

OFFICE MANAGEMENT (INTEGRATED STEEL PLANT) (Flexi MoU)



GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

COMPETENCY BASED CURRICULUM

OFFICE MANAGEMENT (INTEGRATED STEEL PLANT)

(Duration: Six months)

CRAFTMAN TRAINING SCHEME (CTS)

(Flexi MoU)

NSQF LEVEL- 4



Illustration by Chris Gash

SECTOR – OFFICE ADMINISTRATION AND FACILITY MANAGEMENT



Directorate General of Training



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OFFICE MANAGEMENT (INTEGRATED STEEL PLANT)

(Revised in 2019)

Version: 1.0

CRAFTSMEN TRAINING SCHEME (CTS)

(Flexi MoU)

NSQF LEVEL - 4

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Developed By
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&

Ministry of Skill Development and Entrepreneurship

Directorate General of Training
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1. COURSE INFORMATION

Flexi- MoU is one of the pioneer programmes under DGT on the basis of the MoU in between DGT & NISP-NAGARNAR for propagating vocational training to allow industries to take advantage of various schemes for conducting training programme in higher employment potential courses according to needs of industries. The concept of Flexi- MoUs was introduced in June-July 2014. DGT and NISP-NAGARNAR have decided to sign this memorandum of understanding to provide an opportunity to the youth to acquire skills related to OFFICE MANAGEMENT (INTEGRATED STEEL PLANT) through specially designed "Learn and Earn" approach consisting a mix of theoretical and On-the-Job Training (OJT) components and hence improve their employability potential & to contribute in the overall growth of Steel industry by creating a pool of skilled resources.

During the **Six months** duration, a candidate is trained on subjects Professional Skill, Professional Knowledge and Employability Skills. The practical skills are imparted in simple to complex manner & simultaneously theory subject is taught in the same fashion to apply cognitive knowledge while executing task.

The content broadly covers skills in Office management of INTEGRATED STEEL PLANT in today's steel industry. The **Six months** course coverage is categorized as below:

The contents will cover subjects that will help the learner in supporting company operations by maintaining office systems and supervising / supporting staff, maintain office services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning & monitoring clerical functions. The learner places past references by defining procedures for retention, protection, retrieval, transfer, and disposal of records. The learner also maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.

2. TRAINING SYSTEM

2.1 GENERAL

Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers range of vocational training courses catering to the need of different sectors of economy/ Labour market. DGT is futuristic in preparing the prospective Indian workforce in building skills and capabilities as per the needs of the industry. In this quest, it has changed the paradigm of growth to job oriented training by partnering with industry to be an enabler of responsible, sustainable and inclusive growth. Towards this end, DGT signed this MOU with the NMDC (NISP)

NMDC shall conduct courses at NISP NAGARNAR in its training institute. On the job training will be conducted inside the plant premises. It will also ensure the eligible trainees take up Apprenticeship / higher education in suitable streams and shall also guide the students to become Entrepreneurs. NISP will strictly follow the policy guidelines for Flexi - MoU as in place from time to time. No deviation for the same would be permitted. Admission and Exam for trades run under Flexi MoU at training locations of NISP Nagarnar. Theory content to be 25% and practical content to be 75%.

Broadly candidates need to demonstrate that they are able to:

- Read & interpret technical parameters/documentation, plan and organize work processes, identify necessary materials and tools.
- Perform task with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional knowledge, core skills & employability skills while performing the job and maintenance work.
- Check the task/job for functioning, identify and rectify errors in task/job.
- Document the technical parameters related to the task undertaken.

2.2 CAREER PROGRESSION PATHWAYS

- Can work as Office assistant –Office Management in any integrated steel plant
- Can join Apprenticeship programme in different types of industries leading to National Apprenticeship certificate (NAC).

2.3 COURSE STRUCTURE

Table below depicts the distribution of training hours across various course elements during a period of Six months:

S No.	Course Element	Notional Training Hours
1	Professional Skill (Trade Practical)	220
2	Professional Knowledge (Trade Theory)	100
5	Employability Skills	80
	Total	400 hrs

On The Job Training: - 300 hrs.

Revision and Examination: - 100 hrs

Total duration: - 400 + 300 + 100 =800 hrs.



2.4 ASSESSMENT & CERTIFICATION

- I. Conducting training of selected candidates is the sole responsibility of Industrial Training Partner (ITP).
- II. Assessment will be jointly done by ITP and DGT. Practical and formative assessment shall be conducted by ITP, and Computer Based theoretical exams shall be conducted by DGT.
- III. ITP must refer to the latest examination reform guidelines issued by DGT dated 4th October 2018 any changes or revisions to the same shall be applicable to flexi-MoU scheme.
- IV. Maximum attempts for clearing the exam and obtaining NTC shall be in line with CTS.
- V. For practical examination and formative assessment, ITP has been given flexibility to design the questions, assess the candidates and upload their marks in the scheme portal.
- VI. ITP shall develop a comprehensive Question Bank (in English and Hindi) of minimum 1000 questions, grouped by chapters and difficulty level. The same shall be vetted by NIMI experts and then be handed over to DGT for conducting theory exams. DGT may add some questions to the same before conducting actual exams.
- VII. Theoretical exams shall be conducted by DGT in Computer Based Test format. Upon completion of course and payment of requisite examination fee by ITP, admit cards shall be generated by scheme portal.
- VIII. DGT shall arrange for conduct of computer based theory exam at designated examination centres & certify the successful trainees with e-NTC under flexi-MoU scheme with mention of ITP name in the Certificate.
- IX. Students, who have successfully appeared in the final exam after completion of course, are eligible to register as apprentices.

The trainee will be tested for his skill, knowledge and attitude during the period of the course and at the end of the training program as notified by the Government of India (GoI) from time to time.

The **Internal Assessment** during the period of training will be done by **Formative Assessment Method** by testing for assessment criteria listed against learning outcomes. The training institute has to maintain an individual trainee portfolio as detailed in assessment guideline. The marks of internal assessment will be as per the template (Annexure –II).

The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The examiner during final examination will also check the individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

2.4.1 PASS REGULATION

The minimum pass percentage for practical is 60% & minimum pass percentage of theory subjects is 33%.

2.4.2 ASSESSMENT GUIDELINE

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking the assessment. Due consideration should be given while assessing for teamwork, avoidance/reduction of scrap/wastage and disposal of scrap/waste as per procedure, behavioral attitude, sensitivity to the environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

Assessment will be evidence based comprising the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment

Evidences of internal assessments are to be preserved until forthcoming yearly examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
(a) Weightage in the range of 60%-75% to be allotted during assessment	
For performance in this grade, the candidate should produce work which demonstrates attainment of an acceptable standard of craftsmanship with occasional guidance, and due regard for safety procedures and practices	<ul style="list-style-type: none"> • Demonstration of good skill and accuracy in the field of work/ assignments. • A fairly good level of neatness and consistency to accomplish job activities. • Occasional support in completing the task/ job
(b) Weightage in the range of 75%-90% to be allotted during assessment	
For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with little guidance, and regard for safety procedures and practices	<ul style="list-style-type: none"> • Good skill levels and accuracy in the field of work/ assignments. • A good level of neatness and consistency to accomplish job activities. • Little support in completing the task/ job.
(c) Weightage in the range of more than 90% to be allotted during assessment	
For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.	<ul style="list-style-type: none"> • High skill levels and accuracy in the field of work/ assignments. • A high level of neatness and consistency to accomplish job activities. • Minimal or no support in completing the task/ job.

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3. JOB ROLE

Office Assistant; Senior Clerk prepares notes, drafts memoranda and summaries quoting precedents, references, rules, etc. Draws out reports, statements and attends to correspondence. Assists superior in disposal of complicated or important cases. Makes entries in register regarding nature and number of papers received by him for disposal. Studies letters and correspondence and links connected papers on subject. Prepares brief notes, reports or draft replies quoting precedent, rules, regulations and existing orders, if any, puts them to superior for consideration. Keeps watch over movement of files. Supervises work of subordinates and assists them in disposal of case correctly and expeditiously. Maintains prescribed registers. May do his own typing. May handle cash and maintain accounts. May prepare budget, bills and other statements.

Following are the list of job roles undertaken by **Office Management (Integrated Steel Plant)**:-

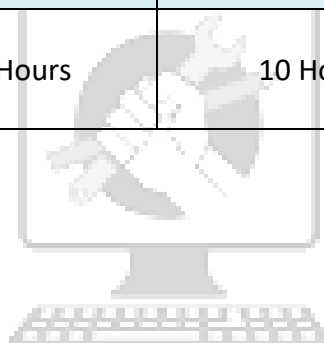
- Supports company operations by maintaining office systems and supervising/supporting staff.
- Maintains office services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring clerical functions.
- Provides past reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
- Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Designs and implements office policies by establishing standards and procedures, measuring results against standards, and making necessary adjustments.
- Completes operational requirements by scheduling and assigning employees; following up on work results.
- Keeps management informed by reviewing and analyzing special reports; summarizing information; identifying trends.
- Maintains office staff by recruiting, selecting, orienting, and training employees.
- Maintains office staff job results by coaching, counseling, and disciplining employees, and planning, monitoring, and appraising job results.
- Achieves financial objectives by preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.
- Contributes to team effort by accomplishing related results as needed.

Reference NCO: 3341.1000 Office Assistant

4. GENERAL INFORMATION

Name of the Trade	OFFICE MANAGEMENT-INTEGRATED STEEL PLANT (Flexi MoU)
NCO – 2015	3341.1000
NSQF Level	Level-4
Duration of Craftsmen Training	Six months
Entry Qualification	Passed 10 th Class examination or its equivalent
Minimum Age	18 years as on first day of academic session.
Unit Strength (No. Of Student)	20
Space Norms	192 Sq. m.
Power Norms	17 KW
Instructors Qualification for	
1. Office Management (Integrated Steel Plant) trade	<p>B.Voc/Degree in Computer Engineering from recognized Engineering College /university with one year experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>3 years Diploma in C&IT Engineering from recognized board of technical education with two years' experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>NTC/NAC in the Trade of "Computer Operator and Programming Assistant" with 3 years' post-qualification experience in the relevant field.</p> <p>Essential Qualification: NCIC (National Craft Instructor Certificate) in Computer Operator and Programming Assistant or relevant trade.</p> <p>NOTE: - Out of two Instructors required for the unit of 2(1+1), one must have Degree/Diploma and other must have NTC/NAC qualifications. However, both of them must possess NCIC in any of its variants.</p>
2. Employability Skill	<p>MBA/ BBA /any Graduate / Diploma in any discipline with Two years' experience with short term ToT course in Employability Skills from DGT institutes.</p> <p>(Must have studied English/ Communication Skills and</p>

	Basic Computer at 12th / Diploma level and above). OR Existing Social Studies Instructors in ITIs with short term ToT course in Employability Skills from DGT institutes.		
3. Minimum Age for Instructor	21 Years		
List of Tools and Equipment	As per Annexure – I		
Distribution of training on Hourly basis: (Indicative only)			
Total Hours/ Week	Trade Practical	Trade Theory	Employability Skills
32 Hours	18Hours	10 Hours	4 Hours



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5. NSQF LEVEL COMPLIANCE

NSQF level for **Office Management - Integrated Steel Plant trade** CTS (Flexi MoU): **Level -4.**

As per notification issued by Govt. of India dated- 27.12.2013 on National Skill Qualification Framework total 10 (Ten) Levels are defined.

Each level of the NSQF is associated with a set of descriptors made up of five outcome statements, which describe in general terms, the minimum knowledge, skills and attributes that a learner needs to acquire in order to be certified for that level.

Each level of the NSQF is described by a statement of learning outcomes in five domains, known as level descriptors. These five domains are:

- a. Process
- b. Professional Knowledge
- c. Professional Skill
- d. Core Skill
- e. Responsibility

The broad learning outcome of **Office Management - Integrated steel plant** trade under CTS (Flexi MoU) mostly matches with the Level descriptor at Level- 4.

The NSQF Level-4 descriptor is given below:

Level	Process Required	Professional Knowledge	Professional Skill	Core Skill	Responsibility
Level 4	Work in familiar predictable routine situation of clear choice	Factual Knowledge of field of knowledge or study.	Recall and demonstrate practical skill, routine and repetitive in narrow range of application using appropriate rule and tool, using quality concept.	Language to communicate written or oral with required clarity. Skill to basic arithmetic and algebraic principles, basic understanding of social political and natural environment.	Responsibility for own work and learning.

6. LEARNING OUTCOME

Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.

6.1 GENERIC LEARNING OUTCOME

1. Recognize & comply general safe working practices, environment regulation and housekeeping.
2. Comply with environment regulation and housekeeping
3. Interpret & use formal and technical communication.
4. Apply the concept in productivity & quality management in day to day work to improve productivity & quality.
5. List and interpret various acts of labour welfare legislation.
6. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.
7. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.
8. Utilize basic computer applications and internet to take benefit of IT developments in the industry.

6.2 SPECIFIC LEARNING OUTCOME

9. Identify and apply the knowledge of working processes of various hardware components, memory, storage & communication devices, input and output devices of a computer system.
10. Identify the difference between an operating system and an application program viz. windows and apply the knowledge of each used in a computer system.
11. Plan and execute basic function in a word processor, spreadsheet, database files and preparing presentation.
12. Execute basic operation required to use internet & email independently.

7. LEARNING OUTCOME WITH ASSESSMENT CRITERIA

GENERIC LEARNING OUTCOME	
LEARNING OUTCOME	ASSESSMENT CRITERIA
1. Recognize & comply with general safe working practices, environment regulation and housekeeping.	Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements.
	Recognize and report all unsafe situations according to site policy.
	Identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures.
	Identify, handle and store/ dispose of dangerous/unsalvageable goods and substances according to site policy and procedures following safety regulations and requirements.
	Identify and observe site policies and procedures in regard to illness or accident.
	Identify safety alarms accurately.
	Report supervisor/ competent authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures.
	Identify and observe site evacuation procedures according to site policy.
	Identify Personal Protective Equipment (PPE) and use the same as per related working environment.
	Identify basic first aid and use them under different circumstances.
	Identify different fire extinguisher and use the same as per requirement.
2. Comply with environment regulation and housekeeping	Identify environmental pollution & contribute to the avoidance of instances of environmental pollution.
	Deploy environmental protection legislation & regulations.
	Take opportunities to use energy and materials in an environmentally friendly manner.
	Avoid waste and dispose waste as per procedure.
	Recognize different components of 5S and apply the same in the working environment.
3. Interpret & use formal and technical communication.	Identify and use appropriate words for communication.
	Choose proper tools to communicate.
	Use Positive body language while communicating.

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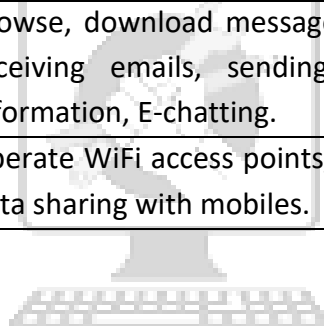
	Maintain proper eye contact to built trust and confidence.
4. Apply the concept in productivity & quality management in day to day work to improve productivity & quality.	Identify factors affecting productivity. Explain awareness on quality concepts.
5. List and interpret various acts of labour welfare legislation.	Explain benefits guaranteed under various applicable Acts. Interpret applicable labour and industrial laws.
6. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	Explain energy conservation, cause of global warming and pollution. Explain effects of global warming and its precautions from damage. Dispose waste following standard procedure.
7. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.	Explain personnel finance and entrepreneurship. Explain role of various schemes and institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non-financing support agencies to familiarize with the Policies / Programmes, procedure and available schemes.
8. Utilize basic computer applications and internet to take benefit of IT developments in the industry.	Explain the basic hardware of personal computer. Use common application software viz., word, excel, power point etc., in day to day work. Awareness about useful internet websites, search relevant information pertaining to the assigned tasks.

SPECIFIC LEARNING OUTCOME	
LEARNING OUTCOME	ASSESSMENT CRITERIA
9. Identify and apply the	Identify the various types of hardware components viz. CPU,

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knowledge of working processes of various hardware components, memory, storage & communication devices, input and output devices of a computer system.	Keyboard, Mouse, Monitor, Printer and CVT (Physical) etc.
	Identify the various types of keys available on the keyboard.
	Distinguish different types of available hardware components.
	Explain the role of each of the hardware components.
	Install and run new hardware components viz. CPU, mouse, printer, keyboard etc.
	Install and run new programs and software.
	Perform the operation of Windows Media Players, Recording, Editing Playing Sound and Video Files.
	Identify the use of memory, storage & communication devices.
	Install and run CD ROM / DVD / CD writer etc.
	Install Modems and related software for running storage & communication devices.
	Identify the system software used in a computer system.
Install and run Antivirus software.	
10. Identify the difference between an operating system and an application program viz. windows and apply the knowledge of each used in a computer system.	Use desktop, task bar, start button, title bar, menus and windows help.
	Create, delete and rename files, folders & short cuts.
	Expand compressed directories and files. Open and manage multiple director windows. View and sort files, creating and renaming files/ directories, disk operation using file manager.
	Install MS Office, Open source and utilities, remote control, chat, voice and video, Live CD Operations.
11. Plan and execute basic function in a word processor, spreadsheet, database files and preparing presentation.	Knowledge of menu bars, tool bars, scroll bars, status bar.
	Create and save a document, save with other name, import a file, exiting from word.
	Open an existing file, adjusting margins, page size & operations, alignment of text.
	Format paragraphs, formatting font styles, creating tabular documents, searching (find & replace).
	Knowledge of working with frames and working with pictures, editing tools.
	Different ways of printing and print preview.
	Use of mail merge.
	Apply the basic toolbars of MS excel.
	Format a workbook.
	Function in MS excels mathematical calculations, using different formulae.
	Link and print a worksheet.
	Use file with other program and creating macro.
Prepare various types of Graphs/ charts, different Chart options,	

	colouring etc.
	Create and design tables, forms in MS Access.
	Data entering using forms/ tables with different fields, modifying structure, generating queries, reports.
	Create and design tables, forms in MS Access.
	Data entering using forms/ tables with different fields, modifying structure, generating queries, reports.
12. Execute basic operation required to use internet & email independently.	Concept of internet.
	Various terminologies used in internet.
	Advantage and disadvantage of internet.
	Concept of e-mail and its various features.
	Process of downloading and attachment.
	Browse, download messages, pictures from internet, sending and receiving emails, sending attachments of pictures and text information, E-chatting.
	Operate WiFi access points/ modems, setting up of blue tooth and data sharing with mobiles.



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8. SYLLABUS (BASIC SKILLS)

Durations (Hrs.)	Reference learning outcome	Professional Skills	Professional Knowledge
Professional knowledge 10 Professional Skills 10	Identify and apply the knowledge of working processes of various hardware components, memory, storage & communication devices, input and output devices of a computer system.	<ul style="list-style-type: none"> • Connect various Computer Components like CPU, Keyboard, Mouse, Monitor, Printer and CVT (Physical) Running Internal & External DOS Commands. • Use of Windows, Media Players, Recording, Editing Playing Sound and Video Files. • Trouble Shooting. • Use CD ROM / DVD / CD writer etc. • Use of Multimedia. • Setting of Mouse. • Install Modems. • Setting of keyboards. • Installation of new fonts. • Add/ Remove of Programs. • Add New Hardware. • Running / Installation of Anti Virus Software. 	<p>INTRODUCTION OF COMPUTER</p> <p>Definition of computer, block diagram of computer, Data processing or Data Representation with example, Importance of Micro computer in Office, Types of Personal Computer System. Definition of Hardware/ Software/Firmware.</p> <p>DEVICES OF COMPUTER SYSTEM</p> <p>Input and Output Devices and Main Memory – RAM, ROM, PROM, EPROM, Storage Device like Floppy Disk and its types, Hard Disk, CD ROM, DVD etc.</p> <p>SYSTEM SOFTWARE & NUMBER SYSTEM</p> <p>Computer Languages, Introduction to system software.</p>
Professional knowledge 40 Professional Skills 80	Identify the difference between an operating system and an application program viz. windows and apply the knowledge of each used in a	<p>MS Windows</p> <p>Using desktop, task bar, start button, title bar, menus and windows help.</p> <p>My computer & recycle bin.</p> <p>Creating, deleting and renaming of files, folders & short cuts.</p> <p>Opening & closing of different windows. Using different windows at a time.</p>	<p>OPERATION SYSTEM</p> <p>Concept of Operating System, Types of Operating System, Function of Operating System, Types of Commands-Internal and External Commands.</p> <p>INTRODUCTION TO WINDOWS</p> <p>What is Windows,</p>

	<p>computer system.</p>	<p>Moving through windows and mouse, maximize/ minimize windows, use of help feature, exit windows, starting an application and closing application.</p> <p>File management through windows explorer-select files and directories, copy, move, delete files/ directories.</p> <p>Expand compressed directories and files. Open and manage multiple director windows. View and sort files, creating and renaming files/ directories, disk operation using file manager.</p> <p>Using essential accessories-notepad, word pad, paint brush, calculators, calendar, character map, system tools, entertainment.</p> <p>Using Multimedia and windows media player and sounds.</p> <p>Using control panel.</p> <p>Ziping and unzipping.</p>	<p>Importance of Windows, File, Folders, Menu, Icons, Title Bar, Working With Windows Utilities-Control Panel, Task Bar, Recycle bin, Searching File and Folders, Media Player, Note Pad and WinWord, System Introduction.</p> <p>MS Windows</p> <p>Different versions, advantages and application of windows. Starting windows and their operations.</p> <p>File Management through Windows explorer.</p> <p>Introduction and applications of Accessories such as notepad, word pad, paint brush, calculators, calendar, character map, system tools, entertainment.</p> <p>Multimedia and windows media player and sounds.</p> <p>Application of control panel.</p> <p>Ziping and unzipping.</p>
<p>Professional knowledge 30 Professional Skills 90</p>	<p>Plan and execute basic function in a word processor, spreadsheet, database files and preparing</p>	<p>M.S. WORD- APPLYING FORMATTING TECHNIQUES</p> <ul style="list-style-type: none"> • Open, resize and close MS WORD. Opening, edit and save/ "save as" documents. • Use all menu bar features 	<p>Text editing software's. Introduction to MS Office. Features and application of Microsoft word. Concept of word processing.</p>

	<p>presentation.</p>	<p>and Standard tool bar features.</p> <ul style="list-style-type: none"> • Create Document, non-documents files. Create templates. Create tables. Insert pictures and videos. • Formatting pages • Insert a page number • Auto formatting • Insert Comments • Construction of Tables, Merge and split Cell • Mathematical and statically functions. • Adding borders and shading, Headers and footers, Adjusting Margins • Using Mail Merge, Mail Merge levels for labels and envelops, • Graphics using templates and wizards • Embedding and linking objects in file, <p><u>MICRO-SOFT EXCEL</u></p> <ul style="list-style-type: none"> • Meaning of worksheet • Meaning of Column, Row and Cell • Hardware and Software required to install MS Excel • Data entry Cells, Entry of Text, Moving, Deleting, Copying, Editing data in a worksheet • Selecting data range, Cell addresser, Cell Pointer • Parts of Excel Screen Title Bar, Menu Bar, Standard 	<p>Menu bar features. Standard tool bar features. Editing the text, use of different tools, formatting the text.</p> <p>Using of Different Menu, File Menu, Edit Menu, View Menu, Insert Menu, Format Menu, Tools Menu, Data Menu, Window Menu.</p> <p>CONCEPT OF WORD PROCESSING, MS WORD APPLYING FORMATTING TECHNIQUES, INTRODUCTION TO MS EXCEL, MS ACCESS, MS POWERPOINT.</p>
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		<p>Toolbar, formatting Toolbar, formula bar, Column Heading, Row Heading, scrollbar.</p> <ul style="list-style-type: none"> • Printing of worksheet, Print preview, Insert and deleting a cell change cell height and weight. • Creating mathematical column using formulae. • Creating different graphs / charts. <p><u>MICRO-SOFT POWER POINT</u></p> <ul style="list-style-type: none"> • Creating & Formatting Content <p>Collaborating - Track, Edit, Add, Delete, Comments, Merge.</p> <ul style="list-style-type: none"> • Managing Slides. Transition and animation, link with other files, pages and slides. • Managing Delivering of Presentations. <p><u>Microsoft Access</u></p> <ul style="list-style-type: none"> • Creating and designing tables, forms in MS Access. • Data entering using forms/ tables with different fields, modifying structure, generating queries, reports. 	
<p>Professional knowledge 20 Professional Skills 40</p>	<p>Execute basic operation required to use internet & email independently.</p>	<p>USING INTERNET NET& E- MAIL UTILITIES IN OFFICE</p> <ul style="list-style-type: none"> • Concept of E-Mail, Basic of Sending File through E-Mail, Receiving and Printing e-mail, 	<p>USING INTERNET, E-MAIL IN OFFICE.</p> <p>Operations and applications of internet. Setting of modem, connecting dial up connecting ISDN and</p>

		<ul style="list-style-type: none">• POP and Web based e-mail• Attachment, Downloading.• Address book, Mailing List. Create an e-mail account, Mail etiquette.	Broadband connections, DTMF telephone system.
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9. EMPLOYABILITY SKILLS

Syllabus for Employability Skills (80 Hrs.)		
Module	Topics	
1. Behavioural Skills		
Duration: 6 Hrs.		Marks: Nil
Expectation Setting	Creating a focused and responsible learning environment	
Personal Strength Analysis/Strength Blindness	Self -awareness and confidence building	
Perception Management	Display Professionalism at the institute and work place	
Ethics, Values & Etiquette	Increased social initiations relationships and networks Acceptance of peers from different cultures and social groups and work with them. Collaboration with team to prioritize the common goal and compromise individual priorities.	
Social Etiquette	Characteristic of a responsible citizen- Display the same by respecting self, others, environment, care for duty and value for time.	
2. English Literacy		
Duration: 20 Hrs.		Marks: 10
Functional English	Importance of Learning English Different Naming words, Words used for replacing names, Action words, Describing people, place and their use. Introduction to punctuation - Comma, Full stop, Question mark. Singular plural Change of tense - Simple present, past; present, past progressive Construction of simple sentences - Kinds of sentences Usage of appropriate words to express themselves Greetings & Self Introduction Asking & responding to questions Sharing information with others Speak and provide information about workplace	
Reading	Reading simple sentences about: a) Self b) Work c) Environment	
Written English	Simple writing skills	
3. Communication Skills		
Duration: 10 Hrs.		Marks: 8
Self- Introduction	Interview Skills/Confidence Building	
a. Verbal Communication	Understand the usage of appropriate words to express themselves Communicate effectively on telephone.	
b. Non-Verbal	Manage Personal Hygiene and Presentation	

OFFICE MANAGEMENT (INTEGRATED STEEL PLANT) (Flexi MoU)

Communication	Positive body language: adopt and use it appropriately to build a positive impression	
	Maintaining appropriate eye-contact in building trust and confidence	
	Impact of touch in a formal environment. Acceptable and unacceptable touch.	
	Role of tone in any communication.	
Campus to Work	Time Management and Planning Skills	
	Interview skills- its phases & ways to crack interview.	
4. I.T. Literacy Duration: 10 Hrs. Marks:10		
Basics of Computers	Introduction to Computers and its applications Hardware and peripherals Starting and shutting down of computer Basic of computer Networks.	
Operating System	Basics of Operating System Types of Operating Systems User interface of Windows 10 OS/ latest Create, Copy, Move and delete Files and Folders Use of External memory like pen drive, etc,	
MS-Word	Basic operating of Word Processing Creating, opening and closing Documents Use of shortcuts, Creating and Editing of Text, Formatting the Text Creating simple document like - resume, letter writing, job application etc., Printing document	
Web browsers & Search Engines	Introduction to world wide web (WWW), Useful websites, web browser - usage, search engine etc. Using popular sites like Bharat Skills, Skill Training related Government portals, naukri.com and other job portals, CITS applications, Apprenticeship portal (NAPS), resize images, signing up, Online fund transfer using UPI gateway.	
Email	Creating & using an email account –like Gmail or any other. Usage of CC & BCC. Attaching documents Checking email and composing Email.	
Mobile application	Scanning QR/AR code, Sharing best practices and downloading trade related videos using Wi-Fi, Fund transfer through App like BHIM.	
5. Entrepreneurship Skills Duration: 10 Hrs. Marks: 06		
Entrepreneur	Need of becoming entrepreneur	
	Ways to become a good entrepreneur	
	Enabling environment available to become an entrepreneur. Different Govt. institutions/schemes promoting Entrepreneur viz., Gramin banks, PMMY-MUDRA loans, DIC, SIDA, SISI, NSIC, SIDO.	
	Different Government schemes supporting entrepreneurship.	
6. Maintaining Efficiency at Workplace Duration: 6 Hrs. Marks: 04		

Maintaining Efficiency at Workplace	Factors affecting productivity
	Improving Productivity
	Personal finance literacy Planning, Saving, Tax, Govt. schemes for financial safety e.g. Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), etc.
7. Occupational Safety, Health and Environment Education Duration: 6 Hrs.	
Marks: 04	
Safety and Health	Introduction to Occupational Safety & health at work place, Occupational Hygiene
Occupational Hazards	Basic Hazards. Chemical, Physical (Electrical, Temperature, Illumination) Ergonomic, Biological, Vibro acoustic, Mechanical, Psychosocial Hazards, Prevention of hazards
Accident and Safety	Different types of Personal Protective Equipment (PPE) Accident Prevention techniques
First-aid	Care of injured & Sick at the workplace First-Aid & Transportation of sick person
Basic provisions on safety and Health	Basic provisions of safety & health
Environmental Issues	Introduction to Environment, ecosystem and factors causing imbalance Pollution and pollutants including liquid, gaseous, solid and hazardous waste Protecting the environment - Energy Conservation, global warming Segregation and disposal of waste

8. Labour Welfare Legislation Duration: 04 Hrs. Marks: 02	
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Labour Welfare Legislation	Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act, POSH. Interpret applicable labour and industrial laws.
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9. Quality Management Duration: 02Hrs. Marks: 02	
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Quality Concept and Consciousness	Create awareness on introduction of quality Concepts.
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10. Preparation to the world of work Duration: 6 Hrs. Marks: 04	
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Career Plan	Identify the difference between job and career
Basic Professional Skills	Job roles available in respective trades
Career Pathways	Awareness of industries, and the respective professional pathways
Search and apply for a job	Awareness of higher education / up skilling (short-term) options Steps involved in online application for Instructor course, Apprenticeship and different jobs in popular site like theindiajobs.com, naukri.com, monsterindia.com, Govt. website.

10. DETAILS OF COMPETENCIES (ON-JOB TRAINING)

Learning to be covered in Industry for Office Management (Integrated steel plant).

1. Safety and best practices/ Basic culture (5s/Kaizen)
2. Log book writing and maintaining records.
3. Storing of different tools and consumables.

1. C & IT Department :-

Duration:- 50 hrs.

- i. Install and setup operating system and related software in a computer.
- ii. Create, format and edit document using word processing application software.
- iii. Create, format, edit and develop a workbook by using spreadsheet application software.
- iv. Install, setup/configure, troubleshoot and secure computer network including internet.
- v. Secure information from Internet by using cyber security concept.

2. Personnel Department:-

Duration:- 50 hrs.

- i. Create and customize slides for presentation.
- ii. Create and manage database file by using MS Access.
- iii. Making bar chart, power point presentation.

3. Finance Department:-

Duration:- 50 hrs.

- i. Maintain accounts using accounting software.
- ii. Browse, select and transact using E-commerce website.

4. Material Management Department:-

Duration:- 100 hrs.

- i. Generation of presentable report.
- ii. Comparison of data.

5. Production Planning Control Department:-

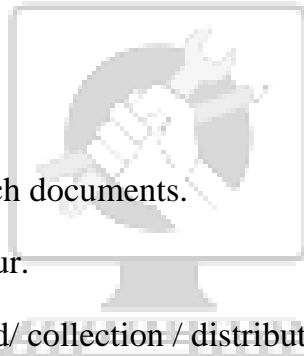
Duration:- 50 hrs.

a) Reports

- i. Daily progress report
- ii. Weekly progress report
- iii. Monthly progress report for HO (MoU, Milestone, progress, Issues and action taken)
- iv. CMD monthly progress report, various issues.
- v. Monthly Vigilance report.
- vi. Action taken report.

b) Office functions

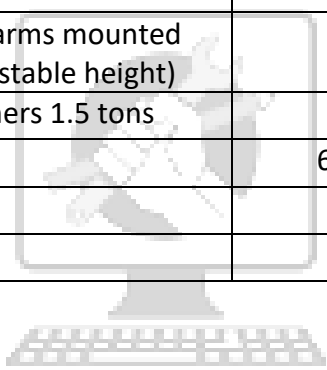
- i. Diary of Receipt / Dispatch documents.
- ii. Maintenance of leave, tour.
- iii. Stationary items required/ collection / distribution of department.
- iv. Personnel file (Departmental) of employees.
- v. Payroll, attendance etc.
- vi. Assets register maintenance.



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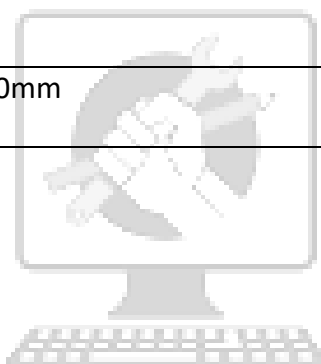
List of Tools & Equipment			
OFFICE MANAGEMENT (INTEGRATED STEEL PLANT) (For batch of 20 candidates)			
S.no	Name of the Tool & Equipments	Specification	Qty
A. TRAINEES TOOL KIT			
1	Desktop Computers of the latest configuration prevalent at the time of procurement or with the following minimum features:	CPU: 32/64 Bit Core 2 Duo/Quad Core/i3/i5, Speed: 3 GHz or Higher. Cache Memory: - Minimum 3 MB or better. RAM:-8 GB DDR-III or Higher. Hard Disk Drive: 500GB or Higher, 7200 rpm(minimum) or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet(10/100/1000) - Wi- Fi, USB Mouse, USB Keyboard and Monitor (Min. 22 Inch), Standard Ports and connectors. DVD Writer, Speakers And Mic. Licensed Windows Operating System / OEM Pack(Preloaded), Antivirus / Total Security	21
2	Wi-Fi Router / With Wireless Connectivity option	24 Port Switch	1
3	Lab should have Structured cabling (to enable working with Wired Networks too for Practical)		
4	Internet or Intranet Connectivity		
5	Wi-Fi duplex all in one ink tank Printer with ADF	L6190	As required
6	Projector	Model: CP-X 4042 WN	1
7	LCD Projector with matte(antiglare) screen(Motorized)		1
8	UPS	1KVA	As required
9	Network Rack		1
10	External Solid State Hard Disk	2 TB	2

11	LAN Setup		-
B. SOFTWARE PER UNIT			
12.	MS Office latest version available at the time of procurement	MS Office 2016/2019 (Academic)	21
13.	Antivirus for – clients / workstations in profile with validity of 03 years or more which should be renewed upon expiry		21
SHOP TOOL, INSTRUMENTS & MACHINERY			
14.	Vacuum cleaner		1
15.	Pigeon hole cabinet	20 compartments	2
16.	Computer steel table		21
17.	Computer chair (with arms mounted on castor wheels, adjustable height)		21
18.	Split type Air conditioners 1.5 tons		As required
19.	Storage cabinet	60X700X450mm	1
20.	White Board.		1
21.	Steel Almirah		1



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TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS		
S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations and Internet connection with standard operating system and standard word processor and worksheet software	20 nos.
2.	UPS	As required
3.	Scanner cum Printer	1 no.
4.	Computer Tables	20 nos.
5.	Computer Chairs	20 nos.
6.	LCD Projector	One in each class room
7.	White Board 1200mm x 900mm	One in each class room



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ANNEXURE-II										
NISP Training Center										
Trainee Internal Assessment Report										
Name :					Batch No:					
Card ID No :					Dept:					
Attendance % :										
Quarters	Month	Attend %	Month	Attend %	Month	Attend %	Quarterly Average Attend. %			
Qtr-1										
Qtr-2										
Qtr-3										
Qtr-4										
General Assessment				Assessment Period :						
S.No	ATTRIBUTES				Score Qtr-1	Score Qtr-2	Score Qtr-3	Score Qtr-4	Score Sum of 4-Qtrs	
1	Safety	Knowledge, follow safety precautions and rules								
2	Sense of Responsibility	Does he obey Sup/Line i/c instructions								
		Does he attend shift start meetings regularly								
		Does he take supervisors feedback properly								
		Whether he takes planned leaves								
		Does he participates in new drives								
		Does he take care in handling tools								
		Is Punctual								
		Positive, Behaviour, response, learning								
		Maintain 5S at his work station								
		Co-operation - Consider team work, willingness to work with and for others								
3	Method	Able to identify and report irregularities at his work place								
		Follow WIS/MOS								
		Able to check faults of previous station								
		Understands tools/equipment functions and its different parts								
4	Speed	Able to perform the job independently								
		Able to match line "TACT" time								
		Willingness to learn/flexibility for alternate job								
5	Quality	Work completion/target achievement								
		Able to contain defects								
		Awareness about GCA/PDI								
Skill acquired during "On job training"										
Total Score										
Max. Marks										

Fill score in relevant box	Excellent:4	Very Good:3	Good:2	Fair:1	
	Need Improvement:0				
Remark of Supervisor: Mention Achievement					
Remark of Shift In charge/Dept, Mgr.					
Remark of NISP Training In charge					
Any Remark					

12. COMMITTEE OF TRADE EXPERT

S.N.	Name(S/Shri.)	Qualification	Experience	Status
1.	Dr. S.N.Singh Ex. ED, SAIL Bokaro Steel Plant	BE , Phd.	40 years experience of steel industry	Chairman
2.	S.K.Saha Ex. ED, MEL(SAIL)	BE (Mech.)	25 years experience of steel industry	Member
3.	P. Sahoo Ex. ED, Roukela Steel Plant	M. Tech. (Elect.)	35 years experience of steel industry	Member
4.	Himadri Bhattacharya	MSc (Physics)	35 years experience of steel industry	Member
5.	Smt. Deena Nayak Dy. Manager	BE (C & IT)	04 years experience of steel industry	Member

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