

SUBJECT	IT/ITES
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Content wise marks distribution

Class XI		
<u>Theory</u>		
Part A	<u>Employability Skills</u>	Marks
Unit-1	Communication Skills	2
Unit-2	Self Management Skills	2
Unit-3	ICT Skills	2
Unit-4	Entrepreneurship Skills	2
Unit-5	Green Skills	2
Total		10
Part B	<u>Vocational Skills</u>	
Unit-1	IT-ITeS Industry	10
Unit-2	CRM Domestic Voice Representative Training	2
Unit-3	Outbound calls : Interaction with customer	2
Unit-4	Using CRM Application : Free CRM	2
Unit-5	Work Management	2
Unit-6	Work safety and hazards	2
Total		20
PART A+PART B		30

<u>Practical</u>		
Part C	Practical Work	Marks
	Libreoffice Writer/MS Office Word (Unit 3 - Information and Communication Technology Skills under Employability Skills)	25
	Word Processing in regional language(Assamese/Bengali etc.) Word Processor	25
	Project Work	5
	Viva/oral Test	5
	Portfolio	10
Total		70
Note:	Portfolio should be based on case studies from Unit 1 & Unit 2 of Vocational Skills	

