



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

COMPETENCY BASED CURRICULUM

STENOGRAPHER SECRETARIAL ASSISTANT (ENGLISH)

(Duration: One Year)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL- 4



**SECTOR – OFFICE ADMINISTRATION AND FACILITY
MANAGEMENT**



Directorate General of Training

STENOGRAPHER SECRETARIAL ASSISTANT (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

During the one-year duration of “Stenographer Secretarial Assistant (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 and extracurricular activities to build up confidence. The broad components covered under Professional Skill subject are as below:-

The trainee learns about safety and environment, use of Stenographer Secretarial Assistant English, artificial respiratory resuscitation to begin with. He/she gets the idea about the computer hardware & its peripherals, classify the consonants & its direction /joining the consonants, distinguish between long & short vowels, Describe Logograms, Grammalogues Contraction & use of ‘the’ /punctuation mark. Understand Diphthong, Prepare Windows operating system on computer, Compare all types of alternative forms & recognize the finger positioning on the computer keyboard, Compare all types of alternative forms & recognize the finger positioning on the computer keyboard, Recognize the direction of SHR & SHL, Observed curved hooked strokes and compound consonant, Recognize Final Hooks, Recognize Final Hooks, List the prefixes, List the suffixes, Identify the monetary units & use it. Also includes shorthand, translation, and note taking techniques and applies on computer for speed typing in MS-Word.

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

2. TRAINING SYSTEM

2.1 GENERAL

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

Stenographer Secretarial Assistant (English) trade under CTS is one of the popular courses delivered nationwide through network of ITIs. The course is of one year 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.

Candidates need broadly to demonstrate that they are able to:

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

2.2 PROGRESSION PATHWAYS

- Can join industry as Stenographer and will progress further as Senior Stenographer, Supervisor and can rise up to the level of Manager.
- Can become Entrepreneur in the related field.
- Can join Apprenticeship programme in different types of industries leading to National Apprenticeship certificate (NAC).
- Can join Crafts Instructor Training Scheme (CITS) in the trade for becoming instructor in ITIs.
- 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
	Total	1600

2.4 ASSESSMENT & CERTIFICATION

The trainee will be tested for his skill, knowledge and attitude during the period of course through formative assessment and at the end of the training programme through summative assessment 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 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.

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 basis for setting question papers for final assessment. The examiner during final examination will also check** 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
(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 skills and accuracy in the field of work/ assignments. • A fairly good level of neatness and consistency to accomplish job activities. • Occasional support in completing the task/ 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	<ul style="list-style-type: none"> • Good skill levels and accuracy in the field of work/ assignments.

<p>reasonable standard of craftsmanship, with little guidance, and regard for safety procedures and practices</p>	<ul style="list-style-type: none"> • A good level of neatness and consistency to accomplish job activities. • Little support in completing the task/ 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 and accuracy in the field of work/ assignments. • A high level of neatness and consistency to accomplish job activities. • Minimal or no support in completing the task/ job.

3. JOB ROLE

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

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

Reference NCO-2015:

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

4. GENERAL INFORMATION

Name of the Trade	Stenographer Secretarial Assistant (English)
Trade Code	DGT/1021
NCO - 2015	4120.0100, 4120.0200, 4120.9900
NSQF Level	Level-4
Duration of Craftsmen Training	One Year (1600 Hours)
Entry Qualification	Passed 10 th class examination
Minimum Age	14 years as on first day of academic session.
Eligibility for PwD	LD (LL), CP, LC, DW, AA, BLIND, LV, AUTISM
Unit Strength (No. Of Student)	24(There is no separate provision of supernumerary seats)
Space Norms	48 Sq. m
Power Norms	4 KW
Instructors Qualification for	
1. Stenographer Secretarial Assistant (English) trade	<p>B.Voc/Degree in Commerce / Arts (with Short-hand & Typing) from a UGC recognized university with one year experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>Diploma (Minimum 2 years) in Commercial Practice from recognised board or relevant Advanced Diploma (Vocational) with two years' experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>NTC/ NAC passed in the trade of Stenographer Secretarial Assistant (English) with three years' experience in the relevant field.</p> <p>Essential Qualification: Relevant National Craft Instructor Certificate (NCIC) in any of the variants under DGT.</p> <p>Note: Out of two Instructors required for the unit of 2(1+1), one</p>

	<i>must have Degree/Diploma and other must have NTC/NAC qualifications. However both of them must possess NCIC in any of its variants.</i>		
2. Employability Skill	<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>		
3. Minimum Age for Instructor	21 Years		
List of Tools and Equipment	As per Annexure – I		
Distribution of training on Hourly basis: (Indicative only)			
Total Hrs /week	Trade Practical	Trade Theory	Employability Skills
40 Hours	30 Hours	6 Hours	4 Hours

5. LEARNING OUTCOME

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. Acquire knowledge about the computer hardware & stenography introduction.
2. Identify the various joining Consonants, vowels and its application.
3. Construct the various words to maintain the position of long, short, dot, dash, preceding, following & intervening vowels.
4. Recognize the various types of computer keys & Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation.
5. Prepare Window operating system on computer.
6. Identify the strokes R & H, Abbreviated W and explain the sitting posture on computer.
7. Identify small circle for S & Z, Large circle for SW/ large loop & small loop /understand MS-Word by using all tools.
8. Recognize the direction of SHR, SHL and alternative forms.
9. Use curved hook and compound consonant.
10. Recognize different types of hook.
11. Develop new sentences applying halving principles & Doubling Principles.
12. Apply the prefixes.
13. Apply the suffixes.
14. Identify the monetary units & use it.
15. Produce the simple letter.
16. Translate all types of sentences.
17. Practice on MS-Excel.
18. Label the office layout.
19. Name the dispatch and diary register & detect computer virus.
20. Identify all types of file requirements & implement the same on MS-Power point.
21. Describe MS-PowerPoint Presentation.
22. Prepare MS power Point.
23. Create E-Mail ID.
24. Identify all types of official tools & equipments.
25. Observe all types of postal services.
26. Prepare all types of letter.

6. ASSESSMENT CRITERIA

LEARNING OUTCOMES	ASSESSMENT CRITERIA
1. Acquire knowledge about the computer hardware & stenography introduction.	Identify the computer hardware.
	Demonstration of the computer peripherals.
	Uses the computer peripherals & their operating system.
	Connect the computer accessories.
2. Identify the various joining Consonants, vowels and its application.	Identify the Pair of straight consonant.
	Classify the heavy and light consonants.
	Identify the pair of curve strokes & horizontal strokes.
	Label two or three consonant.
3. Construct the various word to maintain the position of long, short, dot, dash, preceding, following & intervening vowels.	Identify the long and short vowels.
	Identify the sign of the vowels.
	Point out the position of the vowel.
	Point out the preceding and following vowels.
	Teach the Intervening Vowels.
4. Recognize the various types of computer keys & Prepare a complete sentence with use of logograms grammalogues, contractions, tick the& punctuation.	Define logograms, grammalogues, contraction.
	Distinguish between tick and dot 'the'.
	Observe on the sentence as above.
	Analyse the Dipthong and Triphone.
	Apply Dipthong and Triphone on the Word by Trainees.
5. Prepare Window operating system on computer.	Introduce about Window Operating System.
	Show log on accounts & Passwords.
	Show windows minimizing, resizing, moving & closing.
	Explain & show menu bar, tool bar, task bar.
	Demonstrate control buttons, open, cut, copy & paste.

	Demonstrate all types of computer keys.
	Judge all operation done by the trainees.
6. Identify the strokes R & H, Abbreviated W and explain the sitting posture on computer	Demonstrate alternative forms of R&L.
	Apply the above form on the word.
	Explain the thick R & L.
	Apply the above form on the word.
	Explain abbreviated W, semicircle Y, and Diaphone U.
	Reframe the word using the above.
	Explain various types of H & upward SH.
	Reframe the word using the above.
	Show Sitting posture & Finger positioning on keyboard.
	Construct the word with the help of all operational keys.
7. Identify small circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools.	Explain Small circle for S & Z.
	Apply the above on the word.
	Describe large circle for SW.
	Explain large loop & small loop (ST/SD/STR).
	Apply the above on the word.
Prepare the complete sentence using all tools in MS-Word.	
8. Recognize the direction of SHR & SHL and alternative forms.	Explain the Double Consonant.
	Uses of double consonant.
	Show the direction of the double consonant.
	Uses the above create the new sentence and typed on computer.
9. Use curved hook and compound consonant.	Describe curved hooked strokes.
	Apply the above on the word.
	Explain the alternative forms of curved strokes.
	Use the above on the word.
10. Recognize different types of hook.	Explain N & F/V small hook.
	Show Use the hook on the word.
	Explain the large final hook.
	Use of shun after circle.
	Use of shun after certain strokes.

11. Develop new sentences applying halving principles & Doubling Principles.	Explain Halving Principles.
	Use halving strokes for T& D.
	Use halving of MP/MB/NG hooked.
	Explain Doubling Principles.
	Use Doubling of strokes for T or D.
	Use Doubling of MP/MB/NG & L.
	Apply the above create new sentences.
12. Apply the prefixes.	Explain Prefixes.
	Use before the word.
	Apply the above on the word.
13. Apply the suffixes.	Explain the suffixes.
	Use after the word.
	Apply the above on word.
14. Identify the monetary units & use it.	Show Monetary Units and Round Figures.
	Show the monetary figures.
	Apply the contraction.
	Apply the essential vowels.
	Apply the above on the sentences.
15. Form words with advance phrases, intersections and write simple letter.	Show the parts of the letter.
	Show simple letter writing in shorthand.
	Translate the above on computer by typing in due time.
16. Translate all types of sentences.	Test the trainee by giving dictation.
	Translate the above on the computer in due time.
	Enhance the typing speed to take speed test.
17. Practice on MS-Excel.	Show the spread sheet.
	Illustrate elements of electronic spreadsheet.
	Explain address cells.
	Show to enter data in to worksheet.
	Show the method of select cells, copy, delete & move data.

	Show the method to insert, delete, set width for rows and columns.
	Show the method to work with formulas, functions and charts.
	Prepare the steps to print and save excel worksheet.
18. Label the office layout.	Explain the office layout and its importance.
	Point out the various departments of the office.
	Distinguish between advantage and disadvantages of open /private office.
	Explain the office environment & its importance/advantages

24. Identify all types of official tools & equipments.	Explain the utility of the office machines.
	Point out the objects of the office machine.
	Choose the various types of office machines.
	Explain handling of the office machine.
25. Observe all types of postal services.	Explain the various postal services.
	Explain blind literature packet.
	Compare speed post and courier services.
	Explain different types of telegram.
26. Prepare all types of letter.	Explain the essential parts of formal letter.
	Explain the essential parts of formal letter.
	Prepare Invitation Letters, Congratulation Letters, Thanks Giving Letters, Condolence Letters etc.

SYLLABUS FOR STENOGRAPHER SECRETARIAL ASSISTANT (ENGLISH) TRADE			
Duration: One Year			
Duration	Reference Learning Outcome	Professional Skills (Trade Practical) With Indicative Hours	Professional Knowledge (Trade Theory)
Professional Skill 30 Hrs; Professional Knowledge 06 Hrs	Acquire knowledge about the computer hardware & stenography introduction.	Computer: 1. Awareness of the computer hardware and its peripherals in the lab to accustom the trainees for use of computer. (12hrs) 2. Stenographer: Name The Consonants according to their pairs and dictation thereof.(18hrs)	a) Introduction b) Career opportunities in the Industry. c) Different types of establishments. d) An orientation programme on the course and related job opportunities by the industry expert and instructor. e) Organizational hierarchy f) Attributes of a Stenographer & Secretarial Assistant. g) Duties and responsibilities of a secretary / Stenographer. h) Inter-departmental coordination. (06 hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Identify the various Consonants, vowels and its application.	Develop : 3. Practice of Stroke Consonants and their joining. (12hrs) 4. Practice of Joining stroke consonants.(12 hrs) 5. Demonstrate : a) Long and Short vowels, (12hrs) b) Dot & Dash Vowels, (12hrs) c) Preceding and Following	a) Introduction to Shorthand, Consonants: ▪ Definition, ▪ Classification, ▪ Arrangements and directions, ▪ Table of consonants, ▪ Joining of Strokes b) Vowels: ▪ Long & Short Vowel, ▪ Dot & Dash Vowel, ▪ Places of Vowel,

	<p>grammalogues, contractions, tick 'The' & punctuation.</p> <p>Prepare Window operating system on computer.</p>	<p>I. Tick 'The'</p> <p>II. Punctuation marks</p> <p>III. Dictation Practice</p> <p>e) Dipthong</p> <p>f) Triphones</p> <p>10. Spelling practice using English Dictionary (02 hrs)</p> <p>11. Create a log-in account and customise windows. (06 hrs)</p> <p>12. Practice of typing in computer using tool-bars and menu bars/ tools in ribbons.(06 hrs)</p>	<p>Moving,</p> <ul style="list-style-type: none"> ▪ Closing Windows, ▪ Tool Bar, ▪ Task Bar ▪ Menu bar ▪ Start Button, ▪ Shutting down Windows. ▪ Desktop, ▪ Windows Explorer, ▪ Control Buttons, ▪ Open, Cut, Copy & Paste etc. <p>d) Computer Keyboard Functions and its operations:</p> <ul style="list-style-type: none"> ▪ Alphabetic keys ▪ Numeric keys ▪ Special keys ▪ Function keys (F1 to F12) (06 hrs)
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Identify the strokes R &H, Abbreviated W</p>	<p>13 Practice of Alternative signs of R &H.(06 hrs)</p> <p>14 Dictation Practice (06 hrs)</p> <p>15 Practice (10 hrs)</p> <p>i) Downward H,</p> <p>ii) Tick H</p> <p>iii) Dot H</p> <p>iv) Upward SH</p> <p>v) Dictation Practice</p> <p>16. Practice of Phraseography and dictation (10hrs)</p> <p>17. Computer:</p> <p>a) Explain the sitting posture on computer</p> <p>b) Demonstrate Finger positioning on the keyboard. (14hrs)</p> <p>18. Computer Typing:</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> <ul style="list-style-type: none"> ▪ Sitting posture, ▪ Sight & Touch Methods, ▪ Practicing Home Row, Upper Row & Bottom Row Keys ▪ Shift Key Operation and Number Row. ▪ Alternative form of Aspirate H, Tick & Dot H,

		<p>a) Practice on Computer b) Creation of MS- Word files on Computer with the Use of various options of MS- Word. (10hrs)</p> <p>19. Practice voice change (04 hrs)</p>	<ul style="list-style-type: none"> ▪ Downward H Stroke & Upward H Stroke. <p>e) Phraseography- Formation of Simple Phrases.</p> <p>f) Computer:</p> <ul style="list-style-type: none"> ▪ MS- Word ▪ Creation of File ▪ Use of its various option <p>g) Grammar-Voice</p> <ul style="list-style-type: none"> ▪ Active and passive voice (12 hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Identify small circle for S & Z, Large circle for SW/large loop& small loop/ understand MS- Word by using all tools.	<p>20. Practice of Small Circle for S & Z.</p> <p>21. Use of circle S & Z with other stroke Consonants and apply it to the new sentences. (18 hrs)</p> <p>22. Computer Speed Typing: Computer typing practice with the minimum errors by following the typing rules. (12 hrs)</p>	<p>The Circle:</p> <ul style="list-style-type: none"> ▪ Small circle for S & Z, ▪ Circle and the strokes, ▪ Circle S with H stroke, ▪ Stroke L and circle S. <p>b) Computer Speed Typing:</p> <ul style="list-style-type: none"> ▪ Speed Calculation, ▪ Signs & Symbols, ▪ Roman Numbers, ▪ Capitalizations of Letters, ▪ Display, Counting Errors ▪ Calculating speed and errors, ▪ Evaluation & Marking Scheme <p>C) Punctuation- full stop, comma, semi colon, inverted commas, hyphen. (06 hrs)</p>
		<p>23. Demonstrate :</p> <p>a) Large Circle – SW, SS, SZ and their medially and finally uses and dictation. (04 hrs)</p> <p>b) Small Loop for ST/SD. (04 hrs)</p> <p>c) Large loop of STR and</p>	<p>a) Large Circle:</p> <ul style="list-style-type: none"> ▪ Large Initial Circle for SW, ▪ Use of large circle, ▪ Medially and finally, ▪ Circle and vowel places. <p>b) The loops:</p> <ul style="list-style-type: none"> ▪ Small Loop of ST/SD,

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

			<p>Breaks</p> <ul style="list-style-type: none"> ▪ Insertion and Use of Tables, ▪ Deletion of Rows and Columns, ▪ Alignments between Rows & Columns ▪ Viewing Documents Properties & Printing, and ▪ Other MS- Word Feature. <p>c) Alternative forms of curved hooked strokes,</p> <p>d) Left & Right Curves of f/ v/ th/ TH, upward SH with hooked strokes,</p> <p>e) intervening vowels, circles and hooks</p> <p>f) Compound Consonants:</p> <ul style="list-style-type: none"> ▪ Initial large hooks of WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB strokes. ▪ Study of words commonly misspelt. (06 hrs)
<p>Professional Skill 30 Hrs;</p> <p>Professional Knowledge 06 Hrs</p>	<p>Use curved hook and compound consonant.</p>	<p>31. Demonstrate :</p> <p>a) Curved hooked strokes i.e. F/ V / ith/ TH. (04 hrs)</p> <p>b) Develop new sentences to follow the above rules (04 hrs)</p> <p>c) Compound Consonants and develop WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB and apply on different types of words. (04 hrs)</p>	<p>Study of conversational English. (06 hrs)</p>

		<p>32. Computer typing of passages from books, magazines, journal and newspaper for enhancing the speed and accuracy. (16 hrs)</p> <p>33. Practice of conversational English (02 hrs)</p>	
<p>Professional Skill 30 Hrs;</p> <p>Professional Knowledge 06 Hrs</p>	<p>Recognize different types of hook.</p>	<p>34. Construct :</p> <p>a) Final hook N and F/V and apply it on various types of sentences (09 hrs)</p> <p>b) Shun Hook and joining with other Strokes and apply it on the different types of sentences. (09hrs)</p> <p>35. Computer : Evaluate on Computer for Speed Typing (12hrs)</p>	<p>a) Final Hooks:</p> <ul style="list-style-type: none"> ▪ N & F/V small hooks, ▪ Hooks and Vowels, ▪ Circles and Loops with finally hooked strokes. <p>b) Large Final:</p> <ul style="list-style-type: none"> ▪ (Shun Hook) Use of Shun after Circle, ▪ Use of shun hook after certain strokes. (06 hrs)
<p>Professional Skill 120 Hrs;</p> <p>Professional Knowledge 24 Hrs</p>	<p>Develop new sentences applying halving / doubling principles.</p>	<p>36. Demonstrate Halving Principles on different types of words & sentences (30 hrs)</p> <p>37. Halving of other compound consonants and apply it on Computer for Speed Typing. (28 hrs)</p> <p>38. Practice pairs of word confused and misused.(02 hrs)</p>	<p>a) Halving Principles:</p> <ul style="list-style-type: none"> ▪ Halving of Strokes for T or D, ▪ Halving of M,N,L,R. ▪ Halving of MP/MB/NG/KR hooked etc. <p>b) Pairs of word confused and misused. (12 hrs)</p>
		<p>39. Demonstrate Doubling Principles, Doubling of other compound consonant and apply it on sentences. (24hrs)</p> <p>40. Construct the sentences apply on halving and doubling principles& to develop the</p>	<p>a) Doubling Principles:</p> <ul style="list-style-type: none"> ▪ Doubling of Strokes for TR & DR, ▪ Doubling of MP/MB/NG and L Strokes etc. <p>b) Single word substitution. (12 hrs)</p>

		<p>speed to type on Computer. (30 hrs)</p> <p>41. Practice of one word substitution. (06 hrs)</p>	
<p>Professional Skill 30 Hrs; Professional Knowledge 06 Hrs</p>	Apply the prefixes.	<p>42. Point out of Prefixes and their representative strokes and apply on sentences. (12 hrs)</p> <p>43. Apply on Computer for Speed Typing. (18hrs)</p>	<p>a) Prefixes:</p> <ul style="list-style-type: none"> ▪ Definition and uses (06 hrs)
<p>Professional Skill 60 Hrs; Professional Knowledge 12 Hrs</p>	Apply the suffixes.	<p>44. Point out of Suffixes and their representative strokes and apply on (30hrs)</p> <p>45. Develop the word to maintain the above rules & apply on Computer for Speed Typing. (30hrs)</p>	<p>Suffixes:</p> <ul style="list-style-type: none"> ▪ Definition and uses (12 hrs)
<p>Professional Skill 30 Hrs; Professional Knowledge 06 Hrs</p>	Identify the monetary units & use it.	<p>46. Explain the figures-</p> <p>a) Monetary Units & Round Figures and use it on sentences. (06 hrs)</p> <p>b) Contractions- formation and uses, Essential Vowels and dictation (06 hrs)</p> <p>47. Develop the sentences to follow above rules writing in shorthand & apply on Computer for Speed Typing. (18hrs)</p>	<p>Figures-</p> <ul style="list-style-type: none"> ▪ Monetary Units & Round Figures <p>b) Contractions-</p> <ul style="list-style-type: none"> ▪ Formation and uses, ▪ Essential Vowels. (06 hrs)
<p>Professional Skill 60 Hrs; Professional Knowledge 12 Hrs</p>	Form words with advance phrases, intersections and write simple letter.	<p>48. Contract :</p> <p>a) Practice of advance phraseography. (10 hrs)</p> <p>b) Practice of intersections. (10 hrs)</p> <p>c) Complete the Simple Letter writing taking dictation in shorthand and translate it on</p>	<p>a) Simple Letter Writing (12 hrs)</p>

		<p>computer for speed typing. (20 hrs)</p> <p>d) Complete simple letter with taking dictation & translate on Computer for Speed typing. (20 hrs)</p>	
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Translate all types of sentences.</p>	<p>49. Prepare of Note Taking Techniques & translate it. (30 hrs)</p> <p>50. Translate matter typed on Computer for Speed Typing. (30 hrs)</p>	<p>1) Translation & Note Taking Techniques</p>
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Practice on MS-Excel.</p>	<p>51. Demonstrate :</p> <p>a) Introduction to MS-Excel (05 hrs)</p> <p>b) Functions in MS-Excel (15 hrs)</p> <p>52. Data Entry using MS – Excel (15 hrs)</p> <p>53. Take down Dictation of the shorthand from the books and transcribe on computer. (25 hrs)</p>	<p>a) Office-</p> <ul style="list-style-type: none"> ▪ Introduction, ▪ Importance of Office, ▪ Departments of Office. ▪ Functions, Duties and characteristics of Office Manager. <p>b) Introduction of MS- Excel:</p> <ul style="list-style-type: none"> ▪ Opening a Worksheets; ▪ Entering text in worksheets. ▪ Editing Excel ▪ Selecting & editing cell contents / worksheet ▪ Saving & Printing; <p>C) Motivation:</p> <ul style="list-style-type: none"> ▪ Introduction ▪ Process (12 hrs)
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Label the office layout.</p>	<p>54. Sketch of various layouts of office with space management. (12hrs)</p> <p>55. Formulas and Functions in MS- Excel. (30 hrs)</p> <p>56. Complete note down shorthand dictation from the books and transcribe of the</p>	<p>a) Office Layout, Types of Office Layout, Open and Private Office.</p> <p>b) MS Excel:</p> <ul style="list-style-type: none"> ▪ Inserting / deleting, rows and columns in a Worksheet inserting / deleting data using cut,

		same on computer. (18 hrs)	<p>copy and paste.</p> <ul style="list-style-type: none"> ▪ Method: Using Formulas and functions in MS-Excel <p>c) Office Environment:</p> <ul style="list-style-type: none"> ▪ Importance, Elements like Light, Temperature, Ventilation, Noise, Interior Decoration, cleanliness and Safety. (12 hrs)
<p>Professional Skill 30 Hrs;</p> <p>Professional Knowledge 06 Hrs</p>	Name the dispatch and diary register & detect computer virus.	<p>57. Demonstrate of Dispatch and Diary Register with the entry Procedure and practical use (06 hrs)</p> <p>58. Construct of Various Formulas, Charts etc. in MS-Excel. (10 hrs)</p> <p>59. Use of anti –virus (04 hrs)</p> <p>60. Take dictation of the shorthand from the books and transcribe of the same on Computer (10 hrs)</p>	<p>a) Handling of Mails- Inward & Outward Mails.</p> <p>b) MS- Excel:</p> <ul style="list-style-type: none"> ▪ Arithmetic, logical, Relative and absolute cell referencing; ▪ Formatting options of cell in worksheets, ▪ Align centre, left, right and justify cell contents, ▪ Concept of charts. <p>c) Office Stationery, Office Forms and Manuals. Types of Office Stationery</p> <p>d) Computer viruses:</p> <p>e) Use of Anti-Virus,</p> <p>f) Precautions & Scanning etc.</p> <p>g) Motivation- Types of motivation</p> <ul style="list-style-type: none"> ▪ Intrinsic motivation, ▪ Extrinsic motivation (06 hrs)
<p>Professional Skill 90 Hrs;</p> <p>Professional Knowledge 18 Hrs</p>	Identify all types of file requirements & implement the same on MS-Power point.	<p>61. Show various files and practical use thereof. (12 hrs)</p> <p>62. MS-power point – Prepare the PPT on current topic (24 hrs)</p>	<p>a) Filing - Meaning of Records, Compilation and Classification.</p> <p>b) MS POWER-POINT- Introduction of PPT, Presenting documents in Power point, add graphics to</p>

		<p>63. Add Graphics and the practice of the same on MS-power point (24 hrs)</p> <p>64. Take Dictation of the shorthand from the magazines and transcribe the same on Computer (30 hrs)</p>	<p>the document, Create a self-running presentation, (18 hrs)</p>
<p>Professional Skill 30 Hrs;</p> <p>Professional Knowledge 06 Hrs</p>	<p>Prepare MS-PowerPoint Presentation.</p>	<p>65. MS-Power Point presentation</p> <p>a) Use Themes and Designs of the Slides in Power Point. (06 hrs)</p> <p>b) Apply Clipart and various objects into PPT slides. (06 hrs)</p> <p>66. Take Dictation of the shorthand from the magazines and transcribe the same on Computer (18 hrs)</p>	<p>a) Filing:</p> <ul style="list-style-type: none"> ▪ Importance of Filing, ▪ Essentials of Good Filing Method. <p>Classification of files –</p> <ul style="list-style-type: none"> ▪ Alphabetical, ▪ Numerical, ▪ Geographical and Subject wise. ▪ Centralization & Decentralization of Filing. ▪ E-filing <p>b) MS- PowerPoint:</p> <ul style="list-style-type: none"> ▪ Layouts, themes and designs, ▪ Adding clip arts, diagrams, pictures, tables and charts. (06 hrs)
<p>Professional Skill 30 Hrs;</p> <p>Professional Knowledge 06 Hrs</p>	<p>Demonstrate features of MS power Point.</p>	<p>67. MS- power Point Show</p> <p>a) Editing slides (05 hrs)</p> <p>b) Slide Animation, (05 hrs)</p> <p>c) Transition etc. (2 hrs)</p> <p>d) Publish in MS-power point Show. (3 hrs)</p> <p>68. Prepare MS-power point presentation (06 hrs)</p> <p>69. Take Dictation of the shorthand from the magazines and transcribe the same on Computer (09</p>	<p>a) Office secretary</p> <p>b) Definition, Qualities, Qualification & Types of Secretary</p> <p>c) MS- Power Point:</p> <ul style="list-style-type: none"> ▪ Building animation effects, ▪ Transitions, ▪ Speaker notes, ▪ Copying a presentation to a CD/DVD/Pen drives, ▪ Editing and Printing Presentations /slides

		hrs)	d) Material Management- <ul style="list-style-type: none"> ▪ Introduction (06 hrs)
Professional Skill 30 Hrs; Professional Knowledge 06 Hrs	Create Email Id.	70. Use Internet – Create E-Mail Account. (06 hrs) 71. Send mails to multiple recipients. (12 hrs) 72. Apply all rules to take Dictation of the shorthand from the Newspapers and transcription of the same on Computer. (12 hrs)	a) Professional, personal duties and Functions of Office / private Secretary. b) INTERNET: <ul style="list-style-type: none"> ▪ Introduction to Internet c) Material Management- <ul style="list-style-type: none"> ▪ Importance ▪ Function (06 hrs)
Professional Skill 30 Hrs; Professional Knowledge 06 Hrs	Identify all types of official tools & equipments.	73. Practical knowledge of various office tools & equipment and their uses. (09 hrs) 74. Searching of Information on Various search portals by using of Internet. (09 hrs) 75. Take down Dictation of the shorthand from the Newspapers and transcription of the same on Computer. (12 hrs)	a) Office Equipment: <ul style="list-style-type: none"> ▪ Principle for selection of Office equipment. ▪ Types of Office equipment & Mailing-Room equipment. ▪ Photocopier and Communicating equipment. b) Other Useful equipment: <ul style="list-style-type: none"> ▪ Xerox Machine, ▪ Intercom & EPABX, ▪ Scanner , ▪ Personal Computer, ▪ Internet, FAX, Printer etc. c) Networking: types of network <ul style="list-style-type: none"> ▪ LAN, MAN, WAN ▪ Sending and receiving e-mail; ▪ Searching, browsing websites, using search engines. d) Office Security: Meaning & concept (06 hrs)
Professional Skill 60 Hrs;	Observe all types of postal services.	76. Visit to the various post offices. (12 hrs)	a) Postal Services b) Post Office Services:

<p>Professional Knowledge 12 Hrs</p>		<p>77. Take down Dictation of the shorthand from the Newspapers and transcription of the same on Computer. (26 hrs)</p> <p>78. Apply MS-Excel to create tabulation work (16 hrs)</p> <p>79. Sending & receiving E-Mail. (6 hrs)</p>	<ul style="list-style-type: none"> ▪ Importance of Pin Code, ▪ Postcard, Registered Letters, ▪ Ordinary, Insured Letters, ▪ Parcels, Business Reply Postcards, VPP, UPC, Monetary Services etc. <p>c) Speed Post and Courier Services. Postal Services: Post Bag, Post box etc.</p> <p>d) Office Security:</p> <ul style="list-style-type: none"> ▪ Importance ▪ Types of office security (12 hrs)
<p>Professional Skill 60 Hrs; Professional Knowledge 12 Hrs</p>	<p>Prepare all types of letter.</p>	<p>80. Take down Dictation of the shorthand from the Newspapers, books and magazines and transcribe the same on Computer (20 hrs)</p> <p>81. Take down dictation in letter format & transcribe it (10 hrs)</p> <p>82. Prepare of various online forms by using internet i.e. rail, bus, air tickets and booking of hotels etc. (10 hrs)</p> <p>83. Create Record/ performance Sheet applying in MS-Excel Formula. (20 hrs)</p>	<p>a) Application Writing</p> <p>b) Enquiry, quotation, order, collection and Complaint letters.</p> <p>c) Social Letters like Informal Letters/ Invitation Letters/ Congratulation Letters/ Thanks Giving Letters/ Condolence Letters etc. and letters to the editors.</p> <p>d) Office Correspondence: Drafting of notice / agenda/ minutes and reports, circular & memorandum.</p> <p>e) General Banking Correspondence</p> <ul style="list-style-type: none"> ▪ Opening of savings / current / Fixed deposit account ▪ Request for loan / overdraft. (12 hrs)
<p>Practice short-hand 80 wpm</p>			

SYLLABUS FOR CORE SKILLS

1. Employability Skills (Common for all 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.

LIST OF TOOLS AND EQUIPMENT			
STENOGRAPHER SECRETARIAL ASSISTANT (ENG.) (For batch of 24 candidates)			
A. TRAINEES TOOL KIT			
S No.	Name of the Tools & Equipment	Specification	Quantity
1.	Class Room Furniture	Dual Desk	12 Nos.
2.	Computer Table with Revolving Chair		24+1
3.	For Dictation Room- Tables, Chairs and Headphones/ Speakers or Microphone Systems)		24+1
4.	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
5.	Laptop	Latest Version	01 No.
6.	Laser Printer		01 No.
7.	Photocopier Machine (Network Ready) with Scanner		01 No.
8.	Printer Table		02 Nos.
9.	Glazed White Board	8' X 4'	01 No.
10.	Interactive Board		01 No.
11.	pigeon Hole Lockers (12 Locker) with External Loc		02 Nos.
12.	Book Case		02 Nos.
13.	Steal Almirah		02 Nos.

14.	UPS		As required
15.	Fax Machine	Latest Model	01 No.
16.	Tool Kit (Hand Tools)		02 Sets
17.	Air Conditioners	1.5 Ton with CVT	02 Nos.
18.	Broad Band Connection or Wi-Fi		01 No.
19.	LCD Projector		01 No.
20.	LED TV	36 Inch	01 No.
21.	Application Software (MS- Office) Educational Version		As Per Requirement
22.	Antivirus	Latest Version	As Per Requirement

NOTE: 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.

List of Expert Members participated for finalizing the course curriculum of Stenographer Secretarial Assistant (English) trade held on 07th to 09th February' 2018 at FTI-Bangalore,			
S No.	Name & Designation Shri /Mr./Ms.	Organization	Remarks
1.	B. V. S. Sessa 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 Hiremath, 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	

Stenographer Secretarial Assistant (English)

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

