

**FURTHER DETAILS REGARDING MAIN TOPICS OF
PROGRAMME No. 06/2021 (Item No: 7).**

**JUNIOR INSTRUCTOR
(SECRETARIAL PRACTICE- ENGLISH)
(SR FROM AMONG SC/ST)**

**INDUSTRIAL TRAINING
(Category No.: 297/2018)**

MODULE I : SHORTHAND(ENGLISH)

History of Shorthand.
Importance of Shorthand.
Different Consonants and their signs.
Diphthongs, Triphones and Diaphones.
Phraseography.
Formation of outlines.
Various kinds of S, H
Alternative forms of R, L and SH
SW and SS/SZ circles.
Loop ST and STR
Initial Hooks and Final Hooks(R, L, N, F/V and SHUN hooks)
Halving and Doubling Principle.
Prefixes and Suffixes.
Contractions.
Intersections.
Note taking techniques.

MODULE II: LETTER WRITING

Simple letter writing.
Classification of letters.
Necessary parts of a letter
Personal Correspondence
Types of Business Correspondence.
Types of Official Correspondence.

MODULE III: OFFICE

Introduction to Office.
Importance of Office.
Departments of Office.
Office Manager.
Office Layout.
Office Environment
Office Stationery
Office Forms and Manuals.

MODULE IV: INWARD AND OUTWARD MAIL

Handling Inward and Outward mail.
Mailing Machines and Equipments.

MODULE V: OFFICE RECORDS AND FILING MANAGEMENT

Kinds of Records and Principles of Record keeping.
Filing – Definition of Filing – Essentials of ideal filing system – Classification and arrangement of files – Different filing system- Centralisation and Decentralisation of Filing.

MODULE VI: OFFICE MACHINES AND EQUIPMENTS

Different types of office Equipment - Communicating Equipment.

MODULE VII: OFFICE SECRETARY

Definition – Qualities and Qualification - Types of Secretary- Professional and personal duties and functions of Office Secretary.

MODULE VIII: POSTAL SERVICES

PIN code – Post Card – Registered Letter – Ordinary and Insured Letter – Parcels – Business Reply post card – VPP – UPC – Speed Post, Courier Services- Post Bag – Post Box - Monetary Services etc..
Postal Zones.

MODULE IX: APPLICATION WRITING

Social letters like Informal Letters – Invitation Letters – Congratulation Letters – Thanks giving Letters – Condolence Letters – Letter to the Editor etc.

Office correspondence – Notice – Agenda – Minutes- Reports – Circulars and Memorandum. Calendar of Events.
General Banking Correspondence.

MODULE X: COMPUTER OPERATIONS

Computer Fundamentals – History of Computers – Applications of Computers - Components of computers.

Windows Operating System.

Computer Keyboard Operations

Micro Soft Word – Features of Word Processing – Components of MS Word screen – Creation of Files and use of various tools – Editing and Formatting – MS Word features – Printing document.

Computer Speed typing – Speed calculation – Counting errors and calculating speed – Evaluation and marking schemes in speed typing.

Microsoft Excel – Spread sheet program – Components of MS Excel -Workbook, Worksheet and Cell – Entering and Editing data – MS excel Formulas and functions – Excel Charts – Printing work book.

Microsoft Powerpoint – Introduction of PPT – Presenting document in Powerpoint – Adding graphics to documents – Creating self-running presentation – Layouts, Themes and designs – Slide animation – Slide transition – Editing and Printing presentations.

Network and Internet

Computer Network – Advantages of Computer Networks – Types of Network – Network Topology – Network Protocols – Networking Components – Web Browser and Mailing System.
Protection of Computer from threats.

NOTE: - It may be noted that apart from the topics detailed above, questions from other topics prescribed for the educational qualification of the post may also appear in the question paper. There is no undertaking that all the topics above may be covered in the question paper