

**DETAILED SYLLABUS FOR THE POST OF JUNIOR INSTRUCTOR
(SECRETARIAL PRACTICE-ENGLISH) (Industrial Training) - Direct
Recruitment
(Cat.No.: 689/2022)**

MODULE I: SHORTHAND ENGLISH

Introduction to shorthand

Consonants

Vowels

Diphthongs, Triphone

Circles s and z

Large circles sw and ss or sz

Loops st and str

Initial Hooks and Final Hooks(R, L, N, F/V and SHUN hooks)

Upward and downward r,l and sh

Halving principles, Doubling principles

Prefixes and suffixes

Contractions

Note taking techniques

(20 marks)

MODULE II: BUSINESS COMMUNICATION

Importance of commercial correspondence

Parts of business letter

Enquiry, quotation, order, collection and Complaint letters.

Social Letters like Informal Letters/ Invitation Letters/ Congratulation Letters/

Thanks Giving Letters/ Condolence Letters etc. and letters to the editors.

Office Correspondence: Drafting of notice / agenda/ minutes and reports, circular & memorandum.

General Banking Correspondence

(10 marks)

MODULE III: POSTAL SERVICES

Importance of Pin Code

Postcard, Registered Letters

Ordinary, Insured Letters

Parcels, Business Reply Postcards, VPP, UPC, Monetary Services etc.

Speed Post and Courier Services

Post Bag, Post box etc.

(10 marks)

MODULE IV: OFFICE

Introduction

Importance of Office

Departments of Office

Functions, Duties and characteristics of Office Manager

Office Layout

Types of Office Layout

Open and Private Office

Office Stationery

Office Forms and Manuals

Types of Office Stationery

(10 marks)

MODULE V: OFFICE ENVIRONMENT

Importance

Elements like Light, Temperature, Ventilation, Noise, Interior Decoration, cleanliness and Safety.

(3 marks)

MODULE VI: OFFICE SECRETARY

Definition

Qualities

Qualifications

Types of Secretary

Professional, personal duties

Functions of Office / private Secretary

(5 marks)

MODULE VII: OFFICE EQUIPMENTS

Principle for selection of Office equipment

Types of Office equipment

Mailing Room equipment

Photocopier and Communicating equipment

Other Useful equipment: Xerox Machine, Intercom & EPABX , Scanner, Personal Computer, Internet, FAX, Printer etc.

(10 marks)

MODULE VIII: FILING AND MATERIAL MANAGEMENT

Meaning of Records,

Compilation and Classification.

Importance of Filing

Essentials of Good Filing Method

Classification of files – Alphabetical, Numerical, Geographical and Subject wise.

Centralization & Decentralization of Filing

E-filing

Introduction to Material management

Importance

Functions

(10 marks)

MODULE IX: OFFICE SECURITY

Meaning

Concept

Importance

Types of office security

(2 marks)

MODULE X: COMPUTER OPERATIONS

Computer Fundamentals

Introduction-Definition-Utility and types of Computers

Computer Hardware

Definition & Introduction - Motherboard & Processor - Input, Output & Storage devices

Software

Definition & Introduction to System Software - Application Software

Windows Operating System

Introduction - Log on accounts Passwords - Windows Menu - Minimizing, Windows menu- resizing & Moving- Closing Windows-Tool Bar- Task Bar-Menu bar-Start Button-Shutting down Windows-Desktop -Windows Explorer-Control Buttons-Open, Cut, Copy & Paste etc.

Computer Keyboard Functions and its operations:

Alphabetic keys - Numeric keys -Special keys -Function keys - Sitting posture - Sight & Touch Methods-Practicing Home Row-Upper Row& Bottom Row Keys -Shift Key Operation and Number Row.

Microsoft word

Processing with MS- Word-Use of Different Menus like entering, Selecting, Deleting, Copying, Cutting and Pasting-Finding and replacing Text-Use of Auto Correct-Formatting with word-Inserting Numbers-Bullets-Paragraphs formatting-Setting indents and spacing-Use of help Options, Page Set up, Margins, Ruler -Paper Size in Word-Inserting Lines and Page Breaks-Insertion and Use of Tables-Deletion of Rows and Columns-Alignments between Rows & Columns-Viewing Documents Properties & Printing- Computer speed typing

Microsoft Excel

Arithmetic, logical, Relative and absolute cell referencing -Formatting options of cell in worksheets- Align centre, left, right and justify cell contents-Concept of charts.

Microsoft Powerpoint

Introduction of PPT- presenting documents in Power point, add graphics to the document, Create a self running presentation, Layouts, themes and designs-Adding clip arts, diagrams, pictures, tables and charts-Building animation effects, -Transitions-Speaker notes-Copying a presentation to a CD/DVD/Pen drives-Editing and Printing Presentations /slides.

Network and Internet

Computer Network-Types of Network-Network Protocols-Web Browser and Mailing System - Protection of Computer from threats. (20 marks)

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.