

OFFICE MANAGEMENT

NSQF LEVEL- 4



**SECTOR- OFFICE ADMINISTRATION AND
FACILITY MANAGEMENT**

**COMPETENCY BASED CURRICULUM
CRAFT INSTRUCTOR TRAINING SCHEME (CITS)**



GOVERNMENT OF INDIA
Ministry of Skill Development & Entrepreneurship
Directorate General of Training
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE
EN-81, Sector-V, Salt Lake City, Kolkata – 700091

OFFICE MANAGEMENT

Applicable for “Stenographer Secretarial Assistant (English)” and “Secretarial Practice (English)” Trades

(Non-Engineering Trade)

SECTOR – OFFICE ADMINISTRATION AND FACILITY MANAGEMENT



(Revised in 2024)

Version 2.1

CRAFT INSTRUCTOR TRAINING SCHEME (CITS)

NSQF LEVEL – 4

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Developed By

Government of India
Ministry of Skill Development and Entrepreneurship

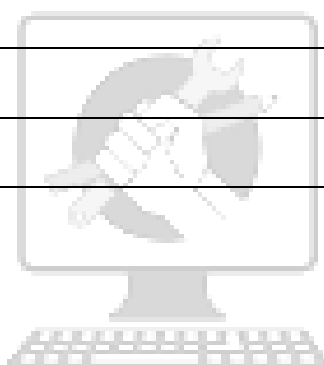
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1. COURSE OVERVIEW

The Craft Instructor Training Scheme is operational since inception of the Craftsmen Training Scheme. The first Craft Instructors' Training Institute was established in 1948. Subsequently, 6 more institutes namely, Central Training Institute for Instructors (now called as National Skill Training Institute (NSTI)), NSTI at Ludhiana, Kanpur, Howrah, Mumbai, Chennai and Hyderabad were established in 1960's by DGT. Since then the CITS course is successfully running in all the NSTIs across India as well as in DGT affiliated institutes viz. Institutes for Training of Trainers (IToT). This is a competency based course of one year duration. "Office Management" CITS trade is applicable for Instructors of "Stenographer Secretarial Assistant (English) & Secretarial Practice (English)" Trades under CTS.

The main objective of Craft Instructor training programme is to enable Instructors explore different aspects of the techniques in pedagogy and transferring of hands-on skills so as to develop a pool of skilled manpower for industries, also leading to their career growth & benefiting society at large. Thus promoting a holistic learning experience where trainee acquires specialized knowledge, skills & develops attitude towards learning & contributing in vocational training ecosystem.

This course also enables the instructors to develop instructional skills for mentoring the trainees, engaging all trainees in learning process and managing effective utilization of resources. It emphasizes on the importance of collaborative learning & innovative ways of doing things. All trainees will be able to understand and interpret the course content in right perspective, so that they are engaged in & empowered by their learning experiences and above all, ensure quality delivery.

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2. TRAINING SYSTEM

2.1 GENERAL

CITS courses are delivered in National Skill Training Institutes (NSTIs) & DGT affiliated institutes viz., Institutes for Training of Trainers (IToT). For detailed guidelines regarding admission on CITS, instructions issued by DGT from time to time are to be observed. Further complete admission details are made available on NIMI web portal <http://www.nimionlineadmission.in>. The course is of one-year duration. It consists of Trade Technology (Professional skills and Professional knowledge), Training Methodology and Engineering Technology/ Soft skills. After successful completion of the training programme, the trainees appear in All India Trade Test for Craft Instructor. The successful trainee is awarded NCIC certificate by DGT. With effect from the session starting August 2019, the validity of National Craft Instructor Certificate (NCIC) issued under Craft Instructor Training Scheme (CITS) shall be 5 years. During the fifth year after attaining NCIC certificate, the certificate holder shall be required to attend a refresher course of duration not less than 10 days. These refresher courses would be offered by NSTIs / short-listed partners.

2.2 COURSE STRUCTURE

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

S No.	Course Element	Notional Training Hours
1.	Trade Technology	
	Professional Skill (Trade Practical)	480
	Professional Knowledge (Trade Theory)	270
2.	Training Methodology	
	TM Practical	270
	TM Theory	180
	Total	1200

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

3	On the Job Training (OJT)/ Group Project	150
4	Optional Course	240

Trainees can also opt for optional courses of 240 hours duration

2.3 PROGRESSION PATHWAYS

- Can join as an Instructor in vocational training Institute/ technical Institute.
- Can join as a supervisor in Industries.

2.4 ASSESSMENT & CERTIFICATION

The CITS trainee will be assessed for his/her Instructional skills, knowledge and attitude towards learning throughout the course span and also at the end of the training program.

a) The Continuous Assessment (Internal) during the period of training will be done by **Formative Assessment Method** to test competency of instructor with respect to assessment criteria set against each learning outcomes. The training institute has to maintain an individual trainee portfolio in line with assessment guidelines. The marks of internal assessment will be as per the formative assessment template provided on www.bharatskills.gov.in.

b) The **Final Assessment** will be in the form of **Summative Assessment Method**. The All India Trade Test for awarding National Craft Instructor Certificate will be conducted by DGT at the end of the year as per the guidelines of DGT. The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The external 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 CRITERIA

Allotment of Marks among the subjects for Examination:

The minimum pass percent for Trade Practical, TM Practical, Soft Skill Practical Examinations and Formative assessment is 60% & for all other subjects is 40%. There will be no Grace marks.

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. While assessing; the major factors to be considered are approaches to generate solutions to specific problems by involving standard/non-standard practices.

Due consideration should also be given while assessing for teamwork, avoidance/reduction of scrap/wastage and disposal of scrap/waste as per procedure,

behavioral attitude, sensitivity to the environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

Assessment will be evidence based comprising of the following:

- Demonstration of Instructional Skills (Lesson Plan, Demonstration Plan)
- Record book/daily diary
- Assessment Sheet
- Progress chart
- Video Recording
- Attendance and punctuality
- Viva-voce
- Practical work done/Models
- Assignments
- Project work

Evidences and records of internal (Formative) assessments are to be preserved until forthcoming yearly examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
(a) Weightage in the range of 60%-75% to be allotted during assessment	
For performance in this grade, the candidate should be well versed with instructional design, implement learning programme and assess learners which demonstrates attainment of an acceptable standard of crafts instructorship with occasional guidance and engage students by demonstrating good attributes of a trainer.	<ul style="list-style-type: none"> • Demonstration of fairly good skill to establish a rapport with audience, presentation in orderly manner and establish as an expert in the field. • Average engagement of students for learning and achievement of goals while undertaking the training on specific topic. • A fairly good level of competency in expressing each concept in terms the student can relate, draw analogy and summarize the entire lesson. • Occasional support in imparting effective training.
(b) Weightage in the range of 75%-90% to be allotted during assessment	
For performance in this grade, the candidate should be well versed with instructional design, implement learning programme and	<ul style="list-style-type: none"> • Demonstration of good skill to establish a rapport with audience, presentation in orderly manner and establish as an

<p>assess learners which demonstrates attainment of areasonable standard of crafts instructorship with little guidance and engage students by demonstrating good attributes of a trainer.</p>	<p>expert in the field.</p> <ul style="list-style-type: none"> • Above average engagement of students for learning and achievement of goals while undertaking the training on specific topic. • Agood level of competency in expressing each concept in terms the student can relate, draw analogy and summarize the entire lesson. • Little support in imparting effective training.
<p>(c) Weightage in the range of more than 90% to be allotted during assessment</p>	
<p>For performance in this grade, the candidate should be well versed with instructional design, implement learning programme and assess learners which demonstrates attainment of ahigh standard of crafts instructorship with minimal or no support and engage students by demonstrating good attributes of a trainer.</p>	<ul style="list-style-type: none"> • Demonstration of high skill level to establish a rapport with audience, presentation in orderly manner and establish as an expert in the field. • Goodengagement of students for learning and achievement of goals while undertaking the training on specific topic. • A high level of competency in expressing each concept in terms the student can relate, draw analogy and summarize the entire lesson. • Minimal or no support in imparting effective training.

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3. GENERAL INFORMATION

Name of the Trade	Office Management (CITS)
Trade Code	DGT/ 4019
NCO – 2015	4131.0100, 2356.0100
NOS Covered	MEP/N9446, MEP/N9447, MEP/N9448, MEP/N9449, MEP/N9450, MEP/N9451, MEP/N9452, MEP/N9453, MEP/N9454, MEP/N9455, MEP/N9456, MEP/N9457
NSQF Level	Level - 4
Duration of Craft Instructor Training	One Year
Unit Strength (No. Of Student)	25
Entry Qualification	<p>Degree in office management / Secretarial Practice / Modern Office Management from a recognized board/university.</p> <p>OR</p> <p>03 yrs. Diploma in in office management / Secretarial Practice / Modern Office Management after class 10th from recognized board/ university.</p> <p>OR</p> <p>Ex-serviceman from Indian Armed Forces with 15 years of service in related field as per equivalency through DGR.</p> <p>OR</p> <p>10th Class with 01-year NTC/NAC Passed in Stenographer Secretarial Assistant (English) or Secretarial Practice (English).</p>
Minimum Age	16 years as on first day of academic session.
Space Norms	60 Sq. m
Power Norms	3 KW
Instructor's Qualification for	
1. Office Management (CITS) Trade	<p>B.Voc/ Degree in office management /Secretarial Practice / Modern Office Management from AICTE/ UGC recognized University with two years experience in relevant field.</p> <p>OR</p> <p>Diploma (Minimum 2 Years) in Secretarial Practice / Modern Office Management from recognized University /Board with five years experience in relevant field.</p> <p>OR</p> <p>Ex-serviceman from Indian Armed Forces with 15 years of service</p>

	<p>in related field as per equivalency through DGR. Candidate should have undergone methods of Instruction of course or minimum 02 years of experience in technical training institute of Indian Armed Forces.</p> <p style="text-align: center;">OR</p> <p>NTC/NAC passed in Stenographer Secretarial Assistant (English), Secretarial Practice (English) trade with seven years experience in the relevant field.</p> <p><u>Essential Qualification:</u> National Craft Instructor Certificate (NCIC) in office management, in any of the variants under DGT.</p>
2. Soft skills	<p>MBA/ BBA / Any Graduate/ Diploma in any discipline from AICTE/ UGC recognized College/ university with Three years' experience and short term ToT Course in Soft Skills from DGT institutes. (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above).</p>
3. Training Methodology	<p>B.Voc/ Degree in any discipline from AICTE/ UGC recognized College/ university with two years experience in training/ teaching field.</p> <p style="text-align: center;">OR</p> <p>Diploma in any discipline from recognized board / University with five years experience in training/teaching field.</p> <p style="text-align: center;">OR</p> <p>NTC/ NAC passed in any trade with seven years experience in training/ teaching field.</p> <p>Essential Qualification: National Craft Instructor Certificate (NCIC) in any of the variants under DGT / B.Ed /ToT from NITTTR or equivalent.</p>
4. Minimum Age for Instructor	21 Years

4. JOB ROLE

Brief Description of Job Roles:

Secretary/Back Office Support Stenographers; Steno-typist records dictations in shorthand and transcribe them in typewritten form. Takes dictation in shorthand. Transcribe dictated material from note book, using typewriter. Compares typed matter and submits them to superiors. May cut stencil on typewriter for use on duplicating machine.

Manual Training Teacher/Craft Instructor; instructs students in ITIs/Vocational Training Institutes in respective trades as per defined job role. Imparts theoretical instructions for the use of tools & equipment of related trades and related subjects. Demonstrate process and operations related to the trade in the workshop; supervises, assesses and evaluates students in their practical work. Ensures availability & proper functioning of equipment and tools in stores.

Reference NCO 2015:

- a) 4131.0100 - Secretary/Back Office Support
- b) 2356.0100-Manual Training Teacher/ Craft Instructor.

Reference NOS:

- MEP/N9447
- MEP/N9448
- MEP/N9449
- MEP/N9450
- MEP/N9451
- MEP/N9452
- MEP/N9453
- MEP/N9454
- MEP/N9455
- MEP/N9456
- MEP/N9446

5. LEARNING OUTCOMES

Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.

5.1 TRADE TECHNOLOGY

1. Demonstrate shorthand skills and computer applications. (NOS: MEP/N9447)
2. Demonstrate professional qualities / skills of office Secretary & make use of advance phraseography. (NOS: MEP/N9448)
3. Analyze & assess duties of Personal Secretary relating to office and enhance speed for shorthand and typing. (NOS: MEP/N9449)
4. Plan and organize office work using office equipments, MS-Office and prepare Itinerary for official work. (NOS: MEP/N9450)
5. Design various kinds of data base on Ms excel using formulas and illustrate personnel Management and Leadership Skills. (NOS: MEP/N9451)
6. Demonstrate the use of E-commerce/ E-library & MS- Access. (NOS: MEP/N9452)
7. Review & monitor dictation on different matters, & assess communication skills and Decision Making. (NOS: MEP/N9453)
8. Demonstrate use of Tally Software in preparing different kinds of office reports. (NOS: MEP/N9454)
9. Analyze & differentiate various types of Official letters, its procedures and transcribe the same on computer. (NOS: MEP/N9455)
10. Analyze and use different Govt. Correspondences & prepare official documents using corresponding technical phrases. (NOS: MEP/N9456)
11. Exhibit effective communication skills with logical reasoning ability and quantitative aptitude to maximize efficiency in work. (NOS: MEP/N9446)

6. COURSE CONTENT

SYLLABUS FOR OFFICE MANAGEMENT – CITS TRADE			
TRADE TECHNOLOGY			
Duration	Reference Learning Outcome	Professional Skills (Trade Practical)	Professional Knowledge (Trade Theory)
Practical 50 Hrs Theory 25 Hrs	Demonstrate shorthand skills and computer applications.	1. Apply & revise the Shorthand skills. 2. Perform practical exercises, revise the Computer Application and Typography.	Introduction to CITS Scheme Discussion of Job Opportunities available in the Public Sector, Govt. Sector and awareness about advertisements related to jobs.
		3. Read Library books and News Paper. 4. Practice of additional and simple grammalogues, Contractions. 5. Practice use of advance features of MS- Word, Mail Merge practically. 6. Apply & assess use of reference, captions etc. 7. Arrange Group Discussion on General Topics.	Motivation for preparation of the competitive exams. Revision of the Shorthand Theory. Revision of the Computer Application Theory. Revision of the Office Practice Theory.
Practical 20 Hrs Theory 10 Hrs	Demonstrate professional qualities / skills of office Secretary & make use of advance Phraseography.	8. Monitor Dictation & practice of Intext Words, Phrases and Short Forms & Advance Phraseography. 9. Use Track Changes, Compare Documents, Information about comments etc. Library.	Modern Office- Introduction, Lay out and Management. Secretarial duties, personal and professional qualities of a Secretary.
Practical 65 Hrs Theory	Analyze & assess duties of Personal Secretary	10. Analyze and check Dictation of Various Business Letters & Transcript the same	Elements of the Office Management, Environment of an Office, Interior, Security of the Office,

25 Hrs	relating to office and enhance speed for shorthand and typing.	on Computer Practice of Speed Tests in MS-Word News Paper reading and Group discussion.	Knowledge of Stationery Items and Maintenance.
		11. Review Dictation of Various Official and Business Letters. 12. Practice & assess typing of Business and Official Letters in the Prescribed Format. 13. Use Library resources. 14. Checking email and composing Email.	Duties and Responsibility of a Personal Secretary. Planning and Controlling of Office Functions.
Practical 65 Hrs Theory 25 Hrs	Plan and organize office work using office equipments, MS-Office and prepare Itinerary for official work.	15. Assess Dictation of Foreign Phrases & General Budgets. 16. Practice and analyze advance features of MS- Excel- Use of Filter, Advance sorting, Data Tools (Data Validation and Consolidate) Conversion of Data from Word to Excel and Vice Versa.	Planning of Office System and Routines, Work Flow. Handling of Office Machines and Equipments and Their Importance. Need of Office System and Routine, Difference between office system and routine. Planning for Travel Arrangements for Officers on Official works.
Practical 40 Hrs Theory 20 Hrs	Design various kinds of data base on Ms excel using formulas and illustrate personnel Management and Leadership Skills.	17. Take Dictation of Appropriation and Finance. 18. Use of Comment Option, Use of Combination Charts. 19. Prepare various kind of Data Base (Pay Roll, Inventory etc) in MS-Excel and use of Formulas. 20. Participate in Group Discussion and conclude.	Personnel Management- Definition and Importance, Selection of the Employees, Organizing Meetings- Notice, Agenda, Quorum. Leadership Skills :- <ul style="list-style-type: none"> • Ability to delegate tasks • Communication / Relationship building • Awareness / Confidence • Creativity / Innovation • Honesty / Integrity
		21. Take Dictation on Education Policy- Intext Words & Phrases. 22. Use Advance Features	Training, Remuneration, Supervisions & development of proper working environment, Employee Welfare Minutes

		<p>of MS PowerPoint-Object Linking Method; Object formatting, Grouping-Ungrouping etc. Advance slide presentation method.</p> <p>23. Study various magazines in Library.</p>	etc. & Mock Practice thereof.
<p>Practical 40 Hrs</p> <p>Theory 20 Hrs</p>	Demonstrate the use of E-commerce/ E-library & MS-Access.	<p>24. Take Dictation on essential Commodities-Intext Words, Short Forms and Phrases.</p> <p>25. Conduct Training on E-Library.</p> <p>26. Use & check MS-Access applications for creating different kind of Tables.</p> <p>27. Review Group Discussion and evaluate communication skills.</p>	<p>Time Management- Definition, Importance of Time, setting priorities. Public Relation- Needs Functions and Developments.</p>
		<p>28. Take Dictation on Phones and Dictation in General Meetings Query, Reports and forms in MS-Access.</p> <p>29. Use Advance Features of Internet and E-Commerce/Library.</p> <p>30. Practice and assess High Speed Dictation from unseen passage and transcript on Computer.</p> <p>31. Prepare report through Power point.</p>	<p>Stress Management- Definition, Causes of Stress, Positive and Negative stress, overcome of stress in the Office. General principles regarding Income. Tax, Auditing and Banking in the Offices. Conflict Management- Introduction, Causes and Cure. Use of Ready Reckoner, Office Manuals & Emergency Services.</p>
<p>Practical 20 Hrs</p> <p>Theory 10 Hrs</p>	Review & monitor dictation on different matters, & assess communication skills and	<p>32. Take Dictation on International Affairs, Defense Matters- Air, Navy and Army and Transcript the same on Computer.</p> <p>33. Read English News Paper.</p>	<p>1. Communication- Definition, Importance and Communication Cycle</p> <p>2. Business Correspondence - Essential parts of Business letters</p>

	Decision Making.	34. Apply Budget, VAT & Govt. Service Tax. 35. Take Dictation of Various Letters in High Speed and Transcript the same on Computer. 36. Refer books in Library	
Practical 70 Hrs Theory 20 Hrs	Demonstrate use of Tally Software in preparing different kinds of office reports.	37. Create a Company, Opening Ledgers, Balance Sheet, Voucher, Cost Centre & Cost Category. 38. Assess Profit & Loss A/c, Balance Sheet and other reports. 39. Apply Budget, VAT & Govt. Service Tax.	Maintain accounts using accounting software. Book-keeping. Pay – Roll. Decision Making – 1. Problem solving vs Decision Making 2. Characteristics of good decision makers 3. Important criteria for good decision making
Practical 40 Hrs Theory 20 Hrs	Analyze & differentiate various types of Official letters, its procedures and transcribe the same on computer.	40. Analyze & take dictation on Railway Working and other miscellaneous topics and Transcript the same on Computer. 41. Refer official documents/ projects in Library.	4. Enquiry Letter, Quotation, Order, Tender, Complaint letter, Adjustment Letter etc and their formats.
		42. Take Dictation of Agriculture and Irrigation Topics and Transcript the same on Computer Training. 43. Study office related topics and analyze in Library.	5. Banking Correspondence- Account opening letters, Credit Letters, Guarantee Documents
		44. Take Dictation of the current parliamentary proceedings and Transcript the same on Computer. 45. Train on Library usage and applications	6. Standing Instructions for Payment, Request for Bank over Draft etc. 7. Class Test
Practical 70 Hrs	Analyze and use different Govt. Correspondence	46. Take Dictation of Technical and Medical letters /	8. Government Correspondence- General Govt.

Theory 20 Hrs	es & prepare official documents using corresponding technical phrases.	applications. 47. Use Phrases from books & Current Topics from Magazines and News Paper and Transcript the same on Computer Training English News Paper Reading.	9. Letters, Demi Official Letters, Office Memorandum.
		48. Evaluate Dictation of the Minutes of Meeting and Transcript the same on Computer. 49. Discuss old question papers & answers.	10. Government Correspondence Circulars, Notifications, Office Orders Endorsements. 11. Government Correspondence Press Release, Discussion on old question papers & answers (Theory)
		50. Practice and check High Speed Dictation in the different voice by different persons and Transcript the same on Computer. 51. Train on English News Paper Reading Practice of High Speed Dictation @100-120 WPM and Transcript the same on Computer.	12. Government Correspondence Advertisements, Un Official Notes etc. 13. Writing of Application and Bio Data/ Resume for Jobs. 14. Class Test.
		SOFT SKILLS: 75 Hrs.	
Professional Knowledge Soft Skills- 75 Hrs.	Exhibit effective communication skills with logical reasoning ability and quantitative aptitude to maximize efficiency in work. (NOS: MEP/N9446)	COMMUNICATION SKILLS: Oral communication Skills, Voice, accent, Voice modulation, pace, Intonation, etc. Study of different pictorial expressions of non-verbal communication and its analysis. Demo on Strengths and Weaknesses Demo on Motivation, Positive attitude. Practice on personal appearance, Dressing Manners & Etiquettes. Practice on attending of mock interview of different types. Listening & doubt clarifying etc. Case studies on Interview sessions. Communication & Listening Skills Components of effective communication, Types of communication- Oral, Written, Reading & body language, Handling of	

		<p>communication, Barriers of communication, Listening Tools & Speaking Tools, Non-verbal communication and its importance.</p> <p><u>Self-Management & Personality Development</u> Self-Management, SWOT analysis, self-learning and management.</p> <p>Motivation and Image building Techniques</p> <p><u>Personal Grooming & Hygiene</u> Presentation of Self, Formal & Informal Dressing, Dressing for Occasions.</p> <p><u>Techniques of Attending Interviews</u> Interview & its types. Preparation for the interview, stages of interview. Do's & Don'ts in an interview.</p> <p>BASIC MATHEMATICAL CALCULATION:</p> <p>Conversions of different units viz. length, area, mass etc. Simple Problems on Perimeter and area of a triangle, a circle, a square, rectangle, semicircle etc. Simple Problems on Comparing quantities, weight, speed, height, age, ratio, percentage, and price, etc. Simple calculation on profit and loss statement, discount calculations of products. Demonstration of utilization of mobile apps for financial transactions. Exercises on aptitude/puzzles</p> <p>Practice on Types of Charts and Graphs</p> <p>Introduction to units and dimensions of different objects. Perimeter, Area of regular shapes, viz. Triangle, Square, and Circle, rectangle, semicircle etc.</p> <p><u>Quantitative Aptitude</u> Introduction, Comparing quantities viz. Speed, age, height, ratio, percentage, weight, and price, etc. Introduction to cost price, sale price, profit, loss and discounts of products. Introduction to online internet banking mechanisms, various modes of payments, cash transactions and associated mobile apps. Concept of insurance and taxes and types. Personal saving and investment mechanism.</p> <p><u>Logical reasoning</u> Introduction to logical reasoning. Types of logical reasoning. Principles of logical reasoning with examples on numbers and sequences, arrangement and relations,</p> <p><u>Data Interpretation</u> Data analysis and interpretation. Types of variables for different applications. Basic graph types (Bar, Line, PIE Charts).</p> <p>ENERGY & ENVIRONMENT:</p> <p>Video demo on different types of energy resources. Conventional & Non-Conventional Energy Resources. Fossil Fuel, Biomass, Bio-Gas, Solar, etc. Public awareness on Energy conservation and use of clean energy.</p> <p>ENGLISH LITERACY:</p> <p>Pronunciation of simple words, Diction (use of word and</p>
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		speech) Transformation of sentences, Spellings. Reading and understanding simple sentences about self, work and environment. Construction of simple sentences Writing simple English, Speaking with preparation on self, on family, on friends/ classmates, on work. Role-playing and discussions on current affairs. Job description. Practice of Taking messages, passing on instructions. Practice making Resumes or curriculum vita. Letters of application &referencing to previous communication.



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SYLLABUS FOR CORE SKILLS

1. Training Methodology (Common for all CITS trades) (270Hrs + 180Hrs)

Learning outcomes, assessment criteria, syllabus and Tool List of above Core Skills subjects which is common for a group of trades, provided separately in www.bharatskills.gov.in



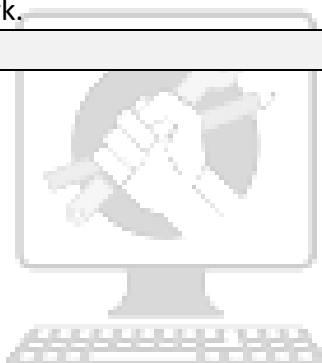
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7. ASSESSMENT CRITERIA

LEARNING OUTCOME	ASSESSMENT CRITERIA
TRADE TECHNOLOGY (TT)	
1. Demonstrates shorthand skills and computer applications. (NOS: MEP/N9447)	Demonstrate Shorthand skills and Computer Applications in the field of work.
	Describe Office Practice work.
	Type the given exercise.
	Demonstrate usage of additional and simple grammalogues, contractions.
	Apply advance features of MS-Word, Mail Merge for the given assignment.
	Analyze & participate in group discussion on General Topics.
2. Demonstrate professional qualities / skills of office Secretary & make use of advance Phraseography. (NOS: MEP/N9448)	Explain modern office, office layout and management of work.
	Take dictation of intext words, phrases, short forms & advance phraseography.
	Perform given secretarial duty and exhibit personal and professional qualities of an office secretary.
	Analyze & compare documents.
	Illustrate role & benefits of Library.
3. Analyze & assess duties of Personal Secretary relating to office and enhance speed for shorthand typing. (NOS: MEP/N9449)	Plan & arrange office meetings; prepare notice, agenda, and quorum.
	Take dictation of given financial document.
	Demonstrate representation of data using combination chart, MS-Excel Formulas.
	Prepare & review Data Base of Pay Roll/ Inventory, etc.
	Analyze & interpret training manuals, Minutes of meeting, remuneration procedure & transcribe the same on computer.
	Take dictation on given Education Policy.
	Design various Advance Slide presentations.
4. Plan and organize office work using office equipments, MS-Office and prepare Itinerary for official work. (NOS: MEP/N9450)	Brief about office system and routines & their difference.
	Analyze & demonstrate handling of given office machines and equipments.
	Use Ms-Excel, Filter, Advance Sorting, Data Tools for preparing given report.
	Take dictation of Foreign Phrases and General Budgets.
	Analyze & prepare itinerary as per the given requirement.
	Illustrate Planning work for Travel Arrangements.
5. Design various kinds of data base on Ms Excel	Explain Personal Management, Time Management, Stress Management.

using formulas and illustrate personnel Management and Leadership Skills. (NOS: MEP/N9451)	Demonstrate Conflict Management for a given situation.
	Take dictation on Essential Commodities, Phones and General Meetings.
	Prepare given report in MS-Excel using various commands/formulas and create different kinds of tables.
	Perform High Speed Dictation from unseen passage and transcript on Computer.
	Analyze & prepare report through Power Point Presentation.
	Participate in group discussion and communicate ideas/opinion on given topic.
6. Demonstrate the use of E-commerce/ E-library & MS- Access. (NOS: MEP/N9452)	Demonstrate usage and applications of Advance Feature of Internet and E-Commerce.
	Prepare & analyze different official forms using MS-Access.
	Illustrate usage & role of Library.
	Demonstrate dictation on intext words, short forms and phrases.
	Demonstrate & assess high speed dictation from given unseen passage and transcript on Computer.
	Create different kind of tables using given MS-Access applications.
7. Demonstrate use of Tally Software in preparing different kinds of office reports. (NOS: MEP/N9453)	Create a company using Tally Software.
	Create opening ledger using an existing Balance Sheet.
	Design given Official letters/Quotations/ Tender/ Complaint letters, Adjustment letters etc.
	Assess and Post voucher in tally in different modes.
	Analyze & Perform Cost Centre & Cost category.
	Manufacture and transfer materials in Tally.
	Review Profit & Loss A/c, Balance Sheet and other Accounts.
	Demonstrate format for Book-keeping.
	Plan & prepare Pay Roll forms.
	Prepare given document abiding Govt. Service Tax policy.
8. Demonstrate use of Tally Software in preparing different kinds of office reports. (NOS: MEP/N9454)	Illustrate importance of book-keeping for creation of a company.
	Demonstrate procedures for opening ledgers, balance sheet, voucher etc.
	Take dictation on International Affairs, Defence Matters (Air, Navy & Army) etc. and transcribe the same on computer.
	Illustrate communication skills and Decision Making.
9. Analyze & differentiate various types of Official letters, its procedures and transcribe the same on computer. (NOS: MEP/N9455)	Analyze & categorise various types of official documents/letters.
	Take dictation on given topic for Railway Workings / Agriculture and Irrigation/ Current parliamentary proceedings and transcribe them on computer.
10. Analyze and use different	Illustrate various Banking correspondences.

Govt. Correspondences & prepare official documents using corresponding technical phrases. (NOS: MEP/N9456)	Assess & fill various government correspondence like Circulars, Notice, office orders, memorandum etc.
	Perform & review High Speed dictation @ 100-120 WPM on Technical and medical phrases, minutes of meeting etc.
	Prepare project report on job training.
11. Exhibit effective communication skills with logical reasoning ability and quantitative aptitude to maximize efficiency in work. (NOS: MEP/N9446)	Demonstrate reasonable quantitative aptitude and interpret data in the field of work
	Demonstrate effective communication skills with logical reasoning ability.
	Describe method of energy conservation and day-to-day contribution to work for optimum utilization of resources.
	Demonstrate English language fluency while carrying out official work.



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8. INFRASTRUCTURE

LIST OF TOOLS AND EQUIPMENT FOR OFFICE MANAGEMENT- CITS TRADE			
S No.	Name of the Tool & Equipment	Specification	Quantity
A. Raw material & other consumable items			
1.	Shorthand Pencil		As Required
2.	Short Hand Note Book		
3.	Eraser		
4.	Sharpener		
5.	Scale	12" & 15"	
6.	Cutter		
7.	Photo Copy Paper A4/Full Size		
8.	Correcting Fluid Pen - for Minor Changes		
9.	Cloth Duster - For Workshop		
10.	Pilot Pen		
11.	Stapler (Small & Big)		
12.	File Folder		
13.	White Board Marker		
14.	White Board Duster		
15.	Printer Cartridge		
16.	DMP Stencil (For Computer)		
17.	Collin		
18.	Box File- Medium Size A4		
19.	Awl Pins/ Gem Clips		
20.	Water Jug		
21.	Scissor		2 Nos.
22.	Dustbin		4 Nos.
23.	Fevistick / Fevicol		As Required
24.	CD Plain / Pen Drive		
25.	CD (WR)		
26.	Register		2 Nos.
27.	Poker (Small & Big)		
28.	Paper Highlighter		As Required
29.	Sketch Pens		
30.	Cello Tape/ Brown Tape		1 No.
31.	Outward Mail Register		
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		As Per

37.	Drawing Pins		Requirement
B. List of Tools, Equipment & Furniture			
38.	Class Room Furniture		Dual Desk 13 Nos.
39.	Computer Table with Chair		25+1 (1 For Faculty)
40.	For Dictation Room- Tables, Chairs, Headphones/ Speakers or Microphone and Systems)		25+1 (1 For Faculty)
41.	Computer- Latest Model (One Laptop for Faculty)	CPU: 32/64 Bit i3/i5/i7 or latest processor, Speed: 3 GHz or Higher. RAM:-4 GB DDR-III or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet, with USB Mouse, USB Keyboard and Monitor (Min. 17 Inch. Licensed Operating System and Antivirus compatible with trade related software.	25+1 Nos.
42.	Laser Printer- A4 Size		01 No.
43.	Document Printer - A3 Size		01 No.
44.	Printer Table		02 Nos.
45.	Glazed White Board - 8x4		01 No.
46.	Interactive Board		01 No.
47.	Student Locker with External Lock		02 Nos.
48.	Book Case		02 Nos.
49.	Steal Almirah		02 Nos.
50.	UPS		As required
51.	Fax Machine (Latest Model)		01 No.
52.	Tool Kit (Hand Tools)		02 Sets
53.	Air Conditioners 1.5 Ton with CVT		As required
54.	Broad Band Connection or Wi-Fi		01 No.
55.	LCD Projector		01 No.
56.	LED TV 36 Inch		01 No.
57.	Application Software (MS- Office / Tally) Educational Version		As Required
58.	Antivirus (Latest Version)		As Required
Note:			
1. Tools & Equipment should be procured of the latest models.			
2. Apart from the list Raw Material and its quantity should be purchased as per the Requirement.			

