

**B.C.A. Semester – I**  
**BCA-104 : Communication Skills - I**

Teaching Scheme (per week)		Teaching Scheme (Per semester)		Examination Scheme					
				INT		EXT		TOTAL	
Th. (hours)	Pr. (hours)	Total Hours	Credit	Th. (marks)	Pr. (marks)	Th. (marks)	Pr. (marks)	Th. (marks)	Pr. (marks)
4	--	40	4	30	--	70	--	100	--

**Unit - I**

**[18 Marks]**

**Theory of Communication**

- What is communication - define and explain.
- Types of communication.
- Process of communication.
- Feedback.
- Barriers of communication.
- 7c's of communication.

**Unit - II**

**[17 Marks]**

**Grammar**

- Articles.
- Tenses.
- Active\ passive voice.
- Auxiliaries and modals.
- Direct and indirect speech.

**Unit - III**

**[18 Marks]**

**Business Communication**

- Format of the business letter.
- Letter of inquiry and replies.
- Quotation.
- Placing of order.
- Complaints and adjustment.

**Unit - IV**

**[17 Marks]**

**Vocabulary**

- Confusing words.
- One word substitute.
- Antonyms.
- Synonyms
- Essay Writing

**Reference Books:**

1. English Online, Mohanraj & Mohanrah, Orient Longman.
2. The Good Grammar Book Swan M & Catherine Walter, Oxford.
3. English Grammar Composition and Effective Business Communication, Pink and Thomas, S Chand.
4. Business Communication, Meenakshi Raman & Sangeeta Sharma, Oxford.
5. Oxford Business English Dictionary, Oxford.
6. Technical Communication: Principles and Practice, Meenakshi Raman & Sangeeta Sharma, Oxford.
7. Developing Communication Skills, Krishna Mohan & Meera Benarji, MacMilan Pub.
8. Personality development and soft skill, Baran Mitra, Oxford.

**Question Paper Scheme:****University Examination Duration: 3 Hours.**

Q.1 - Unit-I	(18 Marks)
Descriptive/ Long questions	
Q.2 - Unit-II	(17 Marks)
Objective/ Short Questions	
Q.3 - Unit-III	(18 Marks)
Descriptive/ Long questions	
Q.4 - Unit-IV	(17 Marks)
A. Objective/ Short Questions.	
B. Descriptive/ Long questions.	

Note: All Objective/ Short Questions are compulsory, no option will be given.