

MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION , MUMBAI-51

1	Name of Course	Diploma Course in Stenography and Computer Application								
2	Max no. of Students	25		Course Code - 408415						
3	Duration	2 year								
4	Course Type	Full Time								
5	No. of Days per week	6 days								
6	No. of hours per day	7 Hrs								
7	Space require	Theory Class Room – 200 sqft Three Practical Lab – 500 sqft each								
8	Entry qualification	S.S.C. Pass								
9	Objective of syllabus	To do work of Stenographer, To work as Freelance Stenographer, To know working of Stenographer in Offices, To know Typing and Computer Job work								
10	Employment opportunities	Office Assistant / Clerk, Stenographer Grade D / Grade C, Personal Assistant, Personal / Private Secretary, Executive Assistant, Computer Operator / Data Entry Operator, Receptionist / Telephone Operator, Freelance Stenographer / Typist / Job Work Computer Operator								
11	Teachers Qualification	For Vocational Subject - B.A. English + High grade Stenographer Exam Pass + 2 yr Experience or Equivalent and for Non Vocational Subject Master Degree in concern Subject.								
12] Teaching Scheme –										
Sl. No.		Subject Code	Clock Hours / Week		Total					
			Theory	Practical						
1	English (Communication Skill)	90000001	2 Hrs	1 Hrs	3 Hrs					
2	Elective – I		2 Hrs	1 Hrs	3 Hrs					
3	Elective – II		2 Hrs	1 Hrs	3 Hrs					
4	Shorthand	40840020	3 Hrs	8 Hrs	11 Hrs					
5	Office Procedure and Practices	40840021	3 Hrs	8 Hrs	11 Hrs					
6	Typography and computer application	40840022	3 Hrs	8 Hrs	11 Hrs					
Total					42 Hrs					
13] Internship										
		Two Month Summer Internship from 1st May to 30th June is Compulsory.								
14] Examination Scheme – Final Examination will be based on syllabus of both years.										
Sl. No.	Subject	Subject Code	Theory			Practical			Total	
			Duration	Max	Min	Duration	Max	Min	Max	Min
1	English (Communication Skill)	90000001	3 Hrs	70	25	3 Hrs	30	15	100	40
2	Elective – I		3 Hrs	70	25	3 Hrs	30	15	100	40
3	Elective – II		3 Hrs	70	25	3 Hrs	30	15	100	40
4	Shorthand	40840020	3 Hrs	100	35	3 Hrs	100	50	200	85
5	Office Procedure and Practices	40840021	3 Hrs	100	35	3 Hrs	100	50	200	85
6	Typography and computer application	40840022	3 Hrs	100	35	3 Hrs	100	50	200	85
Total									900	375
15	Teachers – Three Teachers per batch for vocational component. For English, Elective-I & II guest faculty on clock hour basis.									
16	Student have to choose any one subject for Elective-I and Elective-II from below given subjects									
17	a) For Elective I – Student can choose any one subject					b) For Elective II – Student can choose any one subject				
	Code	Subject Name				Code	Subject Name			
	90000011	Applied Mathematics				90000021	Applied Sciences (Physics & Chemistry)			
	90000012	Business Economics				90000022	Computer Application			
	90000013	Physical Biology (Botany & Zoology)				90000023	Business Mathematics			
	90000014	Entrepreneurship								
	90000015	Psychology								

SUBJECT NAME : SHORTHAND (ENGLISH) - (THEORY)

SUBJECT CODE : 40840020

1st year

1. Introduction to Stenography-brief history of Shorthand
 - Origin of modern system; entry of Shorthand in India;
 - Use of Shorthand in legislatures; equipments, ideal teacher.
2. Consonants-definition; their classification; arrangement and directions of consonantal strokes; joining of strokes;
 - Vowels - long & short; places; following and preceding; intermediate vowels; place of joined strokes and vowels;
 - Short Forms - logograms, grammalogues & simple contractions; phrasing tick 'the' & Punctuation marks;
 - Diphthongs - definition and places; triphthongs (3 vowels)
3. Alternative (downward) forms of R & L; RR&LR;
 - H stroke; H tick and dot; Upward stroke of Sh;
 - Semi/circles of semi/vowels W&Y; diaphone and triphone;
 - Phraseography (joining of words and short forms)
4. Circle - small and large circles; S and Z circles and strokes; places of vowel in circles; circle and stroke H; circle and L;
 - Loops - small loop St/Sd and big loop Str loop and vowel.
5. Initial Hooks - R & L hooks; Shr & Shl; use of vowels with hooked strokes; vowels and double consonants;
 - alternative forms of hooked strokes - right and left curves of hooked F/V, Th/Three strokes; upward: Sh& hooks.
6. Compound Consonants -
Definition; initial large hooks of Whr; Whl; kw/Ky/Gw/Gy; mp/mb compound stroke consonants;
 - Final hooks - F/V & N hooks; hooks & circles or loops:
 - Large final hook or SHUN hook; shun hook & curl for Shun
7. Halving and Doubling Principle -
Halving of strokes for t/d: halving of m,n,l,r for d; halving of mp/Mb/ng/hooked strokes;
 - doubling of strokes of tr/dr, doubling of knp/mb/ng/strokes; doubling of L strokes of L stroke for tr; restrictions of halving and doubling.

1st year SHORTHAND ENGLISH - I (PRACTICAL)

Practical: practical to be performed according to the chapter scheme of English shorthand.

1. Practice of strokes; vowels, their joining; direction and shape according to the Work Book and the exercises from the text book. Practice of diphthongs; and punctuation marks.
2. Practice of alternative forms of outline; their short forms; phrases; circles; loops; initial hooks, compound consonants; alternative curves; final hooks and shun hook.
3. Practice of words, short forms and phrases from the text book practice form the Work Book for testing the ability relating to the chapters and their exercises.
4. Practice of Halving and doubling principles; short forms; phrases Work book exercise and test exercises.
5. Practice of Writing letters; personal letters and their transcription on typewriter / computer.

2nd year SHORTHAND (ENGLISH) - (THEORY)

1. Revision of basic theory - initial and final hooks; compound consonants; halving and doubling principle.
2. Prefixes and Suffixes - definition; use of dot prefixes; Suffixes - dot suffix and dash suffix; use of strokes for representation of suffixes
3. Intersections - cutting of strokes for official and colloquial phrases; representation of round numbers and monetary units; their representative strokes
4. Contractions - special contractions; Part I to Part IV; special phrases and foreign words; phrases for judiciary, executive and legislature;
5. Transcription aids and accurate writing; position of outlines; similar outlines of different works; Essential vowels and accurate writing. Writing proper nouns; aspirated sounds; nasal vowels
6. Use of Audio Cassettes for writing dictations at graded speeds of 60-80-100 wpm.; phrases and short forms; transcription of dictations on computer; transcription of letter writing dictations, in proper format.

2nd year SHORTHAND (ENGLISH) - XII (PRACTICAL)

1. Revision of Basic theory from initial and final hooks should be done by daily practical (Dictation and Transcriptions on typewriter/ computer, from workbook Exercises.
2. Practice A Prefixes and Suffixes should be done by Dictation and Reading of shorthand Notes from Workbook and test Exercises.
3. Practice of Intersections of Strokes to be done by repetitive Dictation and transcription, from.
4. Contractions to be Practised daily by dictation, copying and reading Exercises of Text books Workbooks and Practice Books.
5. Use of Audio Cassettes/CDS Writing Dictations at the Speeds of 80-100 WPM and Transcribing them on computer

Recommended Books

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|----|--|-------------------|---|
| 1. | Pitman Shorthand Instructor
(New Era Edition) | Issac Pitman | A. H. wheeler & Co. Pvt. Ltd., M. G. Road, Allahabad UP. |
| 2. | Work Book on Shorthand, Dictation & Correspondence | By Dr. G. D. Bist | Vishisht Prakashan C4-B/66, Janakpuri New Delhi - 110058. |
| 3. | Simple Pitman Shorthand (with Key) | By Dr. G. D. Bist | Vishisht Prakashan C4-B/66, Janakpuri New Delhi - 110058. |
| 4. | Speedography (1100 Phrases & Dictations) | By Dr. G. D. Bist | Shorthand House, C4-B/66, Janakpuri New Delhi - 110058. |
| 5. | Simple Speed Guide & Dictation Exercises | By Dr. G. D. Bist | Shorthand House, C4-B/66, Janakpuri New Delhi - 110058. |
| 6. | Model Speed Dictations in 4 Volumes | By Dr. G. D. Bist | Shorthand House, C4-B/66, Janakpuri New Delhi - 110058. |

List of Equipment (Stenography)

1. Typewriter (Hindi/English)
2. Electronic Typewriter Bilingual/Computer
3. Copy Holder
4. Stop Watch
5. Tool Kit
6. Cassette Recorder and Player (with 1 Doz Cassettes)
7. Blackboard with rulings,
8. Wall clock with centre second
9. Charts of consonants, grammalogues

SUBJECT NAME : OFFICE PROCEDURES & PRACTICES (THEORY)

SUBJECT CODE : 40840021

1ST YEAR

(1) Introduction of office, Lay-out and environment

- Meaning, functions, importance
- Centralization & decentralization of office services
- Office layout-types, open and private office
- Office environment-meaning and elements (lighting, noise, interior decoration, cleanliness and security).

(2) Office Stationery - Inventory control

- Types of stationery used in office
- Procedure of purchasing, inspection, storing and issuing of stationery
- Control on consumption of stationery
- Keeping record of stationery
- Maintenance of stock registers
- Office forms, manuals - meaning and importance

(3) Secretarial Functions

- Meaning of Office Secretary (personal/private secretary)
- Qualities of a secretary - personal & professional qualities
- Duties of a secretary

(4) Making Travel Arrangements

- Use of air, rail, road time table and fare calculation
- Making tour programme of an executive
- Making reservations - through travel agents, direct purchase, e-ticketing
- Submission and preparation of TA Bills

(5) Banking services

- Opening of Bank a/c: Saving, current, Recurring deposit and fixed deposit
- Knowledge about different forms used in the bank : Deposit, withdrawal, demand draft
- Banking services - ATM, lockers, E-payment, credit/debit/smart card, ECS Electronic clearing services, E-banking

(6) Office Correspondence

- Meaning, essentials of a good letter
- Types of official correspondence - circular letters, Memorandum, DO letter, UO note, Office order, Notification
- Application for a job/personal letter

OFFICE PROCEDURES & PRACTICES
(PRACTICAL)

Job 1: Working in the Office:

- Maintenance of Registers for stationery, making entries in the stock Registers
- Making entries in Bin Cards, stationery requisition slip and issue of stationery

Job 2: Practice of Secretarial Duties:

Doing receptionist work, attending visitors / callers, incoming telephone calls etc.

Job 3: Making travel arrangements

- Preparation of tour programme
- Railway / Air reservation,
- Booking Hotel accommodation,
- Filling forms for tour advance,
- Preparation and submission of TA bills

Job 4: Banking Services:

Filling up of forms - opening of saving Bank account, withdrawal slip, demand draft and cheque writing

Job 5: Office Correspondence

- Drafting a Memo letter,
- Drafting a DO letter
- Application for job

OFFICE PROCEDURES & PRACTICES (THEORY)

(1) MAIL AND DOCUMENT HANDLING:

- meaning & Importance of Mail, Centralization and Decentralization of Correspondence,
- handing Inward and Outward Mail;
- Mail room Equipment - sorting table, rack, Letter opening machine, Postal Franking Machine, Mailing
- Scale, Post Office Guide
- Services rendered by Postal Department - Registered, Ordinary, Insured, Business Reply Card, Certificate of Posting, Speed Post, Post Bag, Post Box, Telegrams

(2) FILING AND INDEXING:

- Meaning and Importance of Filing;
- Essentials of good filing system;
- Classification of Files;
- Centralized and Decentralized system of filing;
- Modern methods of filing: Horizontal, Vertical, Suspension and Lateral
- Weeding of old records
- Meaning, importance and types of indexing

(3) OFFICE MACHINES:

- Advantages and disadvantages of mechanization;
- Factors in selecting office machines;
- Different types of machines: Typewriter, Stencil
Duplicator, Copy Printer, Photocopier, Dictaphone,

Cash Register, Note Sorting and Counting Machine,

Time Recorder, CCTV, Laptop, Answering Machine, Computer, Mobile

(4) OFFICE COMMUNICATION:

- (4.1) Need and Importance of Communication
Oral Communication: Telephone Etiquettes, Handling of telephone message, Handling telephonic calls, phonograms, use of telephone directories and yellow pages, EPABX system.
- (4.2) Written Communication:

Business Correspondence

Essentials of Business Correspondence

Structure of Business letter;

Types of business letter - Enquiry, Quotation, Placing an order, Payment, Complaints and Adjustments
- (4.3) Electronic Communication:

Fax (Facsimile), E-mail and Internet

(5) MEETINGS:

- Meaning and requisites of a valid meeting;
- Drafting of Notice, Agenda and Minutes of Meetings;
- Terms used in the conduct of meeting-quorum, proxy, adjournment, motion, amendment and resolution; Casting vote, Poll
- Secretarial duties before, during and after a meeting

2ND YEAR

OFFICE PROCEDURES & PRACTICES (PRACTICAL)

Job 1 MAIL AND DOCUMENT HANDLING:

Making entries in Inward/Outward Mail Register, Use of letter opener, time and date stamp; Receiving & sorting mail department wise, distributing mail, preparation of envelopes, attaching enclosures, folding & inserting of letters, weighing & stamping, entering in peon book, preparation of railway and postal parcels.

Job 2 FILING & INDEXING

Keeping office files alphabetically, using numeric filing system, Arranging office files subject wise, geographically; searching a particular file from a filing cabinet, preparing Book index for all equipments and material kept in an office.

Job 3 PRACTICE ON THE FOLLOWING MACHINES

Photocopier, FAX, Franking machine, Duplication machine, Dictaphone, laptop, e-mailing;

Job 4 COMMUNICATIONS

Drafting of the following business letters;

Letter of Enquiry, quotation, letter placing an order and letter of complaint

Job 5 MEETINGS

Drafting of Notice, Agenda and Minutes of a meeting

SUBJECT NAME : TYPOGRAPHY & COMPUTER APPLICATIONS (ENGLISH) THEORY

SUBJECT CODE : **40840022**

1st year Theory

PART I: TYPOGRAPHY

INTRODUCTION TO TYPOGRAPHY

Origin and development of typewriting

Importance and Utility of typewriting

Types of Machines - manual, portable, noiseless (Braille), Electronic

Computers and laptops

KEY-BOARD OPERATIONS

Sitting posture

Touch and sight methods

Learning home row, upper row, bottom row

Learning number row, special signs and symbols & Roman Numbers

DISPLAY TECHNIQUES

Margin setting and line spacing; alignments, centering of heading

Use of punctuation marks

Paragraphing

Syllabification and calculation of speed

Typing of tabular statement

PART II: COMPUTER APPLICATIONS

COMPUTER HARDWARE

Personal Computers - Identification / demonstration of different storage devices like floppy disk & floppy disk drive, Pen Drive, CD & DC-drive, DVD Drive, Hard Disk - HDD, Storing & retrieving data from various Storage Devices, Identification of various input & output devices. Different types of printer - Dot Matrix, Inkjet / DeskJet / Bubble jet, Laser printer.

Introduction to **troubleshooting** of Personal Computers with reference to Connectivity (USB, PS2, Keyboard Port, Monitor Socket, Speaker / Microphone Socket) for connecting devices such as Keyboard, Mouse, Monitor, Scanner, Printer, Speaker, Microphone, Pen Drive and Web Cam; Setting of basic properties of Monitor and Printer.

WINDOWS OPERATING SYSTEM

Introduction to Windows: Logging on, switching between accounts, Accounts aren't just for networks, Assigning and changing account passwords, shutting down minimizing windows, enlarging windows manually changing window sizes, moving windows, closing a window, a window's menu, a window's toolbar, taskbar & Start button functions and review.

Working with Windows: Looking at My Computer window, working in the My Computer window, other start menu window, navigating and using Windows Explorer and Control Panel.

OFFICE

Introduction to Office: introducing Word, Excel, PowerPoint, Outlook, Optimizing office shortcut bar, the office assistant, sharing information, the web toolbar.

MS WORD

Processing with Word: Beginning with Word, Entering text, selecting text deleting text, copying cutting and pasting text, finding and replacing text with basic and advanced options, auto correcting and auto formatting, correcting mistakes, spelling and grammar corrections.

Formatting with Word: Simple character formatting - changing fonts and colors of text. Inserting numbers and bullets, paragraph formatting - center align, left align, right align and justify text tab setting, setting indentation and spacing, the ruler; setting page margins, Inserting line and page breaks, Formatting with styles, using format painter, previewing document before print.

Managing documents and customizing Word: Document properties, using word's advanced proofreaders - using the spell checker, using automatic hyphenation, using the thesaurus. Simple transaction, customize features and options settings.

Advanced Word Features: Inserting special characters, inserting dates and page numbers, inserting pictures, inserting scanned and digital camera images, creating and using auto text entries, adding tables to documents - creating new table, traversing the table, Inserting new columns and rows, drawing tables freehand. Using header and footer options, adding footnotes and endnotes.

1st year PRACTICAL

SUBJECT: TYPOGRAPHY & COMPUTER APPLICATIONS (ENGLISH) PRACTICAL

1. KEY BOARD OPERATIONS

Accuracy Key boarding skills for typing a paragraph using Typing Tutor software minimum benchmark accurate typing speed of 20 words per minute.

2. MS WORD

Creating, formatting and page setting a Document keeping the following areas in mind

- Folder Creation
- Font - size, type, style
- Alignment - left, right, center, justify
- Page setting - Left Margin, Right Margin, Top Margin, Bottom Margin
- Spell check & corrections
- Saving in the newly created folder
- Printing the document
- Finding and replacing words
- Saving the changed / modified document in the folder
- Reprinting the changed document

3. PRACTICAL FILE

Should contain at least 20 printouts of documents typed over the year verified by the Teacher / instructor concerned to be shown at the time of final practical examination.

THEORY

PART I: TYPOGRAPHY

CORRESPONDENCE

Business: Different styles of letters - indented, semi indented and blocked;

Official: Office Memorandum, office order, DO letter and Office Note

MANUSCRIPT

Proof correction signs

List of standard abbreviations

PART II: COMPUTER APPLICATIONS

EXCEL

Excel: Overview: Starting with Excel, understanding worksheets/spreadsheet and workbooks, entering worksheet data - entering text, entering numbers and formulas, entering dates and times. Navigating between spreadsheets. Opening a Workbook, Saving a workbook and printing a Worksheet/Workbook.

Editing Excel; Worksheets/Spreadsheets - selecting cells, Editing cell contents. Inserting and deleting cells, Inserting and deleting rows and columns, working with worksheet ranges. Using Cut, copy and paste options, clearing data.

Using formulas and functions: Using arithmetic operators, using range names in formulas, using relative and absolute cell referencing, copying formulas. Using auto sum for efficiency, common functions - sum (), average (), max(), min(), count(), countif(), counta(). Using paste function.

Using Special Tools: Spell checking, auto correct worksheets, finding and replacing data, using autofill, adding comments.

Formatting worksheets: Center aligning, left aligning, right aligning and justifying cell content, row and column height, changing width and font. Making format changes. Auto formatting worksheets, modifying styles, additional formatting options - special alignment, special cell borders, special cell shades, protecting cells. Conditional formatting, tab colors help separate worksheets.

Using Charts: Creating custom charts (graphs) - choosing the chart type, selecting data for chart, modifying the chart. Making a quick, presentable and easily interpretable chart.

POWERPOINT

PowerPoint Presentations: Understanding presentations and slides, creating a new presentation - the auto content wizard and presentation design, creating presentations using design templates,

Editing and arranging presentations: Using the outline - adding and importing new items, promoting and demoting elements. Using the slide sorter view, using the notes page view. Saving and printing.

PowerPoint advanced features: Modifying presentations, editing individual slides - putting comments in your presentations, adding text and text boxes, moving and rotating text. Adding pictures.

Animating your presentations: Using Power Point's slide show - timed transitions, transition effects, setting up shows, rehearsing slide show. Voice narration, using action buttons, introducing animation schemes, customizing animation

INTERNET AND SECURITY

Finding information from the web using popular Internet search engines like Google, Yahoo, Rediff, Lycos, Indiatimes, e-Commerce and e-Business

EMAIL

E-mails management: Opening e-mail accounts using popular sites offering free email services like Yahoo, Google, Rediffmail, Indiatimes, Hotmail etc., composing a message, formatting text, selecting the e-mail message format, add a signature, sending and receiving emails with/without attachment, reading email, replying to email, printing an email, deleting email, forwarding an email, creating folders/labels for archiving emails.

COMPUTER VIRUS

Computer Virus: Computer virus, computer virus versus biological virus. Virus classification - boot sector virus, companion virus, e-mail virus, logic bomb, macro virus, cross-site scripting virus, Worm and Trojan. Effects of computer virus, the vulnerability of operating systems to virus, protection from virus and use of popular anti virus software.

2ND YEAR PRACTICAL

SUBJECT: TYPOGRAPHY & COMPUTER APPLICATIONS (ENGLISH)

PRACTICAL

1. KEY BOARD OPERATIONS - Speed Test of 30 wpm - 10 minutes

(300 words/1500 strokes)

Inculcation of Accuracy in key boarding skills for typing a paragraph by using Typing Tutor software. Minimum benchmark for accurate typing is the speed of 30 words per minute.

2. PROOF CORRECTIONS / CORRESPONDANCE

One manuscript of 200 words containing 10 proof correction signs

OR

One Official/Business letter of 180-200 words in MS word

3. MS EXCEL

Creating a spreadsheet with at least 5-6 columns and 6-8 rows including main heading, column headings, calculations (max, min, sum, average, or simple arithmetic operations), formatting and page setting, saving and printing the Spreadsheet.

4. MS POWERPOINT

Creating a presentation with at least 7-8 slides including Bulleted points, Insertion of Picture / Clip Arts, Slide Transition Effects and Custom Animations, saving and printing the presentation.

5. PRACTICAL FILE

Should contain at least 10 printouts of spreadsheets and 10 printouts of presentations created over the year verified by the Teacher / Instructor concerned to be shown to the external examiner at the time of final practical examination.

LIST OF THE RECOMMENDED BOOKS

1. Text Book of Office Management : by W. H. Leffingwel
2. An outline of Secretarial Practice and Office Management : by P. K. Ghosh
3. Office Correspondence & Management : by B. N. Tandon
4. Office / Secretarial Practice : Dr. G. D. Bist
5. Office Procedure and Practice I : NCERT
6. Office Management and Secretarial Practice : V. P. Singh

List of Recommended Books (Typewriting)

1.	English Typewriting Instructor & Office Manual	Dr. G. D. Bist
2.	Typography	Dr. G. D. Bist
3.	Typing Test Guide	Dr. G. D. Bist
4.	Principles of Typewriting	By S. S. Sangal and D. P. Bhatia, Pitman Shorthand School
5.	Typewriting Speed & Accuracy	By. O. P. Kuthiala
6.	Manual for Typists and Stenographers	By Dr. P. Raizada
