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

COMPETENCY BASED CURRICULUM

SECRETARIAL PRACTICE (ENGLISH)

(Duration: One Year)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL: 3.5



SECTOR – OFFICE ADMINISTRATION AND FACILITY MANAGEMENT

CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE

Kolkata-700091

SECRETARIAL PRACTICE (ENGLISH)

(Non-Engineering Trade)

(Revised in August 2025)

Version: 3.0

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL: 3.5

Developed By

CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE

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1. COURSE INFORMATION

During the one-year duration of "Secretarial Practice (English)" trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill related to job roles. In addition to this, a candidate is entrusted to undertake project work, extracurricular activities and on-the-job training to build up confidence. The broad components covered under Professional Skill subject are as below: -

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

The trainee will be able work with MS-Excel by manipulating data, maintain office stationeries, maintain simple accounts with formulas and functions, Label the office layout, Name the dispatch and diary register &maintain computer data safety , Identify all types of file requirements & implement the same on MS-Power point, Demonstrate MS-PowerPoint Presentation, searching of information with internet browser, Create E-Mail ID, correspondence through mail, filling up online forms and documents for registration etc., booking tickets for rail, bus, air and hotels, Identify all types of official tools & 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. TRAINING SYSTEM

2.1 GENERAL

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

'Secretarial Practice (English)' trade under CTS is one of the popular courses delivered nationwide through a network of ITIs. The course is of one-year duration. It mainly consists of Domain area and Core area. In the Domain area (Trade Theory & Practical) imparts professional skills and knowledge, while the core skill (Employability Skill) imparts requisite core skills, knowledge, and life skills. After passing out the training program, the trainee is awarded National Trade Certificate (NTC) by DGT which is recognized worldwide.

Trainee broadly needs to demonstrate that they are able to:

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

2.2 PROGRESSION PATHWAYS

- Can join industry as Computer Typist/ Secretary/ Stenographer /Personal Secretary/Receptionist and will progress further as Senior Secretary, Administrative Coordinator and can rise up to the level of Parliamentary Reporter.
- Can become Entrepreneur in the related field.
- Can join Apprenticeship programs in different types of industries leading to a National Apprenticeship certificate (NAC).
- Can join Crafts Instructor Training Scheme (CITS) in the trade for becoming an instructor in ITIs.
- Can join Advanced Diploma (Vocational) courses under DGT as applicable.

2.3 COURSE STRUCTURE

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

S No.	Course Element	Notional Training Hours
		1st Year
1	Professional Skill (Trade Practical)	840
2	Professional Knowledge (Trade Theory)	240
3	Employability Skills	120
Total		**1200**
On the Job Training (OJT)/ Group Project *		150
Optional Courses**		240
Grand Total		**1590**

** The trainee has to undergo 150 hours of mandatory OJT (On the Job Training) at nearby industry or wherever industry not available then group project has to be done with the supervision of the trade instructor for every year.*

*** Trainees of one-year or two-year trade can also opt for optional courses of up to 240 hours in each year for obtaining 10th/ 12th class certificate from NIOS along with ITI certification, or, short term courses for extra skills/knowledge.*

2.4 ASSESSMENT&CERTIFICATION

The trainee will be tested for his/her skill, knowledge and attitude during the period of the course and at the end of the training program as notified by the DGT from time to time.

a) The **Continuous Assessment** (Internal) during the period of training will be done by **Formative Assessment Method** by testing for assessment criteria listed against learning outcomes. The training institute has to maintain an individual trainee portfolio as detailed in assessment guideline. The marks of internal assessment will be as per the formative assessment template provided on www.cstaricalcutta.gov.in or 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 DGT as per the guidelines. The pattern and marking structure is being notified by DGT from time to time. **The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The examiner during**

final examination will also check the individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

2.4.1 PASS REGULATION

For the purposes of determining the overall result, weightage of 100% is applied for six months and one-year duration courses and 50% weightage is applied to each examination for two years courses. The minimum pass percentage for Trade Practical and Formative assessment are 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 Occupational, Safety, Health and Environment (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:

Marks Allotted during Assessment	Performance Level	Evidence
Marks between 60% to 75%	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 skill in the use of hand tools, machine tools and workshop equipment. • 60-70% accuracy achieved while undertaking different work with those demanded by the component/job. • A fairly good level of neatness and consistency in the finish. • Occasional support in completing the project/job.
Marks above 75% to 90%	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 in the use of hand tools, machine tools and workshop equipment. • 70-80% accuracy achieved while undertaking different work with those demanded by the component/job. • A good level of neatness and consistency in the finish. • Little support in completing the project/job.
Marks Above 90%	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 in the use of hand tools, machine tools and workshop equipment. • Above 80% accuracy achieved while undertaking different work with those demanded by the component/job. • A high level of neatness and consistency in the finish. • Minimal or no support in completing the project.

3. JOB ROLE

Brief Description of Job Roles:

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. Following are the job roles for a Secretarial Practice (English):

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Arrange conferences, meetings, and travel reservations for office personnel.
- Complete forms in accordance with company procedures.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Mail newsletters, promotional material, and other information.
- Maintain scheduling and event calendars.
- Make copies of correspondence and other printed material.
- Open, read, route, and distribute incoming mail and other material, and prepare answers to routine letters.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Take dictation in shorthand or by machine, and transcribe information.
- Keep records of collections and disbursements.
- Conduct searches to find needed information, using such sources as the Internet.
- Coordinate conferences and meetings.
- Learn to operate new office technologies as they are developed and implemented.
- Manage projects, and contribute to committee and team work.
- Operate electronic mail systems and coordinate the flow of information both internally and with other organizations.
- Prepare and mail checks.
- Provide services to customers, such as order placement and account information.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.

Reference NCO-2015:

a) 4131.0100 - Secretary/Back Office Support
b) 4131.9900 - Typists and Word Processing Operators, Other

Reference NOS: -

a) MEP/N9447
b) MEP/N9480
c) MEP/N9481
d) MEP/N9482
e) MEP/N9483
f) MEP/N9484
g) MEP/N9485
h) MEP/N9486
i) MEP/N9487
j) MEP/N9488
k) MEP/N9489
l) MEP/N9451
m) MEP/N9431
n) MEP/N9490
o) MEP/N9491
p) MEP/N9492
q) MEP/N9433
r) MEP/N9493
s) MEP/N9432

4. GENERAL INFORMATION

Name of the Trade	**Secretarial Practice (English)**
Trade Code	DGT/1034
NCO - 2015	4131.0100, 4131.9900
NOS Covered	MEP/N9447, MEP/N9480, MEP/N9481, MEP/N9482, MEP/N9483, MEP/N9484, MEP/N9485, MEP/N9486, MEP/N9487, MEP/N9488, MEP/N9489, MEP/N9451, MEP/N9431, MEP/N9490, MEP/N9491, MEP/N9492, MEP/N9433, MEP/N9493, MEP/N9432
NSQF Level	Level-3
Duration of the Trade	One Year
Entry Qualification	Passed 10th class examination
Minimum Age	14 years as on first day of academic session.
Eligibility for PwD	LD, 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:	
(i) Secretarial Practice (English) Trade	B.Voc/ Degree in Commerce/ Arts (with Short-hand & typing) from UGC recognized university with **one year of teaching or industry experience** in the Office Administration & Management field. **OR** Diploma (Minimum 2 years) in Commercial Practice from recognized board of education or Advanced Diploma (Vocational) from DGT with **two years of teaching or industry experience** in the Office Administration & Management field. **OR** NTC/NAC passed in "Secretarial Practice (English)" trade with **three years of teaching or industry experience** in the Secretarial practice (English) field. **Essential Qualification:** Regular / RPL variants of National Craft Instructor Certificate (NCIC) in Secretarial Practice (English) trade 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.***

(ii) Employability Skill	MBA/ BBA / Any Graduate/ Diploma in any discipline with **Two years' of teaching or industry experience with short term ToT Course** in Employability Skills conducted by DGT institutions. (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 conducted by DGT institutions.
(iii) Minimum Age for Instructor	21 Years
List of Tools and Equipment	As per Annexure – I

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:

Sl. No.	NOS CODE	Learning Outcome	Duration		
			Practical	Theory	Total
FIRST YEAR					
1.	MEP/N9447	Familiarization with shorthand and apply with computer application following safety precautions.	60	15	75
2.	MEP/N9480	Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation. Acquire knowledge of Windows operating system.	43	17	60
3.	MEP/N9481	Identify the strokes R&H, Abbreviated W.	43	17	60
4.	MEP/N9482	Identify small circle for S & Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools.	43	17	60
5.	MEP/N9483	Recognize the direction of SHR, SHL and alternative forms.	25	5	30
6.	MEP/N9484	Observed curved hook and compound consonant.	25	5	30
7.	MEP/N9485	Recognize different types of hook.	25	5	30
8.	MEP/N9486	Develop new sentences apply halving / doubling principles.	60	15	75
9.	MEP/N9487	Apply the prefixes in short hand.	35	10	45
10.	MEP/N9487	Apply the suffixes in short hand.	35	10	45
11.	MEP/N9488	Identify the monetary units & use it.	25	5	30
12.	MEP/N9489	Apply note taking techniques.	60	15	75
13.	MEP/N9451	Perform on MS-Excel.	35	10	45
14.	MEP/N9431	Label the office layout.	83	22	105
15.	MEP/N9490	Identify all types of file requirements & implement the same on MS-Power point.	35	10	45

16.	MEP/N9490	Demonstrate MS-Power Point Presentation.	25	5	30
17.	MEP/N9490	Demonstrate features of MS power Point.	43	17	60
18.	MEP/N9491	Familiarize with Internet functions, basics of AI and cyber security.	35	10	45
19.	MEP/N9492	Identify all types of official tools & equipment.	35	10	45
20.	MEP/N9433	Observe all types of postal services.	25	5	30
21.	MEP/N9493	Perform basics functional and communicative English.	20	10	30
22.	MEP/N9432	Prepare and present all types of letters and correspondence.	25	5	30
Employability Skills				**120**	**120**
Grand Total			**840**	**360**	**1200**

6. ASSESSMENT CRITERIA

LEARNING OUTCOMES	ASSESSMENT CRITERIA
1. Familiarisation with shorthand and apply with computer application following safety precautions. (NOS: MEP/N9447)	• Write in shorthand of the Consonants according to their pairs • Write in shorthand of joining stroke consonants. • Write by following dictation of Long and Short Vowels, Dot & Dash Vowels. • Write by following dictation of Preceding and Following vowels, Intervening Vowels, etc. • Acquire knowledge on computer peripherals.
2. Prepare a complete sentence with use of logograms grammalogues, contractions, tick 'The' & punctuation. Acquire knowledge of Windows operating system. (NOS: MEP/N9480)	• Make complete sentence using Logograms, Grammalogues, & Contractions, with the use of tick 'The' and Punctuation marks. • Handle Dipthong and Triphones signs useful in automatic generation of English text. • Acquire knowledge on Windows Operating System. • Acquire knowledge on Computer Keyboard.
3. Identify the strokes R&H, Abbreviated W. (NOS: MEP/N9481)	• Ensure the rules of upward and downward R&H • Acquire knowledge on abbreviated W with certain types of strokes • Write in shorthand using semi-circle of W • Take dictation using downward H, Tick H and Dot H and upward SH • Make the stroke of H, R, L and SH followed by vowels. • Write in shorthand using Phraseography. • Ensure the sitting posture on computer and finger positioning on the keyboard. • Type documents in MS-Word using various options in MS-Word application.
4. Identify small circle for S&Z, Large circle for SW/large loop & small loop /understand MS-Word by using all tools. (NOS: MEP/N9482)	• Represent by the circles and loops of the sound S and Z • Denote initially, medially and finally referring circle S / Z, circle "SW&SS/SZ" and circle "SW". • Denote initially, medially and finally referring "ST/SD" loop and "STR" loop. • Explain the rules for using small and big circles • Identify cases where small & big circle cannot be used • Ensure the rules for using ST&STR loops. • Type in MS-Word document page using TYPING TUTOR

5. Recognize the direction of SHR, SHL and alternative forms. (NOS: MEP/N9483)	• Write in shorthand small initial hooks with left and right motion. • Write small initial hook to curves adds "R" a large initial hook to curves adds "L" • Write sentences applying the alternative forms. • Perform speed typing in computer document page.
6. Observed curved hook and compound consonant. (NOS: MEP/N9484)	• Write in shorthand of Curved hooked strokes i.e., F/ V / ith/ TH. • Develop new sentence with curved hook strokes. • Write compound consonants in shorthand with distinct sign. • Write different types of words with Compound Consonants: initial large hooks of WH/WHL/KY/GY/ KW/ GW/ MP/ MB strokes. • Type passages from different topics for enhancing speed and accuracy.
7. Recognize different types of hook. (NOS: MEP/N9485)	• Construct N and F/V small hooks, hooks and vowels. • Construct Circles and Loops with finally hooked strokes. • Write different types of sentences using Shun Hook. • Use Shun after Circle, • Use shun hook after certain strokes • Speed typing on computer document page.
8. Develop new sentences, apply halving / doubling principles. (NOS: MEP/N9486)	• Demonstrate Halving Principles: Halving of strokes for T or D. • Halving of M, N, L, R for D • Halving of MP/MB/NG hooked etc. • Speed typing on computer document page. • Ensure the context writing with pairs of word - confused and misused. • Ensure Doubling Principles, Doubling of other compound consonant. • Type in computer document page enhancing speed and accuracy.
9. Apply the prefixes in short hand. (NOS: MEP/N9487)	• Use Prefixes and their representative strokes • Practice Speed typing in computer.
10. Apply the suffixes in short hand. (NOS: MEP/N9487)	• Use Suffixes and their representative strokes • Practice Speed typing in computer.

11. Identify the monetary units & use it. (NOS: MEP/N9488)	• Use intersection - Monetary Units & Round Figures • Use Contractions- formation and uses, Essential Vowels • Develop the sentences to follow above rules writing in shorthand • Apply intersection and contraction on Computer for Speed Typing.
12. Apply note taking techniques. (NOS: MEP/N9489)	• Write in shorthand of simple letter. • Develop a system of using abbreviations and symbols in taking notes. • Ensure useful note taking methods and techniques. • Carry out Translation & Note Taking Techniques. • Type in computer document page to enhance speed.
13. Perform on MS-Excel. (NOS: MEP/N9451)	• Open and create and save MS-Excel file. • Input, edit data and manage worksheet in MS-Excel. • Format page layout, set print area in active sheet. • Transcript dictation from book in worksheet.
14. Label the office layout. (NOS: MEP/N9431)	• Design various layouts of office with space management. • Carry out edit menu, range, formulas and functions in MS-Excel. • Identify dispatch and diary register with the entry procedure- and practical use. • Insert charts from given data in MS-Excel. • Manage and manipulate data creating formulas. • Follow dictation in shorthand from the books and transcription of the same on Computer
15. Identify all types of file requirements & implement the same on MS-Power point. (NOS: MEP/N9490)	• Create slides with text input in MS-Power Point. • Add graphics, charts, and tables in slides. • Follow dictation in shorthand from magazines and transcription of the same on Computer.
16. Demonstrate MS-PowerPoint Presentation. (NOS: MEP/N9490)	• Create and play slide show in MS-Power Point • Add clip art, images and various objects into slides. • Layout themes and designs from palate or importing in slides. • Follow dictation in shorthand from magazines and transcription of the same on Computer.

17. Demonstrate features of MS power Point. (NOS: MEP/N9490)	• Create and play slide show with transition in MS-Power Point • Create animation of text and objects manually and automatic • Build and edit animation effects. • Insert sound during transition and slide show. • Convert a presentation into slide-show view file. • Print and save the presentation file into removable drive.
18. Familiarize with Internet functions, basics of AI and cyber security. (NOS: MEP/N9491)	• Ensure internet service provider and set internet connectivity. • Find information online through search engine. • Create an e-mail account though web browser. • Correspond documents through e-mail. • Use internet to do every day task – purchase, bill payment, booking reservation, locations, distance, global positioning, etc. • Follow dictation in shorthand from newspapers and transcription of the same on Computer.
19. Identify all types of official tools & equipment. (NOS: MEP/N9492)	• Use various official tools and equipment. • Search Information on Various search portals by using of Internet • Follow dictation in shorthand from newspapers and transcription of the same on Computer.
20. Observe all types of postal services. (NOS: MEP/N9433)	• Perform various Post Office services. • Follow dictation in shorthand from newspapers and transcription of the same on Computer.
21. Perform basics functional and communicative English. (NOS: MEP/N9493)	• Perform functional language application • Use of appropriate vocabulary and simple sentence • Demonstrate active listening (e.g., through back-channeling, follow-up questions) • Choose a topic and discuss it freely • Manage effectively and overcome communication breakdowns
22. Prepare and present all types of letters and correspondence. (NOS: MEP/N9432)	• Follow dictation in shorthand from books, newspapers, magazines and transcription of the same on Computer. • Fill up of various online forms by using internet. • Perform online tasks - rail, bus, air tickets and booking of hotels etc.

7.TRADE SYLLABUS

SYLLABUS -SECRETARIAL PRACTICE (ENGLISH)			
Duration	**Reference Learning Outcome**	**Professional Skills (Trade Practical)**	**Professional Knowledge (Trade Theory)**
Professional Skill 60 Hrs.; Professional Knowledge 15 Hrs.	1. Familiarisation with shorthand and apply with computer application following safety precautions.	1. Apply Consonants according to their pairs and dictation thereof. 2. Apply joining stroke consonants. 3. Practicing of Long and Short Vowels, Dot & Dash Vowels, Preceding and Following vowels, Intervening Vowels, etc. and dictation of the same. **Computer:** 4. Awareness of the computer hardware in the lab and its peripherals to accustom the trainees for use of computer.	Introduction, Job Opportunities & Scope of the Trade. Introduction to Shorthand, **Consonants**: Definition, Classification, arrangements and directions, table of consonants, Joining of Strokes **Vowels**: Long & Short Vowel, Dot & Dash Vowel, Places of Vowel, following and preceding vowel, Intermediate vowel, places for joined strokes & vowel. **Computer Fundamentals**: Introduction, Definition, Utility, types and applications of Computers. **Computer:** Hardware: Definition & Introduction, Motherboard, Processor, Input & Output Devices and Storage devices. Software: Definition & types of Software.
Professional Skill 43 Hrs.; Professional Knowledge 17 Hrs.	2. Prepare a complete sentence with use of logograms grammalogues, contractions,	5. Practicing of Logograms, Grammalogues, & Contractions, with the use of tick 'The' and Punctuation marks. 6. Apply Diphthong and	**Short Forms**: Logograms, Grammalogues, & Contractions, use of tick 'The' in phrasing, Use of Punctuation Marks. **Computer Windows**

	tick 'The' & punctuation. Acquire knowledge of Windows operating system	Triphones. **Computer:** 7. Use of Windows Operating System. 8. Familiarize with Computer Keyboard keys.	**Operating System**: Introduction, Log on accounts, Passwords, Minimizing, Windows resizing, Moving, Closing Windows, Windows Menu, Tool Bar, Task Bar, menu bar and Start Button, Shutting down Windows. Desktop, Windows Explorer, Control Buttons Open, Cut, Copy & Paste etc. **Diphthongs**: Definition, Signs and Places of Diphthongs and Triphones **Computer Keyboard Functions**.
Professional Skill 43 Hrs.; Professional Knowledge 17 Hrs.	3. Identify the strokes R & H, Abbreviated W	9. Apply Alternative Forms of R&H. 10. Apply Abbreviated W&"Y"(Diaphone). 11. Use of downward H, Tick H and Dot H and upward SH and dictation. 12. Apply Phraseography and dictation 13. **Computer:** Develop sitting posture on computer and finger positioning on the keyboard. 14. Computer Typing practice on Computer and Creation of MS-Word file on Computer with the use of various options of MS- Word.	Alternative forms of R&H Strokes, **b) Thick Downward R&H.** **c)** Alternative forms & their uses: ▪ Abbreviated W, ▪ Diphone **d) Computer keyboard Operations:** **Aspirate** H: Tick & Dot H, Downward H Stroke & Upward Sh Stroke. **Phraseography-** Formation of Simple Phrases. **Computer:** **MS- Word -** Creation of File and use of various tools.
Professional Skill 43 Hrs.;	4. Identify small circle for S & Z, Large circle for	15. Apply of Small Circle for S & Z, Use of circle S & Z with straight and curved	**The Circle:** Small circle for S&Z, Circle and the strokes, Circle S with H stroke, Stroke L

Professional Knowledge 17 Hrs.	SW/large loop & small loop /understand MS-Word by using all tools.	strokes and dictation practice of the same. **Computer Speed Typing:** 16. Type using typing tutor.	and circle S. **Computer Speed Typing:** Speed Calculation, Signs & Symbols, Roman Numbers, Capitalizations of Letters, Display, Counting Errors and calculating speed and errors, Evaluation & Marking Scheme
		17. 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. **Computer:** 18. Work in MS-Word and its options. 19. Type using typing tutor.	**a) Large Circle:** ▪ Large Initial Circle for SW, SS, SZ ▪ Use of large circle, ▪ Medially and finally, ▪ Circle and vowel places. **b) The loops:** ▪ Small Loop of ST/SD ▪ Large loop for STR **Computer**: MS Word- editing and formatting
Professional Skill 25 Hrs.; Professional Knowledge 05 Hrs.	5. Recognize the direction of SHR, SHL and alternative forms.	20. Apply Initial small hooks for R & L. 21. Apply the above on different types of sentences. **Computer:** 22. Use Computer for Speed Typing. 23. Practice of tables in MS word and its formatting.	**Initial small hooks** (Double Consonants): R & L Hooks, SHR & SHL hooked strokes, Vowels and double consonants **Computer:** Setting indents and spacing, use of help Options, Page Set up, Margins, Ruler, and Paper Size in Word. Inserting Lines and Page Breaks, Viewing Documents Properties and Printing, Use of Tables, Insertion and Deletion of Rows and Columns, Alignments between Rows & Columns and other MS- Word Feature.
Professional Skill 25 Hrs.;	6. Observed curved hook and compound	24. **Demonstrate:** a) Various rules of Curved hooked	**Alternative forms of curved hooked strokes,** Left & Right Curves of f/v/th/TH, upward

Professional Knowledge 05 Hrs.	consonant.	strokes i.e., F/ V / ith/ TH. b) Develop new sentences to follow the above rules 25. Compound Consonants and develop WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB and apply on different types of words. **Computer:** 26. Practice typing of passages from books, magazines, journal and newspaper for enhancing the speed and accuracy.	SH with hooked strokes, intervening vowels, circles and hooks **Compound Consonants:** Initial large hooks of WH/ WHL/ KY/ GY/ KW/ GW/ MP/ MB strokes.
Professional Skill 25 Hrs.; Professional Knowledge 05 Hrs.	7. Recognize different types of hook.	27. Demonstrate use of Final hook N and F/V and its application. 28. Practice shun hook and joining with other strokes and apply it with all types of strokes. **Computer:** 29. Use computer for speed typing.	**Final Hooks:** N &F/ V small hooks, Hooks and Vowels, Circles and Loops with finally hooked strokes. **Large Final:(Shun Hook)** Use of Shun after Circle, use of shun hook after certain strokes.
Professional Skill 60 Hrs.; Professional Knowledge 15 Hrs.	8. Develop new sentences, apply halving / doubling principles.	30. Demonstrate Halving Principles on different types of words & sentences 31. Halving of other compound consonants and apply it on Computer for Speed Typing. 32. Work on pairs of word confused and misused.	**Halving Principles:** Halving of Strokes for T or D, Halving of M, N, L, R, for D, Halving of MP/ MB/ NG hooked etc.
		33. Apply Doubling	**Doubling Principles:** Doubling

		Principles, Doubling of other compound consonant and dictation. **Computer:** 34. Use Computer for Speed Typing	of Strokes for TR&DR, Doubling of MP/MB/NG and L Strokes etc.
Professional Skill 35 Hrs.; Professional Knowledge 10 Hrs.	9. Apply the prefixes in short hand.	35. Apply Prefixes and their representative strokes and Dictation. **Computer:** 36. Use Computer for Speed Typing.	**Prefixes-** definition, Use and representative lines
Professional Skill 35 Hrs.; Professional Knowledge 10 Hrs.	10. Apply the suffixes in short hand.	37. Apply Suffixes and their representative strokes and Dictation. **Computer:** 38. Use Computer for Speed Typing.	**Suffixes:** definition, Use and representative lines
Professional Skill 25 Hrs.; Professional Knowledge 05 Hrs.	11. Identify the monetary units & use it.	39. **Explain the figures-** a) Monetary Units & Round Figures and use it on sentences. b) Contractions- formation and uses, Essential Vowels and dictation 40. Develop the sentences to follow above rules writing in shorth and & apply on Computer for Speed Typing.	**Intersection-** Monetary Units & Round Figures **Contractions-** formation and uses, Essential Vowels.
Professional Skill 60 Hrs.; Professional Knowledge 15 Hrs.	12. Apply note taking techniques.	41. Apply Simple Letters writing in shorthand and Useful Note Taking Techniques **Computer:** 42. Use Computer for Speed Typing	Simple Letter Writing. Various parts of letters and formatting of different types of letters
		43. Apply Translation &	Translation & Note Taking

		Note Taking Techniques. Practice of different types of letter format **Computer:** 44. Use Computer for Speed Typing	Techniques
Professional Skill 35 Hrs.; Professional Knowledge 10 Hrs.	13. Perform on MS-Excel.	45. Work on MS- Excel and Typing on the Computer 46. Database Entry by using MS - Excel Dictation of the shorthand from the books and transcription of the same on Computer.	Office; Introduction, Importance of Office, Departments of Office. Functions, Duties and Characteristics of Office Manager. Computer: Introduction of MS- Excel: MS EXCEL- Opening a Worksheet; Entering text in worksheets. MS- Excel- Editing Excel - selecting cells, editing cell contents; filter, saving; Printing;
Professional Skill 83 Hrs.; Professional Knowledge 22 Hrs.	14. Label the office layout.	47. Designing of various layouts of office with space management. 48. Work on MS- Excel - Range, Editing menu, Formulas and Functions. 49. Take down dictation in shorthand from the books and transcription of the same on Computer. 50. Office etiquettes Behavioral science Use translation software like Kanthasth software for translation vice-versa	Office Layout, Types of Office Layout, Open and Private Office. Inserting/deleting data, rows and columns, worksheet ranges, using cut, copy and paste Office Environment- Importance, Elements like Light, Temperature, Moisture, Ventilation, Noise, Interior Decoration, Cleanliness and Safety MS- Excel - method; Using Formulas and functions
		51. Demonstrate Dispatch and Diary Register with	Handling of Mails- Inward &Outward Mails.

		the entry Procedure- and practical use. 52. Apply Various Formulas, Charts etc. in MS- Excel. 53. Take down dictation in shorthand from the books and transcription of the same on Computer. 54. Practice of various MS excel jobs & printing the same.	MS- Excel- Arithmetic, logical, trigonometry, Relative and absolute cell referencing; Formatting worksheets, Office Stationery, Office Forms and Manuals. Types of Office Stationery Precautions for computer viruses. Use of Anti-Virus, Scanning etc. MS- Excel- Align center, left, right and justify cell contents, using charts, chart types, selecting data, modifying charts.
Professional Skill 35 Hrs.; Professional Knowledge 10 Hrs.	15. Identify all types of file requirements & implement the same on MS-Power point.	55. Identify various files and practical use thereof MS- power point - Creation of the PPT. 56. Add graphics and the practice of same. 57. Take down dictation in shorthand from the magazines and transcription of the same on Computer.	**Filing Meaning** of Records, Compilation and Classification. **MS POWER-POINT**- Introduction of PPT, presenting documents in Power point, add graphics to the document, Create a self-running presentation
Professional Skill 25 Hrs.; Professional Knowledge 05 Hrs.	16. Demonstrate MS-PowerPoint Presentation.	58. Work on MS-PowerPoint 59. Layout Themes and Designs of the Slides in Power Point, Addition of Clipart and various objects into PPT slides. 60. Take down dictation in shorthand from the magazines and transcription of the same on Computer.	Importance of Filing, Essentials of Good Filing Method, Classification of files - Alphabetical, Numerical, Geographical and Subject wise. Centralization and Decentralization of Filing. **MS- PowerPoint**: Layouts, themes and designs, adding clip arts, diagrams, pictures, tables and charts.
Professional Skill 43 Hrs.;	17. Demonstrate features of MS power Point.	61. Work on MS- power Point, Slide Animation, Transition etc.	**Office Secretary** Definition, Qualities, Qualification & Types of

Professional Knowledge 17 Hrs.		62. Take down dictation in shorthand from the magazines and transcription of the same on Computer.	Secretaries, Telephone Etiquettes. **MS- Power Point-** Building animation effects, transitions, speaker notes, copying a presentation to a Pen drive, Editing and Printing presentations/slides.
Professional Skill 35 Hrs.; Professional Knowledge 10 Hrs.	18. Familiarize with Internet functions, basics of AI and cyber security.	63. Work on Internet - Making of E-Mail Account and other use of internet. 64. Take down dictation in shorthand from the Newspapers and transcription of the same on Computer. 65. Make Online spread sheet and form. 66. AI & cyber security content to be added.	Professional, personal duties and Functions of Office Secretary. **INTERNET**: Introduction to Internet. AI & cyber security knowledge content to be added.
Professional Skill 35 Hrs.; Professional Knowledge 10 Hrs.	19. Identify all types of official tools & equipment.	67. Practical knowledge of various official tools and equipment and their use. 68. Searching of Information on Various search portals by using of Internet. 69. Take down dictation in shorthand from the Newspapers and transcription of the same on Computer.	**Office Equipment** Principle for selection of Office Equipment. Types of Office Equipment & Mailing Room Equipment. Photocopier and Communicating Equipment. Other Useful Equipment- Duplicating Machine, Intercom, EPBX, Personal Computer, Internet, Xerox etc. Networking - LAN, MAN, WAN Using internet, sending and receiving e-mail messages; sending mass email, searching, Information from websites by the use of search engines
Professional	20. Observe all	70. Visit to the various post	**Postal Services**

Skill 25 Hrs.; Professional Knowledge 05 Hrs.	types of postal services.	offices. 71. Take down dictation in shorthand from the Newspapers and transcription of the same on Computer.	Post Office Services- Importance of Pin Code, Postcard, Registered Letters, Ordinary, Insured Letters, Parcels, Business Reply Postcards, VPP, UPC, financial services etc. Speed Post and Courier Services and other useful postal Services- Post Bag, Post box etc.
Professional Skill 20 Hrs.; Professional Knowledge 10 Hrs.	21. Perform basics functional and communicative English	72. Role-playing everyday scenarios 73. Perform information gap activities 74. Practice using adjectives, adverbs, and descriptive phrases. 75. Practice question and answer sessions 76. Choose a topic and discuss it freely 77. Record yourself speaking and listen back to identify areas for improvement 78. Practice giving and receiving constructive feedback with peers	Understand basic functional and communicative aspects is essential for effective interaction Functional English: • Information exchange, social interaction, expressing opinions/feelings, problem solving, transactions • Key grammatical structures Communicative English: • Effective transmission and reception of meaning • Non-verbal communication • Fluency and accuracy • Interactional skills • Cultural sensitivity
Professional Skill 25 Hrs.; Professional Knowledge	22. Prepare and present all types of letters and correspondence .	79. Take down dictation in shorthand from the Newspapers, books and magazines and transcription of the	Application Writing Complaint Writing. Social Letters like Informal Letters/ Invitation Letters/ Congratulation

05 Hrs.		same on Computer. 80. Fill up of various online forms by using internet i.e., rail, bus, air tickets and booking of hotels etc. 81. Create Record/performance Sheet applying in MS-Excel Formula. Typing practice of various kinds of letters 82. Maintenance day to day receiving and dispatch work in spread sheets and forms	Letters/ Thanks Giving Letters/ Condolence Letters etc. and letters to the editors. Office Correspondence**:** Drafting of notice / agenda/ minutes and reports, circular & memorandum Maintaining calendar of events. General Banking Correspondence.
Practice of shorthand and test for speed @80 wpm and evaluate.			

SYLLABUS FOR CORE SKILLS
1. Employability Skills (Common for all CTS trades) (120Hrs.)

Learning outcomes, assessment criteria, syllabus and Tool List of Employability Skills is provided separately in www.cstaricalcutta.gov.in / www.bharatskills.gov.in / www.dgt.gov.in.

ANNEXURE-I

LIST OF TOOLS AND EQUIPMENT			
SECRETARIAL PRACTICE (ENGLISH) (for the Batch of 24 Candidates)			
S No.	**Name of the Tools and Equipment**	**Specification**	**Quantity**
A. SHOP TOOLS & EQUIPMENT			
1.	Multipurpose photocopier cum Printer with Trolley	A3 Size	01 No.
2.	Desktop Computer	CPU: 64 Bit i5, Speed: 3 GHz or Higher. RAM: -4 GB DDR-III/IV 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 with speakers.	24+1 Nos.
3.	Digital Podium		01 no.
4.	Tiny camera with auditory system for classroom		01 no.
5.	Glazed White Board -	8'x4'	01 No.
6.	LCD Projector/Interactive Smart Board		01 No.
7.	Book Case		02 Nos.
8.	Steel Almirah		02 Nos.
9.	UPS		24+1 Nos.
10.	Air Conditioners		As required
11.	Broad Band Connection or Wi-Fi		01 No.
12.	Application Software latest version with AI enable Educational Version		As Per Requirement
B. SHOP FLOOR FURNITURE AND MATERIALS			
13.	Class Room Furniture	Dual Desk	12 Nos.
14.	Computer Table with Chair or Workstation		24+1 Nos.
15.	Laptop with latest configuration		1 No.

C. LIST OF RAW MATERIAL & OTHER CONSUMABLE ITEMS			
16.	Shorthand Pencil		As Required
17.	Short Hand Note Book		As required
18.	Eraser		As required
19.	Sharpener		As required
20.	Scale	12"	24 Nos.
21.	Photo Copy Paper	A4/A3	20+05 Reams
22.	Correcting Fluid Pen		24 Nos.
23.	Pen		24+1 Nos.
24.	Stapler	Small & Big	24+1 Nos.
25.	File Folder		24+1 Nos.
26.	Printer Cartridge		As Required
27.	Ruled Register		24 Nos.
28.	Paper Highlighter		24+1 Nos.
29.	Outward Mail Register		1 No.
30.	Inward Mail Register		1 No.
31.	Postal Expenditure Register		1 No.
32.	Peon Book		1 No.
33.	Visitors Register		1 No.

NOTE:

1. *All the tools and equipment are to be procured as per BIS specification.*
2. Internet facility is desired to be provided in the class room.

ANNEXURE - II

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.

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ABBREVIATIONS	
CTS	Craftsmen Training Scheme
ATS	Apprenticeship Training Scheme
CITS	Crafts 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


कौशलं बलम्