



Technical Examination Board, Gujarat State,
Gandhinagar

**SECRETARIAL ASSISTANCE IN INFORMATION
TECHNOLOGY**

Title	88 : SECRETARIAL ASSISTANCE IN INFORMATION TECHNOLOGY
Level	Certificate Course
Course Duration	One Year (full time)
Entry Qualification	S.S.C. Pass OR Std.9 th Pass + One Year TEB Pattern Course Pass
With Effect from	June 2023

Certificate course in Secretarial Assistance In Information Technology

Teaching Scheme:

Sub Code	Subject Name	Teaching Scheme		Examination Scheme				Term Work Marks	Total Marks
		Theory	Practical	Theory Marks	Hrs.	Practical Marks	Hrs.		
881	Information Technology Fundamentals	06	08	50	02	50	03	50	150
882	Office Tools	-	08	-	-	100	06	25	125
883	Database Management Systems	06	08	50	02	100	03	25	175
884	Software Laboratory	-	08	-	-	100	03	50	150
885	Professional Practice	01	-	-	-	-	-	50	50
886	Field Training	2 Months		-	-	50 (Oral)	-	100 Project Work	150
Total		13	32	100	-	400	-	300	800

Total Week	= 32	Theory = 45 min
Total Teaching slot/Week	= 45	Practical = 45 min
Theory Periods	= 13	Total teaching = 34 hrs/week
Practical Periods	= 32	

88: SECRETARIAL ASSISTANCE IN INFORMATION TECHNOLOGY

Course Objectives:

- Operate, use and manage Personal Computers & Computer Systems.
- Provide computer related Assistance to analysts, manager, and computer professionals.
- Use proficiently various software packages and other tools.
- Use effectively computers in office and Business Management.
- Use Internet, Fax / Modem for Electronic Communication.
- Acquaint with duties and functions of data entry operator / IT skilled clerical staff necessary and indisciplin branch/sanction post.

Course Subjects:

Sr. No	Sub Code	Subject Name	Theory in Hrs	Practical in Hrs
1	881	Information Technology Fundamentals	144	192
2	882	Office Tools	-	192
3	883	Database Management Systems	144	192
4	884	Software Laboratory	-	192
5	885	Professional Practice	24	-
6	886	Field Training	2 Months	
		Total	312	768

881 : Information Technology Fundamentals	
Unit-1	Basics of Computer & I.T. Fundamental
1.1	What is a Computer?
1.2	Types of computer <ul style="list-style-type: none">• Mini Computer• Micro Computer• Main frame Computer• Super Computer
1.3	Computer Block Diagram
1.4	Introduction to Information Technology
1.5	Advantages & Disadvantage of I.T.
1.6	I / O Device & Storage Device <ul style="list-style-type: none">• Input Device<ul style="list-style-type: none">○ Keyboard○ Mouse○ Light pen○ Track Ball○ Joystick○ Barcode reader○ OMR○ OCR○ MICR○ Scanner○ Infrared Device○ Web Camera○ Wap Phone○ Microphone• Output Device<ul style="list-style-type: none">○ VDU○ Printer (Impact & Non-impact) (Line printer, Dot matrix, inkjet, laser printer)○ Plotter○ Speaker• Storage Device<ul style="list-style-type: none">○ Primary Storage<ul style="list-style-type: none">▪ RAM▪ ROM○ Secondary Storage<ul style="list-style-type: none">▪ Hard Disk

	<ul style="list-style-type: none"> ▪ Compact Disk ▪ DVD Drive ▪ ZIP Drive ▪ Pen Drive ▪ USB Drive • Network Device <ul style="list-style-type: none"> ○ Wi-Fi ○ Bluetooth
Unit-2	Disk Operating System
2.1	System Prompt.
2.2	Changing default Drive.
2.3	What is File and Directory?
2.4	Dos Command.
2.5	Internal Dos Commands. <ul style="list-style-type: none"> • DATE • TIME • CLS • DIR • COPY • TYPE • MD • CD • RD • DEL /ERASE • RENAME • Copy Con
2.6	Command as on windows
Unit-3	Windows –2011
3.1	The new Start menu
3.2	Using search
3.3	Widgets, widgets, widgets
3.4	Teaming up with Teams
3.5	Handling Windows 11 updates
3.6	Task View and virtual desktops

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3.7	Snap Layouts
3.8	Quick Settings and notifications
3.9	Using Windows 11 on a tablet or 2-in-1
3.10	Minor changes and missing features
Unit-4	Windows Server & Linux Server
4.1	Windows Server <ul style="list-style-type: none">• Students will be able to install, configure and manage Windows server• Create Users, Groups and OUs with Active Directory Users & Computers• Group Policy Management• Domain Controller and DNS Management• Virtual Technology installation and Configuration• Disk Management• WSUS Server Administration• Web Server (IIS) Administration• FTP Serve Installation, Configuration and Management
4.2	Linux Server <ul style="list-style-type: none">• Installation and Initialization• Package management and Process monitoring• Important Files, Directories and Utilities• System Services• User Administration• File System Security and Management• Advanced file system management• Server configurations
Unit-5	Network Fundamentals
5.1	Objective of Networks.
5.2	Components of LAN. <ul style="list-style-type: none">• WORK STATION• SERVER• CABLE (Types &Connector)• NIC (Interface Card)• Network S/W
5.3	Topology of network <ul style="list-style-type: none">• STAR

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	<ul style="list-style-type: none">• BUS• RING
5.4	Protocol of Network. <ul style="list-style-type: none">• CSMA /CD• TCP /IP
5.5	Bridge.
5.6	Routers.
5.7	Gateways.
5.8	Active Hub and Passive Hub.
Unit-6	Internet Fundamentals
6.1	What is Internet?
6.2	Connectivity of Internet
6.3	Wired connection of Internet [SLIP, PPP], Lease Line, Cable Connection, USB Connection, Wi-Fi Connection
6.4	Tools of Internet <ul style="list-style-type: none">• Email• Browser [WWW]• Net Meetings• Usenet• Telnet• FTP• Searching on the WEB.• Downloading Files
6.5	Use of Modem and Fax.

882 : Office Tools	
Unit-1	WORD
1.1	<p>Introduction to word processing</p> <ul style="list-style-type: none"> • Entering text • Moving around in Word documents • Using views • Formatting text an overview. • Changing the font or type size. • Underlining text • Font effects. • Indenting paragraphs – an overview • Aligning paragraphs. • Specifying paragraph spacing • Line spacing – an overview • Adjusting line spacing • Paragraph borders. • Paragraph fills. • Working with tabs. • Searching for text. • Replacing text. • Working with headers • Working with footers. • Undo and redo • Creating a text style. • Deleting and viewing styles. • Spell – checking text. • Working with pictures. • Inserting pictures • Editing pictures • Re scaling pictures • Bordering pictures • Cropping pictures. • Moving pictures. • Page setup – an overview. • Specifying margins. • Specifying the page size. • Using print preview. • Multiple pages in print preview. • Printer setup. • Printing – an overview. • Printing – the fast track approach • Customized printing. • Using Mail merge. • Create Table, Merge Cell, Split Cell & Table Properties • Smart Art
Unit -2	EXCEL

2.1	<p>Introduction to excel</p> <ul style="list-style-type: none"> • The Excel Screen. • Entering data. • Modifying existing data • Working with cell ranges. • Moving around in worksheets. • Switching between worksheets. • Selection techniques. • Formulas – an overview. • Inserting a formula. • Using the Function Wizard. • Amending rows and columns. • Changing number formats. • Changing fonts styles. • Cell alignment. • Bordering cells. • Shading cells. • AutoFormat. • Find – and Replace operations. • Charting – an overview. • Creating an embedded chart. • Creating a separate chart sheet. • Working with pictures. • Page setup – an overview. • Setting page options. • Setting margin options. • Setting headers/footer options. • Page setup for charts. • Working with print preview • Printing worksheet data. • Printing – the fast track approach • Sort Date • Filter date • Create a Chart • Pivot table
Unit -3	POWERPOINT
3.1	<p>Introduction to powerpoint</p> <ul style="list-style-type: none"> • The power point screen. • The slide views – an overview. • Using the slide views. • Adding text to slides. • Formatting text. • Moving through presentations. • Inserting & deleting slides. • Printing. • Running a presentations • Smart Art
3.2	<p>Introduction to D.T.P.</p> <ul style="list-style-type: none"> • Back ground to desktop publishing

Unit-4	PHOTOSHOP
4.1	<p>Getting started with Photoshop.</p> <ul style="list-style-type: none">• Exploring the Photoshop interface.• Creating, Opening, and closing files.• Changing canvas size, color mode, and resolution.• Understanding layers.• Printing your results.• Automating tasks with actions.• Setting preferences
4.2	<p>Working with Graphics and Images</p> <ul style="list-style-type: none">• Selecting areas.• Picking and selecting color.• Painting and Drawing.• Creating text.• Applying a Gradient.• Resizing and reshaping images.• Manipulating focus with blur, sharpen and smudge• Adjusting tone with Dodge, Burn and Sponge• Cloning and pattern creation with the rubberstamp
4.3	<p>Working with Select areas of an Image.</p> <ul style="list-style-type: none">• Creating paths to define a clipping region.• Using marks.• Working with Layers.• Using Channels.
4.4	<p>Using Filters and Creating special effects.</p> <ul style="list-style-type: none">• Applying Photoshop native filters.• Finding and installing more filters.• Creating special image effects.• Creating special type effects
4.5	<p>Repairing, Retouching, and Enhancing Images.</p> <ul style="list-style-type: none">• Correcting image color.• Colorizing images.• Using light and shadow.• Creating vignettes, Borders, and Backgrounds.• Retouching and repairing.• Combining images elements

	<p>Scanner Practice</p> <ul style="list-style-type: none"> • Install scanner and use scanner to scan picture and document. • Select scanner resolution and adjust highlights, middle tone, shadow, contrast, brightness, • Saturation. Read colour strip and do colour correction. • Making of OCR. • Study of Google Lens & other scanner apps like Doc Scanner, Kaagaz Scanner, AIR Scanner, Photocopy, Tap Scanner, Photo Scan, Adobe Scan, Microsoft Office Lens, Scanner Pro, Turbo Scan, Google Drive Scanner
Unit-5	Adobe in design
5.1	<ul style="list-style-type: none"> • Open In Design and familiarize with basic screen component of opening screen of In-Design Window. • Practice creating, saving In Design document. • Introduce toolbox and practice different tools. • Practice to set Margin, Facing Page & column guide and type the text according to layout. • Practice to create threaded and un-threaded text block. • Format character including font style, size, leading, tracking, kerning. • Format paragraph like different alignment and indentation. • Draw and place graphics within page and do text wraps, resizing, rotating and skewing. • Create templates and style pallets. • Introduce colour pallet and create, edit and remove colours from the pallet. • PracticetocreatetheInDesignfilebyusingtemplateandsavefilesaste mplates. • Introduce measurement system, setting up rulers, adjusting layout. Practice positioning ruler guides, zero lock and position different objects as per ruler guides. • Use copy, paste and paste multiple of text and object using edit menu. • Practicetocreateowndifferenttypeofpublicationmatterlikevisitingca rd, letter head, tri-fold brochure, small advertisement, big advertisement. • Insertimportablefilewithindocumentandalsoestablishalink. Insert/ draw graphics, crop it and wrapping text around graphics. • Use own styles and apply the style on the document. • Copy text block from word document file within In Design document. • Set different type of stroke and fill style on the object. Create group/ungroup, mask/ unmask, lock / unlock objects. • Create custom colour within colour pallet. Apply find-replace, spell check on the document, customize the dictionary,

	<p>hyphenation.</p> <ul style="list-style-type: none"> • Export a graphic/text from In Design to other format. • Practice page imposition (8/16/32forma) of book by combining In Design page. • Print the document by choosing odd pages, even pages, proof, reverse printing, composite colour, 4 colour separation using laser printer.
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883 : Database Management Systems	
Unit-1	Fundamentals and Basics of Database
1.1	Basics of DBMS
1.2	What is RDBMS?
1.3	Rules of RDBMS
1.4	Normalization in Database
Unit - 2	MS Access
2.1	Creating Database in Access
2.2	Building data tables
2.3	Data fields.
2.4	Enter data
2.5	Creating Data Entry Forms.
2.6	Editing the Structure of an existing Table.
2.7	Changing the order of the fields.
2.8	Inserting
2.9	Deleting
2.10	Sorting Table data.
2.11	Overview of Operators : Relational, Mathematical, String, Logical
2.12	Extracting useful data with a Query.
2.13	Database Reports
Unit - 3	What is Oracle?
3.1	How Oracle organize data
3.2	How Oracle access data?
3.3	Oracle Environment.

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Unit - 4	SQLPLUS 10.2
4.1	SQL*Plus User Interface
4.2	Configuring SQL*Plus
4.3	Starting SQL*Plus
4.4	SQL*Plus Basics
4.5	Using Scripts in SQL*Plus
4.6	Formatting SQL*Plus Reports
4.7	Generating HTML Reports from SQL*Plus
4.8	Tuning SQL*Plus
4.9	SQL*Plus Security
4.10	Database Administration with SQL*Plus
4.11	SQL*Plus Globalization Support
4.12	SQL*Plus Command Reference
4.13	SQL*Plus Error Messages
Unit – 5	Visual Basic 2019
5.1	Introduction
5.2	Designing the User Interface
5.3	Writing the Code
5.4	Working with Controls
5.5	Handling Images
5.6	Working with Data
5.7	Arrays
5.8	Mathematical Operations
5.9	Using If...Then...Else
5.10	Select Case
5.11	Looping
5.12	Sub Procedures
5.13	Functions
5.14	Mathematical Functions
5.15	The Format Function
5.16	Checkbox and Radio Button

5.17	Errors Handling
5.18	Object-Oriented Programming
5.19	Creating Graphics
5.20	Using Timer
5.21	Working with Databases
5.22	Reading and Writing Text Files
5.23	Building Console Applications
5.24	Creating Menu Bar and Toolbar
5.25	Deploying your VB 2019 Applications

884 : Software Laboratory	
Unit-1	1. Outlook Express & Gmail
1.1	Outlook Express <ul style="list-style-type: none"> • What's new in Outlook Express? • Navigating Outlook Express. • Understanding the outlook configurations. • Using outlooks tools. • Getting help. • Working with received mail. • Managing mail. • Using the address book. • Creating mail. • Setting mail options. • Attaching files, items, and objects. • Organizing messages. • Using the calendar. • Planning the meeting • Creating the contact list • Creating the task list • Using the journal • Creating nodes • Printing in outlook • Saving opening & finding outlook items
1.2	Gmail <ul style="list-style-type: none"> • Creating mail account • Setting mail options. • Attaching files, items, and objects. • Organizing messages. • Sending & Receiving Mail with Attaching File.

	<ul style="list-style-type: none"> • Downloading files
Unit-2	HTML 5
2.1	<ul style="list-style-type: none"> • What is HTML5? • Top Features of HTML5 • Nav Tag • Audio & Video Tags • Header • Footer • Figure and fig caption • Canvas Tag • Mark • Main Tag • Progress Tag • Section Tag • Conclusion

885 : Professional Practice	
Unit-1	Communication skills
1.1	Communication skill verbal and written ,making personal bio data
1.2	Parts of a business letter.
1.3	Layout of business letter.
1.4	Qualities of an effective business letter.
1.5	Types of letters. <ul style="list-style-type: none"> • Letters of Inquiry, their replies, offers Quotations and tenders. • Letters of Orders and cancellation of orders. • Letters of replies to orders. • Letters of complaints, claims, and adjustments. • Letters of collections. • Letters of status Inquiries. • Circulars. • Notice and Minute Writing • Crate google form • Create E mail account • Oraganizing On line Video meeting like google meet, zoom etc
Unit -2	PURCHASE AND ORDER PROCEDURE IN GOVT AND NON-GOVT SECTOR
2.1	Pre-Purchase Procedure <ul style="list-style-type: none"> • Inquiry, Quotations and tenders
2.2	Purchase Procedure <ul style="list-style-type: none"> • Orders and Cancellation of orders
2.3	Post-Purchase Procedure <ul style="list-style-type: none"> • Inspection, Complaints, Claims and Collection, • Record keeping

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	- Register: Dead stock machinery, Expendable Items and consumable Item
2.4	Introduction of GeM portal.
Unit -3	OFFICE MANAGEMENT
3.1	Principles of Organizations
3.2	Types of Organizations.
3.3	Office Systems and Procedures
3.4	Use of Computers in..... <ul style="list-style-type: none"> • Records Management. • Mail service and communication. • Work Simplification
Unit -4	SECRETARIAL ASSISTANT
4.1	Definition of Secretary
4.2	Duties and Responsibilities of Company Secretary
4.3	Type of secretary.
4.4	Qualities and Qualifications of secretary.
4.5	Powers & Responsibilities of secretary.
Unit -5	Entrepreneurship as self-employment related with finance.
5.1	Knowing the qualities and functions of entrepreneur.
5.2	Knowing the functions of the Agencies for promotion and Development of entrepreneur.
5.3	Prepares & submits the project report to start his own unit.
Unit -6	Computer consumables and Equipment purchase Specification.
6.1	Knowing the needs of computer consumable, equipment, & software necessary for unit. <ul style="list-style-type: none"> • Knowing the detailed of all the new software upgrade version of software & new Hardware. • Knowing the detailed specification of all the materials and equipment necessary for his unit. • Knowing the purchase procedure of all the materials & equipment necessary for his unit. • Knowing the procedure of selection of the materials & equipment.
Unit -7	Duties & functions in World of Work.
7.1	Knowing own functions in the engineering unit. <ul style="list-style-type: none"> • Knowing the procedure of getting work from higher rank officer. • Knowing the procedure of getting materials needed to complete work. • Knowing the procedure submitting his completed work to the

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	<p>competent authority.</p> <ul style="list-style-type: none">• Understands the importance of time factor in the work.• Understands the importance of accuracy in the work.• Understands the importance of good behaviour with colleagues and Officers.
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886 : Field Training

Student has to prepare and submit details of the Training undertaken along with printouts / write up of software exercise

Suggested List of Practical

Sr. No	Practical Name
1	Study of INPUT/OUTPUT Devices. Use of INPUT/OUTPUT devices <ul style="list-style-type: none">• Printer.• Scanner.• Plotter.
2	Dos Commands. <ul style="list-style-type: none">• Internal• command run windows
3	Creating Batch file & Creating Bootable Floppy.
4	Window –10 <ul style="list-style-type: none">• The Windows 10 Interface• Opening Programs• Saving Documents• Printing• Organizing the Taskbar• Pinning a Program to the Taskbar• Removing a Program from the Taskbar• Date Time• Adjusting Volume• Personalizing the Desktop• Adding Shortcuts & Deleting Shortcuts• Change the Desktop Background• Changing Your Screen Saver• Changing Screen Resolution• Managing Files and Folders• Searching for Programs and Files from the Start Menu• Searching for files from Windows Explorer Moving Files and Folders• Copying ,Renaming & Deleting Files and Folders• Restoring Deleted Files or Folders• Libraries• Preview Pane• Changing Views• Windows Settings• Uninstalling Applications• Setting Default Applications

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	<ul style="list-style-type: none"> • Viewing Hard Drive Space • Changing Default Save Locations • Accessing the Control Panel • Windows Snapping • Snapping a Window to take up Half of the Screen • Snapping a Window to take up a Quarter of a Screen • Disable Snap-Assist • Task View and Virtual Desktop • Using the Task View • Using Virtual Desktop • Ease of Access • The Magnifier • Changing Your Primary Mouse Buttons • Adjusting Mouse Pointer Size and Color • Changing your Scroll Wheel Settings • Keyboard Options • Adding an International Keyboard • The High Contrast Feature • Windows Narrator • Windows Tools • The Snipping Tool • Computer Security • Locking the Computer • Signing Out of the Computer • Shutting Down the Computer • Placing Your Computer into Sleep Mode • Additional Help
5	Study of Editor <ul style="list-style-type: none"> • Paint, Not Pad, WordPad.
6	Study of Control Panel. <ul style="list-style-type: none"> • Widgets, Printer, Multimedia, Sound, Font, Network.
7	Windows –2011 <ul style="list-style-type: none"> • The new Start menu • Using search • Widgets, widgets, widgets • Teaming up with Teams • Handling Windows 11 updates • Task View and virtual desktops • Snap Layouts • Quick Settings and notifications • Using Windows 11 on a tablet or 2-in-1 • Minor changes and missing features
8	Network Fundamentals. <ul style="list-style-type: none"> • Study of Topology • Various components of Network
9	Use of Internet. <ul style="list-style-type: none"> • Browser • Internet Explorer. • Opening website. • Learning of Search Engine (Google, Yahoo etc.) • Sending & Receiving Mail with Attaching File. • Downloading files.

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10	Use of Fax & Modem
11	Antivirus Software <ul style="list-style-type: none">• Installation of Antivirus Software• On line Updation• Scanning & Repairing
12	Word Practical <ul style="list-style-type: none">• Creating & editing Documents• Mail-Merge Print.• Use Macros.• Use Table.
13	Excel Practical <ul style="list-style-type: none">• Creating & editing a Worksheet• Prepare a graph.• Use Workbook with multiple sheets.• Print Selected worksheet.• Print Graphs• Use macros
14	Power Point Practical <ul style="list-style-type: none">• Prepare a presentation with Animation
15	Photoshop Practical <ul style="list-style-type: none">• PhotoShop Practical
16	Adobe in design Practical <ul style="list-style-type: none">• Adobe in design Practical
17	ACCESS Practical <ul style="list-style-type: none">• CREATE, APPEND, LIST etc. commands
18	ACCESS Report & Printing <ul style="list-style-type: none">• Reports & Printing
19	Oracle fundamentals practical.
20	SQL-PLUS and various SQL Commands
21	Creating a form in VB
22	Form Connection with Database
23	Letter Writing
24	Laboratory Document Management
25	Inquiries and Quotation
26	Purchase Procedure and compression Statement
27	Price list of Computer Expandable and Consumable Item
28	Duties & Functions Of Secretary

Software list:

- MS Visual Studio 2019
- MS Windows 2010 & Windows 2011
- Oracle 8.0 Server With 5 Node
- MS Office 2010 with Word, Excel, PowerPoint, Access, Publisher
- Adobe in design latest
- Adobe Photoshop 6.5/7
- Windows server 2016 With 5 Node

Reference books:

1. 10 – Minute guide to LINUX by John Ray , PHI Publication
2. Microsoft Windows Home Server 2011 Unleashed by Paul McFedries, Third Edition SAMs
3. Office Management & Secretarial Practice by Dr. I.M.Sahai, Sahitya Bhawan Publication
4. Modern Office Management By Little Field CL and PetersonRL
5. Office Management Principles and Practise by P.K.Ghosh
6. Visual Basic in easy steps by Mike McGrath, sixth edition In easy steps
7. Database Management Systems by Dr. Rajiv Chopra, Fifth Edition S.Chand

Subject Course Committee

Sr No	Name	Designation & Address
1	Prof. S. M. Shah	Professor, Computer Engineering, GEC, Gandhinagar.
2	Dr. Vibha Patel	Professor, I.T. Engineering, V.G.E.C, Chandkheda.
3	Prof. J. S. Dhobi	Associate Professor, Computer Engineering, GEC, Gandhinagar.
4	Prof. M. P. Paramar	HOD, I.T. Engineering, R.C.T.I, Ahmadabad.
5	Prof. M. P. Mehta	HOD, Computer Engineering, GP Gandhinagar.