

Syllabus for the trade

Of

# **Secretarial Practice (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

EN 81, SECTOR – V, SALT LAKE CITY,

Kolkata – 700 091.

## GENERAL INFORMATION

1. **Name of the Trade** : SECRETARIAL PRACTICE (ENGLISH)
2. **NCO Code No.** : 4111.90
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 functions such as drafting, correspondence, scheduling appointments, organizing and maintaining paper and electronic files

**SYLLABUS FOR THE TRADE OF SECRETARIAL PRACTICE- ENGLISH UNDER CTS  
FIRST SEMESTER- DURATION – SIX MONTHS**

**MODIFIED SYLLABUS FOR SEMESTER FIRST**

Week	Theory	Practical
1-2	<p><b>Introduction, Job Opportunities &amp; Scope of the Trade.</b></p> <p><b>Introduction to Shorthand, Consonants:</b> Definition, Classification, arrangements and directions, table of consonants, Joining of Strokes</p> <p><b>Computer Fundamentals:</b> Introduction, Definition, Utility and types of Computers.</p>	<p>Practice of the Consonants according to their pairs and dictation thereof. Practice of joining stroke consonants.</p> <p>Practicing of Long and Short Vowels, Dot &amp; Dash Vowels, Preceding and Following vowels, Intervening Vowels etc and dictation of the same.</p> <p><b>Computer:</b></p>
3-4	<p><b>Vowels:</b> Long &amp; Short Vowel, Dot &amp; Dash Vowel, Places of Vowel, following and preceding vowel, Intermediate vowel, places for joined strokes &amp; vowel.</p> <p><b>Computer :</b></p> <p>Hardware: Definition &amp; Introduction, Motherboard, Processor, Input &amp; Output Devices and Storage devices.</p> <p>Software: Definition &amp; Introduction System Software, Application Software.</p>	<p>Awareness of the computer hardware in the lab and its peripherals to accustom the trainees for use of computer.</p>
5	<p><b>Short Forms:</b> Logograms, Grammalouges, &amp; Contractions, Use of tick 'The' in phrasing, Use of Punctuation Marks.</p> <p><b>Computer</b></p> <p><b>Windows Operating System:</b> Introduction, Log on accounts, Passwords, Minimizing, Windows resizing, Moving, Closing Windows, Windows Menu, Tool Bar, Task Bar and Start Button, Shutting down Windows. Desktop, Windows Explorer, Control Buttons,</p>	<p>Practicing of Logograms, Grammalouges, &amp; Contractions, with the use of tick 'The' and Punctuation marks and dictation</p> <p>Practice of Diphthong and Triphthongs and dictation</p> <p>Computer: Practical use of Window Operating System.</p> <p>Computer Keyboard keys Identification and practice of the same.</p>

	Open, Cut, Copy & Paste etc	
6	<p><b>Diphthongs:</b> Definition, Signs and Places of Diphthongs Triphthongs</p> <p><b>Computer Keyboard Functions:</b> Letter Keys, Number Keys, Space Bar, Tab Caps Lock, Num Lock, Control, Insert, Delete, Back Space, Arrow Keys, Page UP, Page Down, Home, End Keys, Numeric Key Pad.</p>	
7	<p><b>Alternative forms of R &amp; L</b> Strokes, Thick Downward R &amp; L.</p> <p><b>Alternative forms of Semi Vowels</b> W &amp; Y, Abbreviated W, Semicircle of Y or Diaphone U, Triphone and their Uses.</p> <p><b>Computer Keyboard Operations:</b> Sitting Method, Sight &amp; Touch Methods, Practicing Home Row, Upper Row, Bottom Row, Shift Key Operation and Number Row.</p>	<p>Practice of Alternative Forms of R &amp; L. Use of Thick R and L and dictation</p> <p>Practice of Abbreviated W, Semicircle Y, and Diaphone U and dictation</p> <p>Use of downward H, Tick H and Dot H and upward SH and dictation</p> <p>Practice of Phraseography and dictation</p> <p><b>Computer:</b> Practice of the sitting posture on computer and finger positioning on the keyboard.</p>
8	<p><b>Alternative form of Aspirate H,</b> Tick &amp; Dot H, Downward H Stroke &amp; Upward Sh Stroke.</p> <p><b>Phraseography-</b> Formation of Simple Phrases.</p> <p><b>Computer:</b></p> <p><b>MS- Word</b> – Creation of File and use of various option</p>	<p>Computer Typing practice on Computer and Creation of MS- Word file on Computer with the use of various options of MS- Word.</p>
9	<p><b>The Circle:</b> Small circle for S &amp; Z, Circle and the strokes, Circle S with H stroke, Stroke L and circle S.</p> <p><b>Computer Speed Typing:</b> Speed Calculation, Signs &amp; Symbols, Roman Numbers, Capitalizations of Letters, Display, Counting Errors and calculating speed and errors, Evaluation &amp; Marking Scheme</p>	<p>Practice of Small Circle for S &amp; Z, Use of circle S &amp; Z with other stroke Consonants and dictation</p> <p><b>Computer Speed Typing:</b> Computer typing practice with the minimum errors by following the typing rules</p>
10	<b>Large Circle:</b> Large Initial Circle for	Practice of Large Circle for SW and their

	<p>SW, Use of large circle, medially and finally, circle and vowel places.</p> <p><b>The loops:</b> Small Loop of ST/SD, Large loop for STR</p> <p><b>Computer:</b>  <b>MS Word- Processing</b> with MS-Word, Use of Different Menus, like entering, Selecting, Deleting, Copying, Cutting and Pasting. Finding and replacing Text, Use of Auto Correct, and Formatting with word, Inserting Numbers and Bullets, Paragraphs formatting</p>	<p>medially and finally use and dictation</p> <p>Practice of Small Loop for ST/SD and Large loop of STR and dictation</p> <p>Computer: Practice in MS- Word by using various tools.</p> <p>Practice on Computer for Speed Typing</p>
11	<p><b>Initial small hooks</b> (Double Consonants): R &amp; L Hooks, SHR &amp; SHL hooked strokes, Vowels and double consonants</p> <p><b>Computer:</b>  Setting indents and spacing, Use of help Options, Page Set up, Margins, Ruler, and Paper Size in Word. Inserting Lines and Page Breaks, Viewing Documents Properties and Printing, Use of Tables, Insertion and Deletion of Rows and Columns, Alignments between Rows &amp; Columns and other MS- Word Feature.</p>	<p>Practice of Initial small hooks for R &amp; L and other related principles for attaching with other strokes consonants and dictation</p> <p><b>Computer :</b> Practice on Computer for Speed Typing</p>
12	<p><b>Alternative forms of curved hooked strokes,</b> Left &amp; Right Curves of f/v/th/TH, upward SH with hooked strokes, intervening vowels, circles and hooks</p> <p><b>Compound Consonants:</b> Initial large hooks of WH/WHL/KY/GY/KW/GW/MP/MB strokes.</p>	<p>Practice of curved hooked strokes i.e. F/V/th/TH and Dictation.</p> <p>Practice of Compound Consonants and Dictation</p> <p>WH/WHL/KY/GY/KW/GW/MP/MB and Dictation</p> <p><b>COMPUTER:</b>  Typing Practice of passages from books, magazines, journal and newspaper for enhancing the speed and accuracy.</p>
13	<p><b>Final Hooks:</b> N &amp; F/V small hooks, Hooks and Vowels, Circles and Loops with finally hooked strokes.</p>	<p>Practice of Final hook N and F/V and Dictation</p> <p>Practice of Shun Hook and joining with other Strokes and dictation</p>

	<b>Large Final:(Shun Hook)</b> Use of Shun after Circle, Use of shun hook after certain strokes.	<b>Computer</b> : Practice on Computer for Speed Typing
14	<b>Halving Principles:</b> Halving of Strokes for T or D, Halving of M,N,L,R, for D, Halving of MP/MB/NG hooked etc.	Practice of Halving Principles, Halving of other compound consonants and dictation <b>Computer</b> : Practice on Computer for Speed Typing
15-16	<b>Doubling Principles:</b> Doubling of Strokes for TR & DR, Doubling of MP/MB/NG and L Strokes etc.	Practice of Doubling Principles, Doubling of other compound consonant and dictation <b>Computer</b> : Practice on Computer for Speed Typing
17-18	<b>Prefixes-</b> definition, Use and representative lines	Practice of Prefixes and their representative strokes and Dictation <b>Computer</b> : Practice on Computer for Speed Typing
19-20	<b>Suffixes:</b> definition, Use and representative lines	Practice of Suffixes and their representative strokes and Dictation <b>Computer</b> : Practice on Computer for Speed Typing
21	<b>Intersection-</b> Monetary Units & Round Figures <b>Contraction-</b> formation and uses, Essential Vowels.	Practice of Intersection- Monetary Units & Round Figures and dictation <b>Computer</b> : Practice on Computer for Speed Typing Practice of Contraction- formation and uses, Essential Vowels and dictation
22-23	<b>Simple Letter Writing</b>	Practice of Simple Letters writing in shorthand and Useful Note Taking Techniques <b>Computer</b> : Practice on Computer for Speed Typing
24	<b>Translation &amp; Note Taking Techniques</b>	Practice of Translation & Note Taking Techniques <b>Computer</b> : Practice on Computer for Speed Typing
25	<b>On the Job Industrial Training in a Govt/PSU/Pvt. Sectors to accustom the working environment of the trade</b>	
26	<b>Final Trade Test (Examination)</b>	

**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 1<sup>st</sup> 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**

**SYLLABUS FOR THE TRADE OF SECRETARIAL PRACTICE- ENGLISH UNDER CTS  
SECOND SEMESTER- DURATION – SIX MONTHS**

**MODIFIED SYLLABUS FOR SEMESTER SECOND**

Week	Theory	Practical
1	Office- Introduction, Importance of Office, Departments of Office. Computer: Introduction of MS- Excel : MS EXCEL - Opening a Workbook; Entering text in worksheets.	Practice of MS- Excel and Typing on the Computer  Database Entry by using MS – Excel  Dictation of the shorthand from the books and transcription of the same on Computer
2	Functions, Duties and Characteristics of Office Manager.  MS- Excel- Editing Excel – selecting cells, editing cell contents; saving; Printing;	
3	Office Layout, Types of Office Layout, Open and Private Office.  Inserting/deleting data, rows and columns, worksheet ranges, Using cut, copy and paste	Designing of various layouts of office with space management  Practice of MS- Excel – Range, Editing menu, Formulas and Functions.  Dictation of the shorthand from the books and transcription of the same on Computer
4	Office Environment- Importance, Elements like Light, Temperature, Moisture, Ventilation, Noise, Interior Decoration, Cleanliness and Safety MS- Excel - method; Using Formulas and functions	
5	Handling of Mails- Inward & Outward Mails. MS- Excel- Arithmetic, logical, trigonometry, Relative and absolute cell referencing; Formatting worksheets,	Identification of Despatch and Diary Register with the entry Procedure- and practical use  Practice of Various Formulas, Charts etc in MS- Excel.
6	Office Stationery, Office Forms and Manuals. Types of Office Stationery Precautions for computer viruses. Use of Anti Virus, Scanning etc. MS- Excel- Align center, left, right and justify cell contents, Using charts, chart types, selecting data, modifying charts.	Dictation of the shorthand from the books and transcription of the same on Computer
7	<b>Filing Meaning</b> of Records, Compilation and Classification.	Identification of various files and practical use thereof.



	<p><b>MS POWER-POINT</b>-Introduction of PPT, Presenting documents in Power point, add graphics to the document, Create a self running presentation,</p>	<p>MS- power point –Creation of the PPT</p> <p>Adding of Graphics and the practice of same</p> <p>Dictation of the shorthand from the magazines and transcription of the same on Computer</p>
8	<p>Importance of Filing, Essentials of Good Filing Method, Classification of files – Alphabetical, Numerical, Geographical and Subject wise. Centralization and Decentralization of Filing.</p> <p><b>MS- Powerpoint</b> :Layouts, themes and designs, adding clip arts, diagrams, pictures, tables and charts.</p>	<p>Practice of MS- Powerpoint</p> <p>Layout Themes and Designs of the Slides in Power Point, Addition of Clipart and various objects into PPT slides</p> <p>Dictation of the shorthand from the magazines and transcription of the same on Computer</p>
9	<p><b>Office Secretary</b> Definition, Qualities, Qualification &amp; Types of Secretary</p> <p><b>MS- Power Point</b>- Building animation effects, transitions, speaker notes, Copying a presentation to a CD/DVD/Pen drives, Editing and Printing presentations/slides.</p>	<p><b>Practice of MS- power Point, Slide Animation, Transition etc.</b></p> <p>Dictation of the shorthand from the magazines and transcription of the same on Computer</p>
10	<p>Professional, personal duties and Functions of Office Secretary.</p> <p><b>INTERNET</b>:Introduction to Internet</p>	<p>Practice of Internet – Making of E-Mail Account and other use of internet.</p> <p>Dictation of the shorthand from the Newspapers and transcription of the same on Computer</p>
11-14	<p><b>Office Equipments</b> Principle for selection of Office Equipments.</p> <p>Types of Office Equipments&amp; Mailing Room Equipments.</p> <p>Photocopier and Communicating Equipments.</p> <p>Other Useful Equipments- Duplicating Machine, Intercom, EPBX, Electronic Stencil Cutter, Personal Computer, Internet, Fax, Xerox etc.</p> <p>Networking – LAN, MAN, WANUsing internet, sending and receiving e-mail messages; searching,Information from websites by the use of search engines</p>	<p>Practical knowledge of various official tools and equipments and their use.</p> <p>Searching of Information on Various search portals by using of Internet</p> <p>Dictation of the shorthand from the Newspapers and transcription of the same on Computer</p>
15-18	<p><b>Postal Services</b></p>	<p>Visit to the various post offices</p>

	<p>Post Office Services- Importance of Pin Code, Postcard, Registered Letters, Ordinary, Insured Letters, Parcels, Business Reply Postcards, VPP, UPC, Monetary Services etc.</p> <p>Speed Post and Courier Services.</p> <p>Types of Telegrams and other useful postal Services- Post Bag, Post box etc.</p>	<p>Dictation of the shorthand from the Newspapers and transcription of the same on Computer</p>
19-24	<p>Application Writing Complaint Writing. Social Letters like Informal Letters/ Invitation Letters/ Congratulation Letters/ Thanks Giving Letters/ Condolence Letters etc and letters to the editors. General Banking Correspondence</p>	<p>Dictation of the shorthand from the Newspapers, books and magazines and transcription of the same on Computer</p> <p>Filling up of various online forms by using internet i.e. rail, bus, air tickets and booking of hotels etc.</p>
25	<p><b>On the Job Industrial Training in a Govt/PSU/Pvt. Sectors to accustom the working environment of the trade</b></p>	
26	<p><b>Final Trade Test (Examination)</b></p>	

## TRADE EXAMINATION SCHEME FOR SECOND SEMESTER

3. TRADE THEORY (MAX MARKS 30)
4. 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  
SECRETARIAL PRACTICE- ENGLISH  
(UNDER CTS)**

(20 Trainees for a Batch)

<b>S. NO.</b>	<b>DESCRIPTION</b>	<b>QUANTITY</b>
1	Class Room Furniture	Dual Desk 10 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 Model (One Laptop for Faculty*)	20+1*
5	Lazer Printer- A4 Size	01 No.
6	Document Printer – A3 Size	01 No.
7	Printer Table	02 Nos.
8	Glazed White Board – 8x4	01 No.
9	Interactive Board	01 No.
10	Student Locker with External Lock	02 Nos.
11	Book Case	02 Nos.
12	Steal Almirah	02 Nos.
13	UPS 650 VA	20 Nos.
14	Fax Machine (Latest Model)	01 No.
15	Tool Kit (Hand Tools)	02 Sets
16	Air Conditioners 1.5 Ton with CVT	04 Nos.
17	Broad Band Connection or Wi-Fi	01 No.
18	LCD Projector	01 No.
19	LED TV 36 Inch	01 No.
20	Application Software (MS- Office) Educational Version	As Per Requirement
21	Antivirus (Latest Version)	As Per Requirement

**Note:** 1. Tools & Equipments should be procured of the latest models

**LIST OF RAW MATERIAL & OTHER CONSUMABLE ITEMS**  
**SECRETARIAL PRACTICE- ENGLISH**  
**UNDER CTS**

(20 Trainees for a Batch)

<b>S. No.</b>	<b>Description</b>	<b>Quantity</b>
1-	Shorthand Pencil	20Dzn
2-	Short Hand Note Book	20Dzn
3-	Erazer	20Nos.
4-	Sharpner	20Nos.
5-	Scale (12")	20Nos.
6-	Cutter	20Nos.
7-	Photo Copy Paper A4/A3	20+05 Reams
8-	Correcting Fluid Pen	20Nos.
9-	Cloth Duster	20Dzn
10-	Pen	20Nos.
11-	Stapler (Small & Big)	20Nos.
12-	File Folder	20Nos.
13-	White Board Marker	40Nos.
14-	White Board Duster	06 Nos.
15-	Printer Cartridge	04Nos.
16-	DMP Stencil (For Computer)	40Nos.
17-	Cleaning Liquid	4Bottle
18-	Box File- Medium Size A4	16Nos.
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	20Nos.
24	CD Plain	40Nos.
25	CD (WR)	40Nos.
26	Ruled Register	10 Nos.
27	Pocker (Small & Big)	2 Nos.
28	Paper Highlighter	20Nos.
29	Sketch Pens	4 Pkt
30	Cello Tape/ Brown Tape with Dispenser	1Dzn
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	2Dzn
37	Drawing Pins	2Pkt
38	Stapler Pin Size – No. 10	20Nos.

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

**LIST OF REFERANCE BOOKS  
SECRETARIAL PRACTICE- ENGLISH  
UNDER (CTS)**

<b>S</b>	<b>Name of Books</b>	<b>Writer</b>	<b>Publication</b>
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	NavbharatPrakashan. Meerut, UP
10	Office Organization & Management	R. C. Agrawal & Siyaram Jaiswal	NavyugSahityaSadan, Agra, UP
11	Office Management	Ghosh & Agrawal	S. Chand & Company Delhi
12	Computer Fundamentals and MS- Office, Internet & Web Technology	Dinesh Maldasani & Jain arayan 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**