



**SYLLABUS - 2024- 2025**  
**CLASS - XI**  
**SUBJECT - VOCATIONAL EDUCATION**  
**SECTOR - IT-ITeS**

**Total Marks - 30**

**ANNUAL EXAMINATION: 2024-2025**

**BLUE- PRINT OF DISTRIBUTION OF MARKS**

CHAPTERS	MCQ (1 MARK)	VSA (1 MARK)	SA (2 MARKS)	LA (4 MARKS)	TOTAL MARKS
Unit 1 - Communication Skills	-	1x1	2x1	-	03
Unit 2 - Self Management Skills	-	-	2x1	-	02
Unit 3 - ICT Skills	1x2	-	-	-	02
Unit 4 - Entrepreneurship Skills	-	1x2	-	-	02
Unit 5 - Green Skills	1x1	-	-	-	01
Unit 1- Introduction to IT-ITeS Industry	-	-	-	4x1	04
Unit 2 - Training of CRM Voice	-	1x1	2x1	-	03
Unit 3 - Make Outbound calls, Interaction with Customer	-	-	-	4x1	04
Unit 4 - CRM Application : Free CRM	1x2	1x1	-	-	03
Unit 5 - Work Management	-	1x1	2x1	-	03
Unit 6 - Workplace Safety & Hazards	1x1	1x2	-	-	03
<b>Total Marks (Question)</b>	<b>1x6 (6)</b>	<b>1x8 (8)</b>	<b>2x4 (4)</b>	<b>4x2 (2)</b>	<b>30 (20)</b>

**PRACTICAL**

Sl. No.	Number of Questions to be answered	Marks per Question	Total Marks	Type of Assessment
1	NA	NA	5	Oral
2	NA	NA	5	Direct Observation
3	NA	NA	5	Portfolio
4	NA	NA	5	Project
5	NA	NA	5	Student Attendance
6	03	15	45	Practical Question (Hands on skill test)
<b>Total</b>	<b>03</b>	<b>NA</b>	<b>70</b>	<b>NA</b>