

APPENDIX – A

(See rule 3)

Syllabus for training and examination:- 'CCC' Level**Total Duration: 45 Hours.****Part-1 :****Duration: 20 Hours.**

- **Operating System & Office Productivity Tools**
 - Microsoft Windows XP/ 2003
 - MS Word 2003 including Advanced Features
 - MS Outlook 2003
 - File and Folder Management
 - Internet Familiarity, Usages and E-mail
 - Understanding Wide Area Network, Wireless LAN and connecting LAN to WAN
 - Information on Internet explorer usages and various options/ settings available
 - Overview & usages of PDF

Part -2 :**Duration: 15 Hours.**

- **Microsoft Office Indic 2003 (Gujarati)**
 - Introduction about MS Office 2003 Indic
 - Introduction about Desktop, Mouse, Keyboard, etc.
 - How to start Word? Methods of starting Word 2003
 - How to change language English to Gujarati
 - Introduction about the Gujarati Keyboards
 - Introduction about the Gujarati IME. Difference between Remington and Transliteration K/B.
 - How to operate the K/B. What is Transliteration K/B.
 - How to type different Characters and Words from transliteration K/B.
 - How to use IME help? How to use spelling grammars check in Gujarati?
 - What is smart Tag? What is Thesaurus?
 - How to change the menu from English to Gujarati
 - Convert the ASCII font to Unicode from TBIL converter.

Part -3:**Duration: 10 Hours.**

- **Troubleshooting, Installation and Best Practices**
 - Understanding Storage devices
 - How to use a DVD / CD / ROM and floppy.
 - Burning DVD / CD
 - Taking data on and from a flash drive, pen drive
 - Using data and resources from a Local Area Network
 - Using FTP for uploading and downloading of Data from the Internet
 - Information on Scanner and scanner software usage/ configuration
- **Installations:**
 - Installing basic software's like MS Office, etc.
 - CD Burning software (Nero etc.)
 - Installing or adding printers
 - Installing or adding Fonts

- Installing sound drivers
- Installing drivers for any new hardware
- Installing new software and removing them using the control panel
- **Best Practices:**
 - Understanding patches, upgrades, versions and installing them.
 - General Security concepts (Covering orientation on the criticality of the password protection, guidelines on forming new passwords, guidelines on protection, of the assigned accounts.)
 - Disk cleanup
 - Regular updating of anti virus software
 - Scandisk
 - Backups in detail including the following:
 - Backup through Application
 - Backup through Utilities and Tools
 - Record Retention.
- **Troubleshooting:**
 - Troubleshooting Tools
 - Troubleshooting Viruses
 - Troubleshooting Fundamentals
 - Problems that keep a computer from starting
 - Troubleshooting OS, Network
 - Problems after a Computer Boots