

Syllabus for the trade
of
OFFICE ASSISTANT CUM COMPUTER OPERATOR
(SEMESTER PATTERN)

UNDER
CRAFTSMEN TRAINING SCHEME

Designed in : 2013

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

List of trade committee members approved the syllabus of semester system for the trade of Office Assistant cum Computer Operator held on 12th December'2011 at Central Staff Training & Research Institute (CSTARI), Kolkata.

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 Kolkata	Member
04	Mrs. Sobha S. Iyer	Godrej & Boyce Mfg. Co. Ltd., Sec. Kolkata-91	Member
05	S.B .Bhatracharya, Consultant	All India Management Association, New Delhi	Member
06	Sourabh I. 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,	Dte. of Indl Trg. Kolkata	Member
09	Dibyendu Paul, Programme	Sahaj Academy, Kolkata	Member
10	Nirmalya Banerjee Commercial Tax Officer	Dte. of Commercial Tax Govt. of West Bengal, Kolkata	Member
11	S. Raj agopalan, Dy. Director	EETPC INDIA, Kolkata	Member
12	Arjun Biswas, Asstt. Manager	MSME Tool Room, Kolkata	Member
13	Tarnal Chattterjee, 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 Sarnaddar, Business Development	Intel India, Kolkata	Member
20	L.K. Mukherjee, Deputy Director	CST ARI, 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

List of members attended the Workshop to finalize the syllabi of existing CTS into Semester Pattern held from 6th to 10th May'2013 at CSTARI, Kolkata.

Sl. No.	Name & Designation	Organisation	Remarks
1.	R.N. Bandyopadhyaya, Director	CSTARI, Kolkata-91	Chairman
2.	K. L. Kuli, Joint Director of Training	CSTARI, Kolkata-91	Member
3.	K. Srinivasa Rao, Joint Director of Training	CSTARI, Kolkata-91	Member
4.	L.K. Mukherjee, Deputy Director of Training	CSTARI, Kolkata-91	Member
5.	Ashoke Rarhi, Deputy Director of Training	ATI-EPI, Dehradun	Member
6.	N. Nath, Assistant Director of Training	CSTARI, Kolkata-91	Member
7.	S. Srinivasu, Assistant Director of Training	ATI-EPI, Hyderabad-13	Member
8.	Sharanappa, Assistant Director of Training	ATI-EPI, Hyderabad-13	Member
9.	Ramakrishne Gowda, Assistant Director of Training	FTI, Bangalore	Member
10.	Goutam Das Modak, Assistant Director of Trg./Principal	RVTI, Kolkata-91	Member
11.	Venketesh. Ch. , Principal	Govt. ITI, Dollygunj, Andaman & Nicobar Island	Member
12.	A.K. Ghate, Training Officer	ATI, Mumbai	Member
13.	V.B. Zumbre, Training Officer	ATI, Mumbai	Member
14.	P.M. Radhakrishna pillai, Training Officer	CTI, Chennai-32	Member
15.	A.Jayaraman, Training officer	CTI Chennai-32,	Member
16.	S. Bandyopadhyay, Training Officer	ATI, Kanpur	Member
17.	Suriya Kumari .K , Training Officer	RVTI, Kolkata-91	Member
18.	R.K. Bhattacharyya, Training Officer	RVTI, Trivandrum	Member
19.	Vijay Kumar, Training Officer	ATI, Ludhiana	Member
20.	Anil Kumar, Training Officer	ATI, Ludhiana	Member
21.	Sunil M.K. Training Officer	ATI, Kolkata	Member
22.	Devender, Training Officer	ATI, Kolkata	Member
23.	R. N. Manna, Training Officer	CSTARI, Kolkata-91	Member
24.	Mrs. S. Das, Training Officer	CSTARI, Kolkata-91	Member
25.	Jyoti Balwani, Training Officer	RVTI, Kolkata-91	Member
26.	Pragna H. Ravat, Training Officer	RVTI, Kolkata-91	Member
27.	Sarbojit Neogi, Vocational Instructor	RVTI, Kolkata-91	Member
28.	Nilotpall Saha, Vocational Instructor	I.T.I., Berhampore, Murshidabad, (W.B.)	Member
29.	Vijay Kumar, Data Entry Operator	RVTI, Kolkata-91	Member

GENERAL INFORMATION

- 1. Name of the Trade** : OFFICE ASSISTANT CUM COMPUTER OPERATOR
- 2. N.C.O. Code No.** :
- 3. Duration** : One year (Two semesters)
- 4. Power Norms** : 6 Kw
- 5. Space Norms** : 70 Sq m
- 6. Entry Qualification** : Passed 10th class Examination.
- 7. Unit Size (No of student)** : 20 trainees
- 8. Instructor's/Trainer Qualification:** NCT/NVT certificate in Secretarial Practice (English) trade with three years experience
or
Diploma in Business Administration with two year Experience
Or
Degree in Business Administration with one year Experience
* Syllabus for Computer can be completed by Guest Faculty if regular Computer faculty is not available in the Institute
- 9. Desirable qualification** : Preference to be given CIC (Craft instructor Certificate) holders.

At least one Instructor must have Degree / Diploma in relevant field

Syllabus for the Trade of “OFFICE ASSISTANT CUM COMPUTER OPERATOR” Under C.T.S.

Duration : Six Months

First Semester

Semester Code: OAC : SEM I

Week No.	Trade Practical	Trade Theory
1	<ul style="list-style-type: none">➤ Practice of Shorthand➤ Practice of typing on computer.	<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.
2	<ul style="list-style-type: none">➤ Practice on safety and occupational health and environment.	<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.
3	<ul style="list-style-type: none">➤ Different Components of Computer	<ul style="list-style-type: none">➤ History of Computers & Different Type of Computers➤ Functions of Computer Peripherals
4	<ul style="list-style-type: none">➤ Computer Hardware . & Software Concept	<ul style="list-style-type: none">➤ Introduction of Personal Computer / Microcomputer and Operating System (UNIX, WINDOWS, MS DOS, NETWARE)

5	<ul style="list-style-type: none"> ➤ Introduction to Windows XP, All about the Windows XP interface-1, All about the Windows XP interface2, 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. 	<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”
6-7	<p>Practical Work on Word Processor: ~</p> <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 <p>Graphics and using Templates and Wizards</p> <ul style="list-style-type: none"> ➤ Hands-on experience in Word processing under DOS Familiarity in Word processing. Under Windows 	<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 Auto text, Character formatting, and page formatting.
8-9	<ul style="list-style-type: none"> ➤ Practice of Shorthand upto 80 wpm ➤ Practice of typing on computer. 	<ul style="list-style-type: none"> ➤ English Grammar – Parts of Speech, Articles, Words, Sentences ➤ Punctuations, Tense ➤ Tense, Sentence Formation
10-11	<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. 	<ul style="list-style-type: none"> ➤ Sentence Formation ➤ Idioms & Phrases ➤ Similar Words
12-13	<ul style="list-style-type: none"> ➤ Dictation taking & Typing on computer 	<ul style="list-style-type: none"> ➤ Paragraph Writing & Comprehension ➤ Letter Writing ➤ Report Writing
14	<ul style="list-style-type: none"> ➤ Practical work with Printer (Laser Jet Printer/ Dot-Matrix) ➤ EP ABX Handling / Call Transferring ➤ Scanning ➤ Different Photocopier Machine ➤ Working with Multi Function devices ➤ Working with Fax 	<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
15	<ul style="list-style-type: none"> ➤ Dictation taking & Typing on computer 	<ul style="list-style-type: none"> ➤ Minutes of the Meeting Preparation

16-17	<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. 	<ul style="list-style-type: none"> ➤ Secretarial functions: Meaning, qualities of a secretary. Role and scope of secretarial work. Duties of a private secretary.
18-19	<ul style="list-style-type: none"> ➤ Practice on filing, mailing procedure, dispatch procedure. ➤ Operating practice on franking machine. 	<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.
20	<ul style="list-style-type: none"> ➤ Practice on all the office machines to take copies. 	<ul style="list-style-type: none"> ➤ Office machines: Photocopier, duplicating machine, Fax, scanner.
21	<ul style="list-style-type: none"> ➤ Practice on receiving and making telephone call in landline and mobile. Practice of transferring of call. 	<ul style="list-style-type: none"> ➤ Handling of telephone. ➤ Etiquettes in handling telephone and mobile, Intercom system, EP ABX, telephone answering machine.
22	<ul style="list-style-type: none"> ➤ Practice on filling up the forms. 	<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.
23 - 24	<ul style="list-style-type: none"> ➤ Government statutory norms. ➤ Filling up forms for Income Tax / Sales Tax ➤ Property & Personal Insurance 	<ul style="list-style-type: none"> ➤ Statutory compliances ➤ Industry related laws ➤ Taxation & Insurance
25	Project work / Industrial Visit (optional)	
26	Examination	

Syllabus for the Trade of "OFFICE ASSISTANT CUM COMPUTER OPERATOR" Under C.T.S.

Duration : Six Months

Second Semester

Semester Code: OAC : SEM II

Week No.	Trade Practical	
1-3	➤ Practice on business letter typing	
4	➤ "Compressed (zipped) Folder". ➤ Creating a PDF file. ➤ About Windows Media Player. ➤ Important Accessories. CD Wizard.	
5	➤ Internet Explorer ➤ Mode of Different Connectivity ➤ Internet Protocol Address ➤ DNS Setting ➤ Internet Act	<u>Knowing about how to set up an internet connection</u> ➤ 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.

6	<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.
7-8	<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.
9-10	<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>Knowing about maintenance of Windows XP</p> <ul style="list-style-type: none"> ➤ Disk Cleanup. ➤ Check Disk (Error-checking of a Local Disk). ➤ Disk Defragmenter. ➤ Backup. ➤ Format. <p>Knowing about System Properties of the computer</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.
11	<ul style="list-style-type: none"> ➤ 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

12	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
13-14	<ul style="list-style-type: none"> ➤ Database & Xbase Package Details ➤ Features of Data file & data base file ➤ Information commands 	<p>Database Management</p> <ul style="list-style-type: none"> ➤ Finding Records with Data Form ➤ Adding / Deleting Records ➤ Filtering Records in a worksheet <p>Xbase package</p> <ul style="list-style-type: none"> ➤ Concept of data base Management System ➤ Difference between data files and database files ➤ Creating Data Base Files and Structures ➤ Editing Data base Files. ➤ Record pointer positioning features ➤ Specific record locating features ➤ Information display commands Indexed files ➤ Create, delete, Save and recall memory variables ➤ Using table facility ➤ Format files ➤ Using various functions and set commands available ➤ Handling of multiple database files

		Developing programmes for Commercial Application using Windows based, X-base package.
15-16	<ul style="list-style-type: none"> ➤ Power Point Presentation & features ➤ Different views of power Presentation ➤ Work with Text on Presentation ➤ Organizing Presentations 	<ul style="list-style-type: none"> ➤ How to Start Microsoft PowerPoint. ➤ How to make PowerPoint ➤ How to Save Your PowerPoint ➤ 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

17-19	<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 ➤ 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)
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20	<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
21-22	<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 Modem CRM & bad CRM scenario ➤ Role Play ➤ Mock practice on managing angry customer
23 - 24	<ul style="list-style-type: none"> ➤ What is effective communication ➤ Different mode of Communication Verbal, Written, Non-Verbal ➤ Communication barrier ➤ PAC Model & Star Model 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
	<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
	<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
	<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
25	Revision	
26	Examination	

List of Tools & Equipment
TRADE: OFFICE ASSISTANT CUM COMPUTER OPERATOR

LIST OF TOOLS & EQUIPMENT

A. TRAINEES TOOL KIT FOR 20 + ONE TRAINEES

Sl. No.	Name of the Items	Qty
1	WORKSTATION/NODES : 2 nd Generation Core i3 Processor or Equivalent and above with major minimum features as below : 1) 32/64 Bit Processor (3.06 GHz or Higher,4 MB 4-Core) or Higher. 2) Network Card : Integrated Gigabit Ethernet(10/100/1000). 3) RAM : 2 GB/ 4 GB DDR3 or Higher. 4) 320 GB / 500 GB HDD or Higher. 5) 19" TFT Monitor / Higher 6) DVD Writer 7) PS2 / USB KeyBoard , USB/Optical Mouse with latest Paper Licensed Operating System / OEM Pack(Preloaded) Professional/Ultimate Edition with Internet Facility.	10
2	Laser Jet Printer	1 no
3	Dot Matrix Printer	1 no
4	Printer, Scanner, FAX & Photo-copier Machine or Multi function device	1 each
5	EPABX	1 no
6	Telephone Connection	1 no
7	LCD Projector	1 no
8	Broad Band Connection with proxy server	1 no
9	Air conditioner 1.5 ton	2 nos
	B. Software	
1	Operating Systems	1 no
2	Office Package	1 no
3	Typing Tutor	1 no
4	Adobe / Flash Player / Power DVD / NTI 07 /	
5	Antivirus package	1 no
6	Internet Security	1 no
7	Visual Training films on Office etiquettes	4-5 nos
	C. Furniture	
1	Computer Table	21 nos
2	Computer Chair	21 nos
3	Printer Table	1 no
4	White Board	1 no
5	Display board	1 no

6	Steel almirah	2 nos
7	Projector Trolley / Stand	1 no
8	Chair & Table for Faculty	1 no