



Revised & Updated Edition

CONTRIBUTED BY:
Gareema Balwani
Hitesh Saini
Pushpender Sharma

As per the latest syllabus prescribed by CBSE

MARKS BREAK UP

Information Technology

(NSQF) Level- 1 Code 402

Vocational

Class IX

| Information Technology (402) Class IX(Session 2019-20) | | | | |
|--|--|---|-------------------|---|
| | Units | No. of Hours for Theory and Practical 200 | | Max. Marks for Theory and Practical 100 |
| Part A | Employability Skills | | | |
| | Unit 1 : Communication Skills -I | 10 | | 10 |
| | Unit 2 : Self -Management Skills -I | 10 | | |
| | Unit 3 : Information and Communication Technology Skills-I | 10 | | |
| | Unit 4 : Entrepreneurial Skills-I | 15 | | |
| | Unit 5 : Green Skills-I | 05 | | |
| | Total | 50 | | 10 |
| Part B | | Theory Periods | Practical Periods | Marks |
| | Unit 1: Introduction to IT -ITeS industry | 2 | 4 | 4 |
| | Unit 2 : Data Entry & Keyboarding Skills | 4 | 10 | 6 |
| | Unit 3 : Digital Documentation | 10 | 26 | 10 |
| | Unit 4 : Electronic Spreadsheet | 18 | 35 | 10 |
| | Unit 5 : Digital Presentation | 10 | 31 | 10 |
| | Total | 44 | 106 | 40 |
| Part C | Practical Work | | | |
| | Practical Examination | | | 15 |
| | Written Test | | | 10 |
| | Viva Voce | | | 10 |
| | Total | | | 35 |
| Part D | Project Work/Field Visit | | | |
| | Practical File/Student Portfolio | | | 10 |
| | Viva Voce | | | 05 |
| | Total | | | 15 |
| | Total Periods | 50+44+106= 200 | Total Marks | 100 |

Unit 1: Communication Skills

SESSION 1: Communication Cycle

✓ Exercise:- 1st

1. List the main components of communication process.

Answer:-The main components or elements of communication process are sender, message, encoding, communication channel, receiver, decoding and feedback.

2. Who is responsible for the encoding of the message?

Answer:-Encoding of the message is done by the sender before sending it to the receivers.

3. Who is responsible for decoding the message?

Answer:-Decoding of the message is done by the receiver after receiving the message.

4. List 3 scenarios of technology based communication?

Answer:-Three scenarios of technology communication are conversation over telephone, online chat and video conferencing.

5. What do you mean by the channel of communication? Give some examples.

Answer:-The medium of communication is called communication channel such as oral, written, technology based.

✓ Exercise:- 2nd

1. Describe a scenario where all the major factors of effective communication come in effect.

Answer:-One such scenario is classroom. Sender and receiver are teacher and students respectively. The mutually accepted communication code is the discipline in the classroom wherein students will pay attention to what teacher is explaining. Teachers encodes the message ie simplifies the concept to be taught with her explanation. Students receive the message and with their attentive mind, try to understand the explanation given by the teacher (decoding). Then teacher enquired whether they understood the concept or not by asking questions. This is feedback.

2. List any 4 most important characteristics of effective communication.

Answer:-

1. Communication should be clear in content and purpose.
2. Communication should be complete with least scope of questions.
3. Communication should be based on right facts and should not be vague.
4. Effective communication leads to desired output and achievements.

3. Relate a real life scenario depicting communication barrier of environment.

Answer:-During summers, a hot classroom is there with students and teachers. Due to the heat, students find it difficult to concentrate on what teacher is explaining and teacher is also uncomfortable.

4. Give real life example of communication barrier due to personality traits of the communicators.

Answer:-A person who is not well conversant in English is trying to sell an item to a customer who understands English only. Another example: two persons from vastly different culture say Japan and India, trying to exchange their ideas for the first time.

SESSION 2: Methods of Communication**✓ Exercise:- 1st****1. Describe a scenario where oral communication is most effective as compared to written.**

Answer:-Teacher's explanation in the classroom, a leader addressing a gathering of people, two persons discussing a matter to resolve a dispute between them.

2. List any 3 scenarios where written communication is most effective.

Answer:-Written communication is most effective in formal setups like official orders, legal notices, agreement with terms and conditions, pact signed between two governments etc.

3. List any 2 major advantages and disadvantages of non-verbal communication.

Answer:-Advantages of Non-verbal Communication

1. Non-verbal communication complements oral and audio visual communication.
2. It substitutes for the verbal communication like speaking with proper eye contact and tone.

Disadvantages of Non-verbal Communication

1. Sometimes non-verbal communication becomes vague and send wrong signals.
2. You cannot stop non-verbal communication.

4. List any 3 major advantages and disadvantages of AV communication.

Answer:-Advantages of AV Communication

1. Use of internet and video conferencing saves cost incurred otherwise on scaling geographical barriers, physical movement of participants and other related expenses like lodging, food etc.
2. It is an effective way to explain complex ideas and concepts easily.
3. Technology makes it reusable and easy to distribute.

Disadvantages of AV Communication

1. It incurs a lot of cost in infrastructure.
2. It needs maintenance of equipment.
3. Technology and equipment can be complex to operate and learn.