle for</p>	<p>15. Apply of Small Circle for S &amp; Z, Use of circle S &amp; Z with other stroke</p>	<p><b>The Circle:</b> Small circle for S &amp; Z, Circle and the strokes, Circle S with H stroke, Stroke L and</p>



Professional Knowledge 12 Hrs	SW/large loop & small loop /understand MS-Word by using all tools.	Consonants and dictation. (15 hrs.)  <b>Computer Speed Typing:</b> 16. Type using typing tutor. (15 hrs.)	circle S. <b>Computer Speed Typing:</b> Speed Calculation, Signs & Symbols, Roman Numbers, Capitalizations of Letters, Display, Counting Errors and calculating speed and errors, Evaluation & Marking Scheme (06 hrs)
		16. <b>Demonstrate :</b> a) Large Circle – SW, SS, SZ and their medially and finally uses and dictation. (05 hrs.) b) Small Loop for ST/SD. (05 hrs.) c) Large loop of STR and dictation. (05 hrs.)  <b>Computer:</b> 17. Work in MS-Word and its options. (08 hrs.) 18. Type using typing tutor. (07 hrs.)	<b>a) Large Circle:</b> <ul style="list-style-type: none"> <li>▪ Large Initial Circle for SW, SS, SZ</li> <li>▪ Use of large circle,</li> <li>▪ Medially and finally,</li> <li>▪ Circle and vowel places.</li> </ul> <b>b) The loops:</b> <ul style="list-style-type: none"> <li>▪ Small Loop of ST/SD</li> <li>▪ Large loop for STR</li> </ul> <b>Computer:</b> MS Word- editing and formatting (06 hrs)
Professional Skill 30 Hrs;  Professional Knowledge 06 Hrs	Recognize the direction of SHR, SHL and alternative forms.	17. Apply Initial small hooks for R & L. (10hrs.) 19. Apply the above on different types of sentences (11 hrs.)  <b>Computer :</b> 20. Use Computer for Speed Typing(09hrs.)	<b>Initial small hooks</b> (Double Consonants): R & L Hooks, SHR & SHL hooked strokes, Vowels and double consonants  <b>Computer:</b> 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.



			(06 hrs)
Professional Skill 30 Hrs;  Professional Knowledge 06 Hrs	Observed curved hook and compound consonant.	<p><b>18. Demonstrate :</b></p> <p>a) Curved hooked strokes i.e. F/ V / ith/ TH. (05hrs.)</p> <p>b) Develop new sentences to follow the above rules (05hrs.)</p> <p>21. Compound Consonants and develop WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB and apply on different types of words. (05hrs.)</p> <p><b>Computer:</b></p> <p>22. Typing Practice of passages from books, magazines, journal and newspaper for enhancing the speed and accuracy. (15hrs.)</p>	<p><b>Alternative forms of curved hooked strokes,</b> Left &amp; Right Curves of f/v/th/TH, upward SH with hooked strokes, intervening vowels, circles and hooks <b>Compound Consonants:</b> Initial large hooks of WH/WHL/KY/GY/KW/GW/MP/ MB strokes. (06 hrs)</p>
Professional Skill 30 Hrs;  Professional Knowledge 06 Hrs	Recognize different types of hook.	<p><b>19. Construct :</b></p> <p>Final hook N and F/V and apply it on various types of sentences (12hrs.)</p> <p>23. Shun Hook and joining with other Strokes and apply it on the different types of sentences. (08hrs.)</p> <p><b>Computer :</b></p> <p>24. Use Computer for Speed Typing(10hrs.)</p>	<p><b>Final Hooks:</b> N &amp; F/V small hooks, Hooks and Vowels, Circles and Loops with finally hooked strokes.</p> <p><b>Large Final:(Shun Hook)</b> Use of Shun after Circle, Use of shun hook after certain strokes. (06 hrs)</p>
Professional Skill 90 Hrs;  Professional Knowledge 18 Hrs	Develop new sentences apply halving / doubling principles.	<p>20. Demonstrate Halving Principles on different types of words &amp; sentences (20 hrs.)</p> <p>21. Halving of other compound consonants and</p>	<p><b>Halving Principles:</b> Halving of Strokes for T or D, Halving of M, N, L, R, for D, Halving of MP/MB/NG hooked etc. (12 hrs)</p>



		<p>apply it on Computer for Speed Typing. (20 hrs.)</p> <p>25. Work on pairs of word confused and misused. (20 hrs.)</p>	
		<p>26. Apply Doubling Principles, Doubling of other compound consonant and dictation (15 hrs.)</p> <p><b>Computer :</b></p> <p>27. Use Computer for Speed Typing (15 hrs.)</p>	<p><b>Doubling Principles:</b> Doubling of Strokes for TR &amp; DR, Doubling of MP/MB/NG and L Strokes etc. (06 hrs)</p>
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Apply the prefixes.</p>	<p>28. Apply Prefixes and their representative strokes and Dictation. (30hrs.)</p> <p><b>Computer :</b></p> <p>29. Use Computer for Speed Typing(30hrs.)</p>	<p><b>Prefixes-</b> definition, Use and representative lines (12 hrs)</p>
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Apply the suffixes.</p>	<p>30. Apply Suffixes and their representative strokes and Dictation. (30hrs.)</p> <p><b>Computer :</b></p> <p>31. Use Computer for Speed Typing. (30hrs.)</p>	<p><b>Suffixes:</b> definition, Use and representative lines (12 hrs)</p>
<p>Professional Skill 30 Hrs;</p> <p>Professional Knowledge 06 Hrs</p>	<p>Identify the monetary units &amp; use it.</p>	<p>22. <b>Explain the figures-</b></p> <p>a) Monetary Units &amp; Round Figures and use it on sentences. (08hrs.)</p> <p>b) Contractions- formation and uses, Essential Vowels and dictation (07hrs.)</p> <p>32. Develop the sentences to follow above rules writing in shorthand &amp; apply on Computer for Speed</p>	<p><b>Intersection-</b> Monetary Units &amp; Round Figures</p> <p><b>Contractions-</b> formation and uses, Essential Vowels. (06 hrs)</p>



		Typing. (15hrs.)	
Professional Skill 90 Hrs;  Professional Knowledge 18 Hrs	Apply note taking techniques.	33. Apply Simple Letters writing in shorthand and Useful Note Taking Techniques (30 hrs.) <b>Computer :</b> 34. Use Computer for Speed Typing (30 hrs.)	Simple Letter Writing (12 hrs)
		35. Apply Translation & Note Taking Techniques. (15 hrs.) <b>Computer :</b> 36. Use Computer for Speed Typing (15 hrs.)	Translation & Note Taking Techniques (06 hrs)
Professional Skill 60 Hrs;  Professional Knowledge 12Hrs	Perform on MS-Excel.	37. Work on MS- Excel and Typing on the Computer (30hrs.) 38. Database Entry by using MS - Excel Dictation of the shorthand from the books and transcription of the same on Computer.(30hrs.)	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;(12 hrs)
Professional Skill 120 Hrs;  Professional Knowledge 24Hrs	Label the office layout.	39. Designing of various layouts of office with space management. (15 hrs.) 40. Work on MS- Excel - Range, Editing menu, Formulas and Functions. (30 hrs.) 41. Take down dictation in shorthand from the	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



		books and transcription of the same on Computer. (15 hrs.)	Decoration, Cleanliness and Safety MS- Excel - method; Using Formulas and functions (12 hrs)
		42. Demonstrate Dispatch and Diary Register with the entry Procedure- and practical use. (15 hrs.) 43. Apply Various Formulas, Charts etc in MS- Excel. (30 hrs.) 44. Take down dictation in shorthand from the books and transcription of the same on Computer. (15 hrs.)	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 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. (12 hrs)
Professional Skill 60 Hrs;  Professional Knowledge 12Hrs	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. (20 hrs.) 46. Adding of Graphics and the practice of same. (20 hrs.) 47. Take down dictation in shorthand from the magazines and transcription of the same on Computer. (20 hrs.)	<b>Filing Meaning</b> of Records, Compilation and Classification. <b>MS POWER-POINT-</b> Introduction of PPT, Presenting documents in Power point, add graphics to the document, Create a self running presentation (12hrs)
Professional Skill 30 Hrs;  Professional Knowledge 06 Hrs	Demonstrate MS- PowerPoint Presentation.	48. Work on MS- PowerPoint (10 hrs.) 49. Layout Themes and Designs of the Slides in Power Point, Addition of Clipart and various	Importance of Filing, Essentials of Good Filing Method, Classification of files - Alphabetical, Numerical, Geographical and Subject wise. Centralization and



		<p>objects into PPT slides. (10 hrs.)</p> <p>50. Take down dictation in shorthand from the magazines and transcription of the same on Computer. (10hrs.)</p>	<p>Decentralization of Filing.</p> <p><b>MS- Power Point:</b> Layouts, themes and designs, adding clip arts, diagrams, pictures, tables and charts. (06 hrs)</p>
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Demonstrate features of MS power Point.</p>	<p>51. Work on MS- power Point, Slide Animation, Transition etc. (30hrs.)</p> <p>52. Take down dictation in shorthand from the magazines and transcription of the same on Computer. (30hrs.)</p>	<p><b>Office Secretary</b></p> <p>Definition, Qualities, Qualification &amp; Types of Secretary</p> <p><b>MS- Power Point-</b> Building animation effects, transitions, speaker notes, Copying a presentation to a CD/DVD/Pen drives, Editing and Printing presentations/slides. (12 hrs)</p>
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Familiarisation with Internet functions.</p>	<p>53. Work on Internet - Making of E-Mail Account and other use of internet. (30hrs.)</p> <p>54. Take down dictation in shorthand from the Newspapers and transcription of the same on Computer. (30hrs.)</p>	<p>Professional, personal duties and Functions of Office Secretary.</p> <p><b>INTERNET:</b> Introduction to Internet (12 hrs)</p>
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12Hrs</p>	<p>Identify all types of official tools &amp; equipment.</p>	<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. (30hrs.)</p> <p>57. Take down dictation in shorthand from the Newspapers and transcription of the same</p>	<p><b>Office Equipments</b></p> <p>Principle for selection of Office Equipments.</p> <p>Types of Office Equipments&amp; Mailing Room Equipments.</p> <p>Photocopier and Communicating Equipments.</p> <p>Other Useful Equipments- Duplicating Machine, Intercom, EPBX, Electronic Stencil Cutter, Personal Computer, Internet, Fax, Xerox</p>





		on Computer. (15hrs.)	etc. Networking - LAN, MAN, WAN Using internet, sending and receiving e-mail messages; searching, Information from websites by the use of search engines(12 hrs)
Professional Skill 30 Hrs;  Professional Knowledge 06Hrs	Observe all types of postal services.	58. Visit to the various post offices. (15 hrs.) 59. Take down dictation in shorthand from the Newspapers and transcription of the same on Computer. (15 hrs.)	<b>Postal Services</b> 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. (06hrs)
Professional Skill 30 Hrs;  Professional Knowledge 06Hrs	Prepare all types of letters and correspondence.	60. Take down dictation in shorthand from the Newspapers, books and magazines and transcription of the same on Computer. (10hrs.) 61. Fill up of various online forms by using internet i.e. rail, bus, air tickets and booking of hotels etc. (10hrs.) 62. Create Record/performance Sheet applying in MS-Excel Formula. (10hrs.)	Application Writing Complaint Writing. Social Letters like Informal Letters/ Invitation Letters/ Congratulation Letters/ Thanks Giving Letters/ Condolence Letters etc and letters to the editors. Office Correspondence: Drafting of notice / agenda/ minutes and reports, circular & memorandum Maintaining calendar of events. General Banking Correspondence. (06hrs)
<b>Practice of shorthand and test for speed @ 80 wpm and evaluate.</b>			



## **SYLLABUS FOR CORE SKILLS**

1. Employability Skills ( Common for all CTS trades) (160 hrs)

*Learning outcomes, assessment criteria, syllabus and Tool List of Core Skills subjects which is common for a group of trades, provided separately in [www.bharatskills.gov.in](http://www.bharatskills.gov.in).*

<b>List of Tools &amp; Equipment</b>			
<b>SECRETARIAL PRACTICE (ENGLISH) (for the Batch of 24 Candidates)</b>			
<b>S No.</b>	<b>Name of the Tools and Equipment</b>	<b>Specification</b>	<b>Quantity</b>
<b>A. SHOP TOOLS &amp; EQUIPMENT</b>			
1.	Lazer Printer	A4 Size	01 No.
2.	Document Printer	A3 Size	01 No.
3.	Computer	CPU: 32/64 Bit i3/i5/i7 or latest processor, Speed: 3 GHz or Higher. RAM:-4 GB DDR-III or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet, with USB Mouse, USB Keyboard and Monitor (Min. 17 Inch.) Licensed Operating System and Antivirus compatible with trade related software	24+1 Nos.
4.	Printer Table		02 Nos.
5.	Glazed White Board -	8x4	01 No.
6.	Interactive Board		01 No.
7.	Student Locker with External Lock		As required
8.	Book Case		02 Nos.
9.	Steel Almirah		02 Nos.
10.	UPS		As required
11.	Fax Machine	Latest Model	01 No.
12.	Tool Kit (Hand Tools)		02 Sets
13.	Air Conditioners		As required
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>B. SHOP FLOOR FURNITURE AND MATERIALS</b>			
19.	Class Room Furniture	Dual Desk	10 Nos.
20.	Computer Table with Chair		24+1 Nos.
21.	For Dictation Room- Tables, Chairs and		24+1 Nos.



	Headphones / Speakers or Microphone Systems)		
<b>C. LIST OF RAW MATERIAL &amp; OTHER CONSUMABLE ITEMS</b>			
22.	Shorthand Pencil		24Dzns
23.	Short Hand Note Book		24 Dzns
24.	Eraser		24 Dzns
25.	Sharpener		24+1 Nos.
26.	Scale	12"	24 Nos.
27.	Cutter		24 Nos.
28.	Photo Copy Paper	A4/A3	20+05 Reams
29.	Correcting Fluid Pen		24 Nos.
30.	Cloth Duster		24 Dzn
31.	Pen		24+1 Nos.
32.	Stapler	Small & Big	24+1 Nos.
33.	File Folder		24+1 Nos.
34.	White Board Marker		40NOS.
35.	White Board Duster		06 Nos.
36.	Printer Cartridge		04NOS.
37.	DMP Stencil (For Computer)		48 NOS.
38.	Cleaning Liquid		4Bottles
39.	Box File	Medium Size A4	24+1 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		24+1 Nos.
45.	CD Plain		48 NOS.
46.	CD (WR)		48 NOS.
47.	Ruled Register		12Nos.
48.	Pocker	Small & Big	2 Nos.
49.	Paper Highlighter		24+1 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



**Secretarial Practice (English)**

59.	Stapler Pin	Size - No. 10	24+1 Nos.
<b><u>NOTE:</u></b> 1. <i>All the tools and equipment are to be procured as per BIS specification.</i> 2. Internet facility is desired to be provided in the class room.			

The DGT sincerely acknowledges contributions of the Industries, State Directorates, Trade Experts, Domain Experts, trainers of ITIs, NSTIs, faculties from universities 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.

<b>List of Expert Members contributed/ participated for finalizing the course curriculum of Secretarial Practice (English) held on 07<sup>th</sup> to 09<sup>th</sup> February' 2018 at FTI-Bangalore, Karnataka</b>			
<b>S No.</b>	<b>Name &amp; Designation Sh./Mr./Ms.</b>	<b>Organization</b>	<b>Remarks</b>
1.	B. V. S. Sesa Chari, Director	CSTARI, Kolkata	<b>Chairman</b>
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

## ABBREVIATIONS

CTS	Craftsmen Training Scheme
ATS	Apprenticeship Training Scheme
CITS	Craft Instructor Training Scheme
DGT	Directorate General of Training
MSDE	Ministry of Skill Development and Entrepreneurship
NTC	National Trade Certificate
NAC	National Apprenticeship Certificate
NCIC	National Craft Instructor Certificate
LD	Locomotor Disability
CP	Cerebral Palsy
MD	Multiple Disabilities
LV	Low Vision
HH	Hard of Hearing
ID	Intellectual Disabilities
LC	Leprosy Cured
SLD	Specific Learning Disabilities
DW	Dwarfism
MI	Mental Illness
AA	Acid Attack
PwD	Person with disabilities

