



SYLLABUS - 2024- 2025
CLASS - XII
SUBJECT - VOCATIONAL EDUCATION
SECTOR - RETAIL

Total Marks - 30

BOARD FINAL EXAMINATION: 2024-2025

BLUE- PRINT OF DISTRIBUTION OF MARKS

CHAPTERS	MCQ (1 MARK)	VSA (1 MARK)	SA (2 MARKS)	LA (4 MARKS)	TOTAL MARKS
Resolve customer concerns	1x1	1x1	2x1	-	04
Delivery of reliable services	1x1	-	2x1	-	03
Customer relationship management	1x1	1x1	2x1	-	04
Continuous improvement in Service	1x1	1x1	-	4x1	06
Work in team and Organisation	1x1	1x1	-	-	02
Communication Skills-IV	-	1x1	-	-	01
Self management Skills-IV	-	1x1	-	4x1	05
ICT Skills-IV	-	-	2x1	-	02
Entrepreneurial Skills-IV	1x1	1x1	-	-	02
Green Skills-IV	-	1x1	-	-	01
Total Marks (Question)	1x6 (6)	1x8 (8)	2x4 (4)	4x2 (2)	30 (20)

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)
Total	03	NA	70	NA