

**MAHARASHTRA STATE BOARD OF VOCATIONAL EXAMINATION, MUMBAI-51**

1.	Name of Syllabus	<b>C.C. In Telephone Operator with Intercom systems (For Blind) (301203)</b>																																																														
2	Max. Nos. of Student	25 Nos.																																																														
3	Duration	One year																																																														
4	Type	(Full Time)																																																														
5	Nos. of Days / Week	6 days																																																														
6	Nos. of Hours / Days	7 hours																																																														
7	Space Required	Class room- 200 Sq.Ft Workshop- 300 Sq.Ft TOTAL - 500 Sq ft																																																														
8	Entry Qualification	S.S.C Appeared																																																														
9	Objective of Syllabus / introduction	1) Introducing trainees to different types of telephone boards & making them proficient in that operation. 2) Enhancing communication skills with emphasis on Eng. Language & Computer as well as Braille. 3) Preparing them for placement as telephone operators or similar self-employment avenues as telephone booth operator etc.																																																														
10	Employment Opportunity	Open employment placement as telephone operators in govt. offices, private & corporate placement in different call centers. Self-employment setting up telephone booth with facilities for computer print outs etc.																																																														
11	Teacher’s Qualification	1) Telephone Operating instructor – minimum graduate with good knowledge of spoken & written English & different types of telephone boards. 2) English & Computer instructor graduate with basic computer operation knowledge with the use of screen reader (jaws) 3) Part time Braille instructor graduate with good knowledge of braille with proficiency in reading & writing.																																																														
12	Training System	<table><tr><th colspan="8">Training System Per Week</th></tr><tr><td colspan="2">Theory</td><td colspan="2">Practical</td><td colspan="4">Total</td></tr><tr><td colspan="2">18 hrs</td><td colspan="2">24 hrs</td><td colspan="4">42 hrs</td></tr></table>							Training System Per Week								Theory		Practical		Total				18 hrs		24 hrs		42 hrs																																			
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13	Exam System	<table><tr><th>Sr. No.</th><th>Paper Code</th><th>Name of Subject</th><th>TH/PR</th><th>Hours</th><th>Max. Marks</th><th>Mini. Marks</th></tr><tr><td>1</td><td>30120311</td><td>Communication Skills</td><td>TH I</td><td>3 hrs.</td><td>100</td><td>35</td></tr><tr><td>2</td><td>30120312</td><td>Basic Computer Operation</td><td>TH II</td><td>3 hrs.</td><td>100</td><td>35</td></tr><tr><td>3</td><td>30120313</td><td>Basic Telephone Operation</td><td>TH III</td><td>3 hrs.</td><td>100</td><td>35</td></tr><tr><td>4</td><td>30120321</td><td>Communication Skills</td><td>PR I</td><td>3 hrs.</td><td>100</td><td>50</td></tr><tr><td>5</td><td>30120322</td><td>Basic Computer Operation</td><td>PR II</td><td>3 hrs.</td><td>100</td><td>50</td></tr><tr><td>6</td><td>30120323</td><td>Basic Telephone Operation</td><td>PR III</td><td>3 hrs.</td><td>100</td><td>50</td></tr><tr><td></td><td></td><td>Total</td><td></td><td></td><td>600</td><td>255</td></tr></table>							Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Mini. Marks	1	30120311	Communication Skills	TH I	3 hrs.	100	35	2	30120312	Basic Computer Operation	TH II	3 hrs.	100	35	3	30120313	Basic Telephone Operation	TH III	3 hrs.	100	35	4	30120321	Communication Skills	PR I	3 hrs.	100	50	5	30120322	Basic Computer Operation	PR II	3 hrs.	100	50	6	30120323	Basic Telephone Operation	PR III	3 hrs.	100	50			Total			600	255
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**SYLLABUS :- Telephone Operator with Intercom System (For Blind)**

Sr. No.	Topics	Practical
1.	<p><b><u>Communication Skills -</u></b></p> <p>Introduction, Definition of Comm. Skills, Needs of communication, Importance of communication, Methods of communication, Advantages &amp; Disadvantages of communication, Oral communication, Types of communication, Barriers of communication, Modes of communication, non-verbal communication, Letter writing - application letters, friendly &amp; family letters ,Comprehension, synonyms, antonyms, substitution, active passive, tenses, degree of comparison, typical usage of certain terms.</p> <p><b><u>Braille –</u></b></p> <p>Introduction to Braille, alphabets words &amp; sentences in open Braille, number &amp; punctuation signs, Lessons on grade II Braille, contractions &amp; abbreviations. Using grade II Braille for writing paragraphs on Braille writing slate &amp; brailers.</p>	<p><b>Practical-I (Oral Only)</b></p> <p>Definition of Comm. Skills, Importance of communication, Methods of communication, Advantages &amp; Disadvantages of communication, Oral communication, Types of communication, Modes of communication, non-verbal communication, Comprehension, synonyms, antonyms, substitution, active passive, tenses, degree of comparison, typical usage of certain terms.</p> <p>Writing alphabets, words, Paragraphs on Braille &amp; Braille writing slate.</p>
2.	<p><b><u>Basic Computer Operation - Theory</u></b></p> <p>What is computer, hardware &amp; software, introduction to different physical parts of the computer, switching &amp; shutting down computer? Keyboard &amp; Mouse practice, Notepad, WordPad, Paint.</p> <p>MS-OFFICE</p> <p>MS-WORD</p> <p>MS-EXCEL</p> <p>INTERNET</p> <p>E-MAIL</p> <p>IT Application such as</p> <p>FAX Machine,</p> <p>Printers</p> <p>Scanners</p>	<p><b>PRACTICAL-II</b></p> <ol style="list-style-type: none"> <li>Computer On –OFF Methods</li> <li>Windows Operating System</li> <li>Notepad</li> <li>WordPad</li> <li>MS-OFFICE <ul style="list-style-type: none"> <li>MS-WORD</li> <li>MS-EXCEL</li> </ul> </li> <li>Internet <ul style="list-style-type: none"> <li>Concept</li> <li>Internet Explorer</li> <li>WWW?</li> <li>Browsing</li> <li>Search Engines</li> <li>Downloading</li> <li>Chatting</li> </ul> </li> <li>Email <ul style="list-style-type: none"> <li>Concept</li> <li>Creating Email account</li> <li>Sending &amp; receiving E-Mail</li> <li>Attachment</li> </ul> </li> </ol>

3.	<b><u>Basic Telephone Operation</u></b>	<b>PRACTICAL III</b>
	<p>Introduction- types of telephone boards-EPABX 8+41 lines, EPABX 4+16 lines, PMBX plug boards, plan instruments- To give more facilities to a single telephone lines.</p> <p>Telecommunication services- It is the service numbers, Inland manual trunk services- includes how to book a trunk call, types of trunk calls, subscriber trunk dialing- NSD &amp; ISD dialing STD Codes, commercial information- MTNL tariff plans, Local call pulse duration, bill enquiry procedures.</p> <p>Phone plus facility-What are the facilities available to the subscriber.</p> <p>Other modes of communication- Factors which can be used for telecommunications Fax, E-mail, Telex, Other information- public utility services, virtual phone card/prepaid card, and mobile phone.</p>	<ol style="list-style-type: none"> <li>1. Familiarizing the equipment</li> <li>2. Use of Front Controls</li> <li>3. Operating Methods</li> <li>4. Faults symptoms'</li> <li>5. Method of transferring call, Waiting, Reject etc</li> <li>6. Difference Between Local, STD, ISD Calls.</li> </ol> <p>Telephone Boards- EPABX 8+41 Lines, EPABX 4+16 Lines PMBX Switch Board PMBX Plug Board.</p>

#### **List of Tools & Equipments**

	<b>List of tools &amp; Equipments</b>	<b>Quantity</b>
1.	Telephone Operating – 1) EPABX 8+41 Lines 2) EPABX 4+16 Lines 3) PMBX Switch Board 4) PMBX Plug Board	1 1 1 1
2.	Braillers	10
3.	Braille writing slates	20
4.	Computers – with windows operating system & office & screen reading software (Jaws)	10

#### **Reference Book's**

1. Telephone Boards- EPABX 8+41 Lines, EPABX 4+16 Lines, PMBX Switch Board, PMBX Plug Board Braillers, Slates, Computers
2. Telephone Operators Course – Literature for phone plus & value added services developed by institute.
3. Communication Skills – First year Diploma in engineering book
4. Braille –1) Braille Primer 2) Key to Braille primer – Royal National Institute for blind, London.
5. Computer – Material developed by institution for computer operations.
  - 1) Wren & Martin (S.S.C level book)
  - 2) Tadkhadkars English Book
  - 3) Staff Selection Commission (matric level post)

Objective English Book – By Dr. Ravi Chopra Cosmos Bookhives Ltd.

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