

Syllabus for the trade

Of

# OFFICE MANAGEMENT (SECRETARIAL PRACTICE) – ENGLISH

(SEMESTER PATTERN)

## **TRADE SKILL 1 & 2 (UNDER CRAFT INSTRUCTOR TRAINING SCHEME)**

Redesigned in: 2014

By

Government of India  
**CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE**  
Directorate General of Employment & Training  
Ministry of Labour & Employment  
EN 81, SECTOR – V, SALT LAKE CITY,  
Kolkata, West Bengal – 700 091.

## GENERAL INFORMATION

1. **Name of the Trade** : OFFICE MANAGEMENT(*earlier* SECRETARIAL PRACTICE) – ENGLISH
2. **NCO Code No.** : 4111.10
3. **Duration of Craftsman Training** : One year (2 semesters)
4. **Power Norms** : 8 KW
5. **Space Norm** :
  1. One Lecture Room (30 Sq. Meter)
  2. One Computer Lab (60 Sq. Meter)
  3. One Shorthand Lab (30 Sq. Meter)
6. **Entry Qualification** : 10<sup>th</sup> Class pass with 50% or higher marks in English Subject (Relaxable by 5% for SC/ST) with one year CTS, NCVT Trade Certificate in Secretarial Practice (English)/ Stenography (English)/ or Diploma recognized by AICTE in relevant trade)
7. **Unit Strength** : 20 Trainees
8. **Training Officer /Trainer's Qualification** :
  1. **One Training Officer-** Secretarial Practice (English) Diploma awarded by AICTE with 2 year teaching/industrial experience  
OR
  2. Degree from a recognized university in the relevant field with one year experience in the relevant field  
OR
  3. NTC/NAC with Craft Instructor Certificate (CIC). in the trade with three years' experience in the relevant field.  
AND
  1. **One Training Officer-** Computer (BE in IT/Computer Science/ MCA/BCA/PGDCA/etc) (Computer Syllabus can be completed by Guest Faculty if regular faculty is not available)  
OR
  2. Diploma (AICTE Approved) in relevant field with two years' experience in the relevant field.  
OR
  3. NTC/NAC with Craft Instructor Certificate (CIC). in the trade with three years' experience in the relevant field.
9. **Desirable Qualification:** : Preference will be given to a candidate with Craft Instructor Certificate (CIC).

**Note: Workshops, Lecture Rooms can be shared among two units of TS 1 & TS 2 of SP Hindi & English**

## INDEX

S.N.	PARTICULARS	PAGE NO.
<b>TRADE SKILL- I</b>		
1	General Information for Admission	3
2	Training Objective & Examination Scheme	4
3	Subject wise Schedule of Training	5
4	Description of Theory Syllabus	6
5	Paper Pattern of Theory Examination	7
6	Description of Practical Syllabus & Evaluation Scheme	8&10
<b>TRADE SKILL- II</b>		
7	General Information for Admission	11
8	Training Objective & Examination Scheme	12
9	Subject wise Schedule of Training	13
10	Description of Theory Syllabus	14
11	Paper Pattern of Theory Examination	15
12	Description of Practical Syllabus & Evaluation Scheme	16&18
<b>OTHER DETAILS</b>		
13	List of Tools, Equipments & Furniture	19
14	List of Raw Material & Other Consumable Items	20&21
15	List of Reference Books	22
16	List of Trade Experts for Remodeling of Syllabus	23
17	Weekly Breakup of the Trade Skill 1 & 2	24-27

## TRAINING OBJECTIVES

After undergone one year CTS training by NCVT or Diploma by AICTE further the Trainees may achieve proficiency/deep knowledge of Shorthand, Computer and Secretarial Practice etc for employability in the various sectors and fields.

### EXAMINATION SCHEME (TRADE SKILL- 1)

S.N.	Name of Examination	Final Test	Sessional Marks	Total	Exam Duration
1	Theory- 1 <sup>st</sup> Office Management & Secretarial Services	80	20	100	3 Hrs
2	Practical- 1 <sup>st</sup> A. Shorthand	120	30	150	3 Hrs
3	Practical – 1 <sup>st</sup> B. Computer Application	120	30	150	3 Hrs
	Total Marks	320	80	400	9 Hrs

**Pass Marks: Theory- 60 %, Practical & Sessional- 60%**

**Note:** The question paper of final trade test will be provided by NCVT as per prescribed norms and practical exams will be conducted in the presence of the external examiner at the Institute level.

**TRADE SKILL – I**  
**OFFICE MANAGEMENT (SECRETARIAL PRACTICE)- ENGLISH**  
**SUBJECT WISE SCHEDULE OF TRAINING**

S. NO.	SUBJECTS	TRAINING HRS (PER DAY)
1	Theory- 1 <sup>st</sup> (Office Management & Secretarial Services)	2 Hrs
2	Practical- 1 <sup>st</sup> A (Shorthand) <ul style="list-style-type: none"> <li>• Dictation</li> <li>• Transcription</li> <li>• Practice &amp; Evaluation</li> </ul> B (Computer Application)	2½ Hrs
		2½ Hrs
3	Group Discussion/ Games/ Library and other activities	1 Hrs

**Note:**

1. During the three months total training would be of 12 weeks or 480 hrs or 8 Hrs per day and 40 Hrs per week.

Trade Skill- I  
**THEORY- 1<sup>ST</sup>**  
**(OFFICE MANAGEMENT & SECRETARIAL SERVICES)**

**TOTAL 120 HRS**

**OFFICE MANAGEMENT**

**Total 60 HRS**

1. Office- Introduction of Modern Office, Lay Out and Management, Elements of the Office Management, Environment of an Office, Interior, Security of the Office, Knowledge of Stationery Items and Maintenance. **12 Hrs.**
2. Planning and Controlling of Office Functions- Planning of Office System and Routines, Work Flow, Need of Office System and Routine, Difference between office system and routine. **15 Hrs.**
3. Personnel Management- Definition and Importance, Selection of the Employees, Training, Remuneration, Supervisions & development of proper working environment, Employee Welfare. **15 Hrs.**
4. Time Management- Definition, Importance of Time, setting priorities. **08 Hrs.**
5. Stress Management- Definition, Causes of Stress, Positive and Negative stress, overcome of stress in the Office. **05 Hrs.**
6. Conflict Management- Introduction, Causes and Cure. **05 Hrs.**

**SECRETARIAL SERVICES**

**Total 60 HRS**

1. Secretarial Services- Professional and Personal Quality of a Secretary, Duties and Responsibility of a Personal Secretary. **15 Hrs.**
2. Handling of Office Machines and Equipments and Their Importance, Planning for Travel Arrangements for Officers on Official works. **15 Hrs.**
3. Organizing Meetings- Notice, Agenda, Quorum, Minutes etc & Mock Practice thereof. **10 Hrs.**
4. Public Relation- Needs Functions and Developments. **05 Hrs.**
5. General principles regarding Income Tax, Auditing and Banking in the Offices. **10 Hrs.**
6. Use of Ready Recknor, Office Manuals & Emergency Services. **05 Hrs.**

**TRADE SKILL – I**  
**OFFICE MANAGEMENT (SECRETARIAL PRACTICE)- ENGLISH**

**PAPER PATTERN OF THEORY EXAMINATION**  
**Theory- 1<sup>st</sup>**  
**(Office Management & Secretarial Services)**

<b>S.N.</b>	<b>Particulars</b>	<b>Total Questions</b>	<b>Marks</b>	<b>Total Marks</b>
<b>1</b>	Objective type Questions	<b>10</b>	<b>2</b>	<b>20</b>
<b>2</b>	Short answer Questions	<b>5</b>	<b>4</b>	<b>20</b>
<b>3</b>	Descriptive/ Essay Type Questions (With Options)	<b>5</b>	<b>8</b>	<b>40</b>
<b>TOTAL MARKS</b>				<b>80</b>

**TRADE SKILL- I**  
**PRACTICAL- I<sup>ST</sup>**  
**A. SHORTHAND**

**TOTAL 150 HRS**

- |     |   |                |
|-----|---|----------------|
| 1.  | Revision of basic principles of Shorthand & Practical Exercises.                                  | <b>15 Hrs.</b> |
| 2.  | Additional/ Simple Grammalogues, Contractions, derivatives and Simple Phrasing.                   | <b>10 Hrs.</b> |
| 3.  | Practice of Intext Words, Phrases and Short Forms.  | <b>05 Hrs.</b> |
| 4.  | Uses and Dictation of the Advance Phraseography.  | <b>10 Hrs.</b> |
| 5.  | Dictation of Various Business Letters, Official Letters and others.                               | <b>20 Hrs.</b> |
| 6.  | Uses and Dictation of Foreign Phrases.  | <b>05 Hrs.</b> |
| 7.  | Dictation of General Budget, Appropriation and Finance.   | <b>15 Hrs.</b> |
| 8.  | Dictation on Education Policy- Intext Words & Phrases.  | <b>10 Hrs.</b> |
| 9.  | Dictation on essential Commodities- Intext Words, Short Forms and Phrases.                        | <b>10 Hrs.</b> |
| 10. | Dictation on Phone and dictation in the General Meetings.   | <b>10 Hrs.</b> |
| 11. | High Speed Dictation in long span of Time and verbatim Transcription of the same on Computers.    | <b>20 Hrs.</b> |
| 12. | Practice of High Speed Dictation @ 80-100 WPM and verbatim transcription of the same on Computer. | <b>20 Hrs.</b> |

**Note:** The Transcription of the Shorthand Dictation would be on Computers only to enable the Employment in the Competitive Exams.

**SHORTHAND PRACTICAL EXAMINATION SCHEME**

- |    |  |                 |
|----|--|-----------------|
| 1. | Dictation @ 90 WPM of an unseen passage of 450 words and transcription in 50 minutes on Computer.      | <b>80 Marks</b> |
| 2. | Dictation @ 70 WPM of a Business Letter of 3 Minutes and Transcription on Computer in 30 Minutes.      | <b>20 Marks</b> |
| 3. | Dictation @ 70 WPM of an Official Letter of Three Minutes and Transcription on Computer in 30 Minutes. | <b>20 Marks</b> |

**Note:** Examination can be held in two batches if the numbers of trainees are exceed then available computers.



## **B. COMPUTER APPLICATION**

**TOTAL 150 HRS**

1. Advance feature of MS- Word- Use of Mail Merge Option, Use of Reference Menu like Index, Captions etc, Use of Track Changes, Comparing Documents, Information about comments etc. **25 Hrs.**
2. Practice of Speed Test in MS- Word @ 50 WPM. **15 Hrs.**
3. Typing practice of Business and Official Letters in the Prescribed Format. **15 Hrs.**
4. 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, Use of Comment Option, Use of Combination Charts. Preparation of Various kind of Data Base (Pay Roll, Inventory etc) in MS- Excel and use of Formulas. **25 Hrs**
5. Advance Features of MS- PowerPoint- Object Linking Method, Object formatting, Grouping-Ungrouping etc. Advance slide presentation method. **15 Hrs.**
6. MS- Access- Creating different kind of Tables, Query, Reports and forms. **20 Hrs.**
7. Introduction to Networking, Types of Network, LAN, MAN, WAN, Use of Advance Features of Internet/Internet Browsers- Deletion of Temporary Files, History, Cookies etc, Introduction of E- Commerce- On Line Banking, E- Shopping, E- Ticketing etc. **15 Hrs.**
8. Preparation of a Project Report and presentation at the end of TS- I through Power Point. **20 Hrs.**

### **COMPUTER PRACTICAL EXAMINATION SCHEME**

1. Job- I Speed Test @50 WPM for 10 Minutes and Print out of the same **80 Marks**
2. Job- II Typing of a Business or Official Letter in prescribed format and Print out of the same. **20 Marks**
3. Job- III Preparation of 6-7 Column of Table in MS- Excel and printout of the same **20 Marks**

**TRADE SKILL- I**  
**COMPUTER APPLICATION (PRACTICAL)**  
**EVALUATION SCHEME**

**Job I** Speed Test (English)

Max. Marks Allotted = 40

- (a) Qualifying Speed =50 wpm; Time = 10 Minutes
- (b) Qualifying Marks (QM) = 60% of MM (40) =24 (as per DGET Norms)
- (c) Qualifying Penalty Marks (QPM) = MM-QM (40-24=16)
- (d) Marks Obtained (MO) – on applying the formula given ahead.
- (e) Error Committed = Gross Error- Error Admissible.
- (f) PE for Penalty for Errors.

**Errors Admissible (EA)** = 5% of Gross Words Typed, e.g. GW 300= 15 WORDS.

**FORMULA FOR CALCULATION OF NET SPEED :**

$$\text{Net Speed} = \frac{\text{GW (Gross Words)} - \text{PE}}{\text{T(Time)}} = \dots \text{wpm}$$

Example 1 –If GW is = 580; EC = 05; The Net Speed Calculation will be:

$$\text{Net Speed} = \frac{\text{GW (580)} - \text{PE (2x5)}}{\text{Time (10)}} = \frac{570}{10} = 57 \text{ wpm}$$

$$\text{A. Marks Obtained} = \frac{\text{Maximum Marks(40)} \times \text{Net Speed (57)}}{\text{Qualifying Speed (50)}} - \text{QPM (16)} = \frac{30}{40}$$

$$\text{B. M.O.} = \frac{\text{MM(40)} \times \text{NS(40)}}{\text{QS(50)}} - \text{QPM(16)} = \frac{16}{40}$$

$$\text{C. M.O.} = \frac{\text{MM(40)} \times \text{NS(60)}}{\text{QS(50)}} - \text{QPM(16)} = \frac{32}{40}$$

**UNDER CITS  
TRADE SKILL – 2  
OFFICE MANAGEMENT (SECRETARIAL  
PRACTICE) (ENGLISH)**

**DURATION: 03 MONTHS**

**SEATS: 20 TRAINEES**

<b>1</b>	<b>Minimum Qualifications for Admission</b>	10 <sup>th</sup> Class pass with 50% or higher marks in English Subject (Relaxable by 5% for SC/ST) with one year CTS of NCVT Trade Certificate in Secretarial Practice (English)/ Stenography (English)/ or Diploma recognized by AICTE in relevant trade) and pass or appeared in TS 1 Examination.
<b>2</b>	<b>Training Methodology</b>	Lectures, Practical, Demonstrations, Audio Visual Aids, Simulation, Industrial Visits
<b>3</b>	<b>Age Limit</b>	Minimum 16 Years, No limit for Maximum Age
<b>4</b>	<b>Reservation for Admission</b>	As per Government of India Rules
<b>5</b>	<b>Staff Requirement &amp; Qualifications</b>	1. <b>One Training Officer-</b> Secretarial Practice (English) Diploma awarded by AICTE with 2 year Teaching/Industrial experience
<b>6</b>	<b>Building/Workshop Area @ 4.50 Sqr. Mtr. Per Trainee</b>	1. One Lecture Room (250 Sqr Feet) 2. Computer Lab (450 Sqr Feet) 3. Shorthand Lab (250 Sqr Feet)
<b>7</b>	<b>Electricity</b>	8 KW

**Note: Workshops, Lecture Rooms can be shared among TS 1 & TS 2 as per Time Table**

Office Management (Secretarial Practice)- English (CITS)

## TRAINING OBJECTIVES

After undergone one year CTS training by NCVT & Trade Skill- I under CITS further the Trainees may achieve proficiency/deep knowledge of Shorthand, Office Management & Correspondence etc for employability in the various sectors, fields & also eligible for Trade Skill- III of CITS after completion of the same.

### EXAMINATION SCHEME (TRADE SKILL- 2)

S. No.	Name of Examination	Final Test	Sessional Marks	Total	Exam Duration
1	Theory- I (Communication & Correspondence )	80	20	100	3 Hrs
2	Practical-I A. Shorthand	120	30	150	3 Hrs
	B. Project Report & VIVA	120	30	150	3 Hrs
	<b>Total Marks</b>	<b>320</b>	<b>80</b>	<b>400</b>	<b>9 Hrs</b>

Pass Marks: Theory- 60 %, Practical & Sessional- 60%

**Note:** The question paper of final trade test will be provided by NCVT as per prescribed norms and practical will be conducted in the presence of the external examiner at Institute level.

**TRADE SKILL -II**  
**SECRETARIAL PRACTICE- ENGLISH**  
**SUBJECTWISE SCHEDULE OF TRAINING**

S. NO.	SUBJECTS	STUDY HRS (PER DAY)
1	Theory- 1 <sup>st</sup> (Communication & Correspondence )	2 Hrs
2	Practical-1 <sup>st</sup> A. Shorthand) <ul style="list-style-type: none"> <li>• Dictation</li> <li>• Transcription</li> <li>• Practice &amp; Evaluation</li> </ul> B. Project Report & VIVA	2½ Hrs
		2½ Hrs
3	Group Discussion/ Games/ Library and other activities	1 Hrs

**Note:**

1. During the three months total training would be of 12 weeks or 480 hrs or 8 Hrs per day and 40 Hrs per week.

**TRADE SKILL- II**  
**THEORY- I**  
**(COMMUNICATION & CORRESPONDENCE)**

**TOTAL 120 HRS**

1. **Communication-** Definition, Importance, Communication Cycle. **05 Hrs.**
2. **Kinds of Communication** – Verbal, Non Verbal & Written. Modes of Communication. **10 Hrs.**
3. **Barriers of Communication,** Tools of Effective Communication. **10 Hrs.**
4. **Business Correspondence-** Essential Parts of Business Letter, Enquiry Letter, Quotation, Order, Tender, Complaint letter, Adjustment Letter etc and their formats. **30 Hrs.**
5. **Banking Correspondence-** Account opening letters, Credit Letters, Guarantee Documents, Standing Instructions for Payment, Request for Bank over Draft etc. **25 Hrs.**
6. **Government Correspondence-** General Govt. Letters, Demi Official Letters, Office Memorandum, Circulars, Notifications, Office Orders, Endorsements, Press Release, Advertisements, Tender, Un Official Notes etc. **30 Hrs.**
7. Writing of **Application and Bio Data/** Resume for Jobs. **10 Hrs.**





**TRADE SKILL – II**  
**OFFICE MANAGEMENT (SECRETARIAL PRACTICE)- ENGLISH PAPER PATTERN OF THEORY EXAMINATION**  
**Theory- 1<sup>st</sup>**  
**(COMMUNICATION & CORRESPONDENCE)**

<b>S.N.</b>	<b>Particulars</b>	<b>Total Questions</b>	<b>Marks</b>	<b>Total Marks</b>
<b>1</b>	Objective type Questions	<b>10</b>	<b>2</b>	<b>20</b>
<b>2</b>	Short answer questions	<b>5</b>	<b>4</b>	<b>20</b>
<b>3</b>	Descriptive/ Essay Type Questions (With Options)	<b>5</b>	<b>8</b>	<b>40</b>
<b>TOTAL MARKS</b>				<b>80</b>

## **TRADE SKILL- II**

### **PRACTICAL-I<sup>ST</sup> SHORTHAND**

**Total: 150 HRS**

#### **A. SHORTHAND (PRACTICAL)**

1. Dictation on International Affairs. **10 Hrs.**
2. Dictation of Various Letters in High Speed. **15 Hrs.**
3. Dictation on Defense Matters- Air, Navy and Army. **10 Hrs.**
4. Dictation on Railway Working and other miscellaneous topics. **20 Hrs.**
5. Dictation on Agriculture and Irrigation Topics etc. **15 Hrs.**
6. Dictation of the current Parliamentary Proceedings. **20 Hrs.**
7. Dictation of Technical and Medical Phrases from books. **10 Hrs.**
8. High Speed Dictation of Current Topics from Magazines and News Paper **10 Hrs.**
9. Dictation of the Minutes of Meeting and Transcription of the same on Computer. **10 Hrs.**
10. Practice of High Speed Dictation in the different voice by different persons (May be by the Class Room Trainees). **15 Hrs.**
11. Practice of High Speed Dictation @ 100-120 WPM and verbatim Transcription on the Computer. **15 Hrs.**

#### **SHORTHAND PRACTICAL EXAMINATION SCHEME**

1. Dictation @ 100 WPM of an unseen passage of 500 words in 5 minutes and transcription in 40 minutes on Computers. **80 Marks**
2. Dictation @ 80 WPM of a Business Letter and Transcription on Computer in 30 Minutes. **20 Marks**
3. Dictation @ 80 WPM of an Official Letter and Transcription on Computer in 30 Minutes. **20 Marks**

**Note:** Examination can be held in two batches if the numbers of trainees are exceed then computers available in the Institute.

## **EVALUATION SCHEME (SHORTHAND PRACTIFAL EXAM) COMMON FOR TS- 1 & 2**

### **TREATMENT & PENALTY FOR ERRORS –**

Errors Committed to be Marked on the Script and counted as :

Full/One Error to be marked by X sign on the script for the following type of Errors –

- a. Omission/ addition/ substitution/ transposition of any Word or figure;  
Spelling Error of a word (Spell check facility being available on Computers).
- b. Half Error to be marked by an oval sign for
  - Non-capitalization of Proper Nouns or wrong capitalization of first letter of a sentence (in English Shorthand Transcription only);
  - Spelling error of Proper Nouns (unpopular names or places etc.);
  - Wrong or non use of Punctuation Marks.
  - Maximum 1 Error should be marked for repeated spelling errors of a word.

NO ERRORS SHOULD BE MARKED FOR IMPROPER PARAGRAPHING. c **Total Errors = Full Errors + ½ of Half Errors;**

- d. Fraction of an Error to be ignored and Rounded off to the nearest figure for Awarding Marks, to be awarded on Full Errors (e.g. round figures).

### **FORMULA FOR AWARD OF MARKS:**

#### **SHORTHAND TESTS:**

Details of Examination Scheme:

(MM) Max Marks allotted = 40 Qualifying Marks = 60% of MM(40) = 24

- (a) Total Words dictated @ 100 w.p.m. for 5 minutes = 500 words
- (b) Errors Admissible = Maximum 5% of total words (500) = 25 (EA)
- (c) Errors Committed (Errors committed by the candidate) = Total/Actual Errors
- (d) Qualifying Marks (60% of Max. Marks 40) = 24 (QM)
- (e) Qualifying Penalty Marks (MM (40) – QM (24) = 16 (QPM)

### **FORMULA FOR AWARD OF MARKS:**

**Marks Obtained (MO) =  $\frac{MM (40) - EC \times QPM (16)}{EA(25)}$**

Example 1 – A candidate committing 10 Errors will get =  $40 - \frac{10(EC) \times 16(QPM)}{25 (EA)} = \frac{34}{40}$

Example 2 – A candidate committing 20 Errors will get =  $40 - \frac{20 \times 16}{25} = \frac{27}{40}$

Example 3 – A candidate committing 0 Errors will get =  $40 - \frac{0 \times 16}{25} = \frac{40}{40}$

**TRADE SKILL- II**  
**PRACTICAL-I<sup>ST</sup>**  
**B. PROJECT REPORT**

**PROJECT REPORT**

**DURATION: MIN. 2 WEEKS**

During the Training period the Trainees will be required to Undergo Project Oriented Professional Training of 2 Weeks for Official & Executive work knowledge. The following organizations may be considered for arranging the project oriented professional training:

- Government Departments/Offices
- Business/Commercial Organizations
- Industrial Establishments
- Hospitals
- Educational Institutions
- Railways, Airlines and other Transport Undertakings
- Publishing Houses/Press
- Banking and Insurance Companies
- Job-work Centers
- Computer Centers/Documentation Centers/Call Centers etc.

The above Training will be organized by the Institute & follow up will be made by the concerned Training Officer of the Trade. After completion of the Training the Trainees require to prepare the detailed Training report of their On Job Training . A viva will also be held at the time of Examination.

**EXAMINATION SCHEME FOR PROJECT REPORT: 60 MARKS FOR REPORT AND 60 MARKS FOR VIVA**

**TRADE SKILL - 1 & 2**  
**OFFICE MANAGEMENT(SECRETARIAL PRACTICE) -**  
**ENGLISH (CITS)**  
**LIST OF TOOLS, EQUIPMENTS & FURNITURE**  
(20 Trainees)

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

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

Office Management (Secretarial Practice)- English (CITS)

**TRADE SKILL – 1 & 2**  
**OFFICE MANAGEMENT (SECRETARIAL PRACTICE)-**  
**ENGLISH (CITS)**  
**LIST OF RAW MATERIAL & OTHER CONSUMABLE ITEMS**

(20 Trainees)

S. No.	Description	Quantity
1.	Shorthand Pencil	20 Dzn
2.	Short Hand Note Book	20 Dzn
3.	Erazer	20 Nos.
4.	Sharpner	20 Nos.
5.	Scale (12")	20 Nos.
6.	Cutter	20 Nos.
7.	Photo Copy Paper A4/Full Size	10 Ream
8.	Correcting Fluid Pen – for Minor Changes	20 Nos.
9.	Cloth Duster – For Workshop	12 Dzn
10.	Piolet Pen	10 Nos.
11.	Stepler (Small & Big)	20 Nos.
12.	File Folder	20 Nos.
13.	White Board Marker	40 Nos.
14.	White Board Duster	6 Nos.
15.	Printer Cartridge	04 Nos.
16.	DMP Stencil (For Computer)	60 Nos.
17.	Collin	4 Bottle
18.	Box File- Medium Size A4	20

19.	Awl Pins/ Gem Clips	4 Pkt
20.	Water Jug	4 Nos.
21.	Scissor	2 Nos.
22.	Dustbin	4 Nos.
23.	Fevistick	20 Nos.
24.	CD Plain	20 Nos.
25.	CD (WR)	20 Nos.
26.	Register	4 Nos.
27.	Pocker (Small & Big)	2 Nos.
28.	Paper Highlighter	20 Nos.
29.	Scatch Pens	4 Pkt
30.	Cello Tape/ Brown Tape	1 Dzn
31.	Outward Mail Register	1 No.
32.	Inward Mail Register	1 No.
33.	Postal Expenditure Register	1 No.
34.	Peon Book	1 No.
35.	Visitors Register	1 No.
36.	Paper Weight	2 Dzn
37.	Drawing Pins	2 Pkt
38.	Stapler Pin Size – No. 10	20 No.

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



**TRADE SKILL – 1 & 2**  
**OFFICE MANAGEMENT (SECRETARIAL PRACTICE) -**  
**ENGLISH (CITS)**  
**LIST OF REFERANCE BOOKS**

S	Name of Books	Writer	Publication
1	Simple Shorthand (With Key)	Dr. G. D. Bist	Vishisht Prakashan C4B/66, Janakpuri, New Delhi- 110058  sales@shorthandhouse.com
2	Workbook on Shorthand Dictation and Corrections		
3	Speedography (Phrases & Transcription)		
4	Simple Speed Guide		
5	Model Speed Dictation		
6	Shorthand Quiz		
7	Officer Secretarial Practice		
8	Audio Test Dictation Cassette		
9	Office Procedure	Dr. Ram Chandra Singh Sagar	Atma Ram & Sons , New Delhi
10	Secretarial Noting Drafting and Summary Writing	G.S. Tondpon & N. K. Saran	Prakashan Kendra, Lucknow, UP
11	Secretarial Practice	Y. P. Verma	S. Chand & Company Delhi
12	Secretarial Practice	Chaturvedi & Bansal	
14	Office Automation & Secretarial Practice	Dr. Ali & Tyagi	Navbharat Prakashan. Meerut, UP
15	Office Organization & Management	R. C. Agrawal & Siyaram Jaiswal	Navyug Sahitya Sadan, Agra, UP
16	Office Management	Ghosh & Agrawal	S. Chand & Company New Delhi
17	Computer Fundamentals and MS- Office, Internet & Web Technology	Dinesh Maidasani & Jainarayan Yadav	Firewall Media , New Delhi

18	Microsoft Office	M. K. Dadarwal	
20	Fundamental of Computer Science	Ashok Arora	
21	MS- Windows XP/Vista Professional Hand Book	Louis Columbus	
22	Businesss Letter And Communication	Rajendra Pal	S. Chand & Company New Delhi
23	Modern Communication & Technics	Rajendra Pal	
25	General Management	G. S. Sudha	Pustak Prakashan. New Delhi

**NOTE: MORE BOOKS CAN BE PURCHASE ACCORDING TO CURRICULA**

**LIST OF TRADE EXPERTS FOR REMODELLING OF SYLLABUS  
UNDER CITS AT RVTI (W) JAIPUR**

	SN	TRADE EXPERTS	DESIGNATION	OFFICE ADDRESS
<b>DGET MEMBERS</b>	1	Sh. D. Mallick	Director/ Chairperson	ATI, Kanpur
	2	Mrs. Upma Bhatia	Joint Director/ HOD	NVTI (W), Noida, UP
	3	Mr. Rajendra Kumar	JDT	DGET, HQ, New Delhi
	4	Mrs. Alka Sharma	DDT, WT	DGET, HQ, New Delhi
	5	Mr. J. R. Sharma	DDT/Principal	RVTI (W) Panipat
	7	Mrs. Shashi Mathur	DDT/ Principal	RVTI(W), Jaipur
	6	Mr. K. N. Somashekariah	ADT/Principal	RVTI, Bangalore
	8	Mr. Yogesh Kumar	Training Officer - SP	RVTI(W), Jaipur
	9	Mr. R. K. Bhattacharyya	Training Officer- SP	RVTI, Trivendrum
	10	Mrs. Babita Prasad	Vocational Instructor (SP- English)	RVTI(W), Jaipur
	11	Ms. Manu Agrawal	Vocational Instructor (Steno- Hindi)	RVTI(W), Jaipur
<b>RTSTRA DEEXPE</b>	12	Dr. G. D. Bist	Retd. Chief Parliament Reporter	66/C/4B, Janakpuri, New Delhi
	13	Dr. Mahendra Surana	IAS (Retd)/ Editorial Advisor- Dainik Bhaskar - Rajasthan,	C-403, Setu Path, Pradhan Marg, Malviya Nagar, Jaipur
	14	Dr. Wazid Ali	HOD- MOMSP	Janta Polytechnic College, Bulandshahar, UP
	15	Mr. C. L. Mittal	Retd. Under Secretary Govt. of Rajasthan	B-10, Pani Pench, Nehru Nagar, Jaipur
	16	Mr. Hemant Garg	Sr. Lecturer- Computer	Govt. Women. Polytecnic College, Jaipur
	17	Mr. P. K. Arora	Chief Manager	Union Bank of India, Jaipur
	18	Mr. Sandeep Dhillon	Sr. Lecturer- MBA	Swayatt Shashan Sansthan, Jaipur

	19	Mr. K. L. Indoriya	Law Officer/ Hindi Officer	Hindustan Salts Ltd. Malviya Nagar, Jaipur
	20	Mr. Jay Kumar Verma	Sr. Faculty- English	Genesis Corporate Academy, Jaipur
	21	Mr. S. P. Bahuguna	Admn. Officer	BMVSS, Jaipur Foot Organization, Jaipur
	22	Mr. Amit Sharma	PA to VC	University of Rajasthan, Jaipur

**WEEKLY BREAKUP**  
**OFFICE MANAGEMENT (SECRETARIAL PRACTICE) –**  
**ENGLISH (CITS)**  
**TRADE SKILL - I**

WEEK	THEORY	PRACTICAL
1	<ul style="list-style-type: none"> <li>→ Introduction to CITS Scheme</li> <li>→ Discussion of Job Opportunities available in the Public Sector, Govt. Sector and awareness about advertisements related to jobs</li> <li>→ Motivation for preparation of the competitive exams</li> </ul>	<ul style="list-style-type: none"> <li>→ Revision of the CTS Shorthand Practical exercises</li> <li>→ Revision of the CTS Computer Application and Typography Practical exercise</li> <li>→ Library and News Paper Reading</li> </ul>
2	<ul style="list-style-type: none"> <li>→ Revision of the CTS Shorthand Theory</li> <li>→ Revision of the CTS Computer Application Theory</li> <li>→ Revision of the CTS Office Practice Theory</li> </ul>	<ul style="list-style-type: none"> <li>→ Practice of additional and simple grammalogues, Contractions</li> <li>→ Practical use of advance features of MS- Word, Mail Merge, Use of reference , Captions etc</li> <li>→ Group Discussion on General Topics</li> </ul>
3	<ul style="list-style-type: none"> <li>→ Modern Office- Introduction, Lay out and Management</li> <li>→ Secretarial duties, personal and professional qualities of a Secretary</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation &amp; practice of Intext Words, Phrases and Short Forms &amp; Advance Phraseography</li> <li>→ Use of Track Changes, Comparing Documents, Information about comments etc.</li> <li>→ Library</li> </ul>
4	<ul style="list-style-type: none"> <li>→ Elements of the Office Management, Environment of an Office, Interior, Security of the Office, Knowledge of Stationery Items and Maintenance</li> <li>→ Duties and Responsibility of a Personal Secretary.</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation of Various Business Letters &amp; Transcription of the same on Computer</li> <li>→ Practice of Speed Tests in MS- Word</li> <li>→ News Paper reading and Group discussion</li> </ul>
5	<ul style="list-style-type: none"> <li>→ Planning and Controlling of Office Functions- Planning of Office System and Routines, Work Flow</li> <li>→ Handling of Office Machines and Equipments and Their Importance</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation of Various Official Letters and others</li> <li>→ Typing practice of Business and Official Letters in the Prescribed Format</li> <li>→ Library</li> </ul>
6	<ul style="list-style-type: none"> <li>→ Need of Office System and Routine, Difference between office system and routine.</li> <li>→ Planning for Travel Arrangements for Officers on Official works</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation of Foreign Phrases &amp; General Budgets</li> <li>→ 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</li> </ul>

Office Management (Secretarial  
Practice)- English (CITS)

7	<ul style="list-style-type: none"> <li>→ Personnel Management- Definition and Importance, Selection of the Employees,</li> <li>→ Organizing Meetings- Notice, Agenda, Quorum</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation of Appropriation and Finance</li> <li>→ Use of Comment Option, Use of Combination Charts. Preparation of Various kind of Data Base (Pay Roll, Inventory etc) in MS- Excel and use of Formulas</li> <li>→ Group Discussion</li> </ul>
8	<ul style="list-style-type: none"> <li>→ Training, Remuneration, Supervisions &amp; development of proper working environment, Employee Welfare</li> <li>→ Minutes etc &amp; Mock Practice thereof.</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation on Education Policy- Intext Words &amp; Phrases</li> <li>→ Advance Features of MS- PowerPoint- Object Linking Method; Object formatting, Grouping- Ungrouping etc. Advance slide presentation method</li> <li>→ Library</li> </ul>
9	<ul style="list-style-type: none"> <li>→ Time Management- Definition, Importance of Time, setting priorities</li> <li>→ Public Relation- Needs Functions and Developments</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation on essential Commodities- Intext Words, Short Forms and Phrases</li> <li>→ Use of MS- Access- Creating different kind of Tables</li> <li>→ Group Discussion</li> </ul>
10	<ul style="list-style-type: none"> <li>→ Stress Management- Definition, Causes of Stress, Positive and Negative stress, overcome of stress in the Office.</li> <li>→ General principles regarding Income Tax, Auditing and Banking in the Offices.</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation on Phones and Dictation in General Meetings</li> <li>→ Query, Reports and forms in MS- Access, Use of Advance Features of Internet and E- Commerce</li> <li>→ Library</li> </ul>
11	<ul style="list-style-type: none"> <li>→ Conflict Management- Introduction, Causes and Cure.</li> <li>→ Use of Ready Recknor, Office Manuals &amp; Emergency Services.</li> </ul>	<ul style="list-style-type: none"> <li>→ Practice of High Speed Dictation from unseen passage and transcription on Computer</li> <li>→ Preparation of report through Power point</li> </ul>
12	<ul style="list-style-type: none"> <li>→ Revision of the Office Management Theory</li> <li>→ Revision of the Secretarial Services</li> </ul>	<ul style="list-style-type: none"> <li>→ Revision of Shorthand practical</li> <li>→ Revision of all Computer practical</li> </ul>
<b>TRADE SKILL EXAMINATION- I</b>		

**WEEKLY BREAKUP**  
**OFFICE MANAGEMENT (SECRETARIAL PRACTICE) –**  
**ENGLISH (CITS)**

**TRADE SKILL - II**

WEEK	THEORY	PRACTICAL
1	<ul style="list-style-type: none"> <li>→ Communication- Definition, Importance and Communication Cycle</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation on International Affairs and Transcription of the same on Computer</li> <li>→ English News Paper Reading</li> </ul>
2	<ul style="list-style-type: none"> <li>→ Kinds of Communication- Verbal</li> <li>→ Kinds of Communication - Non Verbal</li> <li>→ Kinds of Communication - Written</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation of Various Letters in High Speed and Transcription of the same on Computer</li> <li>→ Library</li> </ul>
3	<ul style="list-style-type: none"> <li>→ Barriers of Communication</li> <li>→ Business Correspondence- Essential parts of Business letters</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation on Defense Matters- Air, Navy and Army and Transcription of the same on Computer</li> <li>→ English News Paper Reading</li> </ul>
4	<ul style="list-style-type: none"> <li>→ Enquiry Letter, Quotation, Order, Tender</li> <li>→ Complaint letter, Adjustment Letter etc and their formats.</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation on Railway Working and other miscellaneous topics and Transcription of the same on Computer.</li> <li>→ Library</li> </ul>
<p><b>(5<sup>th</sup> &amp; 6<sup>th</sup> Week)</b>  <b>On the job training to accustom the needs and problems of the jobs in a reputed Industry/Establishment for 2 weeks</b></p>		
7	<ul style="list-style-type: none"> <li>→ Banking Correspondence- Account opening letters</li> <li>→ Credit Letters, Guarantee Documents,</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation on Agriculture and Irrigation Topics and Transcription of the same on Computer</li> <li>→ Preparation of Project Report on the Job Training</li> <li>→ Library</li> </ul>
8	<ul style="list-style-type: none"> <li>→ Standing Instructions for Payment, Request for Bank over Draft etc.</li> <li>→ Class Test</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation of the current Parliamentary Proceedings and Transcription of the same on Computer.</li> <li>→ Preparation of Project Report on the Job Training</li> <li>→ Library</li> </ul>
9	<ul style="list-style-type: none"> <li>→ Government Correspondence-</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation of Technical and Medical</li> </ul>

Office Management (Secretarial Practice)-  
English (CITS)



	<ul style="list-style-type: none"> <li>→ General Govt. Letters, Demi Official Letters, Office Memorandum,</li> </ul>	<ul style="list-style-type: none"> <li>Phrases from books &amp; Current Topics from Magazines and News Paper and Transcription of the same on Computer</li> <li>→ Preparation of Project Report on the Job Training</li> <li>→ English News Paper Reading</li> </ul>
10	<ul style="list-style-type: none"> <li>→ Government Correspondence Circulars, Notifications, Office Orders Endorsements</li> <li>→ Government Correspondence Press Release, Discussion on old question papers &amp; answers (Theory)</li> </ul>	<ul style="list-style-type: none"> <li>→ Dictation of the Minutes of Meeting and Transcription of the same on Computer.</li> <li>→ Discussion on old question papers &amp; answers (Practical)</li> <li>→ Preparation of Project Report on the Job Training</li> <li>→ Library</li> </ul>
11	<ul style="list-style-type: none"> <li>→ Government Correspondence Advertisements, Un Official Notes etc.</li> <li>→ Writing of Application and Bio Data/ Resume for Jobs.</li> <li>→ Class Test</li> </ul>	<ul style="list-style-type: none"> <li>→ Practice of High Speed Dictation in the different voice by different persons and Transcription of the same on Computer</li> <li>→ Preparation of Project Report on the Job Training</li> <li>→ English News Paper Reading</li> </ul>
12	<ul style="list-style-type: none"> <li>→ Revision of the Trade Skill- II Theory</li> </ul>	<ul style="list-style-type: none"> <li>→ Practice of High Speed Dictation @ 100-120 WPM and Transcription of the same on Computer</li> </ul>
<b>TRADE SKILL EXAMINATION- II</b>		