

II PUC BLUE PRINT FOR MODEL QUESTION PAPER 2023-2024

NSQF (National Skill Qualification Framework)

Duration: 2.15Hours

Subject: Retail-62

Maximum Marks: 60

SL NO	Contents of Units	No of Total Hours	Knowledge				Understanding				Application				Skill/Expression				Total Number of Questions	Total Weightage of Marks
			OT	VSA	SA	ET	OT	VSA	SA	ET	OT	VSA	SA	ET	OT	VSA	SA	ET		
			1M	2M	3M	6M	1M	2M	3M	6M	1M	2M	3M	6M	1M	2M	3M	6M		
01	Resolve customers concerns	15	1	1	1		1	1			1	1	1						8	15
02	Delivery of Reliable Services	25	1	1	1	1	1	1	1		1			1					9	25
03	Customer Relationship Management	20	1	1	1		1	1	1	1		1							8	20
04	Continuous improvement in service	25		1	1			1	1							1	1		6	15
05	Work in Team & Organisation	15	1			1						1			1	1			6	15
Total Number of Questions		120Hrs	4	4	4	2	3	4	4	1	2	3	1	1	1	2	1	0	37	90
			14				12				07				04					
Total Weightage of Marks			4	8	12	12	3	8	12	6	2	6	3	6	1	4	3	0		
			36				29				17				08					

DIFFICULTY LEVEL WEIGHTABLE OF OBJECTIVES ABBREVIATIONS

1. Easy - 45 %
 2. Average - 40%
 3. Difficult - 15%

Total = 100%

1. Knowledge - 38%
 2. Understanding - 29%
 3. Application - 19%
 4. Skill / Expression - 14%

Total = 100%

OT – Objective Types
 VSA – Very Short Answer
 SA – Short Answer
 ET – Essay Type