

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%

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) 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.
