

SYLLABUS FOR  
SECRETARIAL PRACTICE

UNDER  
CRAFTSMEN TRAINING SCHEME

As approved by  
GOVERNMENT OF INDIA

In consultation with  
THE NATIONAL COUNCIL FOR  
VOCATIONAL TRAINING

Issued by  
GOVERNMENT OF INDIA  
MINISTRY OF LABOUR  
DIRECTORATE GENERAL OF  
EMPLOYMENT & TRAINING  
NEW DELHI

1999 (Revised)

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**SYLLABUS, LIST OF TOOLS AND EQUIPMENT, ETC. FOR THE  
"SECRETARIAL PRACTICE" COURSE TO BE RUN UNDER  
CRAFTSMEN TRAINING SCHEME**

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**General Information**

1. Duration of Training : 12 Calendar months
2. Entry Qualification : Passed Matriculation or 10th class under 10 + 2 system with 50% or higher marks in English (Relaxable by 5% for SC/ST/OBCs candidates)
3. Course Objective : The objective of the course is to prepare trainees for employment in Secretarial positions.
4. Training Methodology : Depending upon the topic/chapter under study and combination of the following methods may be selected :
  1. Lectures
  2. Practicals
  3. Discussions
  4. Text Book
  5. Simulation
  6. Display of Video Cassettes
  7. Outside Visits
5. Trainee Exit Level : At the end of Training, the trainee shall be able to :
  1. Take dictation @ 80 wpm in Short-hand.
  2. Type @ 30 wpm & display letters, manuscript & simple tabulation.
  3. Perform other Secretarial duties like attending calls, filing and mailing and operate various office machines.

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**Course Scheduling**

| Subject                                   | Hrs./Week |
|---|-----------|
| Shorthand                                 | 13 Hrs.   |
| Typewriting                               | 13 Hrs.   |
| Secretarial Services                      | 6 Hrs.    |
| General English & Business Correspondence | 6 Hrs.    |
| General Knowledge & Current Affairs       | 1 Hr.     |
| Social Studies                            | 1 Hr.     |

**EXAMINATION SCHEME**

| Subject                             | Final      | Marks Sessional | Total      | Duration of Paper |
|-------------------------------------|------------|-----------------|------------|-------------------|
| 1. Shorthand (Theory)               | 40         | 10              | 50         | 2 Hrs.            |
| 2. Typewriting (Theory)             | 40         | 10              | 50         | 2 Hrs.            |
| 3. Shorthand (Practical)            | 100        | 50              | 150        | 1 to 2 Hrs.       |
| 4. Typewriting (Practical)          | 100        | 50              | 150        | 2 to 3 Hrs.       |
| 5. Secretarial Services             | 40         | 10              | 50         | 3 Hrs.            |
| 6. General English & Business Corr. | 40         | 10              | 50         | 3 Hrs.            |
| 7. General Knowledge                | 40         | 10              | 50         | 2 Hrs.            |
| 8. Social Studies                   | 50         | -               | 50         | 2 Hrs.            |
|                                     | <u>450</u> | <u>150</u>      | <u>600</u> |                   |

1. Minimum pass percentage in each theory paper (Sessional and final) - 40%
2. Minimum pass percentage in each Practical paper (Sessional and final) - 60%
3. Minimum pass percentage in Social Studies - 35%

**I. SHORTHAND****1. Introduction**

Importance of shorthand, related subjects, tools required, sitting posture, holding of pen/pencil and note book.

2. Practice of consonants and vowel sounds with particular emphasis on length, angle, size, direction, position writing and thickness of consonants—repeated practice from the exercises of text book.
3. Grammalogues, punctuation marks, phrases, diphthongs, triphones, circles and loops, vowel indication—practice from exercises.
4. Initial & final hooks, additional forms, halving and doubling principles, shun hook—practice from exercises and transcription from shorthand into longhand.
5. (i) Compound Consonants  
(ii) Prefixes, Suffixes  
(iii) Diphones, medial semi-circles, general contractions and figures—transcription from shorthand into longhand.
6. Special contractions, intersections, advanced phraseography and specialised (technical) phraseography – Dictation from unseen passages including correspondence and transcription on the typewriter.
7. Reading Printed Shorthand matter and dictation from magazines & newspapers for speed building. Dictation from Tape Recorder.

- Attainment :**
1. To develop ability to take notes in neat accurate style @ 80 w.p.m.
  2. Take dictation of business letters and layout the same.

**II. TYPEWRITING****1. Introduction**

Importance of typewriting, scope of job opportunities, sitting posture, makes, categories & sizes of typewriter care and upkeep of typewriter.

2. Knowledge of essential parts of typewriter, fixing margin stops, insertion & removal of paper.

4. Practising top row (figures & symbols) and other printing keys.
5. Practising shifts keys and other non-printing keys and ensuring proper margins and line spacing.
6. Syllabification (Word Breaking)
7. Uses of punctuation marks and spacing after signs.
8. Sped development & rhythm in typewriting.
9. Importance of accuracy over speed.
10. Change of Ribbon & how to clean & oil typewriter.
11. Practising for building speed, speed tests for 5/10 minutes.
12. How to calculate speed and types of mistakes penalised.
13. Display of business letters, manuscripts, tabular statements.
14. Typing multiple copies of correspondence.
15. Correction with eraser on carbon copies & white fluid.
16. Practising of cutting stencils, making corrections with stencil fluid, use of stylus and stencil slate, grafting.
17. Practising typing on portable and electronic typewriter.

**Attainment :** (a) Capability of typing with speed & accuracy @ 30 w.p.m.

(b) Ability to display business letters, manuscript and tabulation.

(c) Ability to cut stencil.

(d) Ability to type on electronic typewriter.

**III. SECRETARIAL SERVICES**

1. Secretarial Functions :
  - 1.1 Secretary – meaning, types, qualities & skills of a Secretary.
  - 1.2 Role & Scope of Secretarial work.
  - 1.3 Duties of private Secretary \*Routine Office Duties Receptionist

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## 2. Office Practices

2.1 Office – meaning, importance, functions, layout and environment.

## 2.2 Office Functions

(a) Filing : Meaning, importance, essentials of good filing system, filing equipment and various methods of classification.

(b) Mailing : Procedure for handling inward and outward mail, mail room equipment – letter openers, Time and Date stamps, Franking Machine, Addressing Machine entering mail in Inward Mail Register, Despatch Book & Peon Book, Post Office service.

(c) Office Machines : Object/advantages of mechanisation, operation of office Machines – Franking Machine, addressing Machine, Scanner, Electronic Typewriter, Photocopying Machine, Duplicating Machine, FAX and Introduction of Personal Computer.

## 3. Telephone Handling

3.1 Receiving and making telephone calls.

3.2 Etiquettes in handling telephone.

3.3 Types of telephones : intercom PBX, EAPBX, CORDLESS, telephone, answering machines, etc.

**Note :** The machines which are not included in Tools and Equipment list are to be exposed to trainees by trainer during Industrial visits.

## IV. GENERAL ENGLISH & BUSINESS CORRESPONDENCE

### A. General English

#### 1. Essential Grammar

Detailed study of parts of speech – Noun, Pronoun, Adjectives, Adverb, Verb, Preposition, Conjunction and Interjection – with special emphasis on agreement of the subject with the verb and correct use of Tense, use of Articles and Prepositions.

#### 2. Words

Study of words liable to be confused, words commonly misspelt with detailed exercises on Spellings and vocabulary with special reference to words frequently used in business world, prefixes, suffixes, foreign words and phrases, study of one word substitution.

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5. Using dictionary and correct pronunciation.

#### 6. Oral Conversation

Conversation classes with the help of group discussions.

### B. Business Correspondence

1. Communication – written, Oral.

2. Introduction of B.C. – Meaning, Purpose, Uses.

3. Qualities of a good Business Letter.

4. Parts of a Business Letter.

5. Formats/Styles of a Business Letters.

6. General Business terms used in Correspondence.

#### 7. Types of Business Correspondence

(a) Enquiry Letter.

(b) Offers & Quotation.

(c) Placing of an Order.

(d) Acceptance, Refusal/Cancellation of an Order.

(e) Compliance Letters.

(f) Collection Letters.

(g) Claims/Adjustment Letters.

(h) Circulars.

**Note :** Part time/Guest faculty may be engaged for Teaching the above module.

## V. GENERAL KNOWLEDGE AND CURRENT AFFAIRS

1. Continents, Oceans, Mountains, Rivers.

2. Important countries and their capitals and their Heads of States.

3. Indian States, Union Territories and their capitals.

4. Important terminology of general interest.

5. National anthem, national flag, national emblem, national song, national bird and flowers etc.

6. Currencies of important countries.

7. Air-routes, important airports and Airlines, seaports.

8. Important Railway Routes.

9. Important industries and Banks of India

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**LIST OF TOOLS AND EQUIPMENTS FOR UNIT  
CONSISTING OF 16 TRAINEES**

| S. No.                                 | DESCRIPTION  | No.     |
|--|--|---------|
| <b>A. EQUIPMENT</b>                    |  |         |
| 1.                                     | Electronic Typewriter with 14" Paper capacity 14/18 cps print speed, 48 k memory, 5 line graphic display (with extra two daisy wheels) | 02      |
| 2.                                     | Manual standard typewriter with distinctive type faces and varying carriage widths.  | 20      |
| 3.                                     | Portable Typewriter.   | 02      |
| 4.                                     | Duplicator with Steel Stand containing three drawers (Electrically operated)   | 01      |
| 5.                                     | Tape Recorder.   | 01      |
| 6.                                     | Letter Opener  | 01      |
| 7.                                     | Stamp Fixer  | 01      |
| 8.                                     | Steel filing cabinet with four drawers side & back top & bottom 0.8 mm, lock mechanism of size 1380 x 470 x 700 mm.                    | 01      |
| 9.                                     | Dating Machine (Small size)  | 01      |
| 10.                                    | Copy holder  | 20      |
| 11.                                    | Punching machine (Large size)  | 01      |
| 12.                                    | Punching machine (Small size)  | 04      |
| 13.                                    | Stop Watch   | 02      |
| 14.                                    | Wall clock   | 01      |
| 15.                                    | Tool kit for minor maintenance   | 3 kits  |
| <b>B. Furniture for Theory Room</b>    |  |         |
| 16.                                    | Green Glass Board/Blackboard size 6.5' x 4.4'  | 01      |
| 17.                                    | Dual Desks having one table and two moulded plastic chairs   | 10      |
| 18.                                    | Steel Table 4' x 2' with sunmica top without drawers for faculty.  | 01      |
| <b>C. Furniture for Practical Room</b> |  |         |
| S. No.                                 | DESCRIPTION  | No.     |
| 1.                                     | Typist chair adjustable back and seat adjustable from 16" to 19" cane seat with castors.   | 20 Nos. |
| 2.                                     | Steel Typist table with sunmica top (36" x 18" x   |         |

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| S. No.                      | DESCRIPTION  | No.    |
|-----------------------------|--|--------|
| 6.                          | Steel table 4" x 2" x 25" with two side drawers having 1" Ply Board with sunmica top (for faculty) | 1 No.  |
| 7.                          | Steel chair with canned seat & back and quality CP frame with arms (for faculty)                   | 2 Nos. |
| 8.                          | Steel Almirah size 1989 x 910 x 48 C mm with 4 shelves (for faculty)                               | 1 No.  |
| <b>D. Audio Visual Aids</b> |  |        |
| 1.                          | Colour Television with remote control and inbuilt stabilizer, Screen size 51 Cm.                   | 1 No.  |
| 2.                          | Video cassette player with remote control UHF/VHF.   | 1 No.  |
| 3.                          | Trolley for colour TV/VCP.   | 1 No.  |
| 4.                          | Over head projector with trolley.  | 1 No.  |
| 5.                          | Screen for over-head projector.  | 1 No.  |

**Note :**

- The equipment and furniture can be shared between two units of the same trade.
- A.V. equipments may be shared between 4 units of same/different trades.
- Video Cassette/OH transparencies related with trade may be provided.

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**LIST OF CONSUMABLES FOR UNIT CONSISTING OF  
16 TRAINEES FOR A SESSION**

| S. No. | DESCRIPTION  | No.        |
|--------|--|------------|
| 1.     | Typewriter ribbon  | 192 Nos.   |
| 2.     | Typewriting paper  | 40 reams   |
| 3.     | Duplicating paper  | 05 reams   |
| 4.     | Carbon paper   | 04 boxes   |
| 5.     | File covers  | 02 dozen   |
| 6.     | Folders  | 02 dozen   |
| 7.     | Correcting fluid (White & Red)                                     | 06 bottles |
| 8.     | Stencils   | 10 dozen   |
| 9.     | Ribbons for electronics typewriter                                 | 03 dozen   |
| 10.    | Cloth dusters  | 05 dozen   |
| 11.    | Erasers  | 03 dozen   |
| 12.    | Staples  | 04 pkts.   |
| 13.    | Awl pins/gem clips   | 04 pkts.   |
| 14.    | Drawing pins   | 04 pkts.   |
| 15.    | *Stencil slates  | 20 Nos.    |
| 16.    | *Stylus  | 20 Nos.    |
| 17.    | *Audio Cassettes containing dictation exercises with varying Speed | 06 Nos.    |
| 18.    | *Blank audio-cassettes   | 12 Nos.    |
| 19.    | *Inward correspondence register                                    | 01         |
| 20.    | *Outward correspondence register                                   | 01         |
| 21.    | *Postage account register  | 01         |
| 22.    | *Visitor's diary   | 01         |
| 23.    | *Peon Book   | 01         |
| 24.    | Kerosene oil (for typewriter service)                              | 01 ltr.    |
| 25.    | Petrol (for typewriter service)                                    | 01 ltr.    |

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| S. No. | DESCRIPTION   | No.       |
|--------|---|-----------|
| 29.    | *Long handle brush  | 20 Nos.   |
| 30.    | Sealing wax and wax candles                                     | 06 slides |
| 31.    | Plain sheets of rough white paper for testing the machines etc. | 02 reams  |
| 32.    | Envelopes (large, medium & small size)                          | 500 Nos.  |
| 33.    | *Paper weights  | 16 Nos.   |
| 34.    | *Paper scissors   | 01 No.    |
| 35.    | Ruled sheets  | 01 ream   |
| 36.    | Gum Bottle  | 02 No.    |
| 37.    | Pencil sharpeners   | 02 dozen  |
| 38.    | Scale (12")   | 02 Nos.   |
| 39.    | Shorthand notebooks   | 80 dozen  |
| 40.    | Chalk   | 20 Boxes  |
| 41.    | Cello tape  | 03 Nos.   |
| 42.    | Soap bar  | 04 Nos.   |
| 43.    | Correction tape for Electronic typewriter                       | 04 Nos.   |

\* These items may not be purchased every year.

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## LIST OF REFERENCE BOOKS

| TITLE   | PUBLISHER   |
|---|---|
| <b>A. Shorthand</b>   |   |
| 1. Shorthand Made Easy for Beginners with key by O.P. Kuthiala                          | : M/s. PITMAN S.S. Publications<br>51/3, D.B. Gupta Road,<br>Dev Nagar, Opp. Khalsa College,<br>Karol Bagh, N. Delhi - 110005 |
| 2. Graded Dictation Exercises on Shorthand Made Easy by O.P. Kuthiala                   | : - do -  |
| 3. How to Attain High Speed & Accuracy in Pitman Shorthand by Morris I Kligman          | : - do -  |
| 4. New Current Phrase Book by O.P. Kuthiala   | : - do -  |
| 5. Principles of Modern Phraseography by Edgar E. Thorpe                                | : - do -  |
| 6. Pitman Shorthand Instructor (New Era Pitman)   | : A.H. Wheeler & Company  |
| 7. New Course in Pitman Shorthand   | : - do -  |
| 8. Pitman 2000  | : - do -  |
| 9. Pitman Shorthand Dictionary  | : - do -  |
| 10. The Pitman Dictionary of English & Shorthand  | : - do -  |
| <b>B. Typewriting</b>   |   |
| 1. Typewriting (Made Easy) for Beginners by O.P. Kuthiala                               | : M/s. PITMAN S.S. Publications<br>51/3, D.B. Gupta Road,<br>Dev Nagar, Opp. Khalsa College,<br>Karol Bagh, N. Delhi - 110005 |
| 2. Principles of Typewriting by D.P. Bhatia & S.S. Sangal                               | : - do -  |
| 3. Typewriting Speed and Accuracy Book-I, (for Beginners) by O.P. Kuthiala Edgar Thorpe | : - do -  |
| 4. Typewriting Speed and  | : do  |

| TITLE  | PUBLISHER   |
|--|---|
| 6. Typewriting Complete course by H.A. Mehta                               | : Mehta Publishing Corporation,<br>Basant Mahal, Wedala (East),<br>Bombay - 400037.                               |
| 7. Typewriting Theory and Practice by R.C. Bhatia                          | : Sterling Publishers (P) Ltd.  |
| 8. An Advanced Course in Practical Typewriting by R.C. Bhatia              | : Arya Book Depot,<br>New Delhi, 110005   |
| <b>C. Secretarial Services/Commercial Correspondence/English/G.K.</b>      |   |
| 1. Secretarial Duties and Office Procedure by O.P. Kuthiala & Edgar Thorpe | : M/s PITMAN S.S. Publications<br>51/3, D.B. Gupta Road,<br>Dev Nagar, Opp. Khalsa College,<br>New Delhi - 110005 |
| 2. English for Secretarial Students  | : - do -  |
| 3. Grammar Simplified for Competitive Exam.                                | : -do -   |
| 4. A Book of functional Grammar  | :   |
| 5. Concise Oxford Dictionary   | :   |
| 6. Commercial Correspondence by Majumdar                                   | :   |
| 7. Office Management and Commercial Correspondence by Balraj Duggal        | : Kitab Mahal Publication   |
| 8. General Knowledge Hand Book by R. Gupta                                 | : Ramesh Publishing House,<br>4447, Nai Sarak, Delhi - 110006   |
| <b>D. Other Publications</b>   |   |
| 1. Telephone Directories   |   |
| 2. Post Office Guide   |   |
| 3. Railway/Air/Sea Time Table  |   |
| 4. Office Manuals  |   |
| 5. Business Directories  |   |
| 6. Atlas   |   |
| 7. Typewriting Fingering Chart   |   |
| 8. Pitman Shorthand Consonant and Grammalogue wall chart                   |   |
| 9. Newspapers  |   |
| 10. Shorthand Magazines  |   |
| <b>Note : The above list is not exhaustive.</b>                            |   |

**Constitution of Trade Committee for revision of syllabi of Sec. Practice (English) under C.T.S. & Sec. Practice under Advance Skill Training Scheme of Women Vocational Training Programme**

- |   |                 |
|---|-----------------|
| 1. Shri. S.I. Siddiqui, DAT (WOT)<br>Ministry of Labour,<br>D.G.E.T.,<br>Shram Shakti Bhavan,<br>New Delhi.                       | Chairman        |
| 2. Miss A. Sarvaria,<br>Addl. Director/WOT,<br>Ministry of Labour,<br>D.G.E.T.,<br>Shram Shakti Bhavan,<br>New Delhi.             | Special Invitee |
| 3. Shri. O.P. Gupta,<br>Principal,<br>Institute of Commercial Practice,<br>Shakarpur, opp. Madhuban<br>Delhi - 110092             | Member          |
| 4. Shri. S.S. Sangal,<br>Jt. Director (Acad)—Vocational,<br>National Open School,<br>B-318, Kailash Colony,<br>New Delhi - 110018 | Member          |
| 5. Mr. O.P. Aggarwal,<br>Reader in Commerce,<br>Rajdhani College (Delhi University)<br>Raja Garden,<br>New Delhi - 110015         | Member          |
| 6. Mr. P. Raizada,<br>Reader in Commerce,<br>NCERT,<br>Shri. Aurbindo Marg,<br>New Delhi.   | Member          |
| 7. Mr. Banduni,<br>Sr. Personnel Officer,<br>Bharat Heavy Electricals Ltd.,   | Member          |

- |  |                  |
|--|------------------|
| 8. Miss Sudesh Kumari,<br>Assistant Director,<br>Stenography & Typewriting,<br>Ministry of Home Affairs,<br>Room No. G.I. F-Block,<br>Vikas Bhawan, I.P. Estate,<br>New Delhi. | Member           |
| 9. Shri. R.C. Bhatia,<br>Shyam Lal College (Univ. of Delhi)<br>Shahdara.   | Member           |
| 10. Shri A. Ganguli,<br>Dy. Director,<br>Ministry of Labour,<br>D.G.E.T.,<br>Shram Shakti Bhavan,<br>New Delhi.  | Member           |
| 11. Shri N.K. Mangal,<br>Principal/JDT,<br>N.V.T.I.,<br>Sector-1, Noida, U.P.  | Member Secretary |
| 12. Shri. S. Kumar<br>Assistant Director of Trg.,<br>NVTI, Noida.  | Special Invitee  |
| 13. Mrs. Sunita Chugh,<br>Training Officer (SP),<br>NVTI, Noida.   | Special Invitee  |

## Testing and Evaluation Scheme

### A. SHORTHAND

1. The Shorthand Practical test will consist of –
  - (a) Speed test of 5 minutes duration @ 80 wpm.
  - (b) Business letter of 2 minutes @ 80 wpm.
2. Paper will be dictated either by the concerned Instructor or by the External examiner with mutual understanding. If it is to be dictated by the External Examiner at least two trial passages should be given to the candidates to get familiar with the voice and the pronunciation.
3. Fifteen minutes will be allowed for going through the notes, the letter and for adjustment of the Typewriter.
4. Maximum time allowed for transcription will be 40 minutes in case of 80 wpm dictation passage and 20 minutes for letter.
5. (a) The transcription shall be done on the typewriter in double space and on one side of the paper.  
 (b) Candidates should submit their shorthand notes along with the transcription. They should also sign at the bottom of each page of the shorthand notes and the transcription.

### 6. AWARDING MARKS

In case of SP (B) Shorthand Practical paper will consist of 100 marks. Allotment of marks for speed passage @ 80 wpm and letter will be 80 and 20 respectively.

### 7. MARKING OF PAPER

#### (a) Speed Passage @ 80 wpm

(i) Deduct 1 mark for each of first 8 errors : 8 marks

(ii) Deduct 2 marks for each of next 12 errors : 24 marks

It means a candidate committing 5% errors *i.e.*, 20 errors in this paper of 400 words dictated @ 80 wpm will secure minimum pass marks *i.e.*, 60% after deducting 32 marks for 20 mistakes. Hence her score will be 48/80 marks.

For mistakes exceeding 5%, 3 marks for each consecutive error may be deducted.

#### (b) Letter

A standard deduction of 2 marks for every error committed will be made.

**Note :** 1. The marks obtained by a candidate will be sum total of two jobs.

2. In case of any clarification or dispute on this account the examiner may have discussion with the Instructor of the unit or the Head of Institute.