GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING
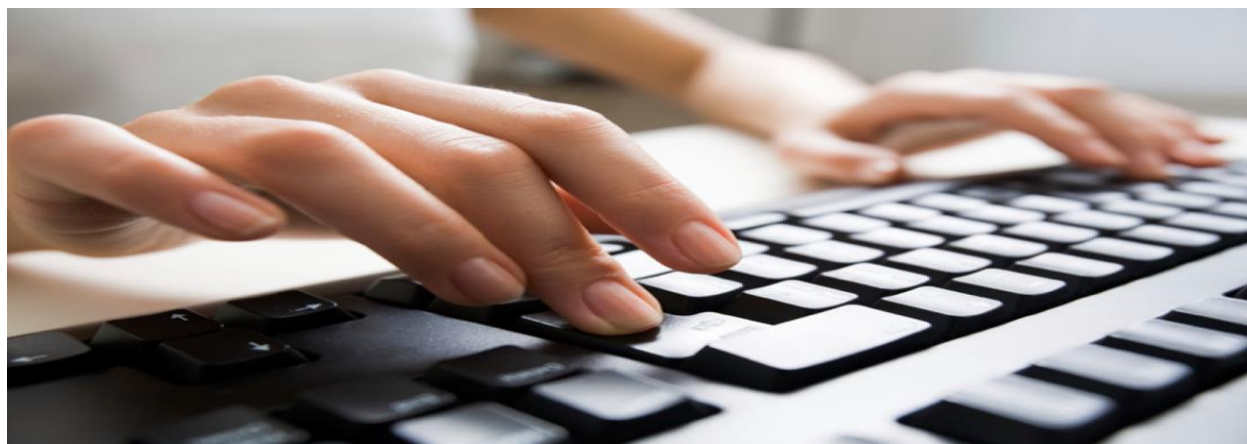
COMPETENCY BASED CURRICULUM

STENOGRAPHER SECRETARIAL ASSISTANT (ENGLISH)

(Duration: One Year)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL- 3.5

SECTOR –OFFICE ADMINISTRATION AND FACILITY MANAGEMENT

Directorate General of Training

STENOGRAPHER SECRETARIAL ASSISTANT (ENGLISH)

(Non-Engineering Trade)

(Revised in March 2023)

Version: 2.0

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL – 3.5

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 & equipment, 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

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)	840
2.	Professional Knowledge (Trade Theory)	240
3.	Employability Skills	120
	Total	**1200**

Every year 150 hours of mandatory OJT (On the Job Training) at nearby industry, wherever not available then group project is mandatory.

On the Job Training (OJT)/ Group Project	150
Optional Courses (10th/ 12th class certificate along with ITI certification or add on short term courses)	240

Trainees of one-year or two-year trade can also opt for optional courses of up to 240 hours in each year for 10th/ 12th class certificate along with ITI certification, or, add on short term courses

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%.

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 some of 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
- Computer based multiple choice question examination
- Practical Examination

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 for formative assessment:

Performance Level	Evidence
(a) Marks 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	• 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) Marks 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 procedures and practices	• Good skill levels and accuracy in the field of work/ assignments. • A good level of neatness and consistency to accomplish job activities. • Little support in completing the task/job.
(c) Marks 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.	• 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

Reference NOS:

i) MEP/N0201	vii) MEP/N1203
ii) MEP/N0241	viii) MEP/N9430
iii) MEP/N0243	ix) MEP/N9431
iv) MEP/N1201	x) MEP/N9432
v) MEP/N0216	xi) MEP/N9433
vi) MEP/N9429	

4. GENERAL INFORMATION

Name of the Trade	**Stenographer Secretarial Assistant (English)**
Trade Code	DGT/1021
NCO - 2015	4120.0100, 4120.0200, 4120.9900
NOS Covered	MEP/N0201, MEP/N0241, MEP/N0243, MEP/N1201, MEP/N0216, MEP/N9429, MEP/N1203, MEP/N9430, MEP/N9431, MEP/N9432, MEP/N9433
NSQF Level	Level-3.5
Duration of Craftsmen Training	One Year (1200 Hours + 150 Hours OJT/Group Project)
Entry Qualification	Passed 10th 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	B.Voc/ Degree in Commerce / Arts (with Short-hand & Typing) from a UGC recognized university with one year experience in the relevant field. OR Diploma (Minimum 2 years) in Commercial Practice from recognised board or relevant Advanced Diploma (Vocational) with two years' experience in the relevant field. OR NTC/ NAC passed in the trade of Stenographer Secretarial Assistant (English)with three years' experience in the relevant field. **Essential Qualification:** Relevant Regular / RPL variants of National Craft Instructor Certificate (NCIC) under DGT. *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 its variants.*

2. Employability Skill	MBA/ BBA / Any Graduate/ Diploma in any discipline with Two years' experience with short term ToT Course in Employability Skills.
	(Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above)
	OR
	Existing Social Studies Instructors in ITIs with short term ToT Course in Employability Skills.
3. Minimum Age for Instructor	21 Years
List of Tools and Equipment	As per Annexure – I

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:

1. Acquire knowledge about the computer hardware & stenography introduction.(NOS: MEP/N0201, MEP/N0216)
2. Identify the various joining Consonants, vowels and its application.(NOS: MEP/N9429)
3. Construct the various words to maintain the position of long, short, dot, dash, preceding, following & intervening vowels. (NOS: MEP/N0201)
4. Recognize the various types of computer keys & Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation.(NOS: MEP/N0201, MEP/N0216)
5. Use Window operating system on computer. (NOS: MEP/N0216)
6. Identify the strokes R &H, Abbreviated W and explain the sitting posture on computer.(NOS: MEP/N0201, MEP/N0216)
7. Identify small circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools.(NOS: MEP/N0201, MEP/N0216)
8. Recognize the direction of SHR, SHL and alternative forms.(NOS: MEP/N0201)
9. Use curved hook and compound consonant.(NOS: MEP/N0201)
10. Recognize different types of hook.(NOS: MEP/N0201)
11. Develop new sentences applying halving principles & Doubling Principles.(NOS: MEP/N0201
12. Apply the prefixes.(NOS: MEP/N0201)
13. Apply the suffixes.(NOS: MEP/N0201)
14. Identify the monetary units & use it. (NOS: MEP/N1203)
15. Form words with advance phrases, intersections and write simple letter.(NOS: MEP/N0243)
16. Translate all types of sentences.(NOS: MEP/N9430)
17. Practice on MS-Excel.(NOS: MEP/N0216)
18. Label the office layout.(NOS: MEP/N9431)
19. Name the dispatch and diary register &detect computer virus.(NOS: MEP/N9432)
20. Identify all types of file requirements & implement the same on MS-Power point.(NOS: MEP/N0216)
21. Demonstrate features of MS Power Point.(NOS: MEP/N0216)
22. Prepare MS power Point Presentation.(NOS: MEP/N0216)
23. Create E-Mail ID.(NOS: MEP/N0216)
24. Identify all types of official tools &equipments.(NOS: MEP/N0216, MEP/N0241)
25. Observe all types of postal services.(NOS: MEP/N9433)
26. Prepare all types of letter.(NOS: MEP/N0241, MEP/N0243, MEP/N1201, MEP/N0216)

LEARNING OUTCOMES	ASSESSMENT CRITERIA
1. Acquire knowledge about the computer hardware& stenography introduction. (NOS: MEP/N0201, MEP/N0216)	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. (NOS: MEP/N9429)	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. (NOS: MEP/N0201)	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.
	Evaluate the dictation of the vowels.
4. Recognize the various types of computer keys & Prepare a complete sentence with use of logograms grammalogues, contractions, tick the& punctuation. (NOS: MEP/N0201, MEP/N0216)	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. Use Window operating system on computer. (NOS: MEP/N0216)	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. (NOS: MEP/N0201,	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.

MEP/N0216)	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. Identifysmall circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools. (NOS:MEP/N0201, MEP/N0216)	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 & SHLand alternative forms. (NOS: MEP/N0201)	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. (NOS: MEP/N0201)	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. (NOS: MEP/N0201)	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. (NOS: MEP/N0201	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. (NOS: MEP/N0201)	Explain Prefixes.
	Use before the word.
	Apply the above on the word.
13. Apply the suffixes.	Explain the suffixes.

(NOS: MEP/N0201)	Use after the word.
	Apply the above on word.
14. Identify the monetary units & use it. (NOS: MEP/N1203	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. (NOS: MEP/N0243)	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. (NOS: MEP/N9430	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. (NOS: MEP/N0216)	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. (NOS: MEP/N9431	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.
19. Name the dispatch and diary register &detect computer virus. (NOS: MEP/N9432	Explain the various types of office mail.
	Plan to handle inward and outward mail register.
	Show various mailing equipment.
	Explain computer viruses.
	Discuss the with the trainee.
20. Identify all types of file requirement & implement the same on MS-Power point. (NOS: MEP/N0216)	Explain the filing.
	Point out the advantages of good filling system.
	Classify the various filing.
	Show the filling equipments and methods.

	Demonstrate MS-Power point.
21. Prepare MS-PowerPoint Presentation. (NOS: MEP/N0216)	Teach MS-Power point.
	Show adding of graphics.
	Design the slide in MS-Power point.
	Judge the above operation done by the trainee.
22. Demonstrate features of MS power Point. (NOS: MEP/N0216)	Create a new slide.
	Different ways to view slide.
	Adding text to a slide.
	Plan & prepare to set slide show effects.
	Design the slide to different animation effect.
23. Create E-Mail ID. (NOS: MEP/N0216)	Choose the search engine.
	Create the new ID account.
	Show sending and receiving the mail.
	Show after using email to sign out it.
24. Identify all types of official tools &equipments. (NOS: MEP/N0216, MEP/N0241)	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. (NOS: MEP/N9433)	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. (NOS: MEP/N0241, MEP/N0243, MEP/N1201, MEP/N0216)	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)**	**Professional Knowledge (Trade Theory)**
Professional Skill 21Hrs; 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. 2. Stenographer: Name the Consonants according to their pairs and dictation thereof.	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.
Professional Skill 42Hrs; Professional Knowledge 12 Hrs	Identify the various Consonants, vowels and its application.	**Develop:** 3. Practice of Stroke Consonants and their joining. 4. Practice of Joining stroke consonants. 5. **Demonstrate:** a) Long and Short vowels, b) Dot & Dash Vowels, c) Preceding and Following vowels. d) Intervening Vowels etc.	**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, ▪ preceding and Following vowel,

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			▪ Intervening vowel and positions. **c) Computer Fundamentals:** ▪ Introduction, ▪ Definition, ▪ Utility and types of Computers. **d) Computer Hardware:** ▪ Definition & Introduction, ▪ Motherboard & Processor, ▪ Input, Output & Storage devices. **e) Software:** ▪ Definition & Introduction to System Software, Application Software.

Professional Skill 21 Hrs;
 	
Professional Knowledge 06Hrs
	Construct the various words to maintain the position of long, short, dot, dash, preceding, following & intervening vowels.	6. Dictation of the same as above. (11hrs)
		7. Point out:
		  a) Logograms,
		  b) Grammalogues
		  c) Contractions,
		  d) Use of:
		    I. Tick 'The'
		    II. Punctuation marks
		    III. Dictation Practice
		  e) Dipthong
		  f) Triphones
			a) Short Forms:
			▪ Logograms,
			▪ Grammalogues,
			▪ Contractions,
			▪ Use of tick 'The' in phrasing,
			▪ Punctuation Marks.
			b) Dipthongs & Triphones:
			▪ Definition & types
			a) Abbreviated 'W'

Professional Skill 21 Hrs;
 	
Professional Knowledge 06 Hrs.
	Recognize the various types of computer keys & Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The'& punctuation.	8. Keys Identification and practice of the same.
		9. Computer:
		  b) Familiarisation with keyboard keys
		  c) Express Practical use of Window Operating System.
		10. Spelling practice using
			Windows Operating System:
			▪ Introduction,
			▪ Log on accounts & Passwords,
			▪ Windows Menu,
			▪ Minimizing,
			▪ Windows resizing & Moving,
			▪ Closing Windows,

	Use Window operating system on computer.	English Dictionary 11. Create a log-in account and customise windows. 12. Practice of typing in computer using tool-bars and menu bars/ tools in ribbons.	▪ Tool Bar, ▪ Task Bar ▪ Menu bar ▪ Start Button, ▪ Shutting down Windows. ▪ Desktop, ▪ Windows Explorer, ▪ Control Buttons, ▪ Open, Cut, Copy & Paste etc. **d) Computer Keyboard Functions and its operations:** ▪ Alphabetic keys ▪ Numeric keys ▪ Special keys ▪ Function keys (F1 to F12)

Professional Skill 42Hrs;
 	
Professional Knowledge 12 Hrs.
	Identify the strokes R &H, Abbreviated W and explain the sitting posture on computer.	13. Practice of Alternative signs of R &H.
		14. Dictation Practice
		15. Practice
		   i) Downward H,
		   ii) Tick H
		   iii) Dot H
		   iv) Upward SH
		   v) Dictation Practice
		16. Practice of Phraseography and dictation
		17. Computer**:**
		   a) Explain the sitting posture on computer
		   b) Demonstrate Finger positioning on the keyboard.
		18. ComputerTyping:
		   a) Practice on Computer
		   b) Creation of MS- Word files on Computer with
			Alternative forms of R &H Strokes,
			b) Thick Downward R & H.
			c) Alternative forms & their uses:
			▪ Abbreviated W,
			▪ Diphone
			d) Computer keyboard Operations:
			▪ 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,
			▪ Downward H Stroke & Upward H Stroke.
			e) Phraseography- Formation

		the Use of various options of MS- Word. 19. Practice voice change	of Simple Phrases. **f) Computer:** ▪ MS- Word ▪ Creation of File ▪ Use of its various option **g) Grammar-Voice** ▪ Active and passive voice
Professional Skill 42 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.	20. Practice of Small Circle for S & Z. 21. Use of circle S & Z with other stroke Consonants and apply it to the new sentences. 22. Computer Speed Typing: Computer typing practice with the minimum errors by following the typing rules.	The Circle: ▪ Small circle for S & Z, ▪ Circle and the strokes, ▪ Circle S with H stroke, ▪ Stroke L and circle S. **b) Computer Speed Typing:** ▪ Speed Calculation, ▪ Signs & Symbols, ▪ Roman Numbers, ▪ Capitalizations of Letters, ▪ Display, Counting Errors ▪ Calculating speed and errors, ▪ Evaluation & Marking Scheme **C) Punctuation**- full stop, comma, semi colon, inverted commas, hyphen.

		23. **Demonstrate:**
		  a) Large Circle – SW, SS, SZ and their medially and finally uses and dictation.
		  b) Small Loop for ST/SD.
		  c) Large loop of STR and dictation.
		24. **Computer:** Practice in MS-Word by using various tools.
		25. **Calculate Speed Typing on Computer.**
		26. Practice all punctuations.
			a) Large Circle:
			▪ Large Initial Circle for SW,
			▪ Use of large circle,
			▪ Medially and finally,
			▪ Circle and vowel places.
			b) The loops:
			▪ Small Loop of ST/SD,
			▪ Large loop for STR
			c) Computer:
			▪ 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
			d) Punctuation
			▪ Sign of interrogation
			▪ Sign of exclamation
			▪ Dash
			▪ Brackets
			▪ Apostrophe
			▪ Capitals
Professional Skill 21 Hrs; Professional Knowledge 06 Hrs	Recognize the direction of SHR, SHL and alternative forms.	27. **Practice of Initial small hooks for R & L.** 28. **Apply the above on different types of sentences** 29. **Computer:** Prepare many sentences to follow the rules on Computer for Speed Typing. 30. Spelling practice and common errors.	**a) Initial small hooks (Double Consonants):** ▪ R & L Hooks, ▪ SHR & SHL hooked strokes, ▪ Vowels and double consonants **b) Computer:** ▪ Setting indents and spacing, ▪ Use of help Options, ▪ Page Set up, Margins, Ruler, ▪ Paper Size in Word. ▪ Inserting Lines and Page Breaks ▪ Insertion and Use of Tables, ▪ Deletion of Rows and Columns, ▪ Alignments between Rows & Columns

			▪ Viewing Documents Properties & Printing, and ▪ Other MS- Word Feature. **c)** Alternative forms of curved hooked strokes, **d)** Left & Right Curves of f/ v/ th/ TH, upward SH with hooked strokes, **e) intervening vowels, circles and hooks** **f) Compound Consonants:** ▪ Initial large hooks of WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB strokes. ▪ Study of words commonly misspelt.

Professional Skill 21 Hrs;
 	
Professional Knowledge 06 Hrs
	Use curved hook and compound consonant.	31. **Demonstrate:**
		  a) Curved hooked strokes i.e. F/ V /ith/ TH.
		  b) Develop new sentences to follow the above rules
		  c) Compound Consonants and develop WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB and apply on different types of words.
		32. Computer typing of passages from books, magazines, journal and newspaper for enhancing the speed and accuracy.
		33. Practice of conversational English
			Study of conversational English.

Professional Skill 21Hrs;	Recognize different types of hook.	34. **Construct:**
		  a) Final hook N and F/V
			a) Final Hooks:
			  ▪ N & F/V small hooks,

Professional Knowledge 06 Hrs		and apply it on various types of sentences b) Shun Hook and joining with other Strokes and apply it on the different types of sentences. 35. Computer: Evaluate on Computer for Speed Typing.	▪ Hooks and Vowels, ▪ Circles and Loops with finally hooked strokes. **b) Large Final:** ▪ (Shun Hook) Use of Shun after Circle, ▪ Use of shun hook after certain strokes.
Professional Skill 84Hrs; Professional Knowledge 24 Hrs	Develop new sentences applying halving / doubling principles.	36. Demonstrate Halving Principles on different types of words & sentences. 37. Halving of other compound consonants and apply it on Computer for Speed Typing. 38. Practice pairs of word confused and misused.	**a) Halving Principles:** ▪ Halving of Strokes for T or D, ▪ Halving of M,N,L,R. ▪ Halving of MP/MB/NG/KR hooked etc. b) Pairs of word confused and misused.
		39. **Demonstrate** Doubling Principles, doubling of other compound consonant and apply it on sentences. 40. Construct the sentences apply on halving and doubling principles& to develop the speed to type on Computer. 41. Practice of one-word substitution.	**a) Doubling Principles:** ▪ Doubling of Strokes for TR & DR, ▪ Doubling of MP/MB/NG and L Strokes etc. b) Single word substitution.
Professional Skill 21Hrs; Professional Knowledge 06 Hrs	Apply the prefixes.	42. Point out of Prefixes and their representative strokes and apply on sentences. 43. Apply on Computer for Speed Typing.	**a) Prefixes:** ▪ Definition and uses
Professional Skill 42Hrs; Professional Knowledge	Apply the suffixes.	44. Point out of Suffixes and their representative strokes and apply on. 45. Develop the word to maintain the above rules &	Suffixes: ▪ Definition and uses

12 Hrs		apply on Computer for Speed Typing.	

Professional Skill 21Hrs;
 	
Professional Knowledge 06 Hrs
	Identify the monetary units & use it.	46. **Explain the figures-**
		  a) Monetary Units & Round Figures and use it on sentences.
		  b) Contractions- formation and uses, Essential Vowels and dictation
		47. Develop the sentences to follow above rules writing in shorthand & apply on Computer for Speed Typing.
			Figures-
			▪ Monetary Units & Round Figures
			b) Contractions-
			▪ Formation and uses,
			▪ Essential Vowels.

Professional Skill 42Hrs;
 	
Professional Knowledge 12 Hrs
	Form words with advance phrases, intersections and write simple letter.	48. Contract:
		  a) Practice of advance phraseography.
		  b) Practice of intersections.
		  c) Complete the Simple Letter writing taking dictation in shorthand and translate it on computer for speed typing.
		  d) Complete simple letter with taking dictation & translate onComputer for Speed typing.
			a) Simple Letter Writing

Professional Skill 42 Hrs; Professional Knowledge 12 Hrs	Translate all types of sentences.	49. Prepare of Note Taking Techniques & translate it. 50. Translate matter typed on Computer for Speed Typing.	Translation & Note TakingTechniques

Professional Skill 42Hrs;
 	
Professional Knowledge
	Practice on MS-Excel.	51. Demonstrate:
		  a) Introduction to MS-Excel
		  b) Functions in MS-Excel
		52. Data Entry using MS – Excel
			a) Office-
			▪ Introduction,
			▪ Importance of Office,
			▪ Departments of Office.
			▪ Functions, Duties and

12Hrs		53. Take down Dictation of the shorthand from the books and transcribe on computer.	characteristics of Office Manager. b) Introduction of MS- Excel: - Opening a Worksheets; - Entering text in worksheets. - Editing Excel - Selecting & editing cell contents / worksheet - Saving & Printing; C) Motivation: - Introduction - Process
Professional Skill 42Hrs; Professional Knowledge 12 Hrs	Label the office layout.	54. Sketch of various layouts of office with space management. 55. Formulas and Functions in MS- Excel. 56. Complete note down shorthand dictation from the books and transcribe of the same on computer.	a) Office Layout, Types of Office Layout, Open and Private Office. b) MS Excel: - Inserting / deleting, rows and columns in a Worksheet inserting / deleting data using cut, copy and paste. - Method: Using Formulas and functions in MS-Excel c) Office Environment: - Importance, Elements like Light, Temperature, Ventilation, Noise, Interior Decoration, cleanliness and Safety.
Professional Skill 21Hrs; Professional Knowledge 06Hrs	Name the dispatch and diary register &detect computer virus.	57. Demonstrate of Dispatch and Diary Register with the entry Procedure and practical use 58. Construct of Various Formulas, Charts etc. in MS- Excel. 59. Use of anti –virus 60. Take dictation of the	a) Handling of Mails- Inward & Outward Mails. b) MS- Excel: - Arithmetic, logical, Relative and absolute cell referencing; - Formatting options of cell in worksheets, - Align centre, left, right

		shorthand from the books and transcribe of the same on Computer	and justify cell contents, ▪ Concept of charts. c) Office Stationery, Office Forms and Manuals. Types of Office Stationery d) Computer viruses: e) Use of Anti-Virus, f) Precautions & Scanning etc. g) Motivation- Types of motivation ▪ Intrinsic motivation, ▪ Extrinsic motivation
Professional Skill 63Hrs; Professional Knowledge 18 Hrs	Identify all types of file requirements & implement the same on MS-Power point.	61. Show various files and practical use thereof. 62. MS-power point – Prepare the PPT on current topic. 63. Add Graphics and the practice of the same on MS-power point. 64. Take Dictation of the shorthand from the magazines and transcribe the same on Computer.	a) Filing - Meaning of Records, Compilation and Classification. b) MS POWER-POINT- Introduction of PPT, presenting documents in Power point, add graphics to the document, Create a self-running presentation.
Professional Skill 21Hrs; Professional Knowledge 06 Hrs	Prepare MS-PowerPoint Presentation.	65. MS-Power Point presentation a) Use Themes and Designs of the Slides in Power Point. b) Apply Clipart and various objects into PPT slides. 66. Take Dictation of the shorthand from the magazines and transcribe the same on Computer.	a) Filing: ▪ Importance of Filing, ▪ Essentials of Good Filing Method. Classification of files – ▪ Alphabetical, ▪ Numerical, ▪ Geographical and Subject wise. ▪ Centralization & Decentralization of Filing. ▪ E-filing b) MS- PowerPoint: ▪ Layouts, themes and designs, ▪ Adding clip arts,

			diagrams, pictures, tables and charts.

Professional Skill 21Hrs;
 	
Professional Knowledge 06Hrs
	Demonstrate features of MS power Point.	67. MS- power Point Show
		   a) Editing slides
		   b) Slide Animation,
		   c) Transition etc.
		   d) Publish in MS-power point Show.
		68. Prepare MS-power point presentation.
		69. Take Dictation of the shorthand from the magazines and transcribe the same on Computer
			a) Office secretary
			b) Definition, Qualities, Qualification & Types of Secretary
			c) MS- Power Point:
			▪ Building animation effects,
			▪ Transitions,
			▪ Speaker notes,
			▪ Copying a presentation to a CD/DVD/Pen drives,
			▪ Editing and Printing Presentations /slides
			d) Material Management-
			▪ Introduction

Professional Skill 21Hrs; Professional Knowledge 06Hrs	Create Email Id.	70. Use Internet – Create E-Mail Account. 71. Send mails to multiple recipients. 72. Apply all rules to take Dictation of the shorthand from the Newspapers and transcription of the same on Computer.	a) Professional, personal duties and Functions of Office / private Secretary. b) INTERNET: ▪ Introduction to Internet c) Material Management- ▪ Importance ▪ Function
Professional Skill 21Hrs; Professional Knowledge 06Hrs	Identify all types of official tools &equipments.	73. Practical knowledge of various office tools & equipment and their uses. 74. Searching of Information on Various search portals by using of Internet. 75. Take down Dictation of the shorthand from the Newspapers and transcription of the same on Computer.	a) Office Equipment: ▪ Principle for selection of Office equipment. ▪ Types of Office equipment & Mailing-Room equipment. ▪ Photocopier and Communicating equipment. b) Other Useful equipment: ▪ Xerox Machine, ▪ Intercom & EPABX ▪ Scanner

			▪ Personal Computer ▪ Internet, FAX, Printer etc. c) Networking: types of network ▪ LAN, MAN, WAN ▪ Sending and receiving e-mail; ▪ Searching, browsing websites, using search engines. d) Office Security: Meaning & concept
Professional Skill 42Hrs; Professional Knowledge 12 Hrs	Observe all types of postal services.	76. Visit to the various post offices. 77. Take down Dictation of the shorthand from the Newspapers and transcription of the same on Computer. 78. Apply MS-Excel to create tabulation work 79. Sending & receiving E-Mail.	a) 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. c) Speed Post and Courier Services. Postal Services: Post Bag, Post box etc. d) Office Security: ▪ Importance ▪ Types of office security
Professional Skill 42 Hrs; Professional Knowledge 12 Hrs.	Prepare all types of letter.	80. Take down Dictation of the shorthand from the Newspapers, books and magazines and transcribe the same on Computer. 81. Take down dictation in letter format & transcribe it 82. Prepare of various online forms by using internet i.e. rail, bus, air tickets and booking of hotels etc.	a) Application Writing b) Enquiry, quotation, order, collection and Complaint letters. c) Social Letters like Informal Letters/ Invitation Letters/ Congratulation Letters/ Thanks Giving Letters/ Condolence Letters etc. and letters to the editors. d) Office Correspondence:

		83. Create Record/ performance Sheet applying in MS-Excel Formula.	Drafting of notice / agenda/ minutes and reports, circular & memorandum. e) General Banking Correspondence ▪ Opening of savings / current / Fixed deposit account ▪ Request for loan / overdraft.
Practice short-hand 80 wpm			

SYLLABUS FOR CORE SKILLS
1.   Employability Skills (Common for all trades) (120 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*./dgt.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 Chair		24+1
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
4.	Laptop	Latest Version	01No.
5.	Multi-function printer with trolley	A3 size	01 No.
6.	Interactive Board		01 No.
7.	pigeon Hole Lockers (12 Locker) with External Loc		02 Nos.
8.	Book Case		02 Nos.
9.	Steal Almirah		02 Nos.
10.	UPS		As required
11.	Air Conditioners	1.5 Ton with CVT	02 Nos.
12.	Broad Band Connection or Wi-Fi		01 No.
13.	LCD Projector		01 No.
14.	Application Software (MS- Office) Educational Version		As required
15.	Antivirus	Latest Version	As required
_**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.

S No.	Name & Designation Shri /Mr./Ms.	Organization	Remarks
	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,		
1.	B. V. S. Sesha 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	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