

CURRICULUM

FOR THE TRADE OF

SECRETARIAL ASSISTANT

UNDER

APPRENTICESHIP TRAINING SCHEME



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

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1. Oil Development Authority
2. Ordnance Factory ,Kanpur.
3. India Meteorological Department.

Special acknowledgement is expended by DGT to the following expert members who had contributed immensely in this curriculum.

Co-ordinator for the course: Secretarial Assistant.(Ms. DevinderKaur) , Training Officer, NVTI, Noida

| Sl. No. | Name & Designation Sh./Mr./Ms. | Organization | Expert Group Designation |
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| 1. | Mr. Ashok Kumar , Assistant Manager | Ordnance Factory ,Kanpur. | |
| 2. | Mr. Jayapaln | India Meteorological Department | |
| 3. | Mr. S.K Saini | Oil Development Authority | |
| 4. | Mr. Yogesh Kumar Aggarwal(ADT) | NVTI, Noida | |
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| 6. | | | |
| 7. | | | |
| 8. | | | |
| 9. | | | |
| 10. | | | |
| 11. | | | |

2. BACKGROUND

1.1 Apprenticeship Training Scheme under Apprentice Act 1961

The Apprentices Act, 1961 was enacted with the objective of regulating the programme of training of apprentices in the industry by utilizing the facilities available therein for imparting on-the-job training. The Act makes it obligatory for employers in specified industries to engage apprentices in designated trades to impart Apprenticeship Training on the job in industry to school leavers and person having National Trade Certificate (ITI pass-outs) issued by National Council for Vocational Training (NCVT) to develop skilled manpower for the industry. There are four categories of apprentices namely; **trade apprentice, graduate, technician and technician (vocational) apprentices.**

Qualifications and period of apprenticeship training of **trade apprentices** vary from trade to trade. The apprenticeship training for trade apprentices consists of basic training followed by practical training. At the end of the training, the apprentices are required to appear in a trade test conducted by NCVT and those successful in the trade tests are awarded the National Apprenticeship Certificate.

The period of apprenticeship training for graduate (engineers), technician (diploma holders and technician (vocational) apprentices is one year. Certificates are awarded on completion of training by the Department of Education, Ministry of Human Resource Development.

1.2 Changes in Industrial Scenario

Recently we have seen huge changes in the Indian industry. The Indian Industry registered an impressive growth during the last decade and half. The number of industries in India have increased manifold in the last fifteen years especially in services and manufacturing sectors. It has been realized that India would become a prosperous and a modern state by raising skill levels, including by engaging a larger proportion of apprentices, will be critical to success; as will stronger collaboration between industry and the trainees to ensure the supply of skilled workforce and drive development through employment. Various initiatives to build up an adequate infrastructure for rapid industrialization and improve the industrial scenario in India have been taken.

1.3 Reformation

The Apprentices Act, 1961 has been amended and brought into effect from 22nd December, 2014 to make it more responsive to industry and youth. Key amendments are as given below:

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.

- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.
- Scope has been extended also to non-engineering occupations.
- Establishments have been permitted to outsource basic training in an institute of their choice.
- The burden of compliance on industry has been reduced significantly.

3. RATIONALE

(Need for Apprenticeship in SECRETARIAL ASSISTANT trade)

1. The greater degree of relevance of the training with latest advancements of the industry will enhance the employability opportunities.
2. Ability to use latest tool and equipment's and their different techniques.
3. Acquire knowledge of Computer, Stenography, typing and official work.
4. Able to manage inward and outward mail.
5. Able to communicate and behave in a professional manner while communicating with others.
6. Ability to improve the vocabulary and pronunciation related dictation and typing.
7. Acquire the knowledge of internet for official uses.
8. Able to prepare notice, Agenda and minutes of the meetings.
9. Able to manage filing system and official record.
10. Ability to carry out the flow of information.

4. JOB ROLES: REFERENCE NCO

Brief description of Job roles: A secretarial Job role provides various type of secretarial services, Stenographer, Personal Secretary, Office Assistant and Data Entry Operator. They must be able to prepare and manage correspondence, reports and documents. They are also able to organize and coordinate meetings, conferences and travel arrangements. A Secretarial Assistant must be able to implement and maintain offices system. They also coordinate the flow of information both internally and externally. A Secretarial Assistant must be handle inward and outward mail.

Plan and organize assign work and detect and resolve issues during execution. A secretarial Assistant is also able to keeps all the records and maintains confidentiality and prestige of his/her organization.

Reference NCO:

5. GENERAL INFORMATION

1. **Name of the Trade** : **SECRETARIAL ASSISTANT**

2. **N.C.O. Code No.** : 4115.10

3. **Duration of Apprenticeship Training: 1 Year**

(Basic Training + Practical Training): 15 Months

4. **Duration of Basic Training: -**

Block –I: 3 months

Total duration of Basic Training: 3 months

5. **Duration of Practical Training (On -job Training): -**

Block–I: 12 months

Total duration of Practical Training: 12 months

6. **Entry Qualification** : Passed 12th Class

7. **Selection of Apprentices:** The apprentices will be selected as per Apprenticeship Act amended time to time.

8. **Rebate for ITI passed trainees** : i) **One year** in the trade of **Secretarial Assistant**

Note: Industry may impart training as per above time schedule, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspect is compromised and duration of industry training to be remain as 1 year.

6. COURSE STRUCTURE

Training duration details: -

| | | |
|---|-----------------|------------------|
| Time (in months) | 1-3 | 4-15 |
| Basic Training | Block– I | ----- |
| Practical Training (On - job training) | ---- | Block – I |

| Components of Training | Duration of Training in Months | | | | | | | | | | | | | | |
|-------------------------------------|---------------------------------------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| Basic Training Block - I | | | | | | | | | | | | | | | |
| Practical Training Block - I | | | | | | | | | | | | | | | |

7. SYLLABUS
7.1 BASIC TRAINING
(BLOCK – I)
DURATION: 03 MONTHS

GENERAL INFORMATION

- 1) **Name of the Trade** : **SECRETARIAL ASSISTANT**
- 2) **Hours of Instruction** : 500 Hrs.
- 3) **Batch size** : 20
- 4) **Power Norms** : 8 KW for Workshop
- 5) **Space Norms** : 60 Sq.m.
- 6) **Examination** : The internal assessment will be held on completion of the Block.
- 7) **Instructor Qualification** :

i) Degree/Diploma in **Modern Office Management** from recognized university/Board with one/two year post qualification experience respectively in the relevant field.

OR

ii) NTC/NAC in the trade of **Secretarial Assistant** with three year post qualification experience in the relevant field.

Preference will be given to a candidate with Craft Instructor Certificate (CIC)

- 8) **Tools, Equipments & Machinery required** : - As per Annexure – I

7.1 DETAILSYLLABUS OF BASIC TRAINING

7.1.1 DETAIL SYLLABUS OF PROFESSIONAL SKILLS & PROFESSIONAL KNOWLEDGE

Block –I

Basic Training

| Week No. | Professional Skills | Professional Knowledge |
|----------------------|---|--|
| 1 st Week | Introduction to the concerned organization/ Industry | 1. Introduction to the concerned organization/Industry and the nature of the work to be handled where he/she is working. |
| 2 nd Week | Carry out good appearance and behavior and express good communication skills. | 1. Use gestures or simple words to communicate where language barrier exist. 2. Speak and understand basic language. 3. Display positive body language. 4. Use different types of communication skills. |
| 3 rd Week | Taking dictation and hands on practice | 1. Practice dictation from different sources: a) Newspaper b) Court Judgment c) Parliament Language d) Shorthand Magazines. And transcribe on computer. |
| 4 th Week | Handling Inward and Outward mail &Improving Typing Speed | 1. Handling Filing system. 2. Filing equipment. 3. Method of Classification. 4. Practice File management system on computer. 5. Practicing Typing on computer and Laptop. With accuracy. |
| 5 th Week | Expertise to prepare different types of letter | 1. Prepare Business letters. 2. Official letters. 3. Tabular Statement. 4. Manuscript. 5. Practice on Report Writing. |

| | | |
|--------------------------|--|--|
| 6 th Week | Practice the Routine Office Duties | To practice the routine office duties such as: <ol style="list-style-type: none"> 1. Receptionist duties & soft skills. 2. Hospitality to the visitors. 3. Front office Management. 4. Recording appointments in diaries. 5. Record maintain procedures. 6. Maintain the confidential records. 7. Correspondence writing. |
| 7 th Week | MS-Office | <ol style="list-style-type: none"> 1. To practice the MS-Word in routine duties of office such as: Page layout- Margins, Size, Font, Insert, Design,& Mail Merge. 2. Hands on practice on computer. |
| 8 th Week | MS-Excel | To practice the MS-Excel in routine office work such as: <ol style="list-style-type: none"> a) Database entry by using MS-Excel. b) Applying Formulas c) Preparing different types of charts. d) Practice of MS-Excel- Range, Editing, Menu & functions. e) Take Print out. |
| 9 th Week | Power Point Presentation | To prepare presentation through Power point activities are: Creation of PPT. Editing and graphics and the practice of same. Layout and Theme. <ol style="list-style-type: none"> a) Design Slide. b) Templates Selection. c) Animations and Transition. d) Slide Show etc. e) Hands on practice on computer. |
| 10 th Week | Uses of INTERNET and other Office Equipments | <ol style="list-style-type: none"> 1. Searching of Information on various search portals. 2. Knowledge about uses of Internet and Handling office equipment's such as: <ol style="list-style-type: none"> a) Sending mail b) Receiving Mail. c) Composing and Drafting Mail. d) Handling photocopy machine, Fax, Scanner, Computer & its accessories and Franking Machine, Knowledge about EPABX & Intercom. |

| | | |
|-----------------------------------|---|--|
| 11 th Week | Carry out Post Office and Bank Services | <ol style="list-style-type: none"> 1. Courier Services. Post Services like: Regd., Post, Parcel and VPP etc. 2. Banking Services: <ol style="list-style-type: none"> a) Opening a new bank Account. b) Demand Draft. c) ECS system. d) ATM, Credit Card & Debit Card. e) Internet Banking. |
| 12 th Week | Carry Out Tour Programme | <ol style="list-style-type: none"> 1. Train Reservation through Internet. 2. Flight Reservation through Internet. 3. BUS Reservations through Internet. 4. Online Hotel Reservation in Different Cities and Countries. 5. Prepare itineraries and Tour programmes. |
| 13 th Week | Revision and Test | |
| Internal Assessment 03days | | |

7.1.2EMPLOYABILITY SKILLS

GENERAL INFORMATION

- 1) **Name of the subject** : **EMPLOYABILITY SKILLS**
- 2) **Applicability** : **ATS- Mandatory for fresher only**
- 3) **Hours of Instruction** : **110Hrs.**
- 4) **Examination** : **The examination will be held at the end of two years Training by NCVT.**
- 5) **Instructor Qualification** :

i)MBA/BBA with two years experience or graduate in sociology/social welfare/Economics with two years experience and trained in Employability skill from DGET Institute.

And

Must have studied in English/Communication Skill and Basic Computer at 12th /diploma level

OR

ii) Existing Social Study Instructor duly trained in Employability Skill from DGET Institute.

7.1.2.1 SYLLABUS OF EMPLOYABILITY SKILLS

A. Block – I Basic Training

| Topic No. | Topic | Duration (in hours) |
|-----------|---|---------------------|
| | English Literacy | 15 |
| 1 | Pronunciation : Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech) | |
| 2 | Functional Grammar Transformation of sentences, Voice change, Change of tense, Spellings. | |
| 3 | Reading Reading and understanding simple sentences about self, work and environment | |
| 4 | Writing Construction of simple sentences Writing simple English | |
| 5 | Speaking / Spoken English Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication. | |
| | I.T. Literacy | 15 |
| 1 | Basics of Computer Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer. | |
| 2 | Computer Operating System Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc., Use of Common applications. | |
| 3 | Word processing and Worksheet Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets | |
| 4. | Computer Networking and INTERNET Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page | |

| | | |
|----------|--|-----------|
| | and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber-crimes. | |
| | Communication Skill | 25 |
| 1 | Introduction to Communication Skills Communication and its importance Principles of Effective communication Types of communication - verbal, non-verbal, written, email, talking on phone. Non-verbal communication -characteristics, components-Para-language Body - language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort. Case study/Exercise | |
| 2 | Listening Skills Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills. | |
| 3 | Motivational Training Characteristics Essential to Achieving Success The Power of Positive Attitude Self awareness Importance of Commitment Ethics and Values Ways to Motivate Oneself Personal Goal setting and Employability Planning. Case study/Exercise | |
| 4 | Facing Interviews Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview | |
| 5 | Behavioral Skills Organizational Behavior Problem Solving Confidence Building Attitude Decision making Case study/Exercise | |
| | Entrepreneurship skill | 15 |
| 1 | Concept of Entrepreneurship Entrepreneurship- Entrepreneurship - Enterprises:-Conceptual issue Entrepreneurship vs. Management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business. | |

| | | |
|---|--|-----------|
| 2 | Project Preparation & Marketing analysis Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of Product Life Cycle (PLC), Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix. | |
| 3 | Institutions Support Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes& procedure & the available scheme. | |
| 4 | Investment Procurement Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes. | |
| | Productivity | 10 |
| 1 | Productivity Definition, Necessity, Meaning of GDP. | |
| 2 | Affecting Factors Skills, Working Aids, Automation, Environment, Motivation How improves or slows down. | |
| 3 | Comparison with developed countries Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages. | |
| 4 | Personal Finance Management Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance. | |
| | Occupational Safety, Health & Environment Education | 15 |
| 1 | Safety & Health Introduction to Occupational Safety and Health importance of safety and health at workplace. | |
| 2 | Occupational Hazards Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention. | |
| 3 | Accident & safety Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures. | |
| 4 | First Aid Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person | |
| 5 | Basic Provisions Idea of basic provision of safety, health, welfare under legislation of India. | |
| 6 | Ecosystem Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance. | |
| 7 | Pollution Pollution and pollutants including liquid, gaseous, solid and hazardous waste. | |

| | | |
|----|--|-----------|
| 8 | Energy Conservation Conservation of Energy, re-use and recycle. | |
| 9 | Global warming Global warming, climate change and Ozone layer depletion. | |
| 10 | Ground Water Hydrological cycle, ground and surface water, Conservation and Harvesting of water | |
| 11 | Environment Right attitude towards environment, Maintenance of in -house environment | |
| | Labour Welfare Legislation | 5 |
| 1 | Welfare Acts Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act. | |
| | Quality Tools | 10 |
| 1 | Quality Consciousness : Meaning of quality, Quality Characteristic | |
| 2 | Quality Circles : Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles. | |
| 3 | Quality Management System : Idea of ISO 9000 and BIS systems and its importance in maintaining qualities. | |
| 4 | House Keeping : Purpose of Housekeeping, Practice of good Housekeeping. | |
| 5 | Quality Tools Basic quality tools with a few examples | |

7.2 PRACTICAL TRAINING (ON-JOB TRAINING)

(BLOCK – I)

DURATION: 12 MONTHS

GENERAL INFORMATION

- 1) **Name of the Trade** : **SECRETARIAL ASSISTANT**
- 2) **Duration of On-Job Training** : As per Apprenticeship Act amended time to time.
- 3) **Batch size** : 20
- 4) **Examination** :
 - i) The internal assessment will be held on completion of the block
 - ii) NCVT exam will be conducted at the end of Apprenticeship Training
- 5) **Instructor Qualification** :

i) Degree/Diploma in **Modern Office Management** from recognized university/Board

With one/two year post qualification experience in the relevant field.

OR

NTC/NAC in the trade of **Secretarial Assistant** with three year post qualification Experience in the relevant field.

Preference will be given to a candidate with Craft Instructor Certificate (CIC)

- 6) **Infrastructure for On-Job Training** : - As per Annexure – II

7.2.1 BROAD SKILL COMPONENT TO BE COVERED DURING ON-JOB TRAINING

BLOCK – I

1. Develop good appearance and behavior, practice tasks as per industry standard and good communication skill.
2. Perform reception duties i.e., handling of telephone calls, receiving and entering visitors.
3. Take dictation, transcript it and all types of correspondence, prepare report etc.
4. Carry out internal and external mail.
5. Carry out arrangement of appointments, engagements and records message and assisting in these tasks.
6. Carry out travel arrangements, tour programme and itineraries.
7. Carry out notice, agenda, and minutes for official meetings.
8. Organize conferences meeting and social activities of the organization.
9. Carry out cash and bank transactions of his/her boss.
10. Carry out the flow of information.
11. Carry out filing system and official record.
12. Demonstrate office machines and equipment.

8. ASSESSMENT STANDARD

8.1 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 assessment. Due consideration to be given while assessing for team work, avoidance/reduction of scrape/wastage and disposal of scarp/wastage as per procedure, behavioral attitude and regularity in training.

The following marking pattern to be adopted while assessing:

a) Weightage in the range of 60-75% to be allotted during assessment under following performance level:

For this grade, the candidate with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- many tolerances while undertaking different work are in line 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.

b) Weightage in the range of above75%- 90% to be allotted during assessment under following performance level:

For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- the majority of tolerances while undertaking different work are in line with those demanded by the component/job.
- a good level of neatness and consistency in the finish
- little support in completing the project/job

c)Weightage in the range of above 90% to be allotted during assessment under following performance level:

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.

In this work there is evidence of:

- high skill levels in the use of hand tools, machine tools and workshop equipment
- tolerances while undertaking different work being substantially in line 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

8.2 FINAL ASSESSMENT- ALL INDIA TRADE TEST (SUMMATIVE ASSESSMENT)

| | SUBJECTS | Marks | Internal assessment based on competency | Full Marks | Pass Marks | Duration of Exam. |
|--------------------|------------------------|-------|---|------------|------------|-------------------|
| | | | | | | |
| Block – I | Block - I | | | | | |
| | Professional Skill | 300 | 250 | 300 | 180 | 8 hrs. |
| | Professional Knowledge | 100 | | 100 | 40 | 3 hrs. |
| | Employability Skill | 50 | | 50 | 20 | 3 hrs. |
| Grand Total | 450 | | 450 | 240 | | |

Marks Distribution

TOTAL: 700 marks

Pass marks: 240

Note: - The candidate pass in each subject conducted under all India trade test.

9. FURTHER LEARNING PATHWAYS

On successful completion of the course trainee can opt for

- 1) CITS course in Office Management (English)

Employment opportunities:

On successful completion of this course, the candidates shall be gainfully employed in the following industries:

1. Govt. Sector(Central/State)
2. Public Sector
3. Private Sector

TOOLS & EQUIPMENT FOR BASIC TRAINING**INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL
KNOWLEDGE****TRADE:SECRETARIAL ASSISTANT****LIST OF TOOLS & EQUIPMENTS FOR 20APPRENTICES****A : TRAINEES TOOL KIT:-**

| Sl. No. | Name of the items | Quantity (indicative) |
|-------------------------|---|----------------------------------|
| OFFICE FURNITURE | | |
| 1. | Class Room Furniture. | Dual Desk 12 Nos. |
| 2. | Computer Table with Revolving Chair | 20+1 |
| 3. | For Dictation Room- Tables, Chairs and Headphones/ Speakers or Microphone Systems) | 20+1 |
| 4. | Computer- Latest Version with Latest OS | 20+1 |
| 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. | Book Case | 02 Nos. |
| 11. | Steal Almirah | 02 Nos. |
| 12. | UPS 650 VA | 20+1 |
| 13. | Fax Machine (Latest Model) | 01 No |
| 14. | Broad Band Connection or Wi-Fi | 01 No |
| 15. | LED TV 36 Inch | No. 21. |
| 16. | Interactive Board | 01 Nos. |
| 17. | Application Software (MS- Office) Educational Version | As Per Requirement |
| 18. | LCD Projector | 01 No |
| 19. | Tool Kit (Hand Tools) | 02 Sets |
| 20. | Air Conditioners 1.5 Ton with CVT | 02 Nos. |
| 21. | Antivirus (Latest Version) | As Per Requirement |

B :TOOLS INSTRUMENTS AND GENERAL SHOP OUTFITS

| Sl. No. | Name of the items | Quantity (indicative) |
|----------------------|---------------------------------------|-----------------------|
| RAW MATERIALS | | |
| 1 | Shorthand Pencil | 20 Dzn |
| 2 | Shorthand 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 /A3A | 20+05 Reams |
| 8 | Correcting Fluid Pen | 20 Nos. |
| 9 | Cloth Duster | 12 Dzn |
| 10 | Pen | 20 Nos. |
| 11 | Stapler (Small and 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) |
| 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. |
| 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 | Staple Pin Size-No. 10 | 20 Nos. |

[Please keep optimum no. of tools and equipments with minimum specification which are essential for imparting basic training]

INFRASTRUCTURE FOR ON-JOB TRAINING

TRADE: SECRETARIAL ASSISTANT

For Batch of 20 APPRENTICES

Actual training will depend on the existing facilities available in the establishments. However, the industry should ensure that the broad skills defined against On-Job Training part (i.e. 9 months) are imparted. In case of any short fall the concern industry may impart the training in cluster mode/ any other industry/ at ITI.

GUIDELINES FOR INSTRUCTORS AND PAPER SETTERS

1. Due care to be taken for proper & inclusive delivery among the batch. Some of the following some method of delivery may be adopted:

- A) LECTURE
- B) LESSON
- C) DEMONSTRATION
- D) PRACTICE
- E) GROUP DISCUSSION
- F) DISCUSSION WITH PEER GROUP
- G) PROJECT WORK
- H) INDUSTRIAL VISIT

2. Maximum utilization of latest form of training viz., audio visual aids, integration of IT, etc. may be adopted.

3. The total hours to be devoted against each topic may be decided with due diligence to safety & with prioritizing transfer of required skills.