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Model Practice Paper — Communication Skills in English

BTEUP Diploma • 1st Semester (First Year — Common Curriculum, All 41 Branches)
Session 2026-27

Practice Questions / Model Paper — NOT a BTEUP board paper

Time: 2.30 Hours

Max. Marks: 60

General Instructions:

- All questions are compulsory. Each question has three parts (a), (b) and (c) — **answer any two** of the three parts in every question.
- Each part carries 6 marks; each question carries 12 marks.
- Draw neat, labelled diagrams wherever they are asked or wherever they support your answer.
- Write your answers in your own words, in the same order as the questions.

About this paper: This is an original practice (model) paper prepared by KAMALDNP Academy from the official BTEUP 2026-27 syllabus topics for this subject. It is NOT a BTEUP board paper, and no question in it is promised to appear in your examination. Its structure follows the board's last published paper pattern (5 questions, each with three parts of which any two are to be answered), scaled to this subject's theory maximum of 60 marks (external) in the verified 2026-27 scheme; the printed time follows the same last published pattern. The 2026-27 scheme's own paper format has not been published yet — when your board paper is in your hand, its printed instructions govern.

Q1. (From: Reading & Comprehension) — Answer any two of the following:

- (a) Read the following passage carefully and answer the questions given below it in your own words. **PASSAGE:** 'In a workshop, safety is the first rule of work. Before starting a lathe machine, a student must wear safety goggles and remove loose clothing, watches and rings, as these can be caught by moving parts. The workpiece must be clamped firmly, and the correct cutting tool must be selected and fixed properly. No adjustment or measurement should be attempted while the machine is running. After switching on the machine, the student should stand to one side and watch the first cut carefully. If any unusual sound or vibration is noticed, the machine must be stopped at once and the instructor informed. A clean and orderly work area also prevents slips, falls and other accidents. Tools should be returned after work.' Questions: (i) Why must loose clothing, watches and rings be removed before starting the lathe machine? (ii) What two things must be done about the workpiece and the cutting tool before starting work? (iii) What should a student do if an unusual sound or vibration is noticed while the machine is running? **(6)**
- (b) Explain how a student should read and follow the instructions given in a machine manual before using a new machine for the first time. Write the steps you would follow. **(6)**
- (c) Write a short note on vocabulary building. Suggest any three methods by which a diploma student can improve his or her vocabulary. **(6)**

Q2. (From: Writing Skills) — Answer any two of the following:

- (a) Draft a notice for your institute notice board informing students that the institute library will remain closed for a few days for stock checking. Mention what students should do about the books they have borrowed. **(6)**
- (b) Correct the grammar errors in the following sentences and rewrite them correctly: 1. He go to college by bus every day. 2. The informations given in the notice is not correct. 3. She has completed her work yesterday. 4. Neither of the two students were present in the class. **(6)**
- (c) Draft a formal email to the Training and Placement Officer of your institute requesting permission for your class to attend a one-day industrial visit. Give the necessary details in the email. **(6)**

Q3. (From: Speaking & Listening) — Answer any two of the following:

- (a) Draft an outline of a self-introduction, of about one minute, that a first-year diploma student would give on the first day of the institute. Show the points in the order in which they should be spoken. **(6)**
- (b) Discuss the do's and don'ts that a student should follow while taking part in a group discussion. **(6)**
- (c) Write a short note on presentation skills and listening comprehension, covering how to prepare and deliver a short presentation, and how a student can improve his or her listening. **(6)**

Q4. (From: Workplace Communication) — Answer any two of the following:

- (a) Describe the main sections that a good resume of a diploma student should contain, in proper order. State what details are written in each section. **(6)**

- (b) Explain how a candidate should prepare for a job interview and what approach he or she should follow while answering the questions of the interview panel. **(6)**
- (c) Write a short note on telephone and email etiquette to be followed at the workplace. **(6)**

Q5. (From: Writing Skills + Workplace Communication (mixed)) — Answer any two of the following:

- (a) Write a formal letter to the Principal of your institute requesting him to issue you a bonafide certificate of being a student of the institute, which you need for applying for a scholarship. Follow the proper format of a formal letter. **(6)**
- (b) Write the outline of a short report on an industrial visit made by your class. Show the format of the report and the main points to be covered under each part. **(6)**
- (c) Describe the steps a final-year diploma student should take to prepare for a job interview, from studying the company and the job to his or her conduct on the day of the interview. **(6)**



Model Answer Outline — Communication Skills in English

The key points a full-marks answer contains, question by question.

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Q1(a)

- (i) Loose clothing, watches and rings must be removed because they can be caught by the moving parts of the machine
- (ii) The workpiece must be clamped firmly, and the correct cutting tool must be selected and fixed properly (also: safety goggles must be worn)
- (iii) The machine must be stopped at once and the instructor must be informed
- Full-marks answers are taken from the passage in the student's own words, one clear sentence for each sub-question

Q1(b)

- Read the manual fully before starting work — do not guess the steps; note the machine's use, controls and safety warnings first
- Follow the instructions step by step in the given order, and check diagrams, symbols and units carefully
- Note important points, new terms and warnings in a notebook, and look up words you do not understand
- Stop and ask the instructor or a senior if any step is not clear; never skip a safety instruction

Q1(c)

- Meaning of vocabulary building: increasing the stock of words you can understand and use correctly, especially technical words of your trade
- Method 1: read regularly — textbooks, manuals, notices and newspapers — and note new words with their meanings
- Method 2: use a dictionary and a subject word-list, learn a few new words daily, and revise them
- Method 3: use new words in your own sentences, in speaking and in writing, so that they are remembered and used correctly

Q2(a)

- Notice format: name of the institution at the top, the word NOTICE in capital letters, a suitable heading or subject line, and the date of issue
- Body point 1: clearly state what is being informed — the library will remain closed for stock checking, and the days or dates of closure

- Body point 2: state what students should do — return borrowed books before the closure and use the library again only after it reopens
- Closing: signature, name and designation of the issuing authority (e.g. Librarian) at the end; language short, clear and in the third person

Q2(b)

- 1. Corrected: He goes to college by bus every day. (With he/she/it, the verb takes -s/-es in the simple present tense)
- 2. Corrected: The information given in the notice is not correct. ('Information' is an uncountable noun, so it has no plural -s and takes a singular verb)
- 3. Corrected: She completed her work yesterday. (A definite past time word like 'yesterday' takes the simple past tense, not 'has completed')
- 4. Corrected: Neither of the two students was present. ('Neither' is singular, so the verb is 'was', not 'were')

Q2(c)

- Email format: To, Subject line, salutation (Respected Sir/Madam), body in short paragraphs, a polite closing, and the sender's name, class and roll number
- Subject line is short and clear, e.g. 'Request for permission to attend a one-day industrial visit'
- Body point 1: who is writing, from which class and branch, and what permission is requested
- Body point 2: details of the visit — the industry or place, the day and purpose, and the number of students going — with an assurance that discipline and safety instructions will be followed

Q3(a)

- Opening: greeting and your name, e.g. 'Good morning to all. My name is ... and I am a first-year diploma student.'
- Next points in order: your branch, your institute and your home town or place
- Then: your educational background in one line, and your interests, hobbies or one strength
- Closing: your aim or reason for choosing this course, and a polite thank-you — the whole introduction should take about one minute and be spoken confidently, without reading

Q3(b)

- Do: listen carefully to others, take your turn, and speak to the point in clear, simple language
- Do: support your point with a reason or example, respect other speakers, and keep a polite tone throughout
- Don't: interrupt others, shout, speak for a very long time, or repeat the same point again and again
- Don't: use rude language, attack any person personally, or keep silent throughout — a balanced, active participation earns marks

Q3(c)

- Presentation skills — preparation: know your topic well, arrange points in a logical order (introduction, main points, conclusion), and prepare simple slides or charts if needed
- Presentation skills — delivery: speak clearly and at a steady speed, maintain eye contact, use polite body language, and finish within the given time, leaving time for questions
- Listening comprehension: understanding spoken words correctly — listening with full attention to the speaker's words, tone and main idea, not just hearing sounds
- Improving listening: do not talk or use a mobile phone while someone is speaking, note the main points, and ask a polite question at the end if something is not clear

Q4(a)

- Personal details at the top: full name, address, mobile number and email id
- Objective or career goal in one or two lines, suited to the job or purpose
- Education: examinations passed, board or university, year and percentage, in a neat table or list, latest qualification first
- Skills and other details: technical skills, computer knowledge, practical training or project work, languages known, and a declaration with place, date and signature at the end

Q4(b)

- Preparation: collect information about the company and the job, revise your main subjects and project work, and keep your resume and certificates ready
- Answering approach: listen to the full question, think briefly, then answer clearly and honestly; say politely that you do not know if you cannot answer, instead of guessing
- Use short, confident examples from your training or project to support your answers, and speak in simple, correct English
- Behaviour: reach on time, dress neatly, greet the panel, maintain eye contact, and thank the panel at the end

Q4(c)

- Telephone etiquette: greet the caller, state your name and office or department, speak politely and clearly, and listen without interrupting
- Telephone etiquette (contd.): note the message and important details carefully, confirm them, and end the call politely; keep calls short during working hours and speak in a low voice on a mobile phone
- Email etiquette: write a clear subject line, use a proper salutation and polite language, and keep the message short and to the point
- Email etiquette (contd.): check spelling, names and attachments before sending, avoid writing in all capital letters, and reply to official emails in reasonable time

Q5(a)

- Letter format: sender's address and date at the top, receiver's designation and address, a subject line, and the salutation 'Respected Sir/Madam'

- Body point 1: introduce yourself — name, class, branch and roll number — and state the purpose of the application in the first paragraph
- Body point 2: give the necessary details supporting the request, in a short and clear paragraph
- Closing: a polite request line, 'Yours obediently / faithfully', signature, and name and class below

Q5(b)

- Report format: a title or heading, the date and place of the visit, and the name of the industry visited, written in the past tense in the third person
- Body point 1: how the visit was arranged, who accompanied the group, and what sections or departments were shown
- Body point 2: the main machines, processes or working methods observed, described briefly and in order
- Closing: what the students learnt from the visit and a line of thanks to the industry and the institute

Q5(c)

- Before the interview: study the company's work and the job requirements, and match your subjects, skills and project work with them
- Revise your resume fully — you should be able to explain every line written in it
- Practise common questions, such as introducing yourself, your strengths, and why you want the job, by speaking your answers aloud
- On the day: keep documents ready, reach before time, dress formally and neatly, and carry yourself calmly and confidently

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