

1. SCHEME OF UNITS AND ASSESSMENT

This course is a planned sequence of instructions consisting of Units meant for developing employability and vocational competencies of students of Class 11 and 12 opting for vocational subject along with general education subjects. The unit-wise distribution of hours and marks for Class 11 is as follows:

CLASS 11			
	Units	No. of Hours for Theory and Practical 300	Max. Marks for Theory and Practical 100
Part A	Employability Skills		
	Unit 1: Communication Skills	25	10
	Unit 2: Self-management Skills	25	
	Unit 3: Basic ICT Skills	25	
	Unit 4: Entrepreneurial Skills	25	
	Unit 5: Green Skills	15	
	Total	115	10
Part B	Vocational Skills		
	Unit 1: Introduction IT/ITeS Industry	25	40
	Unit 2: Training of CRM Domestic Voice	25	
	Unit 3: Make Outbound Calls: Interaction With Customer	30	
	Unit 4: Using CRM application: Free CRM	30	
	Unit 5: Work Management	30	
	Unit 6: Workplace Safety & Hazards	20	
	Total	160	40
Part C	Practical Work		
	Practical Examination	6	15
	Written Test	1	10
	Viva Voce	3	10
	Total	10	35
Part D	Project Work/Field Visit		
	Practical File/ Student Portfolio	10	10
	Viva Voce	5	5
	Total	15	15
	Total	300	100