

BACHELOR OF COMPUTER APPLICATIONS (BCA_NEW/BCAOL)

**ASSIGNMENTS OF BCA_NEW/BCAOL
PROGRAMME SEMESTER-I**

(July 2026 & January 2027 Session)

BEVAE-181, BEGLA-136, BCS-111, BCSL-013, BCS-012



**SCHOOL OF COMPUTER AND INFORMATION SCIENCES
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI – 110 068**

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Important Notes

1. BCA_NEW Student need to submit the assignments to the Coordinator of your Study Centre on or before the due date.
2. BCAOL Student need to submit the assignments on LMS Portal on or before the due date.
3. Assignment submission before due dates is compulsory to become eligible for appearing in corresponding Term End Examinations. For further details, please refer to Programme Guide.
4. To become eligible for appearing the Term End Practical Examination for the lab courses, it is essential to fulfill the minimum attendance requirements as well as submission of assignments (on or before the due date). For further details, please refer to the Programme Guide.
5. The viva voce is compulsory for the assignments. For any course, if a student submitted the assignment and not attended the viva-voce, then the assignment is treated as not successfully completed and would be marked as ZERO.

Course Code	:	BEGLA-136
Course Title	:	English at Work Place
Assignment Number	:	BCA_NEW/BCAOL(I)136/Assign/2026-27
Maximum Marks	:	100
Last Dates for Submission	:	31st October, 2026 (For July 2026 Session)
	:	30th April, 2027 (For January 2027 Session)

SECTION A

Write short notes in about 150 words on each of the following:

(5×4=20 Marks)

- a. How can online job portals and professional networking platforms help a person find suitable employment?
- b. Discuss the importance of punctuality at the workplace.
- c. Why is active listening important while dealing with customers and colleagues?
- d. Discuss the basic rules of professional communication during virtual meetings.

SECTION B

Attempt all the questions.

(5×10=50 Marks)

- Q1:** Prepare ten interview questions and suitable answers for the position of Customer-Service Executive.
- Q2:** You are unable to complete a report because another department has not provided the required information. Write an email to your team leader explaining the delay and requesting assistance.
- Q3:** A customer has received a damaged product and is unhappy because an earlier complaint was ignored. Write a dialogue of at least ten exchanges between the customer and a customer-service executive.
- Q4:** Prepare a short presentation on “Maintaining a Healthy Work–Life Balance.”
- Q5:** Write an application for the post of Office Assistant, highlighting your qualifications and skills.

SECTION C

(15×2=30 Marks)

Attempt all the questions.

- Q1:** Prepare a résumé for a job of your choice. Include your educational qualifications, skills, experience and achievements.
- Q2:** Discuss the importance of work ethics in creating a healthy and productive workplace by giving suitable examples.