

MAHARASHTRA STATE BOARD OF VOCATIONAL EXAMINATION, MUMBAI-51

1.	Name of Syllabus	C.C. In Telephone Operator with Intercom systems (For Blind) (301203) (w.e.f. 2018-19)																																																													
2	Max. Nos. of Student	25 Nos.																																																													
3	Duration	One year																																																													
4	Type	(Part Time)																																																													
5	Nos. of Days / Week	6 days																																																													
6	Nos. of Hours / Days	7 hours																																																													
7	Space Required	Class room- 200 Sq.Ft <u>Workshop- 300 Sq.Ft</u> 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="7">Training System Per Week</th></tr><tr><td colspan="2">Theory</td><td colspan="2">Practical</td><td colspan="3">Total</td></tr><tr><td colspan="2">6 hrs</td><td colspan="2">18 hrs</td><td colspan="3">24 hrs</td></tr></table>						Training System Per Week							Theory		Practical		Total			6 hrs		18 hrs		24 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><u>Communication Skills -</u></p> <p>Introduction, Definition of Comm. Skills, Needs of communication, Importance of communication, Methods of communication, Advantages & Disadvantages of communication, Oral communication, Types of communication, Barriers of communication, Modes of communication, non-verbal communication, Letter writing - application letters, friendly & family letters ,Comprehension, synonyms, antonyms, substitution, active passive, tenses, degree of comparison, typical usage of certain terms.</p> <p><u>Braille –</u> Introduction to Braille, alphabets words & sentences in open Braille, number & punctuation signs, Lessons on grade II Braille, contractions & abbreviations. Using grade II Braille for writing paragraphs on Braille writing slate & brailers.</p>	<p>Practical-I (Oral Only)</p> <p>Definition of Comm. Skills, Importance of communication, Methods of communication, Advantages & 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 & Braille writing slate.</p>
2.	<p><u>Basic Computer Operation - Theory</u></p> <p>What is computer, hardware & software, introduction to different physical parts of the computer, switching & shutting down computer? Keyboard & Mouse practice, Notepad, WordPad, Paint. MS-OFFICE MS-WORD MS-EXCEL INTERNET E-MAIL IT Application such as FAX Machine, Printers Scanners</p>	<p>PRACTICAL-II</p> <ol style="list-style-type: none"> Computer On –OFF Methods Windows Operating System Notepad WordPad MS-OFFICE MS-WORD MS-EXCEL Internet Concept Internet Explorer WWW? Browsing Search Engines Downloading Chatting Email Concept Creating Email account Sending & receiving E-Mail Attachment

3.	<u>Basic Telephone Operation</u>	PRACTICAL III
	<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 & 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"> 1. Familiarizing the equipment 2. Use of Front Controls 3. Operating Methods 4. Faults symptoms' 5. Method of transferring call, Waiting, Reject etc 6. Difference Between Local, STD, ISD Calls. <p>Telephone Boards- EPABX 8+41 Lines, EPABX 4+16 Lines PMBX Switch Board PMBX Plug Board.</p>

List of Tools & Equipments

	List of tools & Equipments	Quantity
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.
