

No. of Printed Pages : 2

**MVEI-014**

**POST GRADUATE CERTIFICATE IN  
INFORMATION AND ASSISTIVE  
TECHNOLOGIES FOR INSTRUCTORS OF  
VISUALLY IMPAIRED (PGCIATIVI)**

**Term-End Examination**

**00573      December, 2014**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

**Note :** *All questions are **compulsory** . All questions carry equal weightage.*

**1.** Write short notes on any **two** of the following in about 300 words each :

- (i) Non-verbal communication
- (ii) Features of a good conversation
- (iii) How to organise a Portfolio
- (iv) Characteristics of Work Ethics

2. Answer the following question in about 600 words.

You want to speak to Ajai Kohli (Manager, Networks). His secretary says he is not in office. Write a telephonic conversation between yourself and his secretary fixing a later appointment. Also say why you want to meet him. You may begin in the following manner :

Secretary : Ajai Kohli's office.

You : May \_\_\_\_\_ ?

(You may take upto 20 turns each)

3. Prepare a presentation on any **one** of the following in about 600 words :

- (i) Importance of small talk in business
  - (ii) Characteristics of a good Business Report
  - (iii) Creative job hunting
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No. of Printed Pages : 2

MVEI-014

**POST GRADUATE CERTIFICATE IN  
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**Term-End Examination**

**June, 2015**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

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- Note :** (i) *All questions are compulsory.*  
(ii) *All questions carry equal weightage.*
- 

1. Write short notes on **any two** of the following in about **300** words each :
- (a) Written vs. Oral Communication
  - (b) A good Curriculum Vitae (CV)
  - (c) Participating in a Discussion
  - (d) Types of Reports

2. Answer the following question in about **600** words :

You are the headmistress/headmaster of a school. A fire has occurred in the cafeteria, which is under your supervision. Write a report to the management stating the cause of the fire, the damage to the property, the steps taken by you for extinguishing the fire and what have you done to restore the cafeteria.

3. Prepare presentation on **any one** of the following in about **600** words :
- (a) The purpose and function of a piece of equipment typically used in your field.
  - (b) The importance of organizing a portfolio.
  - (c) The achievements of your institution in the past year.
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No. of Printed Pages : 2

**MVEI-014**

00302

**POST GRADUATE CERTIFICATE IN  
INFORMATION AND ASSISTIVE  
TECHNOLOGIES FOR INSTRUCTORS OF  
VISUALLY IMPAIRED (PGCIATIVI)**

**Term-End Examination**

**December, 2015**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

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**Note :** *All questions are compulsory. All questions carry equal weightage.*

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1. Write short notes on **any two** of the following in about 300 words each :

- (a) Written vs Oral communication.
- (b) How to look for a job ?
- (c) An Effective Presentation.
- (d) Different types of Reports.

2. Answer the following question in about 600 words :

You are the General Manager (Human Resource Development) of a company. You want to talk about effective ways of making a good presentation to your staff. You may use the following points in the body of your presentation.

- How a good presentation can benefit your organisation ?

- How speakers should prepare before giving a presentation ?
- Qualities of a good speaker.
- Keeping the attention of the audience.
- Effective use of visual aids.

3. Answer the following question in about **600** words :

You have bought “a product” from a company which was faulty. How will you have a telephonic conversation with the General Manager stating the following points :

- Description of the item
- You had taken it back **three** times but there was no rectification of the fault.
- Behaviour of the employees.
- harassment caused to you.

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No. of Printed Pages : 2

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**POST GRADUATE CERTIFICATE IN  
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VISUALLY IMPAIRED (PGCIATIVI)**

**Term-End Examination**

**June, 2016**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

**Note :** *All questions are compulsory. All questions carry equal weightage.*

**1.** Write short notes on any two of the following in about 300 words each :

- (a) Importance of small talk in business communication
- (b) An effective Curriculum Vitae
- (c) Characteristics of a good report
- (d) Effective Participation in a discussion

2. Answer the following question in about 600 words :

Plan a complete presentation with introduction, body and conclusion - which must also include one visual. You may choose **one** of the topics :

- (a) The structure of your organisation, outlining the role of each employee
- (b) Overcoming job stress
- (c) Work ethics
- (d) Effective body language

3. Answer the following question in about 600 words.

A recent survey shows that not enough is being done for the visually impaired. Write a report giving your views on this issue and the steps government and non-government organisations should take to help the visually impaired people.

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No. of Printed Pages : 2

**MVEI-014**

00482

**POST GRADUATE CERTIFICATE IN  
INFORMATION AND ASSISTIVE  
TECHNOLOGIES FOR INSTRUCTORS OF  
VISUALLY IMPAIRED (PGCIATIVI)**

**Term-End Examination**

**December, 2016**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

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**Note :** *All questions are compulsory. All questions carry equal weightage.*

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1. Write short notes on **any four** of the following in about **150 words** each :

- (a) Different forms of communication through the ages.
- (b) Preparing for an interview.
- (c) Conducting and participating in a meaningful discussion.
- (d) Ethics at the workplace.
- (e) Body Language during an interview.
- (f) Format of an Informal Report.

2. Answer the following question in about **600 words** :

You are the secretary of your colony's Local Residents Welfare Association (RWA). You find that the streets in your area are not being properly cleaned. Write a **detailed** complaint to the Health Officer of your area, clearly stating :

- the state of the streets.
- the reason as to why they are not being cleaned.
- your repeated complaints to the Safai Staff.
- how can the problem be solved.

**OR**

You are Meena Mehta. A journalist with a leading magazine. You are writing an article for visually challenged. Write the conversation you had with the principal of the school about :

- number of students.
- courses offered.
- special facilities.
- Vocational Training.

3. Answer the following question in about 600 words :

You are participating in a group discussion on the merits and demerits of distance education versus conventional education. Use the best practices of group discussions in your answer.

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No. of Printed Pages : 2

MVEI-014

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INFORMATION AND ASSISTIVE  
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**Term-End Examination**

**June, 2017**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

**Note :** *All questions are compulsory. All questions carry equal weightage.*

1. Write short notes on **any four** of the following in about **150** words each :
  - (a) Features of a good conversation
  - (b) Writing a Portfolio
  - (c) A good Curriculum Vitae (CV)
  - (d) Effective use of Body Language
  - (e) Art of greeting people
  - (f) Importance of small talk in business

2. Answer the following question in about **600** words.

Your college is the best in your city. Prepare a *presentation* for foreign students on different aspects of your college and college life.

**OR**

You want to speak to Ajai Kohli (Manager). His secretary says he is not in office. Write a telephonic conversation between yourself and his secretary fixing a later appointment. Also say why you want to meet him. You may begin in the following manner.

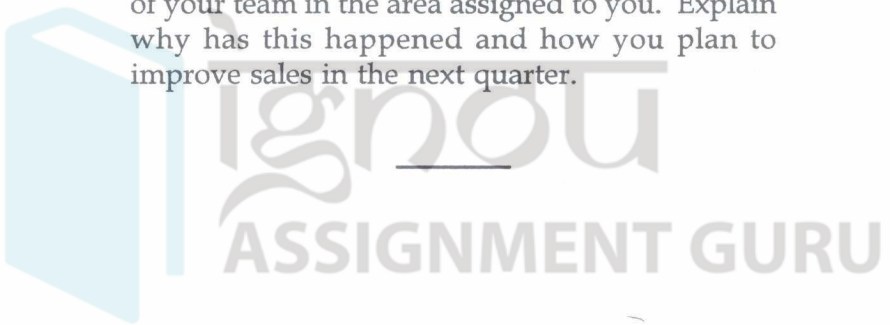
Secretary : Ajai Kohli's office

You : May \_\_\_\_\_ ?

(you make take upto 20 turns each)

3. Answer the following question in about 600 words.

You are a team leader in your organisation. Write a *report* to your boss on the poor sales performance of your team in the area assigned to you. Explain why has this happened and how you plan to improve sales in the next quarter.



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No. of Printed Pages : 2

**MVEI-014**

00105

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INFORMATION AND ASSISTIVE  
TECHNOLOGIES FOR INSTRUCTORS OF  
VISUALLY IMPAIRED (PGCIATIVI)**

**Term-End Examination**

**December, 2017**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

**Note :** *All questions are compulsory. All questions carry equal weightage.*

1. Write short notes on any two of the following in about 300 words each :

- (a) Teaching and learning through the internet
- (b) Benefits of S.M.S. and E-mail as means of communication
- (c) Documents required for a portfolio
- (d) Written Vs oral communication

2. Answer the following question in about 600 words :

As a Career Counsellor how will you guide job seekers to write their portfolio.

While applying for a job. You may use the following points.

- Curriculum vitae
- Materials to include and their arrangement
- Web-version of portfolio

**3. Answer the following question in about 600 words :**

You are the Manager of an organization. There has been an accident in the factory. Four employees are injured. Prepare a report using the following points.

- Reasons for wall collapse
- Medical help for the injured
- Financial help given to the family of the injured
- Claim sent to Insurance Company
- Seek advice on the quality of construction material used



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No. of Printed Pages : 2

**MVEI-014**

00128

**POST GRADUATE CERTIFICATE IN  
INFORMATION AND ASSISTIVE  
TECHNOLOGIES FOR INSTRUCTORS OF  
VISUALLY IMPAIRED (PGCIATVI)**

**Term-End Examination**

**June, 2018**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

- Note :**
- (i) *All questions are compulsory.*
  - (ii) *All questions carry equal weightage.*

1. Write short notes on any two of the following in about 300 words each :

- (a) Basic difference between a resume and a portfolio
- (b) Formal and Informal report
- (c) Features of a good conversation
- (d) Uses of portable cellular phone

2. Answer the following question in about 600 words :

What are the characteristics of a good report ?  
Using the following points as guidelines prepare a Survey Report :

- Completeness

- Clarity
- Facts given are verified
- Concise
- Objectivity
- Proper display of material

3. Answer the following question in about 600 words :

Prepare a curriculum vitae using the following points as guidelines :

- Write about yourself
- Preparedness to meet new challenges
- Dedication and hard work
- Team work
- Leadership
- Foresight

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No. of Printed Pages : 2

**MVEI-014**

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TECHNOLOGIES FOR INSTRUCTORS OF  
VISUALLY IMPAIRED (PGCIATIVI)**

**Term-End Examination**

**December, 2018**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

**Note :** *All questions are compulsory. All questions carry equal weightage.*

1. Write short notes on any four of the following in about 150 words each :

- (a) Features of a good conversation
- (b) Difference between telephone and face-to-face conversation
- (c) Creative job hunting
- (d) Stages of a presentation
- (e) Characteristics of a good report
- (f) Importance of small talk in business

2. Answer the following question in about 600 words :

Imagine you are the office manager in your company. Your company has experienced a number of open conflicts between workers and supervisors. You have been asked by the management to write a detailed report about this. Include in your report the following points :

- (a) reasons for conflict
- (b) bad behaviour of both parties (including violence)
- (c) what the company can do to resolve/lessen the conflict
- (d) a grievance procedure that can be followed whenever there is a dispute

**OR**

You are part of a group discussion on 'Stress at the workplace'. Write out the discussion using the following points :

- (a) reasons for stress at the workplace
- (b) individual techniques to reduce stress
- (c) what the company can do to help the employees to reduce stress

3. Answer the following question in about 600 words :

You (the job seeker) and a career counsellor are in conversation with each other, where the career counsellor gives you several tips. The tips include - job search, writing your profile, how to prepare for your interview, the actual interview, etc.

Write a conversation between yourself and the career counsellor based on the above points.

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No. of Printed Pages : 2

**MVEI-014**

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INFORMATION AND ASSISTIVE  
TECHNOLOGIES FOR INSTRUCTORS OF  
VISUALLY IMPAIRED (PGCIATVI)**

**Term-End Examination**

**June, 2019**

00542

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

**Note :** *All questions are **compulsory**. All questions carry equal weightage.*

1. Write short notes on any **four** of the following in about 150 words each. Give examples where necessary.

- (a) Difference between a Telephone Conversation and a Face-to-face Conversation
- (b) Making a Portfolio
- (c) Stages of a Presentation
- (d) Steps in Writing Reports
- (e) Writing a Self-profile
- (f) Greeting People

2. Answer the following question in about 600 words :

Assume that you have selected a company you want to work for and the position you want to be hired for. Then answer this question : 'Why should this employer hire you to do this job ?' Write a detailed self-profile.

**OR**

Select a company you would like to work for and a position you would like to have within the company. Write a letter of application in which you explain your qualifications and request an interview. Also write a brief CV of yourself.

3. Imagine that your Managing Director has asked you to investigate the health and safety provisions in your company's offices. Write a report to your MD, together with the recommendations.
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**POST GRADUATE CERTIFICATE IN INFORMATION AND ASSISTIVE  
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(PGCIATIVI)**

**Term-End Examination**

**December, 2019**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

**Note : All questions are compulsory. All questions carry equal weightage.**

1. Write short notes on **any four** of the following in about **150** words each :
  - (a) Distinguish between written and oral communication.
  - (b) The importance of small talk in business.
  - (c) How to overcome anxiety while making presentations ?
  - (d) The importance of visual aids in making presentations.
  - (e) Body language during an interview.
  - (f) The layout of a formal letter.
2. Answer the following questions in about **600** words :

You have joined a new office and have been asked to say a few words about yourself. Write a self profile in about 600 words in which you can present as an introduction of yourself. You may include the following :

  - name and responsibility in the company.
  - educational background.
  - special way in which you would contribute at your workplace.
  - personal qualities which could be useful at the workplace.
  - hobbies/interests.

(You may add more points.)

**OR**

What is a portfolio ? How is it different from a resume ? What is its importance ? Write a brief portfolio of yourself.
3. Answer the following question in about **600** words :

You have been asked to organize some events to commemorate women's day. Write a dialogue between you and your boss on the various aspects that you should include to celebrate this day.

No. of Printed Pages : 3

**MVEI-014**

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INFORMATION AND ASSISTIVE  
TECHNOLOGIES FOR INSTRUCTORS  
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**Term-End Examination**

**June, 2020**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 Hours*

*Maximum Weightage : 35%*

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***Note : All questions are compulsory. All questions  
carry equal weightage.***

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1. Write short notes on any *four* of the following  
in about 150 words each :

- (a) Writing appropriate e-mails
- (b) Different forms of communication
- (c) Relationship between sound and spelling
- (d) Stages of a presentation
- (e) Preparing for a job interview
- (f) Different types of reports

**P. T. O.**

[ 2 ]

MVEI-014

2. Answer the following question in about 600 words :

Ms. Sadana Sardesai has been nominated the "Young Business Women of the Year" for her contribution to introducing new mobile technology and ethical practices in her business. Write a profile of Ms. Sardesai where you talk about her achievements in terms of :

- (a) her education
  - (b) achievements in her company
  - (c) ethical practices in her company
  - (d) her personal interests
- (You could add your own points.)

*Or*

You are a part of a group discussion on 'corporate social responsibility'. Write out the discussion using the following points :

- (a) Importance of companies participating on social issues
- (b) Issues they should concentrate on

[3]

(c) Different ways in which companies can contribute.

3. Answer the following question in about 600 words :

- You are giving advice to a young colleague who is to make a presentation which is important to your company. Write a conversation between yourself and the colleague where you give her tips on 'a good presentation'.

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No. of Printed Pages : 3

**MVEI-014**

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**December, 2020**

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 Hours*

*Maximum Weightage : 35%*

**Note :** *All questions are **compulsory**. All questions carry equal weightage.*

1. Write short notes on any *four* of the following in about **150** words. Give examples where necessary :
  - (a) The importance of small talk at the workplace.
  - (b) How to write a good self-profile.

**P. T. O.**

[ 2 ]

MVEI-014

- (c) The difference between a C. V. and a Portfolio.
- (d) Characteristics of a good report.
- (e) The role of a career counsellor.
- (f) The anatomy of a discussion.

2. Answer the following question in about **600** words :

Imagine that you are working in a business organisation. Write a job description listing your responsibilities. Make sure you write in detail about your responsibilities.

*Or*

You are working for a company manufacturing different types of visual aids. The company wants to introduce a new type of visual aid. Write a report to your general manager, stating what your marketing strategy is going to be.

[ 3 ]

3. Answer the following question in about **600** words :

You want to apply for the post of a teacher in a school for visually impaired students. Write an application stating your qualifications and justifying your candidature for the post.



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