

SECRETARIAL ASSISTANT

COMPETENCY BASED CURRICULUM

(Duration: 1 Yr. 3 months)

APPRENTICESHIP TRAINING SCHEME (ATS)

NSQF LEVEL- 5



SECTOR – BANKING FINANCIAL SERVICE AND INSURANCE



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

SECRETARIAL ASSISTANT

(Revised in 2018)

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NSQF LEVEL - 5

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Developed By

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1. 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.



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2. TRAINING SYSTEM

2.1 GENERAL

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

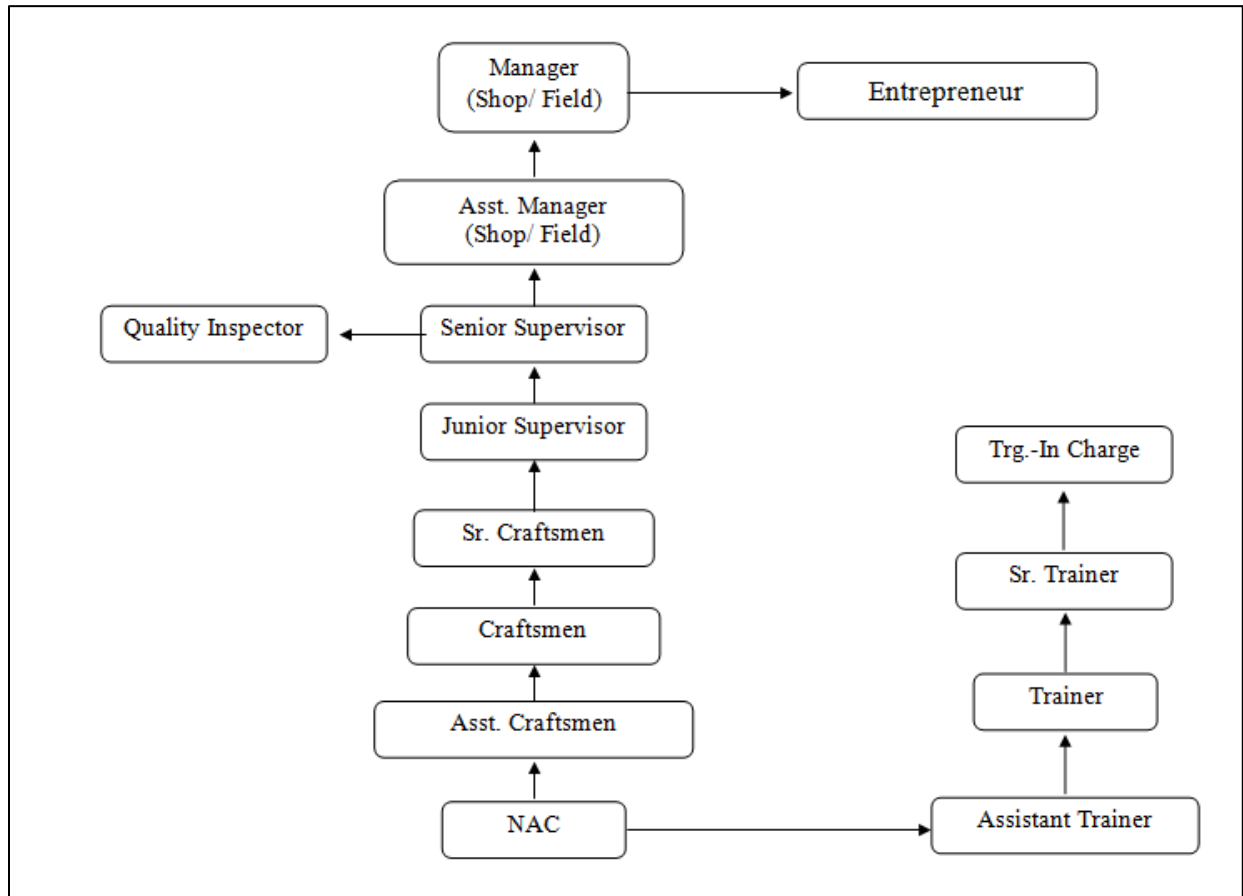
Secretarial Assistant trade under ATS is one of the most popular courses delivered nationwide through different industries. The course is of one year and three months (01 Block of 15 months duration including basic training) duration. It mainly consists of Domain area and Core area. In the Domain area Trade Theory & Practical impart professional - skills and knowledge, while Core area - Employability Skills imparts requisite core skills & knowledge and life skills. After passing out the training programme, the trainee is being awarded National Apprenticeship Certificate (NAC) by NCVT having worldwide recognition.

Broadly candidates need to demonstrate that they are able to:

- Read & interpret technical parameters/document, plan and organize work processes, identify necessary materials and tools;
- Perform task with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge, core skills & employability skills while performing jobs and solve problem during execution.
- Check the job/assembly as per drawing for functioning, identify and rectify errors in job/assembly.
- Document the technical parameters related to the task undertaken.

2.2 CAREER PROGRESSION PATHWAYS:

- Indicative pathways for vertical mobility.



2.3 COURSE STRUCTURE:

Table below depicts the distribution of training hours across various course elements during a period of one year (*Basic Training and On-Job Training*): -

Total training duration details: -

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

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A. Basic Training

For 02 yrs. Course (Non-Engg.): - **Total 03 months:** 03 months in 1st yr. only

For 01 yr. Course (Non-Engg.): - **Total 03 months:** 03 months in 1st yr.

Sl. No.	Course Element	Total Notional Training Hours (For 01 yr. Course)
1	Professional Skill (Trade Practical)	270
2	Professional Knowledge (Trade Theory)	120
3	Employability Skills	110
	Total (including Internal Assessment)	500

B. On-Job Training:-

For 01 yr. Course (Non-Engg.) :- (**Total 12 months**)

Notional Training Hours for On-Job Training: 2080 Hrs.

C. Total training hours:-

Duration	Basic Training	On-Job Training	Total
For 02 yrs. Course (Non-Engg.)	1000 hrs.	3640 hrs.	4140 hrs.
For 01 yr. Course (Non-Engg.)	500 hrs.	2080 hrs.	2580 hrs.

2.4 ASSESSMENT & CERTIFICATION:

The trainee will be tested for his skill, knowledge and attitude during the period of course and at the end of the training programme as notified by Govt of India from time to time. The Employability skills will be tested in first two semesters only.

a) The **Internal assessment** during the period of training will be done by **Formative assessment method** by testing for assessment criteria listed against learning outcomes. The training institute have to maintain individual *trainee portfolio* as detailed in assessment guideline. The marks of internal assessment will be as per the template (Annexure – II).

b) The final assessment will be in the form of summative assessment method. The All India Trade Test for awarding NAC will be conducted by NCVT on completion of course as per guideline of Govt of India. The pattern and marking structure is being notified by govt of India from time to time. **The learning outcome and assessment criteria will be basis for setting**

question papers for final assessment. The examiner during final examination will also check individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

2.4.1 PASS REGULATION

The minimum pass percent for Practical is 60% & minimum pass percent for Theory subjects 40%. The candidate pass in each subject conducted under all India trade test.

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 assessment. Due consideration should be given while assessing for team work, avoidance/reduction of scrap/wastage and disposal of scarp/wastage as per procedure, behavioral attitude, sensitivity to environment and regularity in training. The sensitivity towards OSH and self-learning attitude are to be considered while assessing competency.

Assessment will be evidence based comprising the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work

Evidences of internal assessments are to be preserved until forthcoming semester examination for audit and verification by examination 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 with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.	• Demonstration of good skill in the use of hand tools, machine tools and workshop equipment • Below 70% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the component/job/set standards. • A fairly good level of neatness and consistency in the finish • Occasional support in completing the project/job.
(b) Weightage in the range of above 75% - 90% to be allotted during assessment	
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.	• Good skill levels in the use of hand tools, machine tools and workshop equipment • 70-80% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the component/job/set standards. • 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	
For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.	• High skill levels in the use of hand tools, machine tools and workshop equipment • Above 80% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the component/job/set standards. • A high level of neatness and consistency in the finish. • Minimal or no support in completing the project.

Brief description of Job roles:

A secretarial Assistant 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. A Secretarial Assistant is able to prepare different types of letter, Composing and Drafting Mail. They must Handling photocopy machine, Fax, Scanner, Computer & its accessories and Franking Machine, Knowledge about EPABX & Intercom. Able to do Train Reservation, Flight Reservation, BUS Reservations, Online Hotel Reservation in Different Cities and Countries through internet.

Secretarial Assistant work consists of supporting executives. The role of Secretarial Assistant work closely with senior members of staff(usually senior manager or Director) helping them to manage their workload, organize their day and free up their time by providing administrative support on a one to one basis. They are also responsible for keeping all of official record of a company or organization.

They can plan and organize assigned work and detect & resolve issues during execution. Demonstrate possible solutions and agree tasks within the team. Communicate with required clarity and understand technical English. Sensitive to environment, self-learning and productivity.

May be designated as Secretarial Assistant General according to nature of work done.

Reference NCO:

- i) 4120.0100 Private Secretary
- ii) 4120.0200 Personal Secretary
- iii) 4120.9900 Secretaries, Other

4. NSQF LEVEL COMPLIANCE

NSQF level for Secretarial Assistant trade under ATS: **Level 5**

As per notification issued by Govt. of India dated- 27.12.2013 on National Skill Qualification Framework total 10 (Ten) Levels are defined.

Each level of the NSQF is associated with a set of descriptors made up of five outcome statements, which describe in general terms, the minimum knowledge, skills and attributes that a learner needs to acquire in order to be certified for that level.

Each level of the NSQF is described by a statement of learning outcomes in five domains, known as level descriptors. These five domains are:

- a. Process
- b. Professional Knowledge,
- c. Professional Skill,
- d. Core Skill and
- e. Responsibility.



The Broad Learning outcome of SECRETARIAL ASSISTANT trade under ATS mostly matches with the Level descriptor at Level- 5.

The NSQF level-5 descriptor is given below:

Level	Process Required	Professional Knowledge	Professional Skill	Core Skill	Responsibility
Level 5	Job that requires well developed skill, with clear choice of procedures in familiar context.	Knowledge of facts, principles, processes and general concepts, in a field of work or study	A range of cognitive and practical skills required to accomplish tasks and solve problem by selecting and applying basic methods, tools, materials and information.	Desired mathematical skill, understanding of social, political and some skill of collecting and organizing information, communication.	Responsibility for own work and Learning and some responsibility for other's works and learning.

5. GENERAL INFORMATION

Name of the Trade	SECRETARIAL ASSISTANT
NCO - 2015	4120.0100 Private Secretary 4120.0200 Personal Secretary 4120.9900 Secretaries, Other
NSQF Level	Level – 5
Duration of Apprenticeship Training (Basic Training + On-Job Training)	3 months + One year (01 Blocks of 15 month duration).
Duration of Basic Training	a) Block –I : 3 months Total duration of Basic Training: 3 months
Duration of On-Job Training	a) Block–I: 12 months Total duration of Practical Training: 12 months
Entry Qualification	Passed 12th class examination under 10+2 system of education or its equivalent.
Selection of Apprenticeship	The apprentices will be selected as per Apprentices Act amended time to time.
Instructors Qualification for Basic Training	As per ITI instructors qualifications as amended time to time for the specific trade.
Infrastructure for basic training	As per related trade of ITI.
Examination	The internal examination/ assessment will be held on completion of each block. Final examination for all subjects will be held at the end of course and same will be conducted by NCVT.
Rebate to Ex-ITI Trainees	03 months
CTS trades eligible for Secretarial Assistant Apprenticeship	1. Secretarial Assistant 2. Secretarial Practice 3. Stenography(English)

Note:

- Industry may impart training as per above time schedule for different block, 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 aspects is compromised.
- For imparting Basic Training the industry to tie-up with ITIs having such specific trade and affiliated to NCVT.

6. LEARNING OUTCOME

6.1 GENERIC LEARNING OUTCOME

The following are minimum broad Common Occupational Skills/ Generic Learning Outcome after completion of the SECRETARIAL ASSISTANT course of 01 year and 03 months duration under ATS.

Block I:-

1. Recognize & comply safe working practices, environment regulation and housekeeping.
2. Comply environment regulation and housekeeping.
3. Assist in exigencies and carry out elementary first-aid during emergencies.
4. Work in a team, understand and practice soft skills, technical English to communicate with required clarity.
5. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.
6. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth

6.2 SPECIFIC LEARNING OUTCOME

Block – I

1. Develop good appearance and behaviour, 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.

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

7. LEARNING OUTCOME WITH ASSESSMENT CRITERIA

GENERIC LEARNING OUTCOME	
LEARNING OUTCOMES	ASSESSMENT CRITERIA
1. Recognize & comply safe working practices, environment regulation and housekeeping.	1. 1. Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements.
	1. 2. Recognize and report all unsafe situations according to site policy.
	1. 3. Identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures.
	1. 4. Identify, handle and store / dispose off dangerous/unsalvageable goods and substances according to site policy and procedures following safety regulations and requirements.
	1. 5. Identify and observe site policies and procedures in regard to illness or accident.
	1. 6. Identify safety alarms accurately.
	1. 7. Report supervisor/ Competent of authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures.
	1. 8. Identify and observe site evacuation procedures according to site policy.
	1. 9. Identify Personal Productive Equipment (PPE) and use the same as per related working environment.
	1. 10. Identify basic first aid and use them under different circumstances.
	1. 11. Identify different fire extinguisher and use the same as per requirement.
2. Comply environment regulation and housekeeping.	2.1 Identify environmental pollution & contribute to the avoidance of instances of environmental pollution.
	2.2 Deploy environmental protection legislation & regulations.
	2.3 Take opportunities to use energy and materials in an environmentally friendly manner.
	2.4 Avoid waste and dispose waste as per procedure.
	2.5 Recognize different components of 5S and apply the same in the working environment.
3. Assist in exigencies and	3.1 Demonstrate elementary first-aids.

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carry out elementary first-aid during emergencies.	3.2 Demonstrate safety practices to be observed in kitchen.
	3.3 Demonstrate use of personal protective dresses.
	3.4 Identify emergency exit route.
	3.5 Demonstrate fire fighting procedure using fire extinguishers.
4. Work in a team, understand and practice soft skills, technical English to communicate with required clarity.	4.1 Obtain sources of information and recognize information.
	4.2 Use documents, regulations and occupationally related provisions
	4.3 Conduct appropriate and target oriented discussions with higher authority and within the team
	4.4 Present facts and circumstances, possible solutions & use English and French terminology
	4.5 Resolve disputes within the team
	4.6 Conduct written communication
5. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	5.1 Semester examination to test knowledge on energy conservation, global warming and pollution
	5.2 Their applications will be assessed during execution of assessable outcome
6. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.	6.1 Semester examination to test knowledge on personnel finance, entrepreneurship.
	6.2 Their applications will be assessed during execution of assessable outcome.
SPECIFIC OUTCOME	
Block-I (Section:10 in the competency based curriculum)	
<i>Assessment Criteria i.e. the standard of performance, for each specific learning outcome mentioned under Block – I (section: 10) must ensure that the trainee achieves well developed skill with clear choice of procedure in familiar context. Assessment criteria should broadly cover the aspect of Planning (Identify, ascertain, estimate etc.); Execution (perform, illustration, demonstration etc. by applying 1) a range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information 2) Knowledge of facts, principles, processes, and general concepts, in a field of work or study 3)Desired Mathematical Skills and some skill of collecting and organizing information, communication) and Checking/ Testing to ensure functionality during the assessment of each outcome. The assessments parameters must also ascertain that the candidate is responsible for own work and learning and some responsibility for other's work and learning.</i>	

BASIC TRAINING (Block – I)

Duration: (03) Three Months

Week No.	Professional Skills (Trade Practical)	Professional Knowledge (Trade Theory)
1.	Importance of safety and general precautions observed in the in the industry/shop floor. Introduction of First aid. Operation of electrical mains and electrical safety. Introduction of PPEs. Response to emergencies e.g.; power failure, fire, and system failure. Importance of housekeeping & good shop floor practices. Introduction to 5S concept & its application. Occupational Safety & Health: Health, Safety and Environment guidelines, legislations & regulations as applicable	1. Importance of trade training, List of tools & Machinery used in the trade. 2. Safety attitude development of the trainee by educating them to use Personal Protective Equipment (PPE). 3. First Aid Method and basic training 4. Safety signs for Danger, Warning, caution & personal safety message 5. Use of Fire extinguishers
2.	Visiting the concerned organization/Industry and the nature of the work to be handled where he/she is working	Introduction to the concerned organization/ Industry
3.	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.	Carry out good appearance and behavior and express good communication skills.
4.	1. Practice dictation from different sources: a) Newspaper b) Court Judgment c) Parliament Language d) Shorthand Magazines. And transcribe on computer.	Taking dictation and hands on practice
5.	1. Handling Filing system. 2. Filing equipment. 3. Method of Classification. 4. Practice File management system on	Filing - Meaning of Records, Compilation and Classification. Handling Inward and Outward mail & Improving Typing Speed

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	computer. 5. Practicing Typing on computer and Laptop. With accuracy.	
6	1. Prepare Business letters. 2. Official letters. 3. Tabular Statement. 4. Manuscript. 5. Practice on Report Writing.	Expertise to prepare different types of letter
7.	To practice the routine office duties such as: 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.	Practice the Routine Office Duties; Office Stationery, types of Office Stationery; Office Forms and Manuals.
8	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.	MS-Office
9	To practice the MS-Excel in routine office work such as: 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.	MS-Excel
10	To prepare presentation through Power point activities are: Creation of PPT. Editing and graphics and the practice of same. Layout and Theme. a) Design Slide. b) Templates Selection. c) Animations and Transition. d) Slide Show etc. e) Hands on practice on computer.	Power Point Presentation
11	1. Searching of Information on various search portals. 2. Knowledge about uses of Internet and Handling office equipment's such as:	Uses of INTERNET and other Office Equipments

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	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.	
12	1. Courier Services. Post Services like: Regd., Post, Parcel and VPP etc. 2. Banking Services: a) Opening a new bank Account. b) Demand Draft. c) ECS system. d) ATM, Credit Card & Debit Card. e) Internet Banking.	Carry out Post Office and Bank Services
13.	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.	Carry Out Tour Programme
Assessment/Examination 03days		

Note: - More emphasis to be given on video/real-life pictures during theoretical classes. Some real-life pictures/videos of related industry operations may be shown to the trainees to give a feel of Industry and their future assignment.

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9. SYLLABUS - CORE SKILLS

9.1 EMPLOYABILITY SKILLS

(DURATION: - 110 HRS.)

Block – I (Duration – 110 hrs.)	
1. English Literacy Duration: 15 Hrs. Marks : 09	
Pronunciation	Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)
Functional Grammar	Transformation of sentences, Voice change, Change of tense, Spellings.
Reading	Reading and understanding simple sentences about self, work and environment
Writing	Construction of simple sentences Writing simple English
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.
2. I.T. Literacy Duration : 15 Hrs. Marks : 09	
Basics of Computer	Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.
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.
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.
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.

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	Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber crimes.
3. Communication Skills	
Duration : 25 Hrs. Marks : 07	
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.
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.
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.
Facing Interviews	Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview.
Behavioral Skills	Problem Solving Confidence Building Attitude
4. Entrepreneurship Skills	
Duration : 15Hrs. Marks : 06	
Concept of Entrepreneurship	Entrepreneur - 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.
Project Preparation & Marketing analysis	Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of PLC, Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.
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.
Investment Procurement	Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement -

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	Banking Processes.
5. Productivity	
Duration : 10 Hrs.	Marks : 05
Benefits	Personal / Workman - Incentive, Production linked Bonus, Improvement in living standard.
Affecting Factors	Skills, Working Aids, Automation, Environment, Motivation - How improves or slows down.
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.
Personal Finance Management	Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.
6. Occupational Safety, Health and Environment Education	
Duration : 15 Hrs.	Marks : 06
Safety & Health	Introduction to Occupational Safety and Health importance of safety and health at workplace.
Occupational Hazards	Basic Hazards, Chemical Hazards, Vibroacoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.
Accident & safety	Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.
First Aid	Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person.
Basic Provisions	Idea of basic provision legislation of India. Safety, health, welfare under legislative of India.
Ecosystem	Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.
Pollution	Pollution and pollutants including liquid, gaseous, solid and hazardous waste.
Energy Conservation	Conservation of Energy, re-use and recycle.
Global warming	Global warming, climate change and Ozone layer depletion.
Ground Water	Hydrological cycle, ground and surface water, Conservation and Harvesting of water.
Environment	Right attitude towards environment, Maintenance of in-house environment.
7. Labour Welfare Legislation	
Duration : 05 Hrs.	Marks : 03
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.
8. Quality Tools	
Duration : 10Hrs.	Marks : 05

Quality Consciousness	Meaning of quality, Quality characteristic.
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.
Quality Management System	Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.
House Keeping	Purpose of House-keeping, Practice of good Housekeeping.
Quality Tools	Basic quality tools with a few examples.



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10. DETAILS OF COMPETENCIES (ON-JOB TRAINING)

The **competencies/ specific outcomes** on completion of On-Job Training are detailed below: -

Block – I

1. Create good appearance and behaviour, practice tasks as per industry standard and good communication skill.
2. Can 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. Handle 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.

Note:

1. Industry must ensure that above mentioned competencies are achieved by the trainees during their on job training.
2. In addition to above competencies/ outcomes industry may impart additional training relevant to the specific industry.

INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE

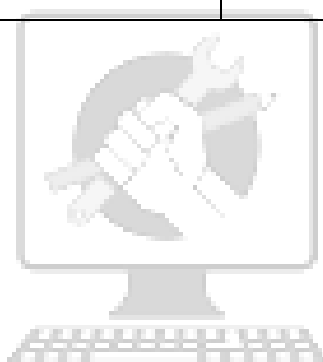
SECRETARIAL ASSISTANT			
LIST OF TOOLS AND EQUIPMENT for Basic Training (For 20 Apprentices)			
A. TRAINEES TOOL KIT (For each additional unit trainees tool kit Sl. 1-6 is required additionally)			
Sl. no.	Name of the Tool & Equipments	Specification	Quantity
1	Class Room Furniture.	Dual Desk	12 Nos.
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	UPS 650 VA	650VA	20+1
B : INSTRUMENTS & GENERAL SHOP OUTFIT			
6.	Laptop Latest Version	Laptop Latest Version	01No.
7.	Laser Printer	01 No	01 No
8.	Photocopier Machine (Network Ready) with Scanner		01 No.
9.	Printer Table		02 Nos.
10.	Glazed White Board – 8x4	Glazed White Board – 8x4	01 No
11.	Book Case	Book Case	02
12.	Steal Almirah	Steal Almirah	02
13.	Fax Machine (Latest Model)	Fax Machine (Latest Model)	01 No
14.	Broad Band Connection or Wi-Fi	Broad Band Connection or Wi-Fi	01 No
15.	LED TV 36 Inch	LED TV 36 Inch	01
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	1.5 Ton with CVT	02 Nos.

Secretarial Assistant

21.	Antivirus (Latest Version)	-	As Per Requirement
8.	Shorthand Pencil	-	20 Dozen
9.	Shorthand Note Book	-	20 Dozen
10.	Eraser	-	20 Nos.
11.	Sharpener	-	20 Nos.
12.	Scale(12")	-	20 Nos.
13.	Cutter	-	20 Nos.
14.	Photo Copy Paper /A3A	-	20+05 Reams
15.	Correcting Fluid Pen	-	20 Nos.
16.	Cloth Duster	-	12 Dzn
17.	Pen	-	20 Nos.
18.	Stapler (Small and Big)	-	20 Nos.
19.	File Folder	-	20 Nos.
20.	White Board Marker	-	40 Nos.
21.	White Board Duster	-	06 Nos.
22.	Printer Cartridge	-	04 Nos.
23.	DMP Stencil (For Computer)	-	60 Nos.
24.	Cleaning Liquid	-	4 Bottle
25.	Box-File-Medium Size A4	-	20 Nos.
26.	Awl Pins/ Gem Clips	-	4 Pkt (2 Each)
27.	Scissor	-	2 Nos.
28.	Dustbin	-	4 Nos.
29.	Glue stick	-	20 Nos.
30.	CD Plain	-	40 Nos.
31.	CD (WR)	-	40 Nos.
32.	Ruled Register	-	10 Nos.

Secretarial Assistant

33.	Paper Highlighter	-	20 Nos.
34.	Sketch Pens	-	4 Pkt
35.	Cello Tape/ Brown Tape with Dispenser	-	1 Dzn.
36.	Outward Mail Register	-	1 No.
37.	Inward Mail Register	-	1 No.
38.	Postal Expenditure Register	-	1 No.
39.	Peon Book	-	1 No.
40.	Visitors Register	-	1 No.
41.	Paper weight	-	2 Dzn.
42.	Drawing Pins	-	2 Pkt.
43.	Staple Pin Size-No. 10	-	20 Nos.



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TOOLS & EQUIPMENTS FOR EMPLOYABILITY SKILLS		
Sl. No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations and Internet connection with standard operating system and standard word processor and worksheet software	10 Nos.
2.	UPS - 500VA	10 Nos.
3.	Scanner cum Printer	1 No.
4.	Computer Tables	10 Nos.
5.	Computer Chairs	20 Nos.
6.	LCD Projector	1 No.
7.	White Board 1200mm x 900mm	1 No.
Note: - Above Tools & Equipments not required, if Computer LAB is available in the institute.		

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FORMAT FOR INTERNAL ASSESSMENT

Name & Address of the Assessor :						Year of Enrollment :							
Name & Address of ITI (Govt./Pvt.) :						Date of Assessment :							
Name & Address of the Industry :						Assessment location: Industry / ITI							
Trade Name :			Semester:			Duration of the Trade/course:							
Learning Outcome:													
Sl. No	Maximum Marks (Total 100 Marks)	15	5	10	5	10	10	5	10	15	15	Total internal assessment Marks	Result (Y/N)
	Candidate Name	Father's/Mother's Name	Safety consciousness	Workplace hygiene	Attendance/ Punctuality	Ability to follow Manuals/ Written instructions	Application of Knowledge	Skills to handle tools & equipment	Economical use of materials	Speed in doing work	Quality in workmanship	VIVA	
1													
2													