

Syllabus for the trade

Of

Stenographer & Secretarial Assistant (English)

(SEMESTER PATTERN)

UNDER

CRAFTSMAN TRAINING SCHEME

Redesigned in: 2014

By

Government of India
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE
Directorate General of Employment & Training
Ministry of Labour & Employment
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Kolkata, West Bengal – 700 091.

GENERAL INFORMATION

1. **Name of the Trade** : STENOGRAPHER & SECRETARIAL ASSISTANT
(ENGLISH)
2. **NCO Code No.** : 4111.10
3. **Duration of Craftsman Training** : One year (2 semesters)
4. **Power Norms** : 8 KW
5. **Space Norm** : a) Work shop : 48 Sq. Meter
: b) Class Room : 30 Sq. Meter
6. **Entry Qualification** : Passed 10th class examination
7. **Unit Strength** : 20 Trainees
8. **Instructors/Trainer's Qualification** : a) NTC/NAC in the trade with three years' experience in the relevant field.

OR

- b) Diploma (AICTE Approved) in relevant field with two years' experience in the relevant field.

OR

- c) Degree from a recognized university in the relevant field with one year experience in the relevant field

9. **Desirable Qualification:** : Preference will be given to a candidate with Craft Instructor Certificate (CIC).

Note: Out of the two craft instructors at least one must have degree / Diploma in the relevant field

10. **Job Description** : After successful completion of training, the person will be able to: -
 - ✓ Work in many settings such as a Stenographer Secretary and Administrative Assistant, Except Legal, Medical, and Executive.
 - ✓ Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

Stenographer & Secretarial Assistant (English)

General Purpose

Provide personal administrative support to management and the company through conducting and organizing administrative duties and activities including receiving and handling information.

Main Job Tasks and Responsibilities

- Prepare and manage correspondence, reports and documents
- Organize and coordinate meetings, conferences, travel arrangements
- Take, type and distribute minutes of meetings
- Implement and maintain office systems
- Maintain schedules and calendars
- Arrange and confirm appointments
- Organize internal and external events
- Handle incoming mail and other material
- Set up and maintain filing systems
- Set up work procedures
- Collate information
- Maintain databases
- Communicate verbally and in writing to answer inquiries and provide information
- Liaison with internal and external contacts
- Coordinate the flow of information both internally and externally
- Operate office equipment
- Manage office supplies

Education and Experience

- Relevant training or qualification
- Knowledge and experience of relevant software applications - spreadsheets, word processing, and database management
- Knowledge of administrative and clerical procedures
- Knowledge of business principles
- Proficient in spelling, punctuation, grammar and other English language skills
- Proven experience of producing correspondence and documents
- Proven experience in information and communication management
- Required typing speed

Key Competencies

- Verbal and written communication skills
- Attention to detail
- Confidentiality
- Planning and organizing
- Time management
- Interpersonal skills
- Customer-service orientation
- Initiative
- Reliability
- Stress tolerance

Syllabus for the trade of “Stenographer & Secretarial Assistant” Under CTS System

Duration: Six Month

Semester: First

Semester Code: SSA: SEM I

Week	Trade Practical	Trade Theory
1	a) Computer: ➤ Awareness of the computer hardware and its peripherals in the lab to accustom the trainees for use of computer.	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.
2-3	a) Practice of: ➤ The Consonants according to their pairs and dictation thereof. ➤ Joining stroke consonants. b) Practicing of: ➤ Long and Short Vowels, ➤ Dot & Dash Vowels, ➤ Preceding and Following vowels, ➤ Intervening Vowels etc. ➤ Dictation of the same.	a) Introduction to Shorthand, Consonants: ➤ Definition, ➤ Classification, ➤ Arrangements and directions, ➤ Table of consonants, ➤ Joining of Strokes b) Computer Fundamentals: ➤ Introduction, ➤ Definition, ➤ Utility and types of Computers. c) Vowels: ➤ Long & Short Vowel, ➤ Dot & Dash Vowel, ➤ Places of Vowel, ➤ Following and preceding vowel, ➤ Intermediate vowel, ➤ Places for joined strokes & vowel. d) Computer Hardware: ➤ Definition & Introduction, ➤ Motherboard & Processor, ➤ Input, Output & Storage devices. e) Software: ➤ Definition & Introduction to System Software, ➤ Application Software.
4	a) Practicing of: ➤ Logograms, ➤ Grammalogues ➤ Contractions, ➤ Use of ▪ Tick ‘The’ ▪ Punctuation marks ➤ Dictation Practice ➤ Diphthong ➤ Triphthongs	a) Short Forms: ➤ Logograms, ➤ Grammalogues, ➤ Contractions, ➤ Use of tick ▪ ‘The’ in phrasing, ▪ Punctuation Marks. b) Diphthongs &: ➤ Definition, ➤ Signs

	➤ Dictation Practice	➤ Places of Dipthongs, Triphthongs
5	a) Computer: ➤ Practical use of Window Operating System. ➤ Computer Keyboard: ▪ keys Identification ▪ Practice of the same. b)	c) Windows Operating System: ➤ Introduction, ➤ Log on accounts & Passwords, ➤ Minimizing, ➤ Windows resizing & Moving, ➤ Closing Windows, ➤ Windows Menu, ➤ Tool Bar, ➤ Task Bar ➤ Start Button, ➤ Shutting down Windows. ➤ Desktop, ➤ Windows Explorer, ➤ Control Buttons, ➤ Open, Cut, Copy & Paste etc. d) Computer Keyboard Functions: ➤ Function Keys, ➤ Letter Keys & Caps Lock, ➤ Number Keys & Special Character Keys ➤ Numeric Key Pad & Numeric Lock ➤ Space Bar, Tab, Control, Insert, Alt & Delete Keys ➤ Back Space, Arrow Keys, Page UP, Page Down, Home & End Keys
6-7	a) Practice of Alternative Forms of R & L b) Use of Thick R and L and dictation c) Practice of: ➤ Abbreviated W, ➤ Semicircle Y, ➤ Diaphone U ➤ Dictation Practice d) Use of: ➤ Downward H, ➤ Tick H ➤ Dot H ➤ Upward SH ➤ Dictation Practice e) Practice of Phraseography and dictation f) Computer: ➤ Practice of the sitting posture on computer ➤ Finger positioning on the keyboard. g) Computer Typing: ➤ Practice on Computer ➤ Creation of MS- Word files on Computer with the ➤ Use of various options of MS- Word.	a) Alternative forms of R & L Strokes, b) Thick Downward R & L. c) Alternative forms of Semi Vowels & their uses: ➤ W & Y ➤ Abbreviated W, ➤ Semicircle of Y or Diaphone U ➤ Triphone d) Computer Keyboard Operations: ➤ Sitting Method, ➤ 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 Sh Stroke. e) Phraseography- Formation of Simple Phrases. f) Computer: ➤ MS- Word – ▪ Creation of File ▪ Use of its various option

8	a) Practice of Small Circle for S & Z, b) Use of circle S & Z with other stroke Consonants and dictation c) Computer Speed Typing: ➤ Computer typing practice with the minimum errors by following the typing rules	a) 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
9	a) Practice of: ➤ Large Circle for SW and their medially and finally use and dictation ➤ Small Loop for ST/SD ➤ Large loop of STR and dictation b) Computer: ➤ Practice in MS- Word by using various tools. c) Practice on Computer for Speed Typing	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
10	a) Practice of Initial small hooks for R & L b) Other related principles for attaching with other strokes consonants and c) Dictation practice d) Computer : ➤ Practice on Computer for Speed Typing	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.

11	a) Practice of: ➤ Curved hooked strokes i.e. F/ V/ th/ TH ➤ Dictation practice ➤ Compound Consonants and Dictation WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB and Dictation b) Computer typing Practice of passages from books, magazines, journal and newspaper for enhancing the speed and accuracy.	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.
12	a) Practice of: ➤ Final hook N and F/V and Dictation ➤ Shun Hook and joining with other Strokes and dictation b) Computer : Practice on Computer for Speed Typing	a) Final Hooks: ➤ N & F/V small hooks, ➤ 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.
13	a) Practice of Halving Principles, b) Halving of other compound consonants and dictation c) Practice on Computer for Speed Typing	a) Halving Principles: ➤ Halving of Strokes for T or D, ➤ Halving of M,N,L,R, for D, ➤ Halving of MP/MB/NG hooked etc.
14-15	a) Practice of: ➤ Doubling Principles, ➤ Doubling of other compound consonant and dictation b) Practice on Computer for Speed Typing	a) Doubling Principles: ➤ Doubling of Strokes for TR & DR, ➤ Doubling of MP/MB/NG and L Strokes etc.
16-17	a) Practice of Prefixes and their representative strokes and Dictation b) Practice on Computer for Speed Typing	a) Prefixes: ➤ definition, ➤ Use and representative lines
18-19	a) Practice of Suffixes and their representative strokes and Dictation b) Practice on Computer for Speed Typing	a) Suffixes: ➤ Definition, ➤ Use and representative lines
20	a) Practice of Intersection- ➤ Monetary Units & Round Figures and dictation ➤ Contraction- ▪ formation and uses, ▪ Essential Vowels and dictation b) Practice on Computer for Speed Typing	a) Intersection- ➤ Monetary Units & Round Figures b) Contraction- ➤ Formation and uses, ➤ Essential Vowels.
21-22	a) Practice of Simple Letters writing in shorthand and Useful Note Taking Techniques b) Practice on Computer for Speed Typing	a) Simple Letter Writing
23	a) Practice of Translation & Note Taking Techniques b) Practice on Computer for Speed Typing	1) Translation & Note Taking Techniques
24	Revision of Theory	
25	Final Trade Test (Examination)	
26	Holiday	

**PRACTICAL EXAMINATION SCHEME
FOR FIRST SEMESTER**

- 1. TRADE THEORY (MAX MARKS 30)**
- 2. TRADE PRACTICAL (MAX MARKS 100)**

(A) SHORTHAND PRACTICAL

- 1) Dictation of any revisionary exercise @ 60 WPM of 300 Words in 50 Minutes based upon 1st sem. Syllabus. **40 Marks**
- 2) Writing of shorthand outlines for short forms & phrases (Grammalogues, Logograms and Contractions) etc. based on 1st sem. Syllabus. **20 Marks**

(B) COMPUTER APPLICATION PRACTICAL

- 3) Typing of passage on computer containing at least 200 words with observing the page display rules and take the print out of the same in 10 minutes. **20 Marks**
- 4) Typing of the text in tabular form at least 5 columns and 10 rows and take the print out of the same in 30 minutes **20 Marks**

Duration: Six Month
Semester: Second
Semester Code: SSA: SEM II

Week	Trade Practical	Trade Theory
1-2	a) Practice of: ➤ MS- Excel ➤ Typing on the Computer b) Database Entry by using MS – Excel c) Dictation of the shorthand from the books and transcription of the same on computer	a) Office- ➤ Introduction, ➤ Importance of Office, ➤ Departments of Office. ➤ Functions, Duties and characteristics of Office Manager. b) Introduction of MS- Excel: ➤ Opening a Workbook; ➤ Entering text in worksheets. ➤ Editing Excel ➤ Selecting & editing cell contents, ➤ Saving & Printing;
3-4	a) Designing of various layouts of office with space management. b) Practice of MS- Excel: ➤ Range, ➤ Editing menu, ➤ Formulas and Functions. c) Dictation of the shorthand from the books and transcription of the same on computer	a) Office Layout, Types of Office Layout, Open and Private Office. b) MS Excel: ➤ Inserting / deleting data, rows and columns, Worksheet ranges using cut, copy and paste ➤ Method; Using Formulas and functions c) Office Environment: ➤ Importance, Elements like Light, Temperature, Moisture, Ventilation, Noise, Interior Decoration, cleanliness and Safety
5-6	a) Identification of Dispatch and Diary Register with the entry Procedure- and practical use b) Practice of Various Formulas, Charts etc. in MS- Excel. c) Dictation of the shorthand from the books and transcription of the same on Computer	a) Handling of Mails- Inward & Outward Mails. b) MS- Excel: ➤ Arithmetic, logical, trigonometry, Relative and absolute cell referencing; ➤ Formatting worksheets, ➤ Align center, left, right and justify cell contents, ➤ Using charts, chart types, selecting data, modifying charts. c) Office Stationery, Office Forms and Manuals. Types of Office Stationery d) Computer viruses: e) Use of Anti-Virus, f) Precautions & Scanning etc.
7	a) Identification of various files and practical use thereof. b) MS- power point – Creation of the PPT c) Adding of Graphics and the practice of same d) Dictation of the shorthand from the magazines and transcription of 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,

8	a) Practice of MS- PowerPoint ➤ Layout Themes and Designs of the Slides in Power Point, ➤ Addition of Clipart and various objects into PPT slides b) Dictation of the shorthand from the magazines and transcription of 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. b) MS- PowerPoint: ➤ Layouts, themes and designs, ➤ Adding clip arts, diagrams, pictures, tables and charts.
9	a) Practice of MS- power Point: ➤ Slide Animation, ➤ Transition etc. b) Dictation of the shorthand from the magazines and transcription of 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.
10	a) Practice of Internet – Making of E-Mail Account and other use of internet. b) Dictation of the shorthand from the Newspapers and transcription of the same on Computer	a) Professional, personal duties and Functions of Office Secretary. b) INTERNET: ➤ Introduction to Internet
11-14	a) Practical knowledge of various official tools and equipment and their use. b) Searching of Information on Various search portals by using of Internet c) 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: ➤ Duplicating Machine, ➤ Intercom & EPBX, ➤ Electronic Stencil Cutter, ➤ Personal Computer, ➤ Internet, FAX, Photostat etc. c) Networking: ➤ LAN, MAN, WAN Using internet, ➤ Sending and receiving e-mail messages; ➤ Searching, Information from websites by the use of search engines

15-18	a) Visit to the various post offices b) Dictation of the shorthand from the Newspapers and transcription of the same on Computer	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. d) Types of Telegrams and other useful e) Postal Services: Post Bag, Post box etc.
19-24	a) Dictation of the shorthand from the Newspapers, books and magazines and transcription of the same on Computer b) Filling up of various online forms by using internet i.e. rail, bus, air tickets and booking of hotels etc. c)	a) Application Writing b) Complaint Writing. c) Social Letters like Informal Letters/ Invitation Letters/ Congratulation Letters/ Thanks Giving Letters/ Condolence Letters etc. and letters to the editors. d) General Banking Correspondence
25	Revision	
26	Final Trade Test (Examination)	

TRADE EXAMINATION SCHEME FOR SECOND SEMESTER

- 1. TRADE THEORY (MAX MARKS 30)**
- 2. TRADE PRACTICAL (MAX MARKS 100)**

(A) SHORTHAND PRACTICAL

- 1) Dictation @ 80 WPM of an unseen passage of 400 words and transcription in 40 minutes on Computer. **40 Marks****

(B) COMPUTER APPLICATION PRACTICAL

- 2) Job- I Speed Test @40 WPM for typing of a Paragraph for 10 Minutes and Print out of the same **20 Marks****
- 3) Job- II Typing of a Correspondence in prescribed format and Print out of the same. **20 Marks****
- 4) Job- III Preparation of Bill in MS- Excel and printout of the same **20Marks****

LIST OF TOOLS, EQUIPMENTS & FURNITURE
Stenography & Secretarial Assistant (English)
(UNDER CTS)

(20 Trainees for a Batch)

S. NO.	DESCRIPTION	QUANTITY
1.	Class Room Furniture	Dual Desk 12 Nos.
2.	Computer Table with Revolving Chair	20+1 (1For Faculty)
3.	For Dictation Room- Tables, Chairs and Headphones/ Speakers or Microphone Systems)	20+1 (1For Faculty)
4.	Computer- Latest Version with Latest OS	20+1 (1For Faculty)
5.	Laptop Latest Version	01No.
6.	Laser Printer	01 No.
7.	Photocopier Machine (Network Ready) with Scanner	01 No.
8.	Printer Table	02 Nos.
9.	Glazed White Board – 8x4	01 No.
10.	Interactive Board	01 No.
11.	Pigeon Hole Lockers (12 Locker) with External Lock	02 Nos.
12.	Book Case	02 Nos.
13.	Steal Almirah	02 Nos.
14.	UPS 650 VA	20+1 (1For Faculty)
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: 1. Tools & equipment should be procured of the latest models

LIST OF RAW MATERIAL & OTHER CONSUMABLE ITEMS
Stenography & Secretarial Assistant (ENGLISH)
UNDER CTS

(20 Trainees for a Batch)

S. No.	Description	Quantity
1-	Shorthand Pencil	20 Dzn
2-	Short Hand Note Book	20 Dzn
3-	Eraser	20 Nos.
4-	Sharpener	20 Nos.
5-	Scale (12")	20 Nos.
6-	Cutter	20 Nos.
7-	Photo Copy Paper A4/A3	20+05 Reams
8-	Correcting Fluid Pen	20 Nos.
9-	Cloth Duster	12 Dzn
10-	Pen	20 Nos.
11-	Stapler (Small & Big)	20 Nos.
12-	File Folder	20 Nos.
13-	White Board Marker	40 Nos.
14-	White Board Duster	06 Nos.
15-	Printer Cartridge	04 Nos.
16-	DMP Stencil (For Computer)	60 Nos.
17-	Cleaning Liquid	4 Bottle
18-	Box File- Medium Size A4	20 Nos.
19-	Awl Pins/ Gem Clips	4 Pkt (2 Each)
20-	Water Jug	4 Nos.
21-	Scissor	2 Nos.
22	Dustbin	4 Nos.
23	Glue stick	20 Nos.
24	CD Plain	40 Nos.
25	CD (WR)	40 Nos.
26	Ruled Register	10 Nos.
27	Pocker (Small & Big)	2 Nos.
28	Paper Highlighter	20 Nos.
29	Sketch Pens	4 Pkt
30	Cello Tape/ Brown Tape with Dispenser	1 Dzn
31	Outward Mail Register	1 No.
32	Inward Mail Register	1 No.

33	Postal Expenditure Register	1 No.
34	Peon Book	1 No.
35	Visitors Register	1 No.
36	Paper Weight	2 Dzn
37	Drawing Pins	2 Pkt
38	Stapler Pin Size – No. 10	20 Nos.

Note: The List is not exhaustive, can be procured if there are more requirements.

LIST OF REFERENCE BOOKS
STENOGRAPHY & SECRETARIAL ASSISTANT – ENGLISH UNDER (CTS)

S	Name of Books	Writer	Publication
1	Simple (Pitman) Shorthand (With Key)	Dr. G. D. Bist	Shorthand House C4B/66, Janakpuri, New Delhi- 110058 Website www.shorthandhouse.com
2	Workbook on Shorthand Dictation and Corrections		
3	Shorthand Quiz		
4	Office/ Secretarial Practice		
5	Typography & Computer Application		
6	Audio Test Dictation CDs		
7	Pitman Shorthand Instructor (New Era)	Sir Isaac Pitman	
8	Office Procedure	Dr. Ram Chandra Singh Sagar	Atma Ram & Sons , New Delhi
9	Office Automation & Secretarial Practice	Dr. Ali & Tyagi	Navbharat Prakashan. Meerut, UP
10	Office Organization & Management	R. C. Agrawal & Siyaram Jaiswal	Navyug Sahitya Sadan, Agra, UP
11	Office Management	Ghosh & Agrawal	S. Chand & Company Delhi
12	Computer Fundamentals and MS-Office, Internet & Web Technology	Dinesh Maidasani & Jainarayan Yadav	Firewall Media , New Delhi
13	Microsoft Office	M. K. Dadarwal	
14	Fundamental of Computer Science	Ashok Arora	
15	MS- Windows XP/Vista Professional Hand Book	Louis Columbus	

NOTE: MORE BOOKS CAN BE PURCHASE ACCORDING TO CURRICULA