

## Marks\_Distribution\_as\_per\_2Year\_Pattern\_1st Term\_Class 12th NSQF\_IT/ITeS

2 Year Pattern					1st Term Class 12th							
Sr.No	Trade Name	Job role	QP Code	Class / Level	Part A	Unit Name	Marks Distribution					
7	IT/ITeS	CRM Domestic Voice	(SSC/Q2210)	12th / Level 4	Employability Skills	Unit 1: Communication Skills - IV	2					
						Unit 2: Self-management Skills – IV	2					
						Unit 3: Information and Communication Technology Skills – IV	1					
										<b>Part B</b>		
										Vocational Skills	Unit 1: Fundamentals of ERP	10
											Unit 2: Basics of Procurement Policy and BPO's	10
										<b>Total Marks</b>		<b>25</b>