

**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

**APPENDIX – B**

(See rule 3)

**Syllabus for training and examination:- 'CCC+' Level****Total Duration: 75 Hours.****Part: 1****Duration: 25 Hours.****➤ Operating System & Office Productivity Tools**

- Microsoft Windows XP/ 2003
- MS Word 2003 including using Mail Merge and Track Changes.
- MS Excel 2003 in depth (Usage of all formulas, functions, arguments, data filter etc.)
- MS Power Point 2003 including creating presentations.
- MS Outlook 2003 including using managing and organizing e- mail messages, schedules tasks, notes, contacts and other information.
- File and Folder Management
- Overview & usages of PDF

**Part -2 :****Duration: 20 Hours.****➤ Microsoft Office Indic 2003 ( Gujarati)**

- Introduction about MS Office 2003 Indic
- 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.
  - 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
  - Problems after a Computer Boots

**Part -4:****Duration: 10 Hours.**➤ **Technology Track**• **Networking / Internet Concepts ( 7 Hours)**

- a. Understand Network Implementation and troubleshoot Network Support.
- b. Understand Internet Basics, Connections and WAN Connections.
- c. Information on Internet explorer, usage and various options/ settings available.
- d. Understand DNS and Uniform Resources Locators.
- e. Understand Firewalls and different Types of Virtual Private Networks.

• **Security ( 3 Hors)**

- a. General Security Concepts (Covering orientation on the criticality of the password protection, guidelines on forming new passwords, guidelines on protection, of the assigned accounts)
- b. Communication of Security
- c. Infrastructure Security
- d. Operational and Organizational Security

**Part -5:****Duration: 10 Hours.**➤ **Project Management Track**

- Overview of Project Management
- Project Framework.
- Project Management Concepts including Integration, Scope Management, Cost Management, Time Management, Quality Management, Communication Management, Risk Management & Procurement Management.
- Overview of Microsoft Project 2003