

**COMMUNICATION SKILLS COURSE
(BSSI-011)**

**Diploma in Modern Office Practice Programme
(DMOP)**

ASSIGNMENT BOOKLET

(For January 2021 and July 2021 sessions)

**School of Vocational Education and Training
Indira Gandhi National Open University
Maidan Garhi, New Delhi-110 068**

Dear Student,

This booklet contains the assignments for the Courses of DMOP. Before attempting the assignments, please carefully read the instructions given below. Each course has one assignment, which is based on course materials of these courses. **You are also required to write your responses in your own words and hand-writing only and no typed or printed assignments will be accepted.** Further, you may note that in case your assignment response(s) happens to be a copy of assignment response sheet submitted by another student, your assignment may be summarily rejected and/or your marks may be made null and void. Therefore, you are strongly advised not to allow any other student to copy it. The last date of submission of assignment is given against each assignment. You are advised not to wait for the last date to submit your assignments. Therefore, you may note that the assignment answer sheets received after the due date will be summarily rejected and no communication will be entertained in this regard.

You have to submit/ send your assignment answer sheets to the Coordinator/ Programme In-charge of your Study Centre/ Programme Centre, as the case may be so as to reach there on or before the due date. In case there is no Study Centre, assignments to be either scanned & submitted to the Programme Coordinator at SOVET, Block-15 E, (FF), New Academic Building, IGNOU, Maidan Garhi, and New Delhi-110068 or emailed at dmopsovet@ignou.ac.in

Instructions for Formatting Your Assignments

On the top of the first page of your Tutor Marked Assignment (TMA) answer sheet, please write the details exactly in the following format:

Enrollment No: _____

Date: _____

Course Code: _____

Course Title: _____

Name: _____

Address & Mobile: _____

Signature: _____

- Please follow the above format strictly to facilitate evaluation and avoid delay
- Use only foolscap size writing paper/A4 size (not of very thin variety) for writing your answers
- Leave 3 cm margin on the left, top and bottom of your answer sheet.
- Your answer should be precise and to the point. While solving problems, clearly indicate the question number along with the part being solved. Recheck your work before submitting it.
- The sheets need to be scanned and submitted only to the Programme Coordinators.

Answer sheet received after the due date shall not be accepted. We strongly feel that you should retain a copy of your assignment answer sheet duly acknowledged by the office of the Coordinator/ Programme In-charge of your Study Centre/ Programme Study Centre to avoid any unforeseen situation.

Wishing you all good luck!

Course: Communication Skills

Course Code: BSSI- 011

Max. Marks: 100

Answer all questions

Q1. Read the following passage and answer the questions given below:

How to Choose the Right University

Choosing which university fits your interests and academic background is an important decision that will greatly influence the success of your university study. In the UK alone, there are hundreds of choices and therefore you need to be strategic in making a shortlist of universities and narrowing down your choices into second and first choice. This involves weighing some factors such as your motivation and aspiration, your personality, your location, and your budget.

People attend university for different reasons, so ask yourself what you want from your target university and what you want to do after you graduate. Many people attend top universities because of the prestige without considering their choice of future career. If you have interest in a particular career, you should find universities with a better reputation for your career choice than others. With a degree from a university that is most respected in the profession you want to enter, it will be easy for you to get your dream job and you will be able to climb the career ladder fast.

Your personality types also play an important role in your success as a university student. A scholarly type student usually has self-motivation to work hard in order to ace exams and achieve high grades. This type of person will find comfort in a highly academic environment offered by top world universities such as Oxford or Cambridge. On the contrary, if you are not a type of person who can study for hours and getting top grades is not your main priority, you better go to a university with a more laid-back academic environment so that you will not be stressful all the time and can enjoy your life at university.

Coming home could be a good escape during your hard time at university, so think about the distance between your home and the target university. If you get homesick easily, you should not consider choosing a university outside your hometown or which takes more than a day to travel by land or water. However, if distance is not a problem for you, you might want to consider studying abroad, especially at a university whose reputation is better than the universities in your home country.

Last but not least, calculate your financial ability, which should cover tuition fees and cost of living. Both vary across the country and different universities, so do your homework by doing some research in order to find out which one fits your bills. If you cannot afford to go to the University of your Choice, you can search for financial aid in the forms of student loans, grant, or scholarship. Do remember that if you decide to obtain a loan, you have to pay for it after you finish your study.

(i) Reading comprehension questions that go with the above reading passage. (5)

1) Why do you need to choose the right university?

- A) Because it will make you happy.
- B) Because it has an impact on your success at university.
- C) Because life at university is difficult.
- D) Because the right university is difficult to find.

2) Which university should you go to if you already have a career choice?

- A) One with the lowest tuition fees.
- B) One that offers you a scholarship.
- C) One that has the highest prestige.
- D) One that has a good reputation in your future profession.

3) What type of student will enjoy a highly academic environment?

- A) A student who has self-motivation to work hard.
- B) A smart student who does not need to study hard for exams.
- C) A student who puts the highest priority on student societies.
- D) A student who does not have a part-time job.

4) Where should you study if you are prone to homesickness?

- A) Abroad.
- B) Outside your hometown.
- C) At your local university.
- D) At home.

5) What can you do if you do not have enough money to fund your study?

- A) Wait for a year to collect money.
- B) Find a full-time job.
- C) Choose to study online.
- D) Find a student loan or scholarship.

(ii) Answer the following questions:

- 1) What can you do if you do not have enough money to fund your study? **(2)**
- 2) Does your personality type help you to choose university? If yes, then how? **(2)**
- 3) Why do people attend University? **(2)**
- 4) Write synonym for 'aspiration'. Use it in sentence. **(2)**
- 5) Give exact word from the passage for 'easy-going'. **(2)**

Q.2 Write the correct modal verb into the box.

(5)

Can, Couldn't, have to, might, must, ought to, shouldn't, was able

1. It's very cold today. Do you think it snow later?
2. You leave your door unlocked when you go out.
3. They have filled the car with petrol before they set off.
4. My motorbike broke down in the middle of nowhere, but luckily I to fix it.
5. Mum says we watch TV after we've finished our homework.

Q.3 You participated in a torch procession protesting against the rise of petrol price so frequently in the recent months. Write a report of the event. You may talk about the people who participated, some of their views on this issue, its impact on the common man and solutions to this problem.

(15)

Q.4 Given below are some answers. Frame appropriate questions to the answers given below:

(10)

Example: I wrote to Mr. Sharma.

Question: Who did you write to?

1. I phoned her yesterday afternoon.
.....
2. He went to Cincinnati.
.....
3. No, I didn't see the memorandum.
.....
4. I spoke to the Vice-President's secretary.
.....
5. The weather was great.
.....

Q.5 Enlist at least 5 benefits of registering with Recruitment Agencies.

(5)

Q.6 Complete the given text on Portfolios by choosing the most appropriate option from the 3 choices given in brackets.

(10)

A portfolio is a (i) _____ (*job-hunting/ job- getting / job-gaining*) tool that you can
(ii) _____ (*evolve / make / develop*), that gives employers a (*complete / whole / big*)

picture of who you are – your education, your experience, your accomplishments, your skill sets - and whether you have the (iii) _____ (*skill / potential / strength*) to become - much more than what you claim in your cover letter and resume.

A portfolio is not (iv) _____ (*very / completely / absolutely*) necessary. But if you want to get an edge, make an impact, or in short do everything possible to get a job, then it is a good idea to have a portfolio when (v) _____ (*preparing / interviewing / showcasing*) for professional positions.

Q.7 What are the main features of Web 2.0? What do you understand by Web 2.0 tools? Give a few examples. (10)

Q.8 Answer the questions given below briefly using (PREPOSITION) on, in or at in your answers. (10)

The first one has been done for you:

- a. When did you last go on a holiday?
Ans. **In** the summer.
- b. When did you get to work this morning?
- c. When did you last visit Agra?
- d. When did you last go to the dentist?
- e. When does the train reach Mumbai?
- f. When does the bank open?
- g. When did you last go to see a cinema?
- h. When did you start this exercise?
- i. When did you reach home last night?
- j. When did you last go to a meeting?

Q.9 Write a letter to a professor asking him / her if you can mention him / her as a referee in your CV and whether he / she will be willing to provide a reference for you when needed. (10)

Include the following points:

- a reminder of who you are (professors teach hundreds of students and should be able to remember who you are)
- request for permission to name him / her as a referee
- inform them about where you are applying – it could be an Institute of Higher Education or a business organization

Q.10 Briefly enumerate the points you should keep in mind while writing a memo? What are the features of a memo? (10)