

CBSE | DEPARTMENT OF SKILL EDUCATION

OFFICE PROCEDURES AND PRACTICES (SUBJECT CODE: 824)

CLASS XII (SESSION 2021-2022) MARKING SCHEME FOR TERM -1

Max. Time Allowed: 90 Minutes (1½ Hrs.)

Max. Marks: 30

General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
4. Section B is of 20 marks and has 25 questions on Subject Specific Skills.
5. Section C is of 05 marks and has 07 competency-based questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.
8. All questions must be attempted in the correct order

SECTION A

Answer any 5 questions out of the given 6 questions on Employability Skills (1 x 5 = 5 marks)

| | | |
|----|------------------------------------------------------------------------------|---|
| 1. | Ans. (c) Listening, Speaking, Reading and Writing | 1 |
| 2. | Ans. (d) Reading mythology will make you more aware. | 1 |
| 3. | Ans. (a) Narcissistic personality disorder | 1 |
| 4. | Ans. (c) Physical | 1 |
| 5. | Ans. (d) worksheet | 1 |
| 6. | Ans.(c) Click the grey rectangle in the upper left corner of the spreadsheet | 1 |

SECTION B

Answer any 20 questions out of the given 25 questions (1 x 20 = 20 marks)

| | | |
|-----|------------------------------------------|---|
| 7. | Ans. (b) administrative | 1 |
| 8. | Ans. (c) routine | 1 |
| 9. | Ans. (b) Company Secretary | 1 |
| 10. | Ans. (A) Punctuality | 1 |
| 11. | Ans. (a) XII class & Secretarial diploma | 1 |
| 12. | Ans. (d) language | 1 |

| | | |
|-----|------------------------------------------------------------------------------------------------|---|
| 13. | Ans. (c) personality | 1 |
| 14. | Ans. (c) Interpersonal | 1 |
| 15. | Ans. (c) written | 1 |
| 16. | Ans. (a) Inter- Departmental | 1 |
| 17. | Ans. (b) sort | 1 |
| 18. | Ans. (c) opening | 1 |
| 19. | Ans. (c) date- stamped | 1 |
| 20. | Ans. (a) record | 1 |
| 21. | Ans. (c) Business Reply Service | 1 |
| 22. | Ans. (a) Speed Post | 1 |
| 23. | Ans. (c) Value Payable System | 1 |
| 24. | Ans. (d) Record | 1 |
| 25. | Ans. (c) Filing | 1 |
| 26. | Ans. (b) Compactness | 1 |
| 27. | Ans. (d) Chronological | 1 |
| 28. | Ans. (b) Horizontal Filing | 1 |
| 29. | Ans. (b) Microfilming | 1 |
| 30. | Ans. (a) Indexing | 1 |
| 31. | Ans. (a) The cards may spoil because of frequent handling and, therefore, have to be replaced. | 1 |

SECTION C
(COMPETENCY BASED QUESTIONS)

Answer any 5 questions out of the given 7 questions

(1 x 5 = 5 marks)

| | | |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 32. | Ans. (c) Tactfulness | 1 |
| 33. | Ans. (a) Expressing his feelings about the stressful situation to the concerned person or another trustworthy person. Any grievances or problems should be discussed and sorted out. | 1 |
| 34. | Ans. (b) Franking Machine | 1 |
| 35. | Ans. (a) Special Messenger | 1 |
| 36. | Ans. (c) Geographical Classification | 1 |
| 37. | Ans. (b) the dead records should be weeded out after completing the specific retention | 1 |
| 38. | Ans. (c) Card Indexing | 1 |