

SYLLABUS

For the trade of

OFFICE ASSISTANT CUM COMPUTER OPERATOR

UNDER

CRAFTSMEN TRAINING SCHEME

Year 2009

Prepared by

Government of India

Ministry of Labour & Employment (D.G.E.&T.)

CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE

EN- Block, Sector- V, Salt Lake,

Kolkata-700091.

List of members attended the Trade Committee Meeting to design the syllabus for the trade of
“OFFICE ASSISTANT CUM COMPUTER OPERATOR” under Craftsman Training
Scheme at Central Staff Training and Research Institute , Kolkata.

Venue: CSTARI Conference Hall

Date: 09.09.2009

Sl No.	Name of the Member & Designation (In Block Letter) S/Shri	Representing Organization with full address	Signature
01	S.D.Lahiri, Director	CSTARI., Salt Lake, Kolkata	Chairman
02	Anil Kumar, JDT	CSTARI., Salt Lake, Kolkata	Member
03	LT.COL. Najmul Ahasan Executive Director	Globsyn Technologies Ltd., Block EP Kolkata	Member
04	Mrs. Sobha S. Iyer	Godrej & Boyce Mfg. Co. Ltd., Sec. V, Kolkata-91	Member
05	S.B.Bhattacharya, Consultant	All India Management Association, New Delhi	Member
06	Sourabh J. Sarkar CEO-Aesthetic Technologies	Aesthetic Technologies & KarmYog Foundation, Kolkata	Member
07	Atanu Choudhury GM-Aesthetic Techno.	Aesthetic Technologies & KarmYog Foundation, Kolkata	Member
08	Rabin Debnath, ADIT, W.B	Dte. of Indl Trg. Kolkata	Member
09	Dibyendu Paul, Programme Manager	Sahaj Academy, Kolkata	Member
10	Nirmalya Banerjee Commercial Tax Officer	Dte. of Commercial Tax Govt. of West Bengal, Kolkata	Member
11	S. Rajagopalan, Dy. Director	EEPC INDIA , Kolkata	Member
12	Arjun Biswas, Asstt. Manager	MSME Tool Room, Kolkata	Member
13	Tamal Chatterjee, Manager Marketing Strategy	SREI Sahaj e-village Ltd., Kolkata-48	Member
14	Amalendu Jana, Dy. Manager	TATA INDICOM, Kolkata	Member
15	Subhra Mukhopadhyay Sr. Manager	Union Bank of India, Salt Lake, Kolkata	Member
16	Smt. Sharbani Saha Faculty Member	Icfai Business School Sector V, Salt Lake, Kolkata	Member
17	K.N.Somashekaraih, Principal	RVTI(W), Salt Lake, Kolkata	Member
18	Debapriya Nandan, Manager	ORACLE India, Kolkata	Member
19	Indranil Samaddar, Business Development Manager	Intel India, Kolkata	Member
20	L.K. Mukherjee, Deputy Director	CSTARI, Salt Lake, Kolkata	Member
20	N. Nath, ADT	CSTARI, Salt Lake, Kolkata	Member
21	S.B.Sardar, ADT	CSTARI, Salt Lake, Kolkata	Member
22	P. K. Dutta, ADT	CSTARI, Salt Lake, Kolkata	Member
23	R.N.Manna, T.O.	CSTARI, Salt Lake, Kolkata	Member

**Syllabus for the trade of “OFFICE ASSISTANT CUM COMPUTER OPERATOR”
COURSE under Craftsman Training Scheme.**

OBJECTIVE OF THE COURSE:

The objective of the Course is to create a Skilled Work Force for modernized office environment who will be competent enough in handling Office Assistant Job with multi tasking abilities. The following skills would be developed after successful completion of the training program: -

1. Acquiring skills in Stenography
2. Knowledge of different types of computers and their peripherals
3. Hardware and Software knowledge
4. Operating System – Microsoft Windows XP & Linux
5. Word Processing
6. Working in Spread Sheet
7. Preparing Power Point Presentation
8. Internet Application & Web Browsing
9. Anti-Virus
10. e-Mailing
11. Essential Grammar
12. English Conversation
13. Report preparation
14. Business Letter Drafting
15. e-Mail etiquettes
16. Interview Appearing techniques
17. Dress Code & Grooming
18. Stress Management
19. Time Management
20. Working as a Secretary
21. Importance of filing, documentation, Duty Roster Preparation, MIS preparation
22. Telephone handling
23. Vendor Management
24. Knowledge in Industry Related Forms and Taxation
25. Knowledge in Office equipments – EPABX, FAX, Photocopier, Scanner etc.

Training Methodology

1. Interactive Pedagogy
2. Class Room Training
3. Practical Training
4. Audio-Visual
5. Role Play

ELIGIBILITY: Qualification: 12th Class passed under 10 + 2 system

Duration of training:

- 52 weeks (1 Year)
- 40Hours / Week

Space Norms: 120 sq. mtr

Power Norms: 06 Kw.

NCO Code No. : 4113.90, 3431.30

Detailed Course Curricula

Week	Theory	Practical
1	<ul style="list-style-type: none"> ➤ Objective of Course Curricula, Office Automation System ➤ History of Shorthand, Knowledge of Transcription from the shorthand to long hand (in addition to shorthand theory paper), Sitting Posture. 	<ul style="list-style-type: none"> ➤ Practice of Shorthand ➤ Practice of typing on computer.
2	<p>Safety and occupational health:</p> <ul style="list-style-type: none"> ➤ Cramped room and ill-light working environment damage the eyesight and develop stress symptoms. ➤ Proper sitting posture. ➤ Proper lifting posture of heavy monitor, computer, printer and other office machineries may cause back pain. ➤ When direct physical telephone line is used for Internet connections make sure it is being detached whenever there is thundering. <p>Environment:</p> <ul style="list-style-type: none"> ➤ Pollution of environment due to e-waste like junk key board, components of computer and other office machineries ➤ Waste recovery facilities through inter industry exchange. 	Practice on safety and occupational health and environment.
3	<ul style="list-style-type: none"> ➤ History of Computers & Different Type of Computers ➤ Functions of Computer Peripherals 	Different Components of Computer
4	<ul style="list-style-type: none"> ➤ Introduction of Personal Computer / Microcomputer and Operating System (UNIX, WINDOWS, MS DOS, NETWARE) 	Computer Hardware & Software Concept

5	<ul style="list-style-type: none"> ➤ Profiling an Operating System. Booting Sequence: Operating System files and command Processor file. Definition of a file; File names. Booting from CD and HDD. Warm and Cold reboot ➤ About Windows Explorer. Knowing about "My Computer". Knowing about "My Documents". 	<ul style="list-style-type: none"> ➤ Introduction to Windows XP, All about the Windows XP interface-1, All about the Windows XP interface-2, Desktop and its properties. All about the Start Menu and its properties, All about the Shut Down Menu and its components, All about the Taskbar and its properties, Default Desktop icons and their importance.
6-7	<ul style="list-style-type: none"> ➤ Microsoft – Word Processing Package Text selection Opening Documents and Creating Documents Saving Documents / Quitting Documents Cursor Control Printing Documents Using the Interface (Menu, Toolbars) Editing Text (copy, Delete, Move etc.) Finding and Replacing Text Spell Check Feature/Auto correct Feature, Grammar Facility Autotext, Character formatting, and page formatting. 	<ul style="list-style-type: none"> ➤ Practical Work on Word Processor: - <ul style="list-style-type: none"> ➤ Adding borders and shading, Headers and Footers ➤ Setting up Multiple columns, Sorting blocks, margins and Hyphenating Documents ➤ Creating Master Document, Data Source ➤ Merging Documents ➤ Using Mail merge Feature for Labels and envelopes Graphics and using Templates and Wizards ➤ Hands-on experience in Word processing under DOS Familiarity in Word processing under Windows
8-9	<ul style="list-style-type: none"> ➤ English Grammar – Parts of Speech, Articles, Words, Sentences ➤ Punctuations, Tense ➤ Tense, Sentence Formation 	<ul style="list-style-type: none"> ➤ Practice of Shorthand upto 80 wpm ➤ Practice of typing on computer.
10-11	<ul style="list-style-type: none"> ➤ Sentence Formation ➤ Idioms & Phrases ➤ Similar Words 	<ul style="list-style-type: none"> ➤ Practice of Shorthand upto 80 words per minutes. ➤ Practice of typing on computer. ➤ Use of different software for proficiency in English language.
12-13	<ul style="list-style-type: none"> ➤ Paragraph Writing & Comprehension ➤ Letter Writing ➤ Report Writing 	<ul style="list-style-type: none"> ➤ Dictation taking & Typing on computer
14	<ul style="list-style-type: none"> ➤ What is an Office? ➤ What is the role of an Office Assistant? ➤ Office Automation ➤ Working Etiquettes ➤ Importance of Record Keeping 	<ul style="list-style-type: none"> ➤ Practical work with Printer (Laser Jet Printer/ Dot-Matrix) ➤ EPABX Handling / Call Transferring ➤ Scanning ➤ Different Photocopier Machine ➤ Working with Multi Function devices ➤ Working with Fax

15	<ul style="list-style-type: none"> ➤ Minutes of the Meeting Preparation 	<ul style="list-style-type: none"> ➤ Dictation Taking & Typing on computer
16-17	<ul style="list-style-type: none"> ➤ Secretarial functions: Meaning, qualities of a secretary. Role and scope of secretarial work. Duties of a private secretary. 	<ul style="list-style-type: none"> ➤ Routine office work. Practice of receptionist duties in relation to meeting, taking dictation and typing, handling mail, making travel arrangement.
18-19	<ul style="list-style-type: none"> ➤ Office practices: Filing, and its importance and classification. ➤ Mailing: procedure, for handling inward and outward mail and time and date stamps, franking machine, dispatch book, peon book and post office services. 	<ul style="list-style-type: none"> ➤ Practice on filing, mailing procedure, dispatch procedure. ➤ Operating practice on franking machine.
20	<ul style="list-style-type: none"> ➤ Office machines: Photocopier, duplicating machine, Fax, scanner. 	<ul style="list-style-type: none"> ➤ Practice on all the office machines to take copies.
21	<ul style="list-style-type: none"> ➤ Handling of telephone. ➤ Etiquettes in handling telephone and mobile, Intercom system, EPABX, telephone answering machine. 	<ul style="list-style-type: none"> ➤ Practice on receiving and making telephone call in landline and mobile. Practice of transferring of call.
22	<ul style="list-style-type: none"> ➤ General introduction of usage different types of office related forms: i.e. sales tax forms, central excise and taxation forms, vouchers, invoices and bank forms. 	<ul style="list-style-type: none"> ➤ Practice on filling up the forms.
23	<ul style="list-style-type: none"> ➤ Statutory compliances ➤ Industry related laws ➤ Taxation & Insurance 	<ul style="list-style-type: none"> ➤ Government statutory norms ➤ Filling up forms for Income Tax / Sales Tax ➤ Property & Personal Insurance
24	<ul style="list-style-type: none"> ➤ Business correspondence ➤ Introduction, meaning purpose and uses. General business term use in correspondence. 	<ul style="list-style-type: none"> ➤ Practice on business letter typing
25	<ul style="list-style-type: none"> ➤ Qualities of good business letter, parts of a business letter and formats styles of business letters. 	<ul style="list-style-type: none"> ➤ Practice on business letter typing
26-27	<ul style="list-style-type: none"> ➤ Types of business correspondence, i.e. enquiry letter, offer and quotation. Placing of an order, acceptance-refusal/cancellations of an order, compliance letters, collection letters, claims/adjustment letters, circulars, office order, memorandum, Preparation of Duty Roaster, etc. 	<ul style="list-style-type: none"> ➤ Practice on business letter typing
28	<ul style="list-style-type: none"> ➤ Different Wizard ➤ Importance of PDF file. ➤ Media Player & its feature 	<ul style="list-style-type: none"> ➤ "Compressed (zipped) Folder". ➤ Creating a PDF file. ➤ About Windows Media Player. Important Accessories. CD Writing Wizard.

29	<ul style="list-style-type: none"> ➤ Internet Explorer ➤ Mode of Different Connectivity ➤ Internet Protocol Address ➤ DNS Setting ➤ Internet Act 	<p><u>Knowing about how to set up an internet connection</u></p> <ul style="list-style-type: none"> ➤ Connect using a dial-up modem ➤ Connect using a Broadband connection with username and password. ➤ Internet Explorer and its features. ➤ Important UI functions within IE. ➤ Internet Options- IE Security and Privacy Options.
30	<ul style="list-style-type: none"> ➤ Web Browser, ➤ Different Modems & Internet restoration ➤ What is LAN/ WAN/ WI-FI/ WIMAX? 	<ul style="list-style-type: none"> ➤ Introduction to the uses of World Wide Web and Internet Browser ➤ Introduction to Mozilla Firefox Interface. ➤ Learning the functions of Menu bar, Navigation Tool bar, Web pages, Bookmark tool bar, Status bar and side bar in Mozilla Firefox & Internet Explorer ➤ Introduction to the Search Engine Google. ➤ How to search information in search engine Google. ➤ How to save the searched information ➤ Procedure to save the website with a new name in bookmarks. ➤ Using Navigation tool bar and searching for more information and saving needed information in files. ➤ Using the help of search engine to locate the saved websites.
31-32	<ul style="list-style-type: none"> ➤ E-mail ➤ Feature of Outlook Explorer ➤ Maintaining Calendar and diary. ➤ Task, Archive 	<p><u>Knowing about the “Outlook Express”</u></p> <ul style="list-style-type: none"> ➤ Creating an email ID ➤ Outlook Express configuration ➤ Outlook Express features. ➤ Important functions within Outlook Express. ➤ Sending mail through outlook express ➤ File attachment with the email.
33-34	<ul style="list-style-type: none"> ➤ Functions of Control panel of computer. ➤ Setting of panels ➤ Maintenance of Computer – defrag, clean-up, formatting ➤ Properties ➤ System restoration 	<p><u>Knowing about the “Control Panel”</u></p> <ul style="list-style-type: none"> ➤ Its usage and important options. ➤ Add Hardware. ➤ Add or Remove Programs. ➤ Folder Options.

	<ul style="list-style-type: none"> ➤ Device Manager 	<ul style="list-style-type: none"> ➤ Fonts. ➤ Mouse. ➤ Sounds and Audio Devices. ➤ User Accounts ➤ Sample installation of an application software. ➤ Sample uninstallation of an application software. <p><u>Knowing about maintenance of Windows XP</u></p> <ul style="list-style-type: none"> ➤ Disk Cleanup. ➤ Check Disk (Error-checking of a Local Disk). ➤ Disk Defragmenter. ➤ Backup. ➤ Format. <p><u>Knowing about System Properties of the computer</u></p> <ul style="list-style-type: none"> ➤ Short Overview of all the options. ➤ Detailed explanation about “General” ➤ Detailed explanation about “System Restore” ➤ Detailed explanation about “Automatic Updates”. ➤ Detailed explanation about “Hardware”—Device Manager.
35	Spreadsheet functions	<ul style="list-style-type: none"> ➤ Data Entry in cells, entry of numbers, text and Formulae ➤ Moving data in a Worksheet ➤ Moving around in a worksheet ➤ Selecting Data range ➤ Using the interface (Toolbars, Menus) ➤ Editing basics ➤ Working with workbooks ➤ Saving and Quitting ➤ Cell Referencing

36	Working on Spread sheet & different functions	<ul style="list-style-type: none"> ➤ Calculations and Worksheets-Using Auto fill ➤ Working with formulae ➤ Efficient Data Display with Data Formatting, Number formatting etc. ➤ Working with ranges ➤ Worksheets printing <p>Working with Graphs and Charts</p> <ul style="list-style-type: none"> ➤ Adding / Formatting Text data with Auto format ➤ Creating Embedded Chart using Chart wizard ➤ Sizing and moving parts ➤ Updating Charts ➤ Changing Chart Types ➤ Creating Separate Chart Sheet ➤ Adding Titles, legends and Gridlines ➤ Printing charts
37-38	<ul style="list-style-type: none"> ➤ Database & Xbase Package Details ➤ Features of Data file & data base file ➤ Information commands 	<p>Database Management</p> <p>Finding Records with Data Form</p> <p>Adding / Deleting Records</p> <p>Filtering Records in a worksheet</p> <p>Xbase package</p> <p>Concept of data base Management System</p> <p>Difference between data files and database files</p> <p>Creating Data Base Files and Structures</p> <p>Editing Data base Files.</p> <p>Record pointer positioning features</p> <p>Specific record locating features</p> <p>Information display commands</p> <p>Indexed files</p> <p>Create, delete, Save and recall memory variables</p> <p>Using table facility</p> <p>Format files</p> <p>Using various functions and set commands available</p> <p>Handling of multiple database files</p>

		Developing programmes for Commercial Application using Windows based, X-base package.
39-40	<ul style="list-style-type: none"> ➤ Power Point Presentation & features ➤ Different views of power Point Presentation ➤ Work with Text on Presentation ➤ Organizing Presentations 	<ul style="list-style-type: none"> ➤ How to Start Microsoft PowerPoint. ➤ How to make PowerPoint presentations. ➤ How to Save Your PowerPoint Presentation. ➤ Important PowerPoint definitions. ➤ Menu Bar, Scrollbars, Toolbars ➤ Adding slides, back ground change, ➤ Custom animation, slide transition ➤ Adding sound from clip art, files ➤ Adding movie file ➤ Hyperlink on slide ➤ Graphical lay out, word art ➤ Format of slide show
41-43	<ul style="list-style-type: none"> ➤ Red Hat Linux & its features ➤ Gnome desktop ➤ Application menu, Places menu, Panel, System menu, Help, Date, time Workplace switcher etc in Linux 	<ul style="list-style-type: none"> ➤ Introduction to Linux login screen Gnome applications and components of Gnome applications. ➤ Learning about using the username and password in the Linux Login screen, Linux desktop and its components. ➤ Application menu, Places menu, Panel, System menu, Help, Date, time Workplace switcher etc in Linux ➤ Uses of Mouse in Linux and various uses of Menus ➤ Learning about files and folders in Linux, also about Nautilus file manager and functions of cut, copy and paste in Linux. ➤ Managing Files and Folders in Linux ➤ Functions and uses of Nautilus File Manager. ➤ Function and uses of Cut, Copy and Paste files and folders in Linux ➤ Introduction to Folder creation in Linux ➤ How to create a folder in Gnome Desktop ➤ How to Rename a folder in Gnome Desktop ➤ How to Delete a folder in Gnome Desktop in Linux ➤ How to retrieve a deleted folder in Gnome Desktop ➤ How to Save a file in Linux

		<ul style="list-style-type: none"> ➤ How to search a file in a computer in Linux ➤ How to use Help in Linux (Short Note) ➤ How to use Help in Linux (Explained in details)
44	<ul style="list-style-type: none"> ➤ How the computers get affected with Virus? ➤ What is the Antivirus tool? ➤ How to protect you system? 	<ul style="list-style-type: none"> ➤ Installation of Antivirus Software
45-46	<ul style="list-style-type: none"> ➤ Customer Relationship ➤ Why customer is important for a business ➤ Benefit of Effective CRM ➤ Customer retention ➤ Vendor Management ➤ Time Management ➤ Stress Management 	<ul style="list-style-type: none"> ➤ Case study on Modern CRM & bad CRM scenario ➤ Role Play ➤ Mock practice on managing angry customer
47	<ul style="list-style-type: none"> ➤ What is effective communication ➤ Different mode of Communication – Verbal, Written, Non-Verbal ➤ Communication barrier ➤ PAC Model & Star Model of Communication ➤ Why we should LISTEN? 	<ul style="list-style-type: none"> ➤ Practicing e-Mail etiquettes ➤ Business mailing ➤ Practicing conversation among a small batch of 5 members ➤ Role play on different mode of body language ➤ Group discussion on best practice in an office
48	<ul style="list-style-type: none"> ➤ Talking to a guest at the reception ➤ Relationship Management with the client & the team members ➤ Dress Code in an Office, Grooming & Self Hygiene 	<ul style="list-style-type: none"> ➤ Role Play ➤ Movie ➤ Mock session
49	<ul style="list-style-type: none"> ➤ Interview Appearing Skills Development ➤ Making a Resume ➤ Presentation Skills 	<ul style="list-style-type: none"> ➤ Mock Interviews ➤ Presentation ➤ Writing Resumes
50-51	<ul style="list-style-type: none"> ➤ Basics of Different Accounting Packages ➤ Knowledge of FACT / Tally ➤ Banking reconciliation System 	<ul style="list-style-type: none"> ➤ Practical training on financial packages
52	Revision and test	

Social Study – Syllabus for the subject for Social Study common for all the trades.

Training Requisite for a batch of 20 Trainees

Sl. No.	Description	Nos.
A. Equipments		
1	<ul style="list-style-type: none"> ➤ Computer with latest configuration ➤ 500 VA UPS 	20+1 =21 21
2	Laser Jet Printer	1
3	Dot Matrix Printer	1
4	Printer, Scanner, FAX & Photo-copier Machine or Multi function device	1 each
5	EPABX	1
6	Telephone Connection	1
7	LCD Projector	1
8	Broad Band Connection with proxy server	1
9	Air conditioner 1.5 ton	2
B. Software		
1	MS Windows	1
2	MS Office	1
3	Linux	1
4	Typing Tutor	1
5	Adobe / Flash Player / Power DVD / NTI 07 /	
6	Antivirus package	1
7	Internet Security	1
8	Visual Training films on Office etiquettes	4-5
C. Furniture		
1	Computer Table	21
2	Computer Chair	21
3	Printer Table	1
4	White Board	1
5	Display board	1
6	Steel almirah	2
7	Projector Trolley / Stand	1
8	Chair & Table for Faculty	1