Training Schedule

Diploma in Modern Secretarial Practice (412,413, 414, 415)

Schedule		Theory		Practical		Instructions to the trainer	Learning Outcomes
Week	Day	Topic	Hours	Topic	Hours		
1	1	• **Meaning, Importance, Skills and duties of Personal Assistant/ Private Secretary –** Meaning and Importance	4	• Study of hierarchy of a public sector company	1	• Explain the skills and duties of a PA/PS to learners • Acquaint learners with career prospects of a PA/PS • Demonstrate the hierarchical structure in Public Sector Companies	• Enumerates the nature and duties of Private Secretary • Identifies the qualities of a Private Secretary
1	2	• **Handling the Mail –** Types of Mail, Planning and organizing a Mail, Handling of Incoming and Outgoing Mail	2	• Planning and organizing mail handling work • Handling incoming and outgoing mail • Visit to nearby organization to find out their way of handling mail	3	• Explain the different types of mails and the procedure for their handling • Schedule visit of learners to nearby organization to get idea of their process of handling mail	• Plans and organizes mail handling work • Adopts the procedure of handling incoming and outgoing mail
2	1	• **Postal Service –** Services Offered by the Post and Telegraph department • **Correspondence –** Meaning and Kinds of Correspondence, Styles of Typing Official Letter	2	• Services provided by Postal Department • Collect and fill at least any 5 forms available in post office regarding mailing operations • Sending email to dealer of stationery products enquiring prices of certain stationery articles • Drafting Business correspondences	3	• Explain the services provided by the Postal Department • Demonstrate various forms available in the Post Office • Explain etiquettes for drafting different business correspondences	• Enumerates the services rendered by the Posts and Telegraph Department • Remits money through post office • Recognizes various types of Business Correspondence

								• Differentiates between various types of Business Letters
2	2	• **Meetings –** Meaning and Purpose, Types of Meeting, Requisites of a Valid meeting, Meeting Terms, Drafting of Minutes, Duties of a Private Secretary in relation to meeting	3	• Duties of Secretary before, during and after a meeting • Drafting Notices for meeting • Preparing meeting Agenda to be enclosed with the notice • Preparing minutes of meeting	2	• Explain different types of meetings • Elaborate drafting of notices, agenda and preparation of minutes of meeting • Provide practice through exercises	• Prepares effectively for meetings (agenda, notice & minutes) • Enumerates the duties of a Secretary before, during and after a meeting	
3	1	• **Appointments –** Need for Scheduling appointments, Method of making appointment, Points to be kept in mind while scheduling appointment, Duties of the Secretary with relation to appointment	3	• Filling entries in Appointment register for appointments of executive • Scheduling Appointments	2	• Explain appointments and different procedures related to appointments • Discuss scheduling of meetings • Provide practice through exercises	• Enumerates the need for appointment • Lists the duties of a PA/PS while making an appointment • Explains the duties of a PA/PS prior to the arrival of the visitor, during the visit and after the appointment	
3	2	• **Travel Arrangements –** Modes of travel, Preparation of an itinerary, Duties in relation to travel	3	• Preparation of Itinerary • Making travel arrangements • Documentation related with overseas tour • Formalities needed to make rail and air reservations • Using Copiers	2	• Explain preparation of Itinerary • Discuss procedures related to making travel arrangements • Demonstrate usage and	• Prepares itinerary • Makes arrangements for travelling in accordance with organizational	

		arrangement • **Reprography –** Advantage of reprography, Methods of copying and duplicating		•Selecting appropriate process of reprography		functions of copiers	policies • Facilitates Reprography in office
4	1	• **Communication –** Types of Communication, Means of Communication, Selection of Proper means of Communication	4	• Usage of Devices used in communication – Telephone – Direct Exchange line, Direct Exchange line with extension, Private Branch extension, EPABX, STD, Telephone recording and answering sets, Mobile Phone, Conference Calls	1	• Explain Communication process to learners • Demonstrate usage of various communication devices	• Explains the meaning and importance of Communication • Illustrates the various means of Communication
4	2	• **Behavioral Skills –** Human relations, ethics and Values, Time Management, Stress Management, Personality Development	4	• Group Discussion on Topics of Current Affairs for developing communication skills	1	• Explain behavioral skills to learners • Discuss elements of time management with learners	• Is aware of the importance of human relations • Applies ethics and values in work environment • Enumerates the qualities, skills and factors required to develop personality

5	1	• **An Introduction to Computers**
		  o Need, Justification and advantage over manual typewriter
		  o Block Diagram of a computer and
			2	• Note down each and every step of the demonstration that you have seen in the lab for connecting various peripherals with the computer.
				• Make list of all the computer peripherals seen in the lab.
					3		• Compares and justifies advantage of computer over manual typewriter
							• Identifies Input, Output and CPU

		overview of its working o Input & Output devices o Operating Systems o Memory o Types of storage devices o Application of computer in Various fields		• Identify various input and output devices of the computer • Make block diagram of a compuer with all peripherals • Enumerate merits and demerits of different types of storage devices			• Identifies various elements on desktop
5	2	• **An Introduction to Operating System** o Starting Windows 98 o The Desktop o The Taskbar o Start Button & Start Menu o Starting and Quitting a program o Shutting down computer & Windows o Various operations on Window o My Computer o My Documents o Windows Explorer o Organizing files and folders o Opening Documents o Print Documents	2	• List all activities while switching on a computer in sequence. • Identify the operating system that is used in computers of your lab. • Make list of softwares that are loaded on the hard disk of your computer. • List the icons on your desktop. • Double click on My Computer icon and make the list of objects that are present in it. • Create a new folder with your name on the desktop. Subsequently store all your exercises/ problems in this folder only. • Rearrange icons on your desktop alphabetically. • Rearrange the icons according to their size. • Open your folder. Now change the size of the window. • Move the opened window left,	3		• Identifies components of a window • Works with various accessories of windows

6	1	• **MS-Word** o Using keys on the key-board o Placement of fingers on keyboard o The Word window o Opening a Document o Printing a Document o Spelling and Grammar Check o Auto Correct Feature o Finding and replacing text o Auto Text Feature o Concept of Document Enhancement: Applying font and font styles in word, aligning text, formatting pages, creating tables, netering, editing and positioning text in a table, modifying a table structure, formatting tables with auto format o Mail Merge features of Word o Merging Documents o Creating Envelopes and Labels	2	• Use touch method for typing using any typing software • Practising Word processing package • Create, save and open an existing document in a Word Processor • Knowledge of keyboarding skills and typing ergonomics • Practicing Typing Ergonomics • Attaining necessary knowledge and skill of keyboard operation by correct positioning of fingers on the keyboard • Use of typing software to learn keyboarding skills and develop typing speed • Practice of exercise to develop typing speed and skill given in Practical Activity of Book • Merge the database with the letter document using the mail merge feature as instructed in Practical Activity of Book • Printing of Labels and Envelopes	3		• Executes various functions of various keys on the keyboard • Illustrates the placement of fingers on keyboard • Identifies various elements of the word window • Undertakes word processing using MS Word • Demonstrates mail merge feature of word • Creates envelops and labels

right, up and down on your desktop.

6	2	• **MS-Excel** ○ Excel Application Window ○ Workbook and work sheet ○ Entering Text and numbers ○ Entering formulas ○ Cells ○ Functions ○ Cell referencing ○ Calculations in Worksheet ○ Graphs and Charts	2	• Creating Worksheet • Filling Data in Worksheet • Sving Worksheet by File Name • Changing title of sheet using wordart • Entering Formula in worksheet • Application of formula for calculations in worksheetChanging column width to adjust the data suitably • Using fill handle • Drawing charts representing data in readable form • Taking print out of completed worksheet • Drawing graphs	3		• Identifies excel window elements • Undertakes data processing in MS Excel • Executes uses of functions • Identifies various operators used in the formulae • Creates, moves, resizes, edits, formats and prints charts and Graphs
7	1	• **Multimedia** ○ Introduction to Multimedia ○ Elements to Multimedia ○ Hardware requirements for multimedia computer ○ Applications of Multimedia	2	• Identify hardware requirements for a multimedia PC • Differentiate between the input/ output devices of a multimedia PC and a normal PC	3		• Illustrates the hardware requirements for a multimedia PC • Differentiates between input/ output devices of a multimedia PC and a normal PC • Identifies software requirements for a multimedia PC
7	2	• **Power Point** ○ Opening Power Point ○ Building presentations using	2	• Create slide with text written inside text box • Format text appropriately and place text box in centre	3		• Identifies various parts of a power point screen • Builds presentation

		design templates ○ Presentation using auto content wizard ○ Slide Layout ○ Stages of developing slide ○ Applying transitions, animation effct and linking		of slide • Insert a new slide and insert a picture relevant to the text from clipart. • Resize picture and place at bottom left corner of slide. • Insert third slide where you have to enter chart. • Make fourth slide where place contents appropriately of all previous three slides • Add notes to describe the slides • Insert a table in anyone of slides • Give background of unique colour combination to all these slides • Give animation effect to each object on all slides. • Add transition in all slides. • Add built-in sound/ music in slides. • Record some speech in your voice and insert recorded voice in first slide of presentation. • Run your presentation.			using design templates and auto content wizard • Inserts chart, sound, video and table in a slide • Applies transition, animation and linking to slide
8	1	• **MS Access** ○ Database ○ Working with Database ○ Objects of database window ○ Creating Table ○ Creating Query ○ Creating Forms	2	• Creating table in datasheet • Sorting table as per column labels • Searching records • Creating forms • Creating query • Making columnar report using report wizard • Making tabular report using	3		• Identifies objects of a database • Creates table and enters data into it • Deletes and sorts records • Searches for any record

		o Creating Reports and mailing labels		report wizard • Making report on query • Making labels using label wizard • Taking printout of reports			• Creates a query • Creates forms and auto forms • Creates report and mailing labels • Presents reports
8	2	• **Internet and Email** o Services of Internet o Working of Internet o Connecting to the Internet o Special features of internet o Setting up an account and getting online o World wide web and web browser o Search engine o Downloading from the internet o Email		• Listing hardware and software requirements for establishing an internet connection • Listing steps for establishing internet connection • Listing precautions while creating password • List web browsers and note down common/ major facilities offered by the browser • Visiting populat websites that offer free email services • Creating email ids • Composing and sending email • Storing email address • Attatching file in email messages • Downloading attachments from email • Replying to email • Using search engines to gather information			• Creates dial up connection and direct connection for internet • Illustrates working of internet • Identifies TCP/ IP for internet • Differentiates routers and gateways and their functioning • Sends and receives email
9	1	• **Computer Virus** o Harms caused by the computer virus o How the Virus controls the system	2	• Installation of anti-virus software in a computer • Scanning of computer • Survey in nearby market & websites to explore	3		• Identifies the sources of virus • Diagnoses symptoms of virus

		o Sources of Virus o How to diagnose virus o Type of Viruses o Prevention of Virus o Antivirus Programs		information on latest antivirus softwares			in computer • Prevents virus infestation in the computer • Selects and installs antivirus program to safeguard the computer
9	2			• **Practical Activity for Lesson 1 & 2 – Given in Book 413**	5		
10	1			• **Practical Activity for Lesson 3 – Given in Book 413**	5		
10	2			• **Practical Activity for Lesson 4 – Given in Book 413**	5		
11	1			• **Practical Activity for Lesson 6 – Given in Book 413**	5		
11	2			• **Practical Activity for Lesson 7 & 8 – Given in Book 413**	5		
12	1			• **Typewriting Practice**	5		• Develops accuracy and speed in typing
12	2			• **Typewriting Practice**	5		• Develops accuracy and speed in typing
13	1			• **Typewriting Practice**	5		• Develops accuracy and speed in typing
13	2	• **Business Communication** o Meaning & Importance of	5	• Practice for Writing of Business Letter in fully blocked and semi-block forms • Practice for Writing Inquiry			• Illustrates the importance of business communication

				letters, reply of letter of enquiry with Quotations & Catalogues			• Lists the various methods of communication
		Communication o Process of written Communication • **Business Letter** o Parts of a letter o Styles of business letter o Proof reading & correction signs • **Inquiry letters** o Meaning & Importance of Inquiry letter o Quotations					• Enumerates the relative merits and demerits of oral and written communication • Lists qualities of a business letter • Describes different parts of a business letter as records for future reference • Enumerates various kinds of business letter • Drafts enquiry letters and their replies • Drafts enquiry letters with quotations and catalogues
14	1	• **Sales Letter** o Introduction of new product o Promotion of a product o Publicity of business • **Order letters** o Placing of an Order o Acceptance and refusal of an Order	5	• Drafting sales letter for introduction of new product by company • Practice for drafting letter for order, acknowledgement letter accepting order, letter for declining order, letter for execution of order			• Lists the objectives of a sales letter • Drafts sales letter • Identifies points to be kept in mind while placing an order • Drafts an order letter

		o Cancellation of an Order					• Acknowledges and executes the order
14	2	• **Complaints, Claims, and adjustments** o Claim Letters o Complaint letter and their replies • How to settle complaints • **Collection Letters** o Invoices and bills o Payment note o Reminders	5	• Practice for drafting complaint letter, letter dealing with complaints and claims • Practice for drafting collection letters at different stages- Reminder, Enquiry and discussion, appeal and urgency, demand and warning, legal action.			• Identifies complaint letter • Illustrates the procedure of dealing with complaint • Acquires the ability to draft complaint letter, their replies and letters of claims and adjustments • Enumerate the factors that give rise to complaints • Drafts complaint letters • Enlists the different stages of writing collection letters • Drafts collection letters
15	1	• **Circulars** o Change of address o Opening of new branches o Introduction of a business partner • Retirement of a partner • **Telegrams and Fax** o Drafting personal and official telegrams o Fax letter	5	• Drafting Circulars for-Staring of new business, Change of address, opening of new business branch, grant of power of attorney, retirement of a partner, admission of a partner, informing appointment of sole-selling agents, opening of a new shop, reduction of prices & sale. • Practice for drafting ordinary, express and greetings			• Identifies the occasions when to write the circulars • List the different methods of producing multiple copies of circulars • Drafts circulars • Lists the importance and advantages of

				telegrams.			telegram and fax messages • Enumerates the main kinds of telegrams normally sent by an organization • Drafts telegram and fax messages
15	2	• **Media Communication** o Drafting of press release o Advertisement o AGM Meeting • **Memorandum** o Drafting of various types of official memos	5	• Practice for drafting Press releases, press advertisement, tenders, notice for annual general meeting of a company. • Drafting memorandum emphasising need of observing punctuality in office • Drafting memorandum to an employee informing him of a day's cut in his salary on account of his being absent from duty without permission. • Drafting memorandum asking members of staff to adhere to lunch hours. • Drafting memorandum to an employee granting him earned leave for 15 days.			• Enumerates the objectives of media communication and its types • Differentiates between an advertisement and sales promotion letter • Drafts press release, tenders, notices and advertisements • Enlists the circumstances when memorandum is to be written • Identifies the format of a memorandum and differentiates it with other forms of correspondence • Drafts memorandum
16	1	• Introduction to Stenography	1.5	• Writing Techniques • Consonants, their sounds,	3.5	• Acquaint learners with origin and importance of	• Demonstrate correct formation and

		• Consonants • Vowels		phonetic names and characters • Size and thickness/ thinness of strokes • Joining of strokes • Illustrate and practice of long and short vowel sounds		shorthand • Job opportunities related to the trade to be discussed with learners • Demonstrate correct formation and joining of strokes • Geometrical approach may be used for formation of consonant signs. • Necessary practice materials through drill exercises for each form to be provided to learners • Explain and demonstrate the use of vowel sounds in shorthand to ensure correct writing and reading of the outlines	joining of strokes and consonants • Illustrates and undertake practice of long and short vowels
16	2	Diphthongs Triphones	1.5	• Practice of Diphthong sounds • Practice of Triphones	3.5	• Rules may be explained with the help of charts. • Practice exercises to be provided to learners • Rules may be explained with the help of charts. • Practice exercises to be provided to learners	• Explains the definition of Diphthongs • Identifies and writes diphthong sounds 'I', 'OW', 'OI', and 'U' as heard in the sentence 'I now enjoy music' • Undertakes practice of writing words with the help of Diphthongs • Illustrates and undertakes practice

							of triphones
17	1	Diphones & Abbreviated W	2.5	• Identification and practice of Diphones and abbreviated W	2.5	• Rules may be explained with the help of charts. • Practice exercises to be provided to learners	• Identifies Diphthongs and Diphones • Undertakes practice of writing words with the help of Diphones • Identifies and undertakes practice of words with abbreviated 'W'
17	2	Grammalogues	2.5	• Thorough Practice of all Grammlogues	2.5	• Practice exercises to be provided to learners	• Explains Grammalogues and logogram
18	1	Punctuation Signs and Phraseography	2.5	• Practice of phrases • Taking dictation of passages	2.5	• Explain and demonstrate the shorthand signs for the most commonly used words and also to write phraseograms to improve speed • Practice exercises to be provided to learners	• Enumerates the different punctuation signs used in shorthand • Defines Phraseography • Writes Phrases
18	2	Alternative forms of R & H	1.5	• Practice for writing upward and downward R • Practice for writing upward and downward H	3.5	• Acquaint learners with the alternative forms of R & H • Related rules to be discussed with the help of suitable illustration • Provide practice through graded exercises	• Lists the different punctuation signs used in shorthand • Explains the rules for using the alternative forms of 'R' upward and downward • Identifies the cases where upward 'R' is not used and where

							- downward 'R' is not used - Practices the rules for using the alternative forms of 'H' and upward 'R' - Represents the sound of 'H' through a light dot or by a small tick
19	**1**	Circles	**1.5**	• Use of Circles (Small and Big)	**3.5**	- Acquaint learners with the circles to enable them to write shorthand outlines. - Initial, Medial and final use of the circles, to be explained through suitable illustration	- Adopts appropriate rules for using small and big circles - Identifies cases where small & big circle cannot be used
19	**2**	Loops	**1.5**	• Use of Loops (Small and Big)	**3.5**	- Acquaint learners with loops. - Initial, Medial and final use of loops to be explained through suitable illustration	Identifies and uses appropriate rules for using ST & STR loops
20	**1**	Hooks	**1.5**	- Use of Initial Hooks (R & L Hooks - Use of Final Hooks (N,F/V Hooks) - Use of Shun Hook	**3.5**	- Acquaint learners with the hooks to enable them to write shorthand outlines. - Initial, Medial and final use of the hooks to be explained through suitable illustration - Emphasize formulation of well constructed shorthand outlines	- Knows the use of initial hooks - Enumerates the use of final hooks)N, F/V & Shun Hooks) - Identifies the cases where initial & final hooks are not used

| 20 | 2 | Compound Consonants and medial semi-circle | 1.5 | • Practice of shorthand writing speed after practice of compound consonants
• Identification of shorthand signs for various compound consonants
• Usage of initial 'W' before 'kay' and 'gay' to form 'kwa' and 'gwa'
• Usage of initial 'W' and 'WH' before 'L' to form 'WL' and 'WHL' compounds
• Usage of 'LER' and 'rer' compounds by thickening 'l' and 'r' downwards
• Usage of semi-circle medially | 3.5 | • Acquaint learners with the extended use of certain consonant sounds to ensure formation of convenient, brief, concise and facile outlines.
• Rules to be discussed with the help of suitable illustrations
• Provide practice through graded exercises | • Classifies the compound consonants
• Identifies the shorthand signs for the various compound consonants
• Applies initial 'W' before 'kay' and 'gay' to form 'kwa' and 'gwa'
• Undertakes the use of initial 'W' and 'WH' before 'L' to form 'WL' and 'WHL' compounds
• Practices the use of 'LER' and 'RER' compounds by thickening 'L' and 'R' downwards
• Knows where semi-circle is used medially |
| 21 | 1 | Upward and Downward forms of 'L' and 'SH' | 1.5 | • Writing consonants 'L' and 'SH' in two directions, i.e., upward and downward
• Usage of downward 'L' with curved strokes and circles
• Medial use of downward 'L'
• Usage of 'SH' in upward and downward directions | 3.5 | • Acquaint learners with the consonants L and SH and its various joining with different consonants
• Graded exercises may be prepared for practising the rules
• Rules may be explained | • Adopts appropriate directions, i.e., upward and downward for writing the consonants 'L' and 'SH'
• Enumerates the use |

						with the charts	of downward L' with curved strokes and circles • Practices medial use of downward 'L'
21	**2**	Halving	**1.5**	• Identification of sounds for halving principles	**3.5**	• Graded exercises may be prepared for practising the rules	• Explains halving principle
22	**1**	Simple Halving, Thickened Halving for additional Sounds	**1.5**	Identification of sounds for Simple Halving, Thickened Halving for additional Sounds	**3.5**	• Familiarise the learners with the principles of Simple Halving, Thickened Halving to enable them to improve their skill of outline making with precision and speed • Graded exercises may be prepared for practising the rules	• Identifies the sounds for which halving principle is adopted • Lists the cases where halving principle is not applied
22	**2**	Doubling Principles	**1.5**	• Identification of sounds for doubling principles • Repeated practice for doubling principles related exercises • Usage of doubling principle in phraseography	**3.5**	• Familiarise the learners with the principles of doubling to enable them to improve their skill of outline making with precision and speed • Graded exercises may be prepared for practising the rules • The techniques of pre-viewed shorthand may be utilised	• Explains the doubling principle and Identifies the sounds for which doubling principle is adopted • Uses the doubling principle in phraseography
23	**1**	Contractions, Prefixes, Suffixes	**1.5**	• Recognition of more short forms for rapid writing • Usage of contractions • Use of prefixes and suffixes	**3.5**	• Familiarise the learners with certain additional principles and devices to further improve the speed. • Provide full list of	• Recognizes more short forms for rapid writing • Lists the use of Prefixes and

						contractions, Prefixes, Suffixes • Graded exercises may be prepared for practising	Suffixes
23	2	Intersections, Figures	1.5	• Use of Intersection, figures in shorthand writing and abbreviations used for writing figures	3.5	• Familiarise the learners with Use of Intersection, figures • Provide full list of Intersections • Graded exercises may be prepared for practising	• Recognizes more short forms for rapid writing • Explains the use of Intersections in shorthand writing and abbreviations used for writing figures
24	1	Advanced Phrases	1.5	• Identification of more advanced phrases and repeated practice of exercises • Taking dictation of exercises and transcribe the same on typewriter • Practice for improvement of speed in shorthand writing upto not only 80 wpm but even beyond the limit • Practice for insertion of punctuation marks at proper places, improved English and avoiding grammatical mistakes.	3.5	• Familiarise the learners with certain additional principles and devices to further improve the speed. • Provide full list of advanced phraseography.	• Identifies phrases
24	2	Note Taking Techniques and Transcription on Typewriter	1.5	• Identification of proper techniques for taking dictation • Writing shorthand notes with accuracy and speed • Transcribing on Typewriter • Use of dictation equipment for transcribing	3.5	• Familiarise the learners with the techniques of note taking and the points to be kept in mind while transcribing on typewriter • List materials required for note-taking	• Adopts proper techniques when taking dictation • Writes shorthand notes with accuracy and speed • Knows usage of the

						dictation equipment for transcribing
	Total HRS		96		144	
	Total HRS		240			