1.	**CSMS-DEEP Diploma Module 1: ECS (120 hrs)**	**Certificate in English Language Skills, Communication Skills and Soft Skills**
2.	**CSMS-DEEP Diploma Module 2: ITS (120 hrs)**	**Certificate in Basic Information Technology Skills** (For Employability Enhancement)
3.	**CSMS-DEEP Diploma Module 3: DS-BDS (120 hrs)**	**Certificate in Domain Specific Basic Digital Skills** *In this Module, Candidates is expected to select any one employment domain as Elective such as data management / financial accounting / ... etc. from modules on multiple optional domains provided by TSP. Candidate is expected to master the digital skills in the chosen domain.*
4.	**CSMS-DEEP Diploma Module 4: DS-ADS (120 hrs)**	**Certificate in Domain Specific Advanced Digital Skills** *In this Module, Candidate is expected to take simulated real-life hands-on work experience in the chosen employment domain in Module 3 so as to attain and enhance employability.*

Module 1: ECS - Certificate in English Language Skills, Communication Skills and Soft Skills
(English Language Skills + Communication Skills + Soft Skills)

A. Module – 1: English Language Skills
Objectives of the Syllabus:
- To make the learner proficient in English Language at a basic level as per the globally accepted standards.
- To help the learner imbibe communication skill necessary for job success with an exposure to verbal and written communication in various contextual situations in day-to-day life with continuous practice and drills through eLearning to ensure accuracy.
- To offer an exposure to communication skill in job / workplace situations involving thought provoking exercises with a continuous practice through eLearning so as to make him/her job ready and attain job success eventually.

The syllabus has been standardized at par with CEFR (The Common European Framework of Reference for Languages) standards.

The main pillars of the course are given below:
- **Skills:** Listening, Speaking, Conversing, Reading and Writing

- **Grammar Topics**: To make the learner well versed with the language correctly by understanding and applying Functions, Grammar Elements, Tenses, etc.
- **Context Topics**: To ensure that effective communication with appropriate vocabulary is attained in relevant domains and situations.

The Syllabus ensures that the following skills and sub-skills are achieved:
(1) Listening (2) Speaking (3) Conversation (4) Reading (5) Writing

Listening (L)	Speaking (S)	Conversation (C)
L 1 - Concentration	S 1 - Pronunciation	C 1 - Active Listening
L 2 - Interest in the topic	S 2 – Fluency	C 2 - Responding
L 3 - Sense making	S 3 – Intonation	C 3 - Self Expression
L 4 - Understanding	S 4 – Clarity	
L 5 - Deriving Meaning	S 5 - Self Expression	
L 6 – Memorize		
L 7 - Reflection through Self Expression		
Reading (R)	**Writing (W)**	
R 1 - Concentration	W 1- Understanding and clarity	
R 2- Deriving Meaning	W 2 - Layout	
R 3 - Follow up reading	W 3 - Planning the content flow	
R 4 - Loud reading	W 4 - Use of language appropriate to content	
R 5 - Silent reading	W 5- Note making	
	W 6 - Self Expression	

FUNCTIONS AND GRAMMAR

1. Pronouns, Auxiliary and Action verbs	6. Questions	11. Adjectives and Adverbs
2. Punctuation	7. Articles	12. Direct and Indirect Speech
3. Conjugations	8. Verbs and Nouns	13. Interrogative Sentences
4. Participles	9. Present, Past and Future Tenses	14. Active and Passive Voice
5. Prepositions	10. Modal Verbs	

GRAMMAR ELEMENTS

Sr. No.	Grammar Elements
1	Verbs - Auxiliary and Action with Prepositions and Nouns, Demonstrative Determiners like This, That, and Possessive Adjectives
2	How much/how many and very Prepositions and Pronouns
3	Auxiliary Verbs and Action Verbs, Possessive 's.
4	Demonstrative Determiners like Here/There, These/Those, Adverbs of frequency

Sr. No.	Grammar Elements
5	Articles – with countable and uncountable nouns and Nouns and Adjectives,
6	Articles and Nouns (Countable- Plurals) AND Apostrophe
7	There-Their- They're and Conjunctions
8	WH-Interrogative with WORDS that are Both Nouns and Verbs + Possessive Pronouns
9	WH-questions in the past and Conjunctions + Object Pronouns
10	Articles+ nouns (Uncountable) and Concrete and Abstract Nouns, Collective nouns
11	Nouns with Conjunctions and Homophones
12	Proper Nouns, Possessive 's and Modal Verbs (Can, could)
13	Nouns and Adjectives and Modal Verbs (May, Might)
14	Nouns+ Adjectives and Modal Verbs (Should, ought to)
15	Verbs and Adverbs and "I'd like" with Comparatives and Superlatives
16	Verbs and Adverbs and Modal Verbs (Shall, Used to, and "Going to")
17	Intensifiers - Basic , Interjections With Phrasal Verbs
18	Infinitive With Verb - Plus-ING – Like
19	Sentences - Positive to Negative and Question tags with Types of Sentences - Imperative and Exclamatory
20	Gerunds+ Participles with Phrases
21	Types of Sentences - Positive to Negative with Types of Sentences - Assertive and Interrogative
22	Either-or, Neither-nor , The Infinitive
23	Phrasal Verbs and Question tags
24	Verbs and Adverbs with Compound Words and Much-Many
25	Conditional (Zero and First)
26	Adverbial phrases of frequency, time and place with Subjunctive
27	Conditional (First and Second)
28	Prefix-Suffix with So-such
29	Direct - Indirect Speech with Synonyms-Antonyms
30	Active-passive voice (Intransitive Verbs) and Want-would like

TENSES

1. Simple Present Tense	7. Past Perfect Tense
2. Present Continuous Tense	8. Past Perfect Continuous Tense
3. Present Perfect Tense	9. Simple Future Tense
4. Present Perfect Continuous Tense	10. Future Continuous Tense
5. Simple Past Tense	11. Future Perfect Tense
6. Past Continuous Tense	12. Future Perfect Continuous Tense

CONTEXT TOPICS (DOMAIN OR SITUATION SPECIFIC VOCABULARY)

1. Home and Surrounding	2. Greetings- Routine, Season's	3. Health-Healthy Habits
4. Farms-Farmers	5. Occupations	6. Travelling-Transportations
7. Family-Relatives	8. Neighbours	9. Telling time
10. Friends	11. Describing People and Places	12. Future Plans-Savings

13. Accommodation	14. Public Services: Bank, Post Office, etc.	15. Education-Schooling
16. Competitions	17. Hobbies	18. Holidays-Picnics
19. Social media	20. Current Affairs	21. Remembering Past
22. Safety	23. Natural Disasters	24. Nationalities-Countries
25. Meetings – Presentations	26. Television-Films	27. Books-Literature
28. Food	29. Requests	30. Dressing-Clothing
31. Garden	32. Animals –Birds	33. Directions and Addresses
34. Personal Information	35. Games-Sports	36. Home Town
37. Work and Jobs	38. Look to the Future	39. Giving Gifts
40. City -Village Life	41. Dreams	42. Shops- Market Places
43. Family Traditions-Festivals	44. Office-Workplace	45. Soldiers-Army
46. Workplace Ethics	47. Science-Technology	48. Computers and Internet
49. Environment	50. Weather-Seasons	51. Numbers-Prices

B. Module-1: Communication Skills

Following Communication Skills necessary for job success are included in the syllabus:

Sr. No	Communication Skill
1	Effective Communication
2	Listening
3	Non-Verbal Communication
4	Interpersonal Communication
5	Communication within a Group
6	Social Skills (Diversity)
7	Presentations
8	Written Communication
9	Email Communication
10	Technology Mediated Communication
11	Visual Communication
12	Mass Communication
13	Public Speaking

C. Module -1: Soft Skills

Following Soft Skills necessary for job success are included in the syllabus:

Sr. No	Soft Skills
1	Psychology of Success
2	Self-Awareness and Self-Acceptance
3	Self-Management
4	Interpersonal Relationships
5	Collaboration and Cooperation
6	Time Management
7	Smart Goal Setting
8	Decision Making
9	Problem Solving (Conflict Management)
10	Emotional Intelligence
11	Positive Health
12	Ethics and Values
13	Being Sensitive Towards Others, Society and Nature

Following Skills necessary for ensuring Personal Effectiveness for job success are included in the syllabus:

Sr. No	Skills of Personal Effectiveness for Job-Readiness
1	Critical Thinking
2	Scientific Attitude
3	Being Flexible
4	Being Confident
5	Being Effective
6	Being Creative and Innovative
7	Art Appreciation
8	Grooming

Sr. No	Skills of Personal Effectiveness for Job-Readiness
9	Resume Writing
10	Interview Preparation and Appearing for an Interview
11	Negotiation Skill
12	Service Orientation
13	Quality Orientation and Customer Delight

Module 2: ITS -: Certificate in Basic Information Technology Skills (For Employability Enhancement)

These skills are essential for mastering best practices and smart use of computers and smart phones as well as various popular Software Tools and Mobile Apps with their applications in real life job situations leading to enhancement of individual's productivity, efficiency, quality and creativity in personal, professional and social life.
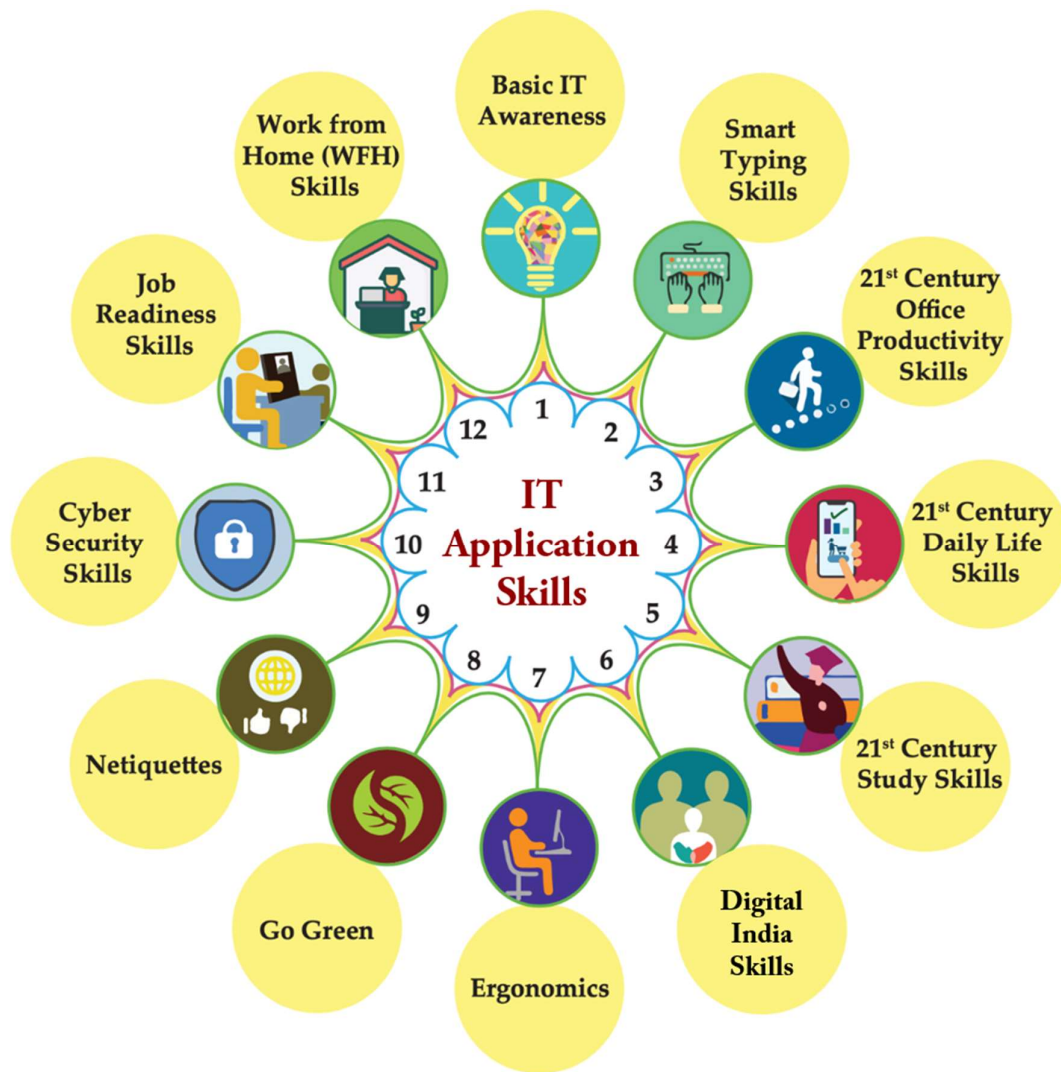
Software Tools

The software tools to be covered in the course:

Sr. No.	Tools
Operating System and Internet	
1	Windows 10
2	Internet
3	Google Chrome
4	Mozilla Firefox
Word Processor	
5	MS Word 2019
6	Google Docs
Spreadsheet	
7	MS Excel 2019
8	Google Sheets
Presentation Graphics	
9	MS PowerPoint 2019
10	Google Slides
Personal Information Manager	
11	MS Outlook 2019
12	Gmail Inbox
13	Google Drive
Other Essentials Tools	
14	Several Apps on Smart Phones

Syllabus

The syllabus consists of following 12 Pillars.

The diagram shows "IT Application Skills" at the center surrounded by the following topics arranged like a clock:

- Basic IT Awareness
- Smart Typing Skills
- 21st Century Office Productivity Skills
- 21st Century Daily Life Skills
- 21st Century Study Skills
- Digital India Skills
- Ergonomics
- Go Green
- Netiquettes
- Cyber Security Skills
- Job Readiness Skills
- Work from Home (WFH) Skills

1. **Basic IT Awareness:** In addition to basic concepts in IT and introduction to computers, this topic brings an awareness that in 21st Century almost everything is linked directly or indirectly to Information Technology e.g. from smartphone to Drone Technology to Google car, from Smart watches, Fit Bit to 3D printing and so on.
    This topic also covers awareness about the life and work of individuals whose inventions and discoveries have made today's world of IT possible and made our life simple, easy and interesting. This topic attempts to motivate and inspire a learner to pursue career in IT.

2. **Smart Typing Skills:** Learner gets an opportunity to learn scientific method of error-free typing along with use of voice typing while achieving high speed and acceptable as per the industry standards.

3. **21st Century Office Productivity Skills:** These are the skills that help the Learner work effectively at the workplace by way of smart use of various office automation tools to quickly deliver various professionally relevant high quality outputs required in normal job environments.

4. **21st Century Daily Life Skills:** Now-a-days, use of internet, mobile and similar gadgets, and Apps available on them have liberated us. 21st Century Daily Life Skills cover how to make smart use of such various Apps and Websites to make job environment efficient, productive and effective.

5. **21st Century Study Skills:** The rapidly changing part of life in 21st Century is, mainly the way we learn/study. 21st Century Study Skills helps us to keep up with it, and open new learning avenues. e.g.: using various websites/apps for accessing interactive learning objects, virtual labs, accessing knowledge-banks like, TED Talks, Google Scholar etc.

6. **Digital India Skills:** Being a citizen belonging to 21st Century, every Indian should be aware of various online services and facilities made available by government. Digital India Skills enable in availing these services effectively and becoming an active and participative citizen e.g.: services like availing passport, Aadhaar card, PAN card, using DigiLocker, checking Provident Fund, Applying for VLE (Village Level Entrepreneur) etc.

7. **Ergonomics:** Ergonomics is the process of designing or arranging workplaces, products and systems so that they fit the people who use them. Here in this section, a learner will learn the skills that help in improving their behaviour at workspaces and make them cope up with different environments to minimize risk of physical injury or harm.

8. **Go Green:** Go Green section includes knowledge and practices that can lead to more environment friendly and ecologically responsible decisions and lifestyles, which can help protect the environment and sustain its natural resources for current and future generations.

9. **Netiquettes:** Netiquettes are the etiquettes to use the internet. This includes communicating in a polite manner whether through mail, chat or forums, respecting copyright issues, posting topics, respecting the time of others, etc. All these aspects are covered in this section.

10. **Cyber Security Skills:** Cyber Security skills are the skills that anyone and everyone should be aware about. Skills that educate about vulnerabilities while moving around in the cyber world, and best practices for maintaining safety, securing your digital identity. e.g.: tasks like: I can protect myself from online spoofing, I can secure my net banking account with strong password, I can securely share my data on social media sites etc.

11. **Job Readiness Skills:** Every learner who is on verge of stepping in to employment, must get his/her basics right so as to be able to grab a job opportunity with success. The aspirant must know things such as how to create an effective resume, what tools are available online to assist him/her with different job opportunities available, how he/she can use Professional networking online to connect with Industry professionals etc.

12. **Work From Home (WFH) Skills**: WFH Skills have become the norm of the day in view of the Covid-19 Pandemic and will continue to be so in near future. Many of the industries/companies around the world had now adopted to WFH to a large extent. In this view, every learner must know the basics of Work From home and the skills he/she must require for effectively and efficiently work from home i.e. proper workplace arrangement, requirement of reliable Internet connection and speed, intermittent exercises to be done etc.

Basic IT Awareness:

Topics	Sub-Topics
Computer Basics	Describe the importance of computers in today's world.
	Identify the main parts of a computer.
	Identify the steps for starting and shutting down a computer.
	Identify the different groups of keys on a keyboard.
	Basic typing, typing in multiple languages.
	Perform different tasks by using a mouse.
	Describe other common computing devices such as laptops, netbooks, tablets, and phones.
	Identify the primary hardware components of a computer.
	Explain an operating system.
	Explain programs and data.
	Describe a network and the types of networks.
	Explain the terms Internet, World Wide Web, and intranet.
	Compare the features of different types of computers.
	Explain the role of memory.
	Explain the basics of computer performance.
	Explain the concept of minimum requirements for software.
	Describe the types of productivity programs and their uses.
	Describe the types of communications programs and their uses.
	Describe the uses of educational and entertainment programs.
	Explain the common functions of an operating system.
	Identify the components of the Windows 10 interface.
	Explain the options available in the Start screen of Windows 10.
	Work with the Windows 10 interface within programs.
	Manage files and folders in Windows Explorer.
	Perform basic file operations.
	Describe how computers have become a central part of everyday rural and urban life – around the world.
	Identify the career opportunities available for a computer-literate person.
The Internet, and the World Wide Web	Describe the uses of the Internet and Cloud Services.
	Identify the requirements for an Internet connection.
	Identify the features of two types of Internet connections.
	Relate the term bandwidth to types of Internet connections.
	Describe the components of the Web.
	Explain how Web addresses work.
	Explain how to connect to the Internet.
	Explore Web sites by using a browser.
	Describe how to save favourite Web sites.
	Search for reliable information on the Web.
	Explain how to perform transactions over the Web.
	Explain how e-mail works.
	Write and send e-mail messages.
	Manage e-mail messages.
	Identify correct e-mail etiquette
	How to create an email address.
	Identify the features of online communities.

Topics	Sub-Topics
	Explain how instant messaging and Web-cam video communication works.
	Explain how to create and publish Web pages.
	Explain how to blog using Windows Live Writer.
Information Technology, The Internet, and You	Information Systems
	People
	Software
	Hardware
	Data
	Connectivity and the Mobile Internet
The Internet, the Web and Electronic Commerce	The Internet and the Web
	Internet Access
	Web Utilities (Filters, File transfer utilities, Internet Security Suites)
	Communication
	Search Tools
	Electronic Commerce
	Cloud Computing
	The Internet of Things
Application Software	Application Software
	General-Purpose Applications
	Specialized Applications
System Software	System Software
	Operating systems
	Mobile Operating systems
	Desktop Operating systems
	Utilities
The System Unit	System Unit
	System Board
	Microprocessor
	Memory
	Expansion Slots and Cards
	Bus Lines
	Ports
	Power Supply
	Electronic Data and Instructions
Input and Output	What is Input?
	Keyboard Entry
	Pointing Devices
	Scanning Devices
	Image Capturing Devices
	Audio-Input Devices
	What is Output?
	Monitors
	Printers
	Audio-Output Devices
	Combination Input and Output devices
	Storage
	Hard Disks

Topics	Sub-Topics
Secondary Storage	Solid State Storage
	Optical Discs
	Cloud Storage
	Mass Storage Devices
Communications and Networks	Communications
	Communication Channels
	Connections Devices
	Data Transmission
	Networks
	Network Types
	Network Architecture
	Organizational Networks
Databases	Data
	Data Organization
	Databases
	DBMS Structure
	Types of Databases
	Database Uses and Issues

Smart Typing Skills:

Topics	Sub-Topics
Introduction	Introduction to Typing
	Touch Typing
	Voice Typing
	Keyboard
	Types of Keyboards
	Ergonomic Keyboards
	PDA Keyboards
	Devanagari Font and complex script settings, Unicode settings
	Muscle Memory
	Names of Fingers
	Finger Placements
	Minimizing Hand Movements
	Typing Trivia
	Measuring Progress
Introduction to Keyboard	Introduction to Keyboard, Home Row
	The Space Bar
	The Enter Key
	Using Keys
	Typing Tips
	Learning the G and H Keys
	Learning the Apostrophe Key

Topics	Sub-Topics
	Top Row
	Learning the E and I Keys
	Learning the W and O Keys
	Learning the Q and Y Keys
	Learning the P and T Keys
	Bottom Row
	Learning the C and Comma Keys
	Learning the Tab Key
Introduction to Number Pad	Num Pad
	Touch Typing on the Number Pad
	Num Pad Home Row Positions
	Index Finger Keys
	Typing Tips
	Learning the X and Period Keys
	Learning the Z and Slash Keys
	Learning the B and N Keys
Other Keys	Other Keys, Numbers and Symbols
	Shift Keys
Number and Symbols	Numbers
	Using Number Keys – 1 to 5
	Using Number Keys – 6 to 9 and zero
	Symbols
	Learning the Square Brackets and Back Slash Keys
	Navigation Keys
	End Key
	Page Up and Page Down Keys
	Arrow Keys
	Other Keys
	Esc Key
	Windows Key
	Special Keys
	Caps Lock
	Numeric Keypad
	Middle Finger Keys
	Ring Finger Keys
	Little Finger Keys
Data Entry in Various Tools	Microsoft Excel 2019
	Creating a Workbook
	Using Templates

Topics	Sub-Topics
	Downloading Templates
	Creating a Blank Workbook
	Moving Between Cells
	Entering Headings
	Entering Data
	Adjusting Column Width
	Open Office Writer
	Creating a New Document
	Entering Text
	Text Wrapping and Tabs
	Selecting Text
	Editing Text
	Undoing and Redoing
	Editing Modes
	Open Office Calc
	Creating a Spreadsheet
	Moving Between Cells
	Entering Headings
	Entering Data
	Adjusting Column Width
	Google Docs
	Adobe PageMaker
	CorelDRAW
	Adobe InDesign
	Data Entry
	Role of a Data Entry Operator
	Need for Data Conversion
	Skills Required for Data Entry
	Types of Data Entry Jobs
	Data Entry Jobs in Industrial Sector
	Data Entry Jobs in Medical Sector
	Related Jobs
	Types of Data
	Data Validation
	Data Categories
	Data Correctness
	Compiling Data
	Data Entry Tools
	Scanning

Topics	Sub-Topics
Data Conversion, Scanning and Image Assisted Data Entry	OCR
	Data Conversion for the Web
	Other Conversions
	Data Entry Pay Scales
	Factors affecting Pay Scale
Copyrights and document formats	Copyright
	Legal Documents and Stamp Papers
	Other Documents
	Medical Transcription
	How Transcription Works
	Medical Transcription Course
	Stamp Papers
	Bank Documents
	KYC Details
	Loan Applications
	Form Entries
	Form Entry
	Publications
	Types of Typists
	More Information
	Typewriters To Computers

21st Century Office Productivity Skills:

Topics	Sub-Topics
Office Productivity Programs – MS Office (Word, Excel, PowerPoint) and Google Office (Docs, Sheets, Slides)	Describe the functionality of the common programs in Microsoft Office 2019 and Office Web Apps.
	Identify the main components of the graphical user interface (GUI) of a productivity program.
	Use the pointer to navigate in a program.
	Identify the tabs, groups, and commands on the Ribbon.
	Use the buttons on the toolbars to perform various tasks.
	Type text and characters in a program by using the keyboard.
	Explain the use of keyboard shortcuts and key combinations.
	Perform basic tasks in a word processor.
	Find and open templates in word processor.
	Edit and format text in word processor.
	Work with tables and pictures in word processor.
	Proofread a document in a word processor.
	Identify the benefits of desktop publishing.
	Identify the components of a spreadsheet.
	Enter data into a spreadsheet.
	Perform basic mathematical tasks in a spreadsheet.
	Insert charts in a spreadsheet.

Topics	Sub-Topics
	Print a spreadsheet.
	Identify the elements of a presentation program.
	Create a presentation.
	Add graphics and multimedia to a presentation.
	Use the print options available in a presentation program.
	Explain basic concepts of a database.
	Create a database.
	Work with records in a database.
	Explain what database queries are and how they work.
	Work with reports.

21st Century Daily Life Skills:

Topics	Sub-Topics
Internet and Connectivity	Buying good internet plans for mobile
	Configure and activate internet connection for mobile
	Wi-Fi
	Tethering, Hotspot
Productivity	Mobile Number Identification :Truecaller App
	Google Tasks
	Google Calendar
	To-Do, reminders, Alarms, Clock
	Gmail
	Voice Typing
	Smart Voice Assistant: Google Assistant, Siri
	Weather forecast: Accuweather
	JustDial
	Mobile Scanners (Adobe Scanner, Google Lens)
	Evernote
	QR code scanning
	Google Docs, Google Slides, Google Sheets, Google Drive
	Google Playbooks
	Voice Recorder
	Mirroring Apps
	Minutes of meetings: Otter
	Google Keep
	Android File Explorer
	DropBox
	Camera (Photo, Video)
Social Connect	Networking for professional upgradation: LinkedIn
	Google Duo
	Skype
	Google Meet
	WhatsApp
	Booking movie/theatre tickets online: BookMyShow

Topics	Sub-Topics
Entertainment	Watching movies online : YouTube, Netflix, Prime Video, Hotstar, Voot
	News apps: Inshorts, Daily Hunt
	Storytel, Audible, BookGanga
	Smart Home: Alexa, Google Home
	Casting (Mobile on TV)
	Online Music: Gaana, JioSaavn
Cashless Transactions	Google Pay
	Paytm
	BHIM App
eBanking	Opening net banking account
	Credit or debit card for online shopping
Bill Payment/ Recharge	Recharge mobile phone online
	Pay Telephone bill online
	Pay electricity bill online
Travel	Travel Planning: Yatra, MakeMyTrip, Trivago, Google Trip
	Railway Booking: IRCTC
	Flight tracking: Flight Radar
	Booking Cabs online: OLA, Uber
	mParivahan
Navigation	Google Maps, GPS, Here Maps
New Media Literacy	Image Editing, Audio Editing, Video Editing, Short clips, Facebook videos, Instagram videos
	Google Photos, Musemaze, Kinemaster
File Sharing	Transfer using Bluetooth, ShareIt, WeTransfer
eCommerce	Online Shopping
	Amazon, Flipkart, Myntra, AJIO, Snapdeal
Utilities	Utility services: Urban Company
	Quickr
	Buy and sell: OLX
Backup and Recovery	Mobile Data Backup
	Contact/SMS Backup
	eWallets
	Digital Wallets
	SMS Organizer
Security	FaceID
	Biometric Authentication
	PINs
	Emergency Number (ICE)

21st Century Study Skills:

Topic	Sub-Topic
Smart Search	Using Google to search more information about study topics
	Doing clustered search
	Using Wikipedia to search the information

Topic	Sub-Topic
	Searching and downloading eBooks (NCERT)
	Finding information about The World via https://knoema.com/atlas
Online and Free Learning	Watching educational videos online (YouTube)
	Watching educational talks on TED Talks
	Listening to a podcast and learn cool science facts in
	60 seconds
	Joining Massive Open Online Courses (MOOCs)
	Learning online courses on Coursera.org
	Learning online courses on Udemy App
	Learning any subject online for free on edx
	Learning from Best Colleges in the World - NPTEL
	Learning through videos on Khan Academy
	I want to improve my Social Learning/General Knowledge using Facebook
	Using Discovery Science for studying in a better way
	Learning programming/coding with peers on www.codecademy.com
	I can access online Research Papers (Google Scholar)
	I can participate in Live Discussions (Facebook Live)
	I can learn by discussions in forums (quora.com)
	Listening to music, watch videos and share online
	Learning through Edmodo
	Learning online courses on Moodle
Notes Making and Presentation	Using Google Docs to share notes
	Organizing my day/ Notes, important points using Google Keep
	Making a presentation on my research and take real time feedback via Google Slides
	Express my Ideas using Mindmap tool
	Checking my project report for Plagiarism using Plagiarism checker
Collaboration and Data Organization	Collaborating with peers to practice for competitive exams like IIT JEE
	Conduct a poll/survey/research using Google Forms
	Improving my productivity using StayFocusd app
	Keeping track of my important events/classes all in one place (Google Calendar)
Language Learning	Searching synonyms, antonyms, and thesaurus on dictionary.com
	Checking grammar and spell check
	Improving vocabulary using volt
	Listening to Online Stories / Classic Literature in any language
	Learning a new language by interacting with my phone with the duoLingo App
Art, History and Humanities	Learning about History using Google Arts and Culture
	Learning about the History of India, using India History App chronologically
	Drawing art on a tablet using an app
Learning through Experiments, Games	Performing science experiments online- Physics
	Performing science experiments online– Chemistry
	Performing Math Experiments
	Learning about the stars by using http://stars.chromeexperiments.com/

Topic	Sub-Topic
	Testing Intelligence Quotient (IQ)
	Testing Emotional Quotient (EQ)
	Understanding my personality type - https://www.16personalities.com/
	Learning by playing games and improve my abilities - Elevate
	Learning by playing games and improve my abilities – NeuroNation
	Exploring http://planner5d.com/ for interior plans

Digital India Skills:

Topics	Sub-Topics
Jobs/Self-Employment Opportunities	Applying for BharatNet connectivity (BBNL Dark Fiber)
	Document digitisation through Digital India Platform
	Using Digilocker to store certificates online (National Academic Depository)
	Scanning and storing documents online
	Searching and applying for jobs at National Career Service portal
	Booking an appointment with Career Counsellor at National Career Service portal
	Applying for Udyam Aadhaar, Shop act licence
New Company Formation or Entreprenuership	Applying online for Start-up Recognition
	Replace manual paper based signatures by adding eSign (Electronic Signature)
	Applying for Village Level Entrepreneur (VLE) for Common Service Center CSCs
	Applying online for Pradhanmantri Mudra Yojana
Government to Citizen (G2C)	As GST Suvidha Provider (GSP) to help merchants in filing taxes
	Registering new voters to the Election Commission Services (ECS) database
	Searching name in the Voter ID list
	Correcting data of the voters in Election Commission Services (ECS) database
	Applying for PAN Card
	Applying for Aadhaar Card, verifying and updating Aadhaar Details
	Applying for Passport and Tracking status of my Passport application online
	Applying online for Age Nationality Domicile
	Applying online for Income Certificate
	Applying online for Caste Certificate
	Applying online for Certificate of Registration of Marriage
	Applying online for Below Poverty Line Certificate
	Applying for Birth Certificate online
	Applying for Death Certificate online
	Applying online for Water Connection
	Applying for ration card online
	Using online government helpline services
	Getting alerts from Central Government

Topics	Sub-Topics
	Viewing details on MGNREGA
	Availing ePost Office Service of India Post
	Checking likely eligibility for various Government welfare schemes
	Using Government sites to pay Bills, taxes
	Getting online 7/12
	Applying for Pradhan Mantri Awas Yojana
	Applying online for Atal Pension Yojana
	Applying online for Pradhanmantri Sukanya Samruddhi Yojana
	Kiosk Banking through CSCs as Customer Service Points
	Applying for FASTag
	Enabling the road guidance and pleasant experience on toll plazas while travelling
	Filing income tax return
	Checking and Claiming/Withdrawing Provident Fund Online
	Tracking status of the court case online
	Booking an appointment with Government officer Online Booking
	Checking availability and booking of LPG services online
Government to Citizen (G2C) - Transportation	Finding Vehicle Details
	Applying online for Driving License
	Renewal of Driving License
eCitizenship Services	Mobile Recharge through Digital Seva Portal
	Mobile Bill Payments through Digital Seva Portal
	DTH Recharge through Digital Seva Portal
	Booking railway tickets
Banking	Becoming aware about the Net Banking Services using mobile app
	Applying for education loan
DigiPay	Using DigiPay service
Health Services	Registering for Vaccination (COWIN)
	Booking appointment online in Government Hospital
	CSC Wellness Centers for providing health services to citizens
Education	Enrolling for eSkill India Programs
	Using National Digital Library of India
Scholarships	Applying for National Scholarships
	Applying for educational Scholarships through MahaDBT Portal - Government Vidyaniketan Scholarship - Post-Matric Scholarship to SBC Students - Tuition Fees and Examination Fees Scholarship to OBC Students - Eklavya Scholarship - Rajarshi Chhatrapati Shahu Maharaj Shikshan Shulkh Shishyavrutti Yojna - Open Merit Scholarship in Junior College
Citizen's Participation	Lodging Public Grievance on Centralized Public Grievance Redress And Monitoring System (CPGRAMS)
	Providing citizen feedback at Crime and Criminal Tracking Network & Systems (CCTNS)
	Registering complaints with National Human Rights Commission online

Topics	Sub-Topics
	Registering complaints on Consumer Forum
	Making an application for right to information
	Filing online Police FIR
	Reporting a cybercrime
	Exploring 'mygov.in' and participating various contests
	Contributing to and Using eGreeting templates from mygov.in
	Ensuring clean city and premises
	Registering as individual/organisational volunteer at Self4Society platform
	Registering as individual/organisational volunteer at DigiSevak platform
	Sharing your ideas, insights and thoughts with the Prime Minister of India using https://www.pmindia.gov.in/
	Volunteering in Young India initiatives led by Government of India
	Posting a civic-related issue (e.g. a garbage dump) to the city corporation using The Swachhata-MoHUA app
Agriculture	Getting Soil Health card
	Using mKisan Portal and Kisan App - Becoming aware about the Agricultural Market Price using mKisan App
	Checking weather status in nearby area
Insurance	Applying online for Pradhanmantri Suraksha Bima Yojana
	Applying online for Pradhanmantri Jeevan Jyoti Bima Yojana
	Applying online for Pradhan Mantri Fasal Bima Yojana
Social Welfare	Using Rakshak App for safety of Women and Senior Citizens

Ergonomics:

Topic	Sub-Topic
Correct Sitting Postures while using computer	Importance of ideal posture while using computer
	Some neck exercises for stress relief
	Ideal neck Posture
	Shoulder exercises for computer users
	Leg exercises
	Stretch your legs
	Why use an ergonomic chair?
	Use ergonomic table
	Ergonomic keyboard drawer
	Avoid the Lower Back Pain
	Prevent musculoskeletal disorders
	Exercises for your back
	Prevent ergonomic injuries in children
Using Mouse and Keyboard Correctly	Correct use of keyboard and posture
	Ergonomic keyboards
	Tips to use the keyboard
	Use Mouse Ergonomically
	What is an ergonomic mouse?

Topic	Sub-Topic
Taking Care of Eyes	Eyes vis-a-vis your computer screen
	Adjust the display's brightness
	Check and optimize the display settings
	Rule of 20-20-20"
	Prevent computer vision syndrome
	Blink your eyes
	Soothe your eyes
	Proper lighting around computer workstation
Taking Care of Ears	Avoiding high audio volume
	Helpful tips: Reading from your computer screen
	Using ergonomic headphones
Taking Care of Hands and Fingers	Exercises your hands and fingers
	Ouch! That wrist hurts!
	Flex those fingers
Forming good Habits	Break the harmful habits
	Adjust your workstation for comfort
	Check the position of your monitor
	Don't keep those legs dangling
	Correct laptop posture
	Exercises at your desk
	Avoid eating at your desk
	Breathing exercises
	Keep away from the noise
	Taking care while working at AC workplaces

Go Green:

Topic	Sub-Topic
Saving Energy	Importance of shutting down and logging off a computer
	Turn off your monitor
	Did you correctly shutdown your computer?
	Hibernate, lock or shut down?
	Screensavers are not energy savers, shun them
	Use apps to save time and fuel
	Use Google Maps to save fuel and time
	Save fuel, go green
	Tips on green computing
	Use shared drive storages instead of email attachments
	Analyze your computer's energy usage
	Use effective power management
	When multitasking, close the unused apps
	Organize files and folders: Saves energy

Topic	Sub-Topic
	Use energy saving technology
	Buy computers that come with a Star rating
	Buy only energy efficient products
	Upgrade to a flat panel LCD monitor
	Adjust the brightness on your monitor
	Remember to turn-off the Bluetooth and Wi-Fi
	Turn off the peripherals
	Verify if your computer's power supply is 80 plus Certified
	Extend the life of your computer
Paperless Working	Save paper, use the Notepad app
	Send e-invites and save paper
	Reduce your carbon footprints
	Share online and reduce paper waste
	Save paper, use both sides of paper
	Use paperless communication
	Use online services where ver possible
	Think before you take a printout
	Reduce paper margins to decrease paper consumption
	Use soft copies of textbooks whenever possible
	Use digital copies over hard copies
	Opt for e-bills and e-bank statements to save environment
	Use printer rationally, opt for eFax
	Replace colored prints with black and white
Saving Resources	Use Google Calendar to work effectively
	Create shortcuts, not copies
	Avoid unnecessary digital storage and email attachments
	Delete unused files from the hard drive
	Archive large email folders
	Avoid non-productive message and mail forwards
	Use zip files and PDFs
	Video conference to save time and resources
	Download only the apps and programs you need
Recycling	Recycle your old computer
	Separate your e-waste and techno trash
	Reuse ink cartridges

Netiquettes:

Topics	Sub-Topics
Netiquettes	Netiquettes
	Email etiquettes
	Online forms and their risks
	Be vigilant while using online classifieds
	Rules of Net-etiquettes

Topics	Sub-Topics
	Sharing is caring, but not on Internet
	Deactivate unused accounts
	Safe online recharge
	Risks in Online registration
	Validate before sharing online
	If you copy-paste, first know about copyrights
	Importance of strong password
	Sharing photos online
	Safe Downloading
	Stay safe on social networking sites
	Surf smarter
	Digital signatures
	Be safe while posting your resume online
	Trusted websites
	Cyber Hacking
	Cyber Mischief
	Cyber Stalking
	Cheating by personation
	Cyber Identity Fraud
	Some safe e-commerce tips
	Keep your software/apps updated
	Be vigilant while using online classifieds
	Just because it's free, it doesn't mean it's safe
Smart Habits	Encrypt files to protect data
	Online gaming is not always fun!
	Keep your account information for yourself
	Use antivirus protection before you go online
	Protect yourself from cyber bullying
	Stay safe while booking tickets online
	Create back-up copies for your important stuff
	Sharing is caring, but not on the Internet
	Unsecure wireless connections
	Peer to peer sharing
	Keep your data private online
	Surf smarter
	Don't leave copies of your printed pages in a common printer
	Use emoticons in your post
	Don't Type in ALL CAPS
	Read the email before you send
	Risks associated with social bookmarking
	Unsecured wireless connections
	Do not attach unnecessary files
	Don't reply a private message on "reply all"

Cyber Security Skills:

Topics	Sub-Topics
Cyber Security Skills	Managing and maintaining strong passwords
	Securing online banking transactions and taking care of information safety
	Setting Emergency Text on ANDROID phone
	Tracking the data (internet) usage on Android PHONE
	Using good antivirus software for my Laptop and PC
	Securing Profile and other pictures shared on Facebook
	Using App Locker tools for important Mobile Apps
	Restricting Administrator account access on Personal Laptops
	"Safely remove hardware option" for plug and play devices
	Legal aspects of fake Profiles on Social Media Sites
	Securing WhatsApp DP
	Awareness about Legal aspects of publishing/transmitting material containing sexually explicit conducts
	Awareness about defamation through social media and it's legal implications
	Awareness about frauds and cheating through matrimonial sites
	Using Login IDs and passwords on public computers using safety tips
	Be careful while Sharing and Forwarding on social media
	Prevent/Block the appearance of unwanted Ads and Pop-ups
	Importance of using a physical lock for laptop
	Checking the warranty of a product or gadget
	Importance of noting down the IMEI Code
	Avoid malware while downloading Android apps
	Blocking of my SIM card when handset is lost
	Awareness about the legal consequences of using cracked or pirated software
	Protecting yourself from fake emails which pretend to be genuine
	Secure net banking and online transactions on public computers
	Awareness about data theft and IT Act 2000
	Awareness about Online Sexual harassments and it's Legal implications
	Protecting yourself from online lottery cheating and fake messages
Smart Habits	Protection from 'Work from Home' scams
	Protection from social media blackmailing
	Awareness of consequences of downloading unknown Email attachments and safety tips
	Securing Debit/Credit card physically
	Awareness about the legal consequences of displaying and distributing pirated music/videos
	Protecting data in case of loss or theft of computer/laptop
	Steps to follow whenever Mobile is stolen/lost
	Using safety tips for using public Wi- Fi networks
	Securing Aadhaar card data
	Awareness about the hazards of playing online mobile games

Topics	Sub-Topics
	Avoid peeping while using passwords and PINs
	Using the safety tips while taking selfies
	Awareness about legal consequences about data tampering
	Awareness about the hazards of using mobile while walking or driving a vehicle on road
	Awareness about the legal aspects of offence like internet and drug trafficking
	Protect yourself while travelling by a hired car
	Identifying and protecting from fraud calls regarding online lucky draw

Job Readiness Skills:

Topics	Sub-Topics
Job Readiness Skills	Job Readiness and Digital Freelancing
	Careers in Digital Freelancing
	Use of Mobile for Digital Freelancing
	Internet for Digital Freelancing
	Mobile Data and Hotspot
	Creating Professional email ID
	Security for email account
	Retrieving lost password for email account
	Resume: Do's and Don'ts
	Various Job portals
	Apply for suitable online jobs
	Create Professional Network on LinkedIn
	Digilocker: Store your documents online
	Google Drive for storage
	Communication and Etiquettes
	Gboard: Google Keyboard
	Grammarly
	Voice typing using Google Docs
	Notes taking using Google Keep
	Securing net banking transactions
	Use of Paytm and BHIM for Cashless transaction
	Use of PayPal
	Job opportunities on Freelancing portals

Work From Home (WFH) Skills:

Topics	Sub-Topics
Introduction	Introduction To the Course
	Remote working - a developing global concept
	Types of Remote Working concepts

Topics	Sub-Topics
	Difference between Office working and Remote working
	Working with Global Teams
	How to be a Good Remote Worker
Getting Started with Remote Working	Connecting your laptop to internet - Wi-Fi
	Connecting your laptop to internet - Mobile Hotspot
	Connecting to your company's VPN
Connecting with peers in remote working - video and chat	Video conference through Google Meet
	Instant Messaging using WhatsApp
	Emails vs. Instant Messaging Applications
Collaborating with Team Members	Google Suite
Accounting of tasks in remote working	Trello
Trouble shooting of IT issue	Some Quick Fix Tips
	Team Viewer, AnyDesk
File Sharing during remote working	Dropbox
Office Tools	Digital signature
	Scanning documents
Best Practices in Remote Working	Create a workplace that works for you
	Take care of your physical health
	Take care of your mental health
	Time management
	Meeting Etiquette
	Messaging Etiquette

Module 3:DS-BDS: Certificate in Domain Specific Basic Digital Skills

Job Readiness Skills-1 (Learning Experience)

The following sections has the list of courses (Electives) along with the detailed syllabus.

Sr. No	Track	Course Name
1.	Data Entry & Data Management	Data Management with Advanced Excel
2.	Accounting	Financial Accounting with Tally. ERP 9 & GST + MS Excel and Accounting as Information System
3.		Advanced Financial Accounting and Advanced Excel
4.	Designing	Desktop Publishing (DTP)
5.		Web Designing
6.	Hardware & Networking	Hardware & Networking
7.	Programming	Mobile App Development
8.	Digital Freelancing	Digital Freelancing
9.	Management	Retail Management
10.		Banking, Financial Services & Insurance (BFSI)

Course 01: Data Management with Advanced Excel – Syllabus

Topics	Sub-Topics
Introduction to Computer Typing and Data Entry	Basics of Computer Typing
	Basics of Data Entry and various formats
	Different Avenues of Computer Typing & Data Entry
	Career opportunities in the world of Data Entry
Let's start with Typing	Let's Type Something
	Please type displayed paragraph
	Few Questions related to typing
	Why Learn Typing?
	What is Keyboarding?
	Need for Typing
	Typewriters To Computers
Knowing the Keyboard	Types of keyboards
	Ergonomic Keyboards
	PDA Keyboards
	Keyboard Layout
	QWERTY Keyboard
	Data Entry
Introduction to various typing methods	What is Touch Typing?
	What is Muscle Memory?
	Names of Fingers
	Finger Placements
	Practice Makes Perfect
	Minimise Hand Movements
Measuring Progress	How to Measure Progress?
What is Ergonomics?	Correct Posture
Home Row	The Space Bar
	The Enter Key
	Learning the G and H Keys
	Learning the Apostrophe Key
Top Row	Using Keys
	Learning the E and I Keys
	Learning the W and O Keys
	Learning the Q and Y Keys
	Learning the P and T Keys
Bottom Row	Using Keys
	Learning the C and Comma Keys

Topics	Sub-Topics
	Learning the X and Period Keys
	Learning the Z and Slash Keys
	Learning the B and N Keys
	Learning the Tab Key
Shift Keys	Using Keys
	Typing Tips
Numbers	Typing Tips
	Using Number Keys – 1 to 5
	Using Number Keys – 6 to 9 and zero
Symbols	Learning the Square Brackets and Back Slash Keys
	Typing Tips
	Learning the Minus, Equals and Grave Accent Keys
Num Pad	Touch Typing on the Number Pad
	Num Pad Home Row Positions
	Index Finger Keys
	Typing Tips
	Middle Finger Keys
	Ring Finger Keys
	Little Finger Keys
Advanced Skills (Introduction)	Google Docs
	Adobe PageMaker
	CorelDRAW
	Adobe InDesign
	Microsoft Word
	Microsoft Excel
	Open Office Calc
	Open Office Writer
	Undoing and Redoing
	Editing Modes
Role of a Data Entry Operator	Need for Data Conversion
	Skills Required for Data Entry
	Types of Data Entry Jobs
	Data Entry Jobs in Industrial Sector
	Data Entry Jobs in Medical Sector
	Related Jobs
	Types of Data
	Data Validation
	Data Categories
	Data Correctness
	Compiling Data
	Data Entry Tools
	Scanning

Topics	Sub-Topics
	OCR
	Data Conversion for the Web
	Other Conversions
	Data Entry Pay Scales
	Factors affecting Pay Scale
Advanced Skills (Types of documents for data entry)	Legal Documents
	Other Documents
	Medical Transcription
	Stamp Papers
	Bank Documents
	KYC Details
	Loan Applications
	Form Entries
	Publications
	Types of Typists
Free or Open Source Tools	Google Docs - Voice Typing
Optimization of data	
Reporting and presentation of data	
Tips and best Practices	Grammarly
	Google Translate
Typical Data Entry Projects	PDF to Word File Conversion
	Ways to convert data from PDF to Word
	Image to Excel File Conversion
	Ways to convert data from Image to Excel
Data Entry & Web Research	Compile, Verify Accuracy and sort information
	Conduct research and information for incomplete documents
Advanced Formulas & Functions	Introduction to Functions, Common Types of Arguments, Parts of Functions
	Advanced Aspects of Functions, Searching for a Function
Apply functions in formulas	Using the Functions
	Using the SUM and AVERAGE Functions
	Using the IF Function
	Analysing the IF Function
	Using the OR Function
	Using the AND Function
	Using the OR Operator Function
	Nesting the IF Statement
	Analysing the Nested IF Function
	Using the NOT Function

Topics	Sub-Topics
	Using the SUMIF Function
	Using the SUMIFS Function
Mathematical Functions	Using the AVERAGE and MEAN Functions
	Using the MODE Function
	Using the MEDIAN Function
	Area and Volume Calculations
	Rounding Decimal Places
	MOD and INT Functions and Uses
	Using the Random Function
	Using the RANDBETWEEN Function
Financial functions	EMI Calculations
	Calculating Monthly Instalment and Interest
	Calculating Principal Amount
	Calculating Balance Amount
	Using PV Function
	Using FV Function
Data Functions	The CHOOSE Function
	Using the MATCH Function
	Using the INDEX Function
	Using the MATCH and INDEX Functions Working Together
Useful Functions	The CELL Function and Determining File or Sheet Names
	Using the ISBLANK Function
	Error Checking Using the ISERROR Function
	Error Checking Using the IFERROR Function
	OFFSET Function: Display the Value in Cell
	OFFSET Function: Calculating a SUM
	OFFSET Function: Creating a Dynamic Named Range
	Using the INDIRECT Function
	INDIRECT Function to Build Dynamic Formulas
Look up data by using functions	Using the LOOKUP Function
	Using the VLOOKUP Function
	Using the HLOOKUP Function
	VLOOKUP in Live Action
	Lookups Nested Within Lookups
Advanced date and time functions	Working with Date and Time in Excel
	Using the YEAR, MONTH, DAY, HOUR, MINUTE AND SECOND Functions
	Calculation Between Two Dates
	Calculating Person's Age Using Excel

Topics	Sub-Topics
	Using Functions to Serialize Date
	Using the TIMEVALUE Function
Functions for Manipulating Text	LEFT: Text Manipulation
	RIGHT: Text Manipulation
	LEN: String Extractions
	TRIM: String Extractions
	Changing Case Function
	CONCATENATE: Building Strings From Multiple Cells
	REPLACE and SUBSTITUTE: Two More String Manipulation Function
	Using the FIND and MID Text Functions
	FIND and MID: Text Functions Working Together
	Formatting Numeric and Date Values Using TEXT
Arrays	IF ARRAY Formulas
	Transpose-Shift
Scenarios using the What-If Analysis Tools	What-If Analysis Tools
	Using Goal Seek
Create Scenarios	What are Scenarios?
	Possible Scenarios
	Naming Cells
	Creating a Scenario
	Second Scenario
	Third Scenario
	Viewing a Scenario
	Quick Access to Scenarios
Merge Scenarios	Merging Scenarios
	Other Scenarios
	Merging Process
	The Merge Scenarios Window
Scenario Summaries	Types of Scenario Summaries
	Creating Scenario Summary
	Understanding Scenario Summary
	Creating Scenario PivotTable Report
	Modifying Scenario PivotTable Report
Data Tables	What are Data Tables?
	Data table with one variable
	Data table with two variables
	Scenarios Vs Data Tables
	Creating a One-Variable Data Table
	Formatting Data Table

Topics	Sub-Topics
	Please Note This
	What is a Two-Variable Data Table?
	Creating a Two-Variable Data Table
	Creating a Two-Variable Data Table continued
	Two-Variable Data Table Explained
Basic Excel Charts	Line Chart
	Column Chart
	Clustered Column Chart
	Stacked Column Chart
	Pie Chart
	Bar Chart
Use Area, Scatter & Stock Charts	Area Chart
	Converting Line Chart to Area Chart
	3-D Area Chart
	Making Areas Transparent
	Stacked Area Chart
	Scatter Chart
	Data Plotting
	What is Regression Analysis?
	Creating a Scatter Chart
	Using Trendlines
	Line Chart Vs Scatter Chart
	Line Chart Vs Scatter Chart-2
	Scatter Chart with Lines & Markers
	Types of Scatter Charts
	Bubble Charts
	Creating a Bubble Chart
	Colouring Bubbles
	Displaying Legend
	Stock Charts
	Types of Stock Charts
	Organization of Data
	Creating a High-Low-Close Chart
	Formatting a Stock Chart
	Varying Periods
	Creating an Open-High-Low-Close Chart
	Stock Charts with Volumes
Surface, Radar & Combination Charts	Surface Charts
	Types of Surface Charts
	Creating a Surface Chart
	Wireframe 3-D Surface Chart
	Contour Charts

Topics	Sub-Topics
	Wireframe Contour Charts
	Radar Charts
	Creating a Radar Chart
	Types of Radar Charts
	Combination Charts
	Creating a Combination Chart
	Changing Chart Type
	Adding Titles to Vertical Axes
	Applying Chart Style
	Summary
Custom Chart Templates	What are Chart Templates?
	Customizing a Chart
	Saving a Chart Template
	Using Chart Template – New Chart
	Using Chart Template – Existing Chart
	Moving or Deleting a Chart Template
Sparklines	What are Sparklines?
	Sparklines Vs Charts
	Types of Sparklines
	Creating Sparklines
	Altering the Design of Sparklines
	Sparkline Groups Vs Individual Sparklines
	Removing Sparklines
	Comparing Sparklines within a Group
	Modifying Display Range
	Dealing with Empty Cells
	Empty Cells – Option 2
	Empty Cells – Option 3
	Data in Hidden Rows & Columns
PivotTables	Creating PivotTable
	Multiple Fields in Row, Column or Data Sections
	Creating PivotChart
	Creating and Using Calculated Fields
	Adding and Using the Data Slicer
	Using the New Timeline Filter Option
	PivotTable Styles
Pivot Charts	Creating Pivot Charts
	Manipulating Options in Pivot Charts
	Using Field Buttons in Pivot Charts
	Effects of Slicers
	Creating PivotChart before PivotTable

Topics	Sub-Topics
	Formatting PivotChart
Manage Workbook Versions	Managing Workbook Versions
	Recovering Previous Versions of a Saved Workbook
	Recovering Unsaved Workbooks
	Recovering Previous Versions of an Unsaved Workbook
Copy Styles between Workbooks	Copying Cell Styles
	Merging Styles with the Same Name
	Merging Process
Copy Macros between Workbooks	Copying Macros
	Source and Destination Workbooks
	The Project Explorer Pane
	Macro Copying Process
Track Changes and Comments	Track Changes and Comments
	What Can Be Tracked
	How Change Tracking Works
	Turning on Track Changes
	Tracking Changes
	Displaying Changed Cells
	History Worksheet
	Removing History Worksheet
	Tracked Changes are Suggested Changes
	Reviewing Changes
	Turning off Track Changes
	Setting Tracking Options
	Additional Tracking Options
	Adding Comments
	Editing Comments
	Showing, Hiding and Deleting Comments:
Merge Workbooks	Merging Workbooks
	Merging Guidelines
	Adding Command
	Setting Up Workbook for Distribution and Merging
	The Merging Process
	Accepting or Rejecting Changes
Protect Workbooks for Sharing	What is Metadata?
	Document Inspector
	Inspecting a Workbook
	Encrypt with Password
	Removing Password Protection
	Protect Sheet

Topics	Sub-Topics
	Alternative Ways to Protect Sheets
	Protect Workbook Structure
	What is Restricted Editing?
	Locking and Unlocking Cells
	Restricting Editing
	How Restricted Editing Works
	Removing Editing Restrictions
	Limiting Editors
	Access by Specific Editors
	Mark as Final
	Read-Only Recommended
	No Real Security
Connect To External Data	Connecting to External Data
	Getting Data from a Text File
	Refreshing an External Data Range
	Multiple Data Connections
	Automatically Refresh Data on Workbook Open
	Automatically Refresh Data at Regular Intervals
	Getting Data from an Access database
Interview Practice	Questions typically asked in an interview
How to excel in your work?	Introduction to Formal job sector
	Introduction of different job portals
	How to find suitable jobs related to your skills?
Adaptability to work conditions	Effectively Work from Home OR workplace
	Tips to Maximise Productivity
How Freelancing World works?	Mock practice for Profile Creation on different Freelancing portals,
	How to Bid for a Project?
	Maintaining proper communication with the client related to project
Tips to work efficiently, faster	Problem Solving approach
Industry Oriented Assignments	Based on actual work scenarios
Use of Soft Skills for Work	Use of Problem-solving Skills
	Use of Critical Thinking Skills
	Approach to solve Work Challenges Effectively
Communication and Collaboration	Approaching complex challenges in work through effective communication and collaboration

Course 02: Financial Accounting with Tally. ERP 9 & GST + MS Excel + Accounting as Information System – Syllabus

Topic	Sub-Topic
Introduction to Financial Accounting	Basics of Accounting & eAccounting
	Methods of Accounting
	Financial Accounting Concept
	Recording of Transactions
	Accounts Books
	Final Accounts
	Manual Accounting vs Computerised Accounting
	Computerized Accounting Software
	Accounting without codes
	Budgets, MIS and Ratio analysis
Maintaining Company Data	Gateway of Tally
	Creating and Maintaining a Company
	Maintaining Group Company
	F11: Company Features
	F12- Configuration
Creating Masters	Accounts Information
	Statutory Info.
	Inventory Information
	Masters, Groups and Ledgers
	Case Study - Creating Masters
Inventory- Inventory, Stock Group and Categories	Inventory Master
	Stock Group and Configuration
	Interview Question - Stock Group and Configuration
	Stock Categories and Configuration
	Go-downs
	Units of Measurement
	Stock Item and Configuration
Voucher Entry	Accounting Vouchers
	Case Study - Basic Accounting
	Inventory Vouchers
	Case Study - Basic Inventory
	Advanced Accounting Vouchers
	Case Study - Advanced Accounting- Bill Wise Details
	Case Study – Advanced Accounting Multi Currency
	Advanced Inventory Vouchers
	Case Study – Advanced Inventory- Zero Valued Entries
	Case Study - Advanced Inventory
	Inventory Voucher Class
	Bill of Materials
	Case Study - Advanced Inventory- Bill of Material

Topic	Sub-Topic
Tally Software Services (TSS)	Creating Remote Users
	Authorising Security Levels
	Assigning Security Controls
	Case Study - Tally Software Services
Data Management	Backup & Restore
	Split a Company
	Import Data
	Export of Data
	E-Capabilities
	Tally ODBC
	SQL Query
GST Introduction	5 Ws
	Taxable event in Indirect Taxation prior to GST
	Taxable event under GST
	Meaning of Goods
	Meaning of Services
	Meaning and scope of Supply
	GST applicability
	Structure of GST in India
	International scenario of GST
	Taxes subsumed under GST
	List of items specifically excluded from GST
	Regulatory framework of GST
	GST council
	Rates of GST
	Understanding GST Registration forms
	GST Registration
	Structure of Goods and Service Tax payer
	Input Tax Credit
	Reverse Charge Mechanism
	GST Journey
	Invoice Guidelines
	Sample invoice
Tally with GST	Upgrading to Tally. ERP 9 Release 6.0
	Start Using Tally. ERP 9 for GST Compliance
	Recording Sales and Printing Tax Invoices
	Recording Purchases
	Recording a Tax Payment
	Transferring Tax Credits of VAT, excise and service tax to GST
Scenarios	Recording Purchase from Registered & Unregistered GST Dealers

Topic	Sub-Topic
	Inward Supply of Services Under Reverse Charge
	Recording an Advance Receipt from Customer
	Recording an Advance Payment to Supplier under GST
	Sales - Nil Rated, Exempt, SEZ, and Deemed Export
	Recording Sales of Composite Supply Under GST
	Recording Sales of Mixed Supply Under GST
	Recording Sales Returns
	Recording Purchase Returns (Debit/Credit Notes)
	Recording Import of Services (Debit/Credit Notes)
	Recording Export Sales
	Recording Journal Vouchers for Adjustments Against Tax Credit
	Recording a Journal Voucher for TDS Adjustment
	Recording a Journal Voucher for TCS Adjustment
	Recording a Journal Voucher for Refund of Tax Credit
	Recording a Journal Voucher for ISD Credit
	Recording a Journal Voucher for Transitional Credit
	Recording Journal Vouchers for Other Liabilities
	Recording Journal Vouchers for Reversal of Tax Credit
Payroll in Tally. ERP 9	Payroll Features of Tally. ERP 9
	Enabling Payroll in Tally. ERP 9
	Five Easy Steps to Generate a Pay Slip
	Creating Payroll Masters (Payroll Info)
	Payroll Voucher Entry / Transactions
	Payroll Reports
TDS	Getting Started with TDS
	Configuring TDS
	Masters
	Transactions
	TDS Reports
Reports	Basic Features of Displaying Reports
	Modifying Reports
	Display Financial Statements
	Display Registers & Ledgers
	Display Inventory Reports & Statements
	Management Information System (MIS) Reports
	Printing Reports
What's new in Tally – Tally Prime?	Introduction to Tally Prime
	Maintaining Company Data

Topic	Sub-Topic
	Company Features
	General Configurations
	Creating Masters & Groups
	Tally with GST
	GST Reports
	Reports
Introduction to Advanced Excel	Introduction and Scope
	Fundamentals of Advanced Excel Functions
	Applications of Advanced Excel
	Careers in Advanced Excel
Getting started with Custom Data Formats	Creating Custom Number Formats
	Understanding Underlying Codes
	Applying Formats
	Custom Number-format Codes
	Creating Custom Accounting Formats
	Deleting a Custom Format
	Excel Date Calculation
	Creating Custom Date Formats
	Excel Date-format Codes
	Creating Custom Time Formats
	Excel Time-format Codes
Advanced Fill Options	Fill Series Options
	Linear Series
	Growth Series
	Date Series
	AutoFill
	Creating a Custom Fill Sequence
	Using a Custom Fill Sequence
	Flash Fill
	The Flash Fill icon
Advanced Conditional Formatting and Filtering	Highlight Cell Rules
	Top/Bottom Rules
	Data Bars
	Colour Scales
	Icon Sets
	Creating Custom Conditional Formats
	Editing Conditional Formats
	Adjusting Negative Value Data Bars
	Using Functions to Format Cells
	Applying Function

Topic	Sub-Topic
	Formatting as Table
	Creating Advanced Filters
	Refreshing a PivotTable
	Conditional Formatting in PivotTables
	PivotTable Conditional Formatting Options
Custom Styles and Templates	Creating Custom Templates
	Changing Default Folder
	Using Custom Templates
	Modifying Workbook Templates
	Creating a Cell Style
	Modifying a Cell Style
Form Controls	What are Form Controls?
	Types of Form Controls
	List Box Form Control
	Defining Properties
	Using a List Box
	Refining a List Box Control
	Combo Box Form Control
	Spin Button Form Control
	Scroll bar Form Control
	Check Box Form Control
	Defining Cell Links
	Entering Check Values
	Creating Summary Table
	What is a Macro?
	Recording a Macro
	Viewing VBA Code
	Saving as Macro-Enabled Workbook
	Command Button Form Control
	Creating Other Buttons
	Option Button Form Controls
	Creating Option Buttons
	Using Option Buttons
	Group Box Form Control
	Creating Other Group Boxes
Prepare Workbooks for Internationalization	Working in Other Languages
	Proofing in Other Languages
	Translating to another Language
	Language Pairs
	Checking Spelling in another Language
	Using International Symbols

Topic	Sub-Topic
	Changing Keyboard Layout Language
Outlines	What is Grouping?
	Grouping Rows or Columns
	Creating Subtotals
	Viewing Groups by Level
	Removing Subtotals
	Removing Groups
	Creating an Outline Automatically
Custom Views	What are Custom View
	What are Custom Views?
	Custom View for Printing
	Switching Between Views
	Using Outlines To Set Up Custom Views
	Hiding Outline Levels
	Using Custom Views
	Quick Access to Custom Views
	No Custom Views with Tables
Interview Practice	Questions typically asked in an interview
How to excel in your work?	Introduction to Formal job sector
	Introduction of different job portals
	How to find suitable jobs related to your skills?
Adaptability to work conditions	Effectively Work from Home OR workplace
	Tips to Maximise Productivity
How Freelancing World works?	Mock practice for Profile Creation on different Freelancing portals,
	How to Bid for a Project?
	Maintaining proper communication with the client related to project
Tips to work efficiently, faster	Problem Solving approach
Industry Oriented Assignments	Based on actual work scenarios
Use of Soft Skills for Work	Use of Problem-solving Skills
	Communication Skills
	Collaboration

Course 03: Advanced Financial Accounting and Advanced Excel – Syllabus

Topic	Sub-Topic
Introduction to Advanced Accounting Principles	Cost Centres, Cost Categories and Cost Centre Class
	Activation and Creation Objective
	Cost Centre Reports and Class Objective
	Edutainment - Government budget
	Creating different ledgers
	Creating different cost categories and centres

Topic	Sub-Topic
Understanding the Cost Centres, Cost Categories and Cost Centre Class Objective	Making different types of voucher entries
	Viewing different cost centre reports
	Edutainment - Facts related to Accounting Terms
Interest Calculations	Activating Interest Calculation Objective
	Interest in Simple Mode Objective
	Edutainment - Big Data and its impact on accounting
Interest	Ledger Interest
	Interest on Invoices, Interest Parameters
	Debit Note Interest
	Calculating Interest in Advanced Mode Objective
	Edutainment - Accountancy VS Accounting
Interest Calculations	Making and Receiving Payments
	Calculating the Interest Receivable
	Booking the Interest on Bank Account
	Viewing the Booked Interest in Profit & Loss Account
	Activating Advanced Parameters
	Booking the Interest to Books of Accounts
	Making the Receipt and Purchase Entry
	Viewing and Booking the Compound Interest
	Edutainment - Inflation & Deflation
Budgets and Controls	Budgets Introduction, Activation and Types
	Closing Balance Budget
	Ledger Budget Report
	Cost Centre Budget & Report
	Edutainment - Mergers & Acquisitions in India
Basic Knowledge of Standard Costing	Introduction
Ratio Analysis, Cash Flow and Funds Flow	Ratio Analysis Report Objective
	Cash Flow Objective
	Funds Flow Objective
	Edutainment - Zero Based Budgeting
TDS	Create TDS Statutory Masters Configure TDS at Group Level
	Creating the Group and Enabling TDS
	Configure TDS at Ledger Level
	View TDS Reports
	Edutainment - Convention of Materiality
TDS in Tally	Enabling TDS
	Creating Ledgers ready for TDS entries
	Recording TDS in vouchers
	TDS Reports
	Edutainment - Walt Diemer
Reversing & Memorandum Journal Voucher	Non-Accounting Vouchers Objective
	Memorandum Voucher Objective
	Edutainment - International Accounting Day
Case Study - Reversing & Memorandum Journal Voucher	Creating Group and Ledger
	Viewing Variance Reports
	Viewing Ratio Analysis, Cash and Funds Flow Reports
	Creating Reversing Journals and Memorandum Vouchers

Topic	Sub-Topic
Optional Vouchers	Create, View and Convert the Optional Voucher to Regular
	Edutainment - Josiah Wedgwood
Tax Collected at Source (TCS)	Enabling the TCS feature and Creating the Nature of Goods
	Exemption, Lower rate, Payment and Enable TCS
	Creating the Nature of Goods
	Recording Transactions with TCS Rates
	Viewing Outstanding TCS and Challan Reconciliation
	Viewing Different TCS Reports
	Edutainment - Forensic Accountants in FBI
Case Study - TCS	TCS Enabling feature, Nature of Goods
	Recording Different TCS Rates
	Viewing Outstanding TCS and Viewing Different TCS Reports
	Edutainment - Forensic audits
Advanced Inventory-Reorder Level	Activating the Reorder Levels Feature
	Simple Reorder Levels and Advanced Reorder Levels
	Recording Reorder Levels for Stock Groups
	Viewing Status of Reorder Levels
	Edutainment - IMF (International Monetary Fund)
Pre-closure of Order	Pre-closing Order from Purchase Sales Order Vouchers
	Pre-closing Order from Receipt Delivery Notes
	Pre-closing Order from Sales Order Voucher Delivery Note
	Pre-closing Order from Sales Invoice
	Pre-closing Order from the Order Details Screen
	Edutainment - ICWAI (Institute of Cost & Works Accountants of India)
Case Study - Reorder levels and Pre-closure of orders	Creating Sales and Purchase Orders using Reorder Levels and Pre-closure of orders
	Recording Receipt and Delivery Notes
	Setting Reorder Levels
	Pre-closing Orders
	Edutainment - BRICS Countries
Item Cost Tracking	Enabling the Item Cost Tracking Feature
	Creating Sales and Purchase Orders
	Creating Manufacturing Ledgers
	Viewing Item Cost Analysis Reports
	Edutainment - GDP (Gross Domestic Product)
Case Study - Item cost tracking	Item Cost Tracking Feature
	Sales and Purchase Order
	Item Cost Analysis Reports
	Edutainment - KYC (Know Your Customer)
Price Levels and Price Lists	Price Levels and Price Lists for a Stock Item
	Creating Price Levels and Price Lists
	Purchase Invoice
	Applying Price Levels and Price Lists to Invoices
	Applying Price Levels and Price Lists to Orders

Topic	Sub-Topic
	Edutainment - Aadhar card
Point of Sale (POS)	Creating POS Invoices
	Using Multiple Payment Modes
	Edutainment - Demonetization
Case Study - Price level, price list and POS	Creating POS Vouchers
	Creating Stock Items
	Creating Price Lists and Price Levels
	Creating Purchase and Sales Vouchers
	Creating and Viewing POS Invoices
	Edutainment - DEMAT Account
Banking	Enabling Banking Features
	Cheque Management
e-Payments	e-Payments Benefits, Modes
	Exporting Payment Instructions and Different e-Payments Reports
	Bank Reconciliation
	Sources of Financing
	Edutainment - Section 80C of IT Act
Sources of Finance	Types of Loans and Classification
	Presentation of Financial Projections Objective
	CMA Data Objective
	Difference between CMA Data and Project Report Objective
	Edutainment - Forex
Job Costing	Job Costing and its Features
	Recording Job Costing Related Transactions
	Edutainment - Equity & Debt
	Stock Transfer Journal
	Bank Ledger Journal Voucher
	Recording Different Transactions
	Job Costing Reports
	Job Work Analysis
	Edutainment - ICSI (The Institute of Company Secretaries of India)
Case Study - Job Costing	Creating a Company
	Activating the Job Costing Feature
	Create Cost Centre and Godowns (Warehouse) with Bank Ledger
	Recording Vouchers and Invoices
	BOM and Manufacturing Journal
	Edutainment - CPA (Certified Public Accountant)
Job Work Order	Job Work Order Setup
	Job Work Out Transactions
	Edutainment - Accounting Ethics
	Job Work Out Reports
	Job Work In Order
	Job Work In Reports
	Edutainment - Warren Buffett
	Creating Masters for the Job Work Order

Topic	Sub-Topic
Case Study - Job Work Order	Recording Job Work In and Job Work Out Orders
	Recording Material In and Material Out Vouchers
	Recording Different Purchase and Sales Transactions
	Edutainment - CV Raman
Advanced Payroll- Payroll and Statutory Details	Provident Fund, Pension Scheme and Insurance
	Payroll Units, Attendance Types and Basic Pay Heads
	Creating Different Pay Heads 1
	Edutainment - CA profession-Interesting Facts
	Creating Different Pay Heads 2
	Creating Employee
	Creating Employee in Employee Groups
	Edutainment - History of Bombay Stock Exchange
	Defining Salary Details and Processing Salary Payments
	Processing Salary Payment and Administration Charges
	Creating Salary Payments and PF Payment
	ESI ,NPS and Professional Tax Payments
	Edutainment - Accounting Hall of Fame
	Viewing Different Payroll Statutory Reports
	PF Reports Part 1
	PF Reports Part 2
	Edutainment - IFRS (International Financial Reporting Standards)
	ESI Reports
	Professional Tax and NPS Reports
	Gratuity and Pay Head
	Edutainment - IPSASB (International Public Sector Accounting Standards Board)
Income Tax	Create New Pay Head for Income Tax
	Adding Income Tax Components for Different Pay Heads
	Declaring Income Tax
	Edutainment - 3 Weekly Accounting Habits to Follow
	Deductions Under Chapter VI-A and Other Deductions
	Employer Details Attendance and Payroll Voucher
	Statutory Pay Heads and Salary Payment
	View Different Income Tax Reports
	Edutainment - Tips to Keep Your Books in Order
Case Study - Payroll statutory details and Income Tax	Creating Different Payroll Units
	Creating Different Attendance Types
	Basic Pay Heads
	Creating Different Pay Heads
	Edutainment - Accounting Standards and Educational Institutions
	Defining Salary Details
	Processing Salary Payments and Administration Charges
	Edutainment - Inactive and Dormant Accounts
Payroll statutory details and Income Tax Objective	Creating Income Tax Pay Head
	Adding Income Tax Components
	Declaration of Other Income Tax Details

Topic	Sub-Topic
	Creating Different Vouchers
	Viewing Different Income Tax Reports
	Edutainment - Provisions and Reserves
GSTR 1, 2, 3B and E-waybill	View the GSTR-1 report
	Return, Format and HSN SAC Summary
	Unique Quantity Code and Document Summary
	Edutainment - History - Stock Market
	Voucher Reconciliations and Statutory Adjustments
	Sales Voucher and GSTR-1 Report
	Resolve Voucher and Statutory Adjustment
	Exporting and Uploading the Report
	Edutainment - Aero Taxi Dubai
	Different sections of the GSTR-2
	GSTR-3B and Exporting the Reports
	Edutainment - Major Contribution of Countries to the UN Budget
Case Study - GSTR-1, 2 and 3B Reports	Viewing the GSTR 1 Report
	Viewing the GSTR 2 Report
	Viewing the GSTR 3 Report
	Edutainment - Stock Exchanges of the World
E-way Bills in Tally	Recording Multiple Transactions for e-Way Bill Generation
	Recording Multiple Transactions required for the e-Way bill
	Generate and Export the e-Way Bill
	Edutainment - Working of Stock Exchange
	Case Study - E-way Bill
Access Controls and Security Management	Introduction to Tally.NET Objective
	Creating Security Control Objective
	Case Study - Access Controls and Security Management
	Edutainment - Accounting Reconciliation
Data Synchronization	Data Synchronization Overview, Types Objective
	On-demand Data Synchronization Objective
	Edutainment - Public–Private Partnership
	Online Data Synchronization
	Snapshots and Reports
	Case Study - Data Synchronization
	Edutainment - Accounting Errors
SME Query	Configuring of SMS in Tally. ERP 9
	Introduction to Natural Query Language
	Accessing Information through SMS
Control and Support Centre	Using Short Keys Related to Control Centre
	License and TDL Management
	Using Different Options in Control Centre
	Using Support Centre
	Edutainment - Applicability of IND AS – Indian Accounting Standards
Interview Practice	Questions typically asked in an interview
How to excel in your work?	Introduction to Formal job sector

Topic	Sub-Topic
	Introduction of different job portals
	How to find suitable jobs related to your skills?
Adaptability to work conditions	Effectively Work from Home OR workplace
	Tips to Maximise Productivity
How does the Freelancing world work?	Mock practice for Profile Creation on different Freelancing portals,
	How to Bid for a Project?
	Maintaining proper communication with the client related to project
Tips to work efficiently, faster	Problem Solving approach
Industry Oriented Assignments	Based on actual work scenarios
Use of Soft Skills for Work	Use of Problem-solving Skills
	Communication Skills
	Collaboration

Course 04: Desktop Publishing (DTP) – Syllabus

Topics	Sub-Topics
Introduction to Desktop Publishing (DTP)	Introduction to Desktop Publishing (DTP) Get to know the publishing and printing process - Plan - Design page - Create content - Page layout - Print
	Journey and brief history of Desktop Publishing
Desktop Publishing Basics	Various applications of Desktop Publishing
	Types of businesses using Desktop Publishing
	Advantages of Desktop Publishing
Factors to be considered in designing a publication (document)	Purpose
	Audience
	Format
	Illustrations
	Paper to be used
Tools	Graphic Designing tools: Adobe Photoshop, GIMP, Illustrator, InkScape
	Word Processing and Layout tools: Adobe InDesign, Corel Draw, Scribus
	Free Stock Images, Illustrations: Freepik, Pixabay, Pexels etc.
	Ready-to-use templates: Canva, Envato elements
	eBook publishing: ePub, pdf, kpf (Kindle Publishing Format) etc.
	Handling related hardware: Printer, Scanner, Digital camera
	Headings

Topics	Sub-Topics
Building blocks of a publication (document)	Subheadings
	Styles (Paragraph Styles, Object Styles, Nested Styles)
	Captions
	Columns/gutter space
	Text blocks
Page Layout	Master pages
	Balance-Consistency
	Ruler guides
	Automatic page numbering
Colour	Shading/colour/gradients
	Stroke and fill
	Line/border style
Images	Image frames
	Placing images
	Resolution of images (for printing, eBook version)
	Masking techniques
Text and fonts	Text frames
	Typefaces (open fonts, adobe fonts etc.)
	Alignment
	Kerning-Leading-Tracking
	Skewing
	Drop cap
	Hyphenating
	Indenting
	Text wrap - Anchored and inline images
	Character Formatting
	Paragraph formatting
	Bulleted and numbered lists
	Multi-level lists
	Footnotes, captions
	Table of Contents creation
	Proofing Copy
Techniques for Smart and Impressive work	Working with Swatches
	Effects
	Blend Modes
	Grid and Guides
	Objects & Frames – Align and distribute
	Tables and Tabs
Data Merge	From multiple documents (indd, doc, xlsx, pdf etc.)
	Using Adobe InCopy and Adobe Bridge
	Final book creation
Assets Handling	Snippets and Libraries
	Shared Libraries
	Templates
Ready-to-Print	Proofing Colours
	Bleeding
	Crop Marks
Interactive Documents Creation	Creating ePub
	Interactive PDFs

Topics	Sub-Topics
	Online Publishing
Projects – Outputs	Brand Identity Business Card, Letterhead, Envelope, Company Profile, Business Proposal, Annual Report
	Marketing Material Brochure (one- fold, two-fold, tri-fold), Flyer, Danglers (hang tags), Posters
	Newspaper and advertisements A2 Page layouts, individual section designing
	Books Magazine cover, Story Book cover and internal pages, diaries
	eBooks digital magazines
Competencies to work efficiently	Tips to work efficiently, faster
	How to apply problem-solving skills, critical thinking approach to solve the work challenges effectively
	Approaching complex challenges through communication and collaboration
Job Readiness	Resume and Portfolio Creation
	Interview Practice
	How to search jobs? (formal job, introduction of different job portals, how to find suitable jobs related to your skills)
	Adaptability - Work from Home OR workplace
Freelancing Readiness	How Freelancing World works? - Mock practice (profile creation, bidding, project related communication)

Course 05: Web Designing – Syllabus

Topic	Sub-Topic
Introduction to Web Design	Introduction to Web Designing & Web 3.0 Applications of Web Design Impact of Good Web Designs (Real World Case Studies)
Tools	UI Design – Adobe Photoshop, Adobe XD, Figma, Vue.js
	Graphics for Web – Adobe Photoshop, GIMP, Adobe Illustrator, Ink Scape
	HTML Page Creation – HTML5, CSS3, JavaScript, Adobe Dreamweaver
Graphics Creation	Basics of Photoshop
	Introduction
	The Working Place
	Customizing
	Image and Colour Modifications
	Tools
	Using the Brush and Paint
	Working with Selection
	Scaling
	Knowing the Layers
	Getting Creative with Types

Topic	Sub-Topic
	Masks
	Filter Gallery
	Playing With Palettes
	Colour Adjustments
	Automating
	Web and Devices
	Animating and Slicing
	Settings
	Adobe Bridge
Understanding the Project Cycle	Basics of Internet
	Fundamentals of Website Layout
	Colours in a website
	Planning for a website
	The working place
	Meeting the Client
	Prototype Creation (Figma, Adobe XD)
HTML Basics	Basics of HTML
	Starting with the website
	Inserting Text and Graphics
	Working with Tables
	Linking Web Pages
	Using CSS
	Using Frames
	Using sound and video
	Using Behaviours
	Creating forms
	Search Engine Optimization
	Testing the Website
	Uploading the Website
	Designing Templates
Introduction to HTML5	Introduction HTML5
	What's New in HTML5
	HTML5 Multimedia elements
	HTML5 Graphics- Canvas
	HTML5 Graphics- SVG
	Semantic
	Bootstrap
	CSS3
JavaScript	Integration Web Applications
	Dynamic (Responsive) Web
	Integrating Game Engines
Overview of Web Designing CC	Features
	Career Opportunities
Interview Practice	Questions typically asked in an interview
How to excel in your work?	Introduction to Formal job sector
	Introduction of different job portals
	How to find suitable jobs related to your skills?
Adaptability to work conditions	Effectively Work from Home OR workplace
	Tips to Maximise Productivity

Topic	Sub-Topic
How Freelancing World works?	Mock practice for Profile Creation on different Freelancing portals,
	How to Bid for a Project?
	Maintaining proper communication with the client related to project
Tips to work efficiently, faster	Problem Solving approach
Industry Oriented Assignments	Based on actual work scenarios
Use of Soft Skills for Work	Use of Problem-solving Skills
	Communication Skills
	Collaboration

Course 06: Hardware & Networking – Syllabus

Topic	Sub-Topics
Introduction to IT Hardware	Introduction to Hardware & Networking Applications of Hardware & Networking Skills Career Opportunities with Hardware & Networking Skills
	Identifying PC Components ● Components of a Computer System ● Input and Output Devices ● Hardware ● Electronic Data and Instructions
	Identifying System Unit Components ● Expansion Slots and Cards ● Motherboard ● Sockets ● Slots ● Bus Lines ● CPU ● Microprocessor ● Memory ● Computer Memory-DIMM Vs SIMM ● Computer Memory-Error Checking
	Motherboard Overview ● Motherboards -Input-output Ports ● Motherboards Expansion Slots ● Motherboard buses ● Motherboards-CPU Sockets
	Understanding CPU Characteristics ● CPU Cooling Techniques ● Motherboards-Jumpers and Power Connectors ● Motherboards -Fans
	Multimedia Devices ● Display Cables and Connectors
	Identifying Storage Devices ● SATA Drives ● PATA Drives ● SCSI Drives ● RAID

Topic	Sub-Topics
	• SAN and NAS
	Printers and Scanners • Understanding Laser Printers • Laser Printer Maintenance-Calibration & Cleaning • Laser Printer -Toner Replacement & Maintenance Kits • Understanding Inkjet Printers • Inkjet Printer Cleaning and Maintenance • Understanding Thermal Printers • Understanding Impact Printers • Setting up and installing a printer
	Installing Various Types of Hardware Components
	Assembling a PC
Overview of Laptop Hardware	Laptop Hardware • Keyboard and Hard Drives • Speakers, Motherboards & CPU • Memory & Optical Drives • Laptop RAM and SSDs
	Laptop Components • Express Cards • Expansion Cards
	Laptop Hardware • LCD Screens, DJ Jack Battery Packs, Touch Pads, Plastic Fittings
	Tablets Vs Laptops
Troubleshooting IT Hardware	Working with BIOS
	Configuring BIOS settings
	Troubleshooting Hard Drives
	Troubleshooting Printers
	Install, Configure and Troubleshoot Display Device
	Troubleshooting Adapter Cards
	Install, Configure and Troubleshoot Power Supply
	Install, Configure and Troubleshoot Memory
	Install and Configure Storage Devices
	Install and Configure Expansion Cards
	Troubleshooting Cooling Systems
Computer Safety and Operational Procedures	Computer Safety Procedures
	Managing Computing Environments
	Managing safety Hazards
	Communication and Professionalism
	Communication Skills
IT Network Support	
Networking Basics	Basics of Networking
	OSI Model
	TCP/IP Model
	Network Protocols
Network Connectivity	Network Topology and Network Devices
	Network Cabling

Topic	Sub-Topics
	Internet Connectivity Types
IP Addressing	Basics of IP addressing
	Basics of IP Addressing Part-II
	Classes of IP addresses
	Difference Between Static and Dynamic IPs
	Subnetting
	Configuring DHCP for Small Network
	Network Ports
	Overview of DNS
	WINS vs DNS
	MAC Address Formats
	Troubleshooting of Networks
	Network Troubleshooting Tools
Wi-Fi Networks	Configuring Wi-Fi Network
	Wireless Standards
IT Security Support	
Importance of security	Importance of security
Removing Viruses and Malwares	Importance of Antivirus
	Using Antivirus Software
	Adware and Spywares
	Antispam Technologies
	User Manual for electa Screen Recorder & format factory
Securing LAN	Firewall
	Routers
	Firewalls, Proxy server and routers
	Configuring Windows Firewall
	Overview of IPS and IDS
Securing Wi-Fi Network	Strong passwords
	WEP, WPA and WPA2
	MAC Address Filtering
Network Access Security	Authentication
	Authorization
	Sequence Analogy 12
	Encryption
	Symmetric key encryption
	Asymmetric key encryption
	Authentication and Encryption
	Network Address Translation
	VPN
	Secure Remote Access
	Configuring VPN Server in Windows
	Configuring VPN Client in Windows
Cyber Attacks	Using network packet capturing tool
Desktop Support	

Topic	Sub-Topics
Operating Systems	Types of Operating Systems
	Installing Windows OS
	Installing Ubuntu on a PC
	Installing Windows server 2008 R2
Creating Virtual Operating System Environment	Creating Virtual OS Environment
	Creating Windows 7 Virtual Operating System
	Creating Ubuntu Virtual Operating System
	Help Manual: Using electa Screen Recorder and Format Factory
	Creating ISO File from a Data CD or DVD
Managing Users and Groups	Users in Linux
	Users in Windows
File System in OS	File System in Linux
	File System in Windows
	Combining Shared Folder and NTFS Permissions in Windows
Disks and Devices Management	Partitioning a Hard Disk
	Managing Devices and Drivers in an OS
Configuring backups and System images	Configuring backups in Windows
	Capturing Disk Image -Backup
	Capturing Disk Image -Restore
Post Installation configurations and maintenance of an OS	Configuring Regional Language Settings
	Configuring Remote Desktop Settings
Managing and Maintaining Windows Desktop OS	Remote Assistance
	Problem steps recorder
	Performance settings in Windows
	Securing Browser in Windows
	Updating Windows
	Upgrading To Windows
	Migrating to Windows
Competencies to work efficiently	How to apply problem-solving skills, critical thinking approach to solve the work challenges effectively
	Approaching complex challenges through communication and collaboration
Job Readiness	What is the career scope in computer hardware and networking field?
	Where hardware or networking professionals are required, Interview Practice
	How to search for jobs? (Formal job, introduction of different job portals, how to find suitable jobs related to your skills)
	Adaptability - Work from Home OR workplace
Freelancing Readiness	How to start viable freelance career, profile creation, bidding, project related communication

Course 07: Mobile App Development – Syllabus

Topics	Sub-Topics
Introduction to Android	Introduction to Android
	Introduction to Google Play Store
	Booming Job Prospects
	Career Opportunities in Android
	Android Operating System
	Android versions
	Features of Android
	Android Architecture
	Android Devices
	History of Android
About Android and Android Apps	Android Apps
	In-Built Applications
	Applications by Google
	Social Networking Applications
	Types of Applications
	Paid and Free Apps
	Google Model
	Prerequisites
	Android Environment Setup
	Downloading JDK
	Setting Path of JDK
	Installation of Android Studio in Mac, Linux and Windows
	Setting up ADT Plug In
	Creating First Android Application
	Creation of App
	Android Studio Vs Eclipse
Fundamentals of Android Studio	Android Studio Fundamentals and Android Studio IDE
	Viewing and adding Java
	Compilation and Runtime
	Compilation Process
	Creating Hello Project
	Android Components
	Android Intent
	Types of Intent
	MVP Pattern
	Advantages of using MVP
	Android Services
	Types of Android Services
	Broadcast Receivers
	Android Content Provider
	Types of Views
	Overview of Android Widgets
Introduction to Java	History of Java
	Introduction to Java
	Java Development Structure
	Java Program Platform
	Features of Java Program
	Difference between POP and OOP
	Java Applications
	Java Virtual Machine

Topics	Sub-Topics
	JVM Architecture
Java Setup and Program structure	JDK Alpha and Beta
	J2SE
	Java SE version
	Setting up Java and Installation of JDK
	Setting Java Variable
	Java Program
	Program structure of Java
	Java Import Statements
	Java Class Definition
	Java Class Member Ordering
	Different styles of Print Statements
	Main Method Signatures
Variables and Datatypes	Java Identifiers
	Reserved Words
	Variables
	Datatypes
	Type Casting
	Operators
	If Statement
Control Statements and Program flow	Switch Statement
	While Loop
	Do-While Loop
	For Loop
	For Each Loop
	Java Break Statement
	Java Continue Statement
	Arrays
	Java Maps
	Program Flow
Object-Oriented Programming in Java	Introduction to Class and Object
	Working with Object Initialization
	Object Oriented Programming
	Constructors
	Overloading
	Packages
	Uses of Import
Inheritance and Exception	Access Modifiers of Java
	Inheritance of Java
	Uses of Inheritance
	Relationship between Class and Interface
	Polymorphism of Java
	Java Exceptions
Handling Events	Introduction to Event Handling
	Overview of Event Handlers
	Overview of Event Listeners
	Overview of Event Registration
	Declarative Event Handling
	Programmatic Event Handling
	Working with Event Handling

Topics	Sub-Topics
Debugging	Types of Errors
	Demonstration of Syntax Errors
	Runtime Exception
	Demonstration of Runtime Exception
	Logical Errors
	Demonstration of Logical Error
Classifying the Activities	Component Activation
	Android Lifecycle
	Demonstration of Activity Lifecycle
	Intent and its types
	Implementing the Intent
	Passing data to another Activity
Working with UI Elements	Introduction to Themes and Colours
	Working with Themes and Colours - Creating Project, Changing values of defined colours, Theme Colours, Styles
	Introduction to App Bar
	Working with App Bar - Adding items, working with Toolbar Activity
	Fragments
	Working with Fragment Design
	Working with Fragments Activity
Introduction to Classes	Long Running Task
	Demonstration of the Long Running Tasks
	Introduction to AsyncTask
	Demonstration of the AsyncTask
Shared Preference	Introduction to Shared Preference
	Overview of Operating Mode
	Introduction to Editor
	Overview of Methods
	Storing Data
	Overview of Retrieving Data
	Clear and Delete
	Working with Shared Preference - xml File, Main Activity
	Verifying file
Introduction to Internal Storage	Internal Storage
	Difference between Shared Preference and Internal Storage
	Read and Write data to Internal Storage
	Syntax to Write a text file and Reading a text file
	Demonstration of Internal Storage
Recalling Basic Applications	App Number Shapes
	Working with Number Shapes App
	Fizzbuzz App
	Working with FizzBuzz App
	Multiplication Table
	Working with Multiplication Table App
	Outline Methods
Classifying various layout and Animation	Layout
	Understanding of Constraint and Linear Layout
	Understanding of Frame and Relative Layout
	Image View

Topics	Sub-Topics
	Demonstration of Image View
	Animation
	Demonstration of Animation
Media Functions	Working with Tic-Tac-Toe Game
	Working with Video
	Controlling Audio
	Audio Volume Seeking
	Grid Layout and working with Grid Layout
	App Basic Phrases
	Working with App Basic Phrases
Advanced Android Features	ListView
	Time Table App
	Working with Time Table App
	Egg Timer App
	Working with Egg Timer App
	Showing and Hiding UI Element
	Demonstration of Showing and Hiding UI Element
	Brain Trainer
	Working with Brain Trainer App
	Try and Catch Block
Processing with JSON Data	Java String Manipulation
	Java Classes
	Implementing Java String
	String Concatenation and its types
	Implementing Java String Methods
	Guessing Player App
	Processing JSON Data
	Working JSON Data
	Climatic Condition App
	Working with Climatic Condition App
Using Maps and Geolocation	Implementing Map Activity
	Working with Customize App
	Hikers Watch App
	Implementing Hikers Watch App
	Memorable Places App
	Implementing Memorable
Permanent Data Storage	Storing Data Permanently
	Demonstration of Splash Screen
	Working with Login Activity
	Adding Show Activity
	Introduction to Custom Action Bar
	Customizing Action Bar
	Alert Dialog
	Adding Alert Dialog
	Notes Application
	Creating Notes Application
SQLite and WebView	SQLite Database
	Implementing and working with SQLite Database
	SQLite Advance
	Working with SQLite Advance

Topics	Sub-Topics
	Webview
	Working with Webview
The Extras	Bluetooth
	Implementing Bluetooth
	Version Control
	Implementing Version Control
	Implementing the Firebase
	ADMob and ADmob implementation
	Local Notification
	Implementing Local Notification
	Multi-Screen
	Working with Multi-Screen
Wear OS	Introduction to Wear OS
	Working with Hello Round World Project
	Working with different watch faces
	Working with People Counter App
Creating Custom User Interface	Working with Cards
	Understanding Card
	Making use of List
	Understanding List
	Working with Adapter Class
	Working with List
	Working with Voice Input
	Communicating with User Phone
	Working with Communication Wear Module
	Notification in Wearable OS
	Custom Watch Faces
Advanced example of Android	Creating Google Sign in
	Configuration for Google Sign in
	Demonstration of Google Sign in
	Building Facebook Login
	Demonstration of Facebook Login
	Working with OTP Verification
Case Study: Near By Places App	Working with Map Activity
	Understanding variables
	Checking Location Permission Method
	Oncreate Method
	Buttons
	Onlocation Method
	Getnearby Places Method
	List View
	Onclick Method of Maps Activity
Case Study: Visitor Management App	Filtering Visitor data by date
	Working with Splash screen activity
	Working with Main activity
	Connecting project with Firebase Database
	Steps for Data Validating
	Working with Admin activity
	Working with Security Creation Fragment activity
	Working with Security activity

Topics	Sub-Topics
	Working with Visitor and Visitor Fragment activity
	Working with Report Fragment and Adapter
	Working with updating and deleting the visitor data
Case Study: Online YouTube Player	Working with Splash Screen activity
	Firebase connection and Gradle Dependency
	Working with the Sign up activity
	Working with User PWD, Key and Name common constant
	Understanding the Login activity
	Working on YouTube Video Method from Main activity
	Understanding onClick Method and URL of Main activity
	Working with Video Data activity of Model
	Working with My Videos activity
	Understanding YouTube Adapter in Adapter Class
	Explaining My View Holder Method
	Working with YouTube Player activity
Case Study: Chatting App	Working with Register Activity
	Understanding Volley Library
	Overview of Login Activity
	Working with User Activity
	Sending Messages
Case Study: Art Interest App	Functioning of Art Interest App
	Working with Main activity Design file
	Working with Main activity Java activity
	Working with Main activity Java activity - Sign up method
	Working with Main activity Java activity - Sign in and Start up method
	The View All Post activity - Design and Attributes Initialization
	The View All Post activity - Data snap shot and child nodes
	The View All Post activity - Recycler View and onChildchanged method
	The View All Post activity - Filter Method
	Working with the View Post activity
	Understanding the Highest Liked method - XML file and Attributes initialization
	Understanding the Highest Liked method - onChildAdded Method
	Understanding Posts Sent activity - XML file and Java file
	Understanding Posts Sent activity - Methods and Filter
	Understanding Posts Sent activity - Floating Action Button
	The Social Media activity - XML file and Attributes Declaration
	The Social Media activity - Firebase Connection
	The Social Media activity - Button share & Upload Image methods
	The Social Media activity - Upload selected image on server method
	The Social Media activity - Progress Dialog
Case Study: Salon App	Working with Splash Screen activity
	Understanding Login activity

Topics	Sub-Topics
	Understanding Main activity
	Main activity - Exploring Flipper method
	Working with About activity
	Exploring Map activity
	Working with Product List activity
	Understanding Confirm activity
	Booking Details activity
	Working with Booking View and Barber Data activity
	Uploading Barber Data activity
Case Study: Grocery Store Online Shopping App	Highlighting Admin Panel
	Firebase Database Background
	Understanding Main Activity
	Working with Sign-In Activity
	Overview of Tab Fragment Activity
	Understanding Tab Fragment Activity
	Home Activity - XML File
	Home Activity - Java File
	Working with FoodList Activity
	Understanding Cart Activity - XML File
	Understanding Cart Activity - Java File
	Address Layout Activity
	Order Placed Activity
	Order Status Activity
	Admin Home Activity
	Admin Order Activity
	Understanding Upload Activity
Case Study: Hotel Booking App	Splash Screen Activity - XML File
	Splash Screen Activity - Java File
	Login Activity - Login.XML File
	Shared Preference and methods
	OnBackPressed and commit method
	Register Activity XML file
	Register Activity form method
	Register method
	Understanding ForgetPassword Activity - Design File
	ForgetPassword Java File Activity
	Main Activity - XML File
	Main Activity - Java File
	RoomDetail Activity
	Working with Book Room Activity - XML File and Declaration
	Working with Book Room Activity - AttachBaseContext Method
	Working with Book Room Activity - Submit Method
	Profile Activity
	Editing Profile Activity
	Working with Fragment
	Admin Panel - SQL and PHP
Submitting Apps in Play Store	Strategies for Marketing and App Search Engine
	App Store Optimization

Topics	Sub-Topics
	Generating Signed APK
	Creating Play store account
	Updating Developer Profile
	Uploading App on the Play Store
Strategies for Marketing & App Search Engine	Researching Target Market
	Making App Visible in Play Store
	Social Presence
	Creating Good App Story
App Store Optimization	A-B Split Testing
	Introduction to App Store Optimization
	Targeted Keywords
	Strategy for choosing icon for App
	Strategies for capturing Screenshots for App
	Social Profile for App
	Ratings & Reviews Key points
	Overview of Backlinks
	Usage Frequency of App
	Description Key points for App
Kotlin	Basics of Kotlin
	Difference between Kotlin and Java
	Demonstration of Weather App
	Exploring Kotlin Language
Interview Practice	Questions typically asked in an interview
How to excel in your work?	Introduction to Formal job sector
	Introduction of different job portals
	How to find suitable jobs related to your skills?
Adaptability to work conditions	Effectively Work from Home OR workplace
	Tips to Maximise Productivity
How Freelancing World works?	Mock practice for Profile Creation on different Freelancing portals,
	How to Bid for a Project?
	Maintaining proper communication with the client related to project
Tips to work efficiently, faster	Problem Solving approach
Industry Oriented Assignments	Based on actual work scenarios
Use of Soft Skills for Work	Use of Problem-solving Skills
	Use of Critical Thinking Skills
	Approach to solve Work Challenges Effectively
Communication and Collaboration	Approaching complex challenges in work through effective communication and collaboration

Course 08: Digital Freelancing – Syllabus

Topics	Sub-Topics
Introduction	Introduction to the world of Online Freelancing
Basics of Online Freelancing	Online Toolkit for Digital Freelancing

Topics	Sub-Topics
Registration and creation of Portfolio	Creating an appealing Portfolio
Popular Freelancing Platforms	Getting to know about Popular Freelancing Platforms
Creating Freelancing profiles	Creating Freelancing profiles on popular Freelancing Platforms
Freelancing Opportunities	Exploring the Freelancing Opportunities
Digital Banking	Digital Banking for Online Freelancing
Complete Process	Freelancing Process (From Bidding to Delivery and Payment)
Smart Tips for Freelancing	Smart Tips: Using various websites and apps for producing professional outputs quickly
Smart Tips for Freelancing	Smart Tips to stand out in the competition
Looking for Projects in different Sectors	Various real-life industry-standard projects in sectors like Designing, Accounting, BFSI, Retail, Mobile app development etc.

Course 09: Retail Management – Syllabus

Topics	Sub-Topics
Introduction to Retail Sector	Indian Retail sector
	Market Size
	Major Players in Retail Industry
	Advantages to Indian Economy
	Investment scenario
	Social Significance
	Government Initiatives
Importance of Retail	What is Retail
	The role of retailer
	Why are retailers required
	Retailer as a link between Producer and the consumer
	Retailer as a Channel Member
	Retailer as an Image Creator
	Indian Retail sector
	Different Version of Retail in India
	Market Size
	Major Players in Retail Industry
	Advantages to Indian Economy
	Retail as a Career
Key terminologies used in Retail Business	Consumption
	Customer Satisfaction
	Retail
	Wholesale
	Logistics

Topics	Sub-Topics
	Inventory
	Supply Chain
	Procurement
	Barcode
	Chargebacks
	Consumer sentiment
	Cost complement
	Markdown
	Markup
	Shrinkage
	Specialty stores
	Trade discount
	Universal Product Code (UPC)
	Visual merchandising
	Distribution
Types of Retail Outlets	Departmental Stores
	Discount Stores
	Supermarket
	Warehouse Stores
	Specialty Stores
	Malls
	E Tailors
	Mom-and-Pop Store
	Convenience Store
	Franchisee
	Hypermarkets
	Dollar Stores
	Retail Formats classification: Store based & Non Store based
	Service based Classification
	Classification of Retailers on the basis of Ownership
	Sole Partnership
	Partnership
	Joint Ventures
	Key features of Chain Stores, Advt. & Disadvantages
	Limitations of Chain Stores
	Key features of Departmental Stores, Advt. & Disadvantages
Financial Aspects	Crowdfunding
	Get Angel Investment
	Get Venture Capital
	Business Partner
	Save costs
	Personal savings
	Government Initiatives
	MUDRA OFFERINGS

Topics	Sub-Topics
	The Credit Guarantee Scheme (CGS)
	Stand Up India Scheme
	Coir Udyami Yojana
	Bank Credit Facilitation Scheme
	Market Development Assistance Scheme for MSMEs
	National Bank for Agriculture and Rural Development (NABARD)
	FOR WOMEN ENTREPRENEURS
	Bhartiya Mahila bank business loan
	Annapurna Scheme
	Stree shakti
	Orient Mahilla Vikas yojana scheme
	Dena Shaki scheme
	Udyogini scheme
	Cent Kalyani scheme
	Mahila Udyam Nidhi scheme
	MUDRA yojana scheme for Women
Measuring Financial and Operational Performance in Retail	Financial Statements
	Main Retail Specific Performance Measures Ratio Analysis
	Benefits for Analysing the Operational and Financial Measures
Legal Aspects	Business Structure
	Business Entity Registration
	Contract of lease
	Licensing and registration
	Documents required for obtaining trade license
	GST Registration - Eligibility, Process
	The Shops and Establishment Act, 1953
	Sign permit
Retail Mechanism	How does retail Work
	Counter Service
	Delivery Service
	Online Shopping
	Order through Telephone
	Door to Door sales
Characteristics, Functions and Services of Retailer	Characteristics of Retailer
	Key functions promoted by retailer
	Services provided by retailer: To Customers
	Services provided by retailer: To Wholesalers
Consumer Behaviour	Definition & Explanation of consumer Behaviour
	Need of Studying Consumer Behaviour
	Consumer Segmentation in Retail
	Basic Model of Consumer Decision Making
	Purchase decision process and Types of Purchase

Topics	Sub-Topics
	Factors Affecting Consumer Buying Behaviour
	Few Practical Aspects about Needs
	New product adoption
	Brand switching
	Channel Switching
	Impulse buying
	Internet consumer Behaviour
Modifying consumer behaviour	What is a reward ?
	What is a penalty ?
	Using reward and penalty to modify consumer behaviour
Customer expectations	Unexpected reasons for unsatisfied Customers
	Trends in Customer expectations about service
	Broad trends in Customer expectations
	Operational Expectations for Tactical Customer service
	Operationalizing the Process goals
	Financial Goals
	The Importance of customer expectations
	Perceived service quality
	What to say and what not to say
	Managing the expectations
	Flying over customers' rising expectations
	How to deal with different personality types
Communication that Works	Developing the right attitude – feeling good, thinking positively
	How to sound confident, caring and helpful – building rapport
	Active listening
	Gathering the information
	Checking understanding
	Asking right questions
	The nuances of body language and verbal skills.
	Build trust and respect with customers
	Identify ways to make a positive impression.
	Create a script to maximize your efficiency
	Common Business etiquettes
Problem Solving	Effective ways of solving problems
	Use of resources to manage knowledge
	Stages of problem Solving
	Using technology to help customers find answers to their problems
	Crowd sourcing of solutions
Building a long term customer relations	Recognizing how serious is the customer's concern
	Defusing a difficult situation

Topics	Sub-Topics
	Empathize with the complaint – don't join in the criticism
	Gaining the customer's respect
	Identifying common ground
	What is repeat business ?
	How to cater & look after needs of current customers
	Difference between satisfying & delighting customers
	Giving Credit
	Home Delivery
	Keeping tab of Consumption history and suggesting customers with products they need
Handling Difficult Customers	Who is a difficult customer?
	What Makes Customers Upset?
	Avoiding Upsets, What Can You Do To Avoid Upsets?
	The user/individual on the job needs to know and understand how to cope with criticism of customers and constructively mould the same into a positive impression about the organization
	The user/individual on the job needs to know and understand how to empathize with customer's problems, criticism and suggestions
	The user/individual on the job needs to know and understand how to address customer's problems before following your given script
	The user/individual on the job needs to know and understand how to address customer's complete concerns before ending the call
Category Management	What is a Product Category
	Why Category Management
	8 Step process of Category Management
	The Reasons for Emergence of Category Management
	The Components of Category Management
	The Role of the Category Captain
	Drawbacks of the Category Management
Pricing in Retail	The concept of Price
	Importance of Retail Pricing
	Components of Retail Pricing
	Retail Pricing Policies/strategies
	Factors Affecting Pricing
	Approaches Adopted in Pricing of Products
	A comparison of Markups and Markdowns
	Other Approaches and Concepts Used in Context of Pricing the Products
	Certain Guidelines of Pricing
	The concept of Gross Margin Return On Investment (GMROI)
Key Store Operations	Facility Management and Maintenance

Topics	Sub-Topics
	Merchandise Displays
	Energy Management
	Security of the Retail Premises for Loss Prevention
	Point of Sales, Checkout System and Cash Management
	People Management
	Implementing CRM and Providing Customer Services
Sources of Supply	The Concept of Sourcing
	Sources of Supply
	The Resident Buying Office
	The Phases in Sourcing
	Global Sourcing
Supply Chain Management and Logistics in Retail	Supply Chain Activities in Retail
	Features of Supply Chain Management
	Benefits of Supply Chain Management
	Key Technologies Used in Supply Chain Management
	Some Important Concepts in Logistics and Supply Chain Management
	Logistics - Indian Scenario
Retail Merchandising	Merchandising
	Merchandising tips
	Cross Merchandising
	Important tips for cross Merchandising
	Visual Merchandising
	Important tips for Visual Merchandising
	why visual Merchandising
Retail Marketing	What is a Promotional Mix?
	Need and Objectives of Promotional Mix in Retailing
	Promotional Mix and its Strategies
	Elements of Promotional or Communication Mix
	Planning and Implementation of Promotional Mix
	Signage
	Advertising
	Coupons
	Private Label
	Digital Marketing
Signage- Meaning & Its Role in Retail Industry	What Is Signage?
	Role of Signage in retail INDUSTRY
	Signboards
Mannequins: Purpose and Importance in Retail Industry	What is Mannequins
	Purpose of Mannequins
	what is Up Selling
	How do Mannequins help in Upselling
	Points to be considered while selecting Mannequins
Planograms- Meaning , Its need and Types of Product Placement	Types of Mannequins
	What is Planograms
	Purpose of Planograms
	When Planograms is prepared

Topics	Sub-Topics
	Types of Merchandise Placement
Roles of Coupons in Retail Marketing	What is Retailing
	What are coupons
	Role of Coupons in Retail Marketing
	Guerrilla Marketing
	Coupons in Guerrilla Marketing
	Benefits of Coupons
	Impulsive Buying
Multichannel Retailing and Ownership Structures in Retail	Key Features of New Technology Retail Formats
	Multi-channel Retailing
	Classification of Retailers on the Basis of Ownership Structure
	Classification of Retail Formats on the Basis of Brand Availability
Challenges in Retail and How to fix it ?	Product or service gap
	Gap between What is Expected and what is presented
	Customer related challenges
	Team related Challenges
	Product related challenges
	Dealing with customers during rush hours, Weekends, and Holiday season
	Dealing with Inventory Shrinkage
	Detecting and Preventing Shoplifting
	Reducing theft by Employees
	How to tackle competition
Store Location and Site Analysis	The Concept of Store Design
	Location and Site
	The Principles of Store Design
	Elements of Store Design
	I. Exterior Store Design
	II. Interior Store Design
	Visual Merchandising
	Tools Used for Visual Merchandising
	The Planogram
	Common Errors in Creating the Display
	The Future
Which Retail store to open?	Grocery Store
	Stationery and Books Store
	Garments Store
	Fruits Store
	Flower Shop
	Medical Store
	Mobile Phones and Accessories Outlet
	Cosmetics Store

Topics	Sub-Topics
	Fashion Jewellery Hub
	Gift Shop
	Ice Cream Parlour
	Kitchen Ware and Home Essentials Shop
	Bags store
	Sweets and Snacks Bar
	Organic Food Store
	Selling products of Self-help groups
Factors to consider before buying a franchise	Demand
	Track Record
	Investment
	Competition
	Training
	Restrictions
Hiring and Managing Human Resources in Retail Organizations	Significance of Human Resources in a Retail Organization
	How many employees required at store-- Size of store, Types of Products, Opening Hours, Patterns of Trade, Sales Density, Business Location
	Business Location
	Major Functions in Retailing Requiring Specialized Human Skills
	Overview of Manpower Situation in India
	specific Features of Retail Job
	Organization Structure in Retail Organizations
	Roles and Responsibilities available in Retail industry
Product vs Service Retailing; Wholesaling vs Retailing	Difference between Product and Service
	Difference between Product Retailing & Service Retailing
	Comparison between Retail & Wholesale Business
Customer Retention: Customer Loyalty, CRM and Customer Services	Customer Loyalty
	Customer Relationship Management
	Customer Services
Technology in Retail Management	Need For Technology In Retail
	Database Management- Data Warehousing, Data Mining.
	Electronic Data Interchange (EDI)
	Radio Frequency Identification (RFID)
ERP & Impact of ERP Implementation in Supply Chains	Introduction to ERP
	ERP Implementation life Cycle
	ERP & Related technologies
	ERP Manufacturing Perspective
	ERP Modules & Tools
	Impact of ERP in Supply Chains
Trends in Retailing	Recent trends in retailing,
	FDI in retailing- Global retailing,

Topics	Sub-Topics
	Ethics in retailing
	Green retailing,
	E-Retailing-retail as a career

	Starting an Online Retail Business
	    How to become a Flipkart Seller
	    How to sell on Snapdeal
	    How to sell on Amazon India

Case Studies	Walmart
	IKEA
	D-Mart
	Big Bazar
Interview Practice	Questions typically asked in an interview
How to excel in your work?	Introduction to Formal job sector
	Introduction of different job portals
	How to find suitable jobs related to your skills?
Adaptability to work conditions	Effectively Work from Home OR workplace
	Tips to Maximise Productivity
How Freelancing World works?	Mock practice for Profile Creation on different Freelancing portals,
	How to Bid for a Project?
	Maintaining proper communication with the client related to project
Tips to work efficiently, faster	Problem Solving approach
Industry Oriented Assignments	Based on actual work scenarios
Use of Soft Skills for Work	Use of Problem-solving Skills
	Use of Critical Thinking Skills
	Approach to solve Work Challenges Effectively
Communication and Collaboration	Approaching complex challenges in work through effective communication and collaboration

Course 10: BFSI – Syllabus

Topics	Sub-Topics
Introduction to BFSI: BFSI Sector Overview	BFSI Sector in India
	Introduction of Banking, Financial Services, and Insurance
Introduction to Banking	Introduction to Banking
	Indian Banking system

Topics	Sub-Topics
	Emerging Trends in Banking
Banking and Types of Banks	Types of Banking
	Types of Bank
	Functions of Commercial Bank
	Customers of a Bank
	Reserve bank of India (RBI)
	Roles of Bank in Economic Development
Key Terminologies in Banking and Finance sector	Debit Card
	Credit Card
	Fixed Deposit
	Recurring Deposit
	IFSC Code
	MICR Code
	Certificate of deposit
	Annual percentage yield
	Annual percentage rate
	Bancassurance
	Core Banking Solution (CBS)
	Cash Reserve Ratio (CRR)
	Fiscal Deficit
	Initial Public Offering
	Leverage Ratio
	Market capitalization
	Mortgage
	Repo rate
	Reverse repo rate
Why Choose a Career in Sales in BFSI sector?	Independence in job
	High Paying
	High incentives
	Sector wise Job Profiles in BFSI Sector
	Role of Banking sector in Women Empowerment
	Misconceptions about entry level sales jobs
	Chance to make a good difference to so many lives
	Increasing awareness in community about BFSI services and their benefits
Financial Analysis of an Individual	What is Individual financial analysis and its benefits
	Tracking Income and Expenses
	Deciding Goals for Saving amount
	Deciding appropriate investment schemes
Education & Financial Analysis as first step of sales process	Making customer define their financial needs
	Educating customers about the financial policies they intend to invest in
	Making your product fit to their needs
	Selling to satisfy customer's need and not your own
Financial Literacy	Facilities available at ATM & CDM

Topics	Sub-Topics
	Check Book
	Net banking process - NEFT, IMPS, RTGS
	Demand Draft
	UPI Banking
	How credit card system works
	Debit card & Credit card security
	How to apply for BFSI Products
	JanDhan Yojana
	Pradhan Mantri Awas yojana
	Pradhan Mantri Mudra Yojana
	Pradhan Mantri Suraksha Bhima Yojana
	Atal Pension Yojana
	Factors effecting interest rates of Banks
	CIBIL Score
Banking Products-Investments	General Principles Of Investing
	Fixed Deposit
	Recurring Deposit
Banking Products- Debt	Classification of Debt Products
	Types of Loans
	Loan Calculations
Loan Management	How to calculate interest for loan repayment.
	How to calculate principal amounts
	Disbursement of loan
Microfinance	Microfinance, Development, Income generating activities
	Credit Delivery Methodology : Credit Lending Models
	Role of NGOs
	Pricing of Microfinance Products
Commercial Microfinance	Investing, Managing, Credit rating of Microfinance
	Risk Management
	Strategic Issues in Microfinance
	Microinsurance
Mutual Funds	Introduction to Mutual Funds
	Accepted payment methods and processes for making payments
	Tax and tax related regulations relevant to mutual funds
	Methods of calculating returns
	Calculation of annual growth rate
	Calculation of net asset value
	Formulae for calculating returns of mutual funds
	Methods to compute various ratios to calculate risk-adjusted returns
Insurance	Types of General Insurance.
	Practices of general insurance including insurance accounting
	Risk management in general insurance
	Personal & health insurance
Post Office schemes	List of Post Office schemes

Topics	Sub-Topics
	Target customer of Post office schemes
	Benefits of investing in post office schemes
Stocks	Types of Stocks
	Basics of Investing in stocks
	The Initial Public Offering process
	Philip Fisher's 15-Point Investment Checklist
Risk in Stocks	Risk & Risk Types
	Risk Analysis: Standard Deviation & Beta To Evaluate Stock & Fund Volatility
	Determining Your Risk Profile Free Online Tool
	Key Financial Ratios When Buying Stocks
How To Evaluate Stocks & Stock Ratios	Qualitative & Quantitative Analysis
	Key Financial Ratios When Buying Stocks
	Stock Ratio Categories
	Buying & Selling Order Types
Systematic Investment planning	Introduction
	Calculation of SIP
	Advantages & Disadvantages
Communication Skills	Principles of Communication
	Barriers to effective Communication
	Business Language Skills
	The Importance of Good Communication Skills
	Communication ethics in business
	Principles of Listening
	Comprehensive Listening
	Discriminative Listening
	Effective Speaking
	Giving a speech
Non-Verbal Communication and Body Language	What is Non-Verbal Communication
	How does Non-Verbal communication affect a conversation
	Clothing and Grooming
	Body Postures
	Closeness and Personal space
	Positive Body Language
	Negative Body Language
Questioning and Data gathering	Information collecting through questioning
	Open and closed questions
	Funnel questions
	Probing Questions
	Manners to be followed while asking questions
Data Analysis and Decision making	What is Data Analysis?
	Importance of Data Analysis
	Data analysis techniques
	Decision making framework
	Deciding instalment amount for a client

Topics	Sub-Topics
	Finalizing a policy amongst multiple options
Networking Skills	What is Networking?
	Importance of Networking
	Understanding the phrase "Your Network is your Networth"
	Getting referrals from existing clients
	Use of Professional sites such as LinkedIn to increase and maintain contact with professionals
Tax Benefits as a tool for selling	Detailed study of tax benefits from various investment schemes
	Using tax benefits to convince customer to purchase financial service
Prospecting Customers	Introduction to Customer Prospecting
	Understanding the mindset of customers
	Formulating Prospect Definitions
	When to Prospect?
	How to Prospect?
	Who do you communicate with for Sales?
	Where to find Prospects?
How to generate leads	Cold Calls
	References
Prepare yourselves for the sales	Homework about Client
	Review your Sales Pitch
	Prepare Sales Questions in Advance
	Confirming Venue and time of meeting well in advance
	Rehearse a meeting if necessary
	Self-Motivation
	Importance of Taking proper rest
The Sales Pitch	What is meant by Sales Pitch?
	Selling to People's Problems - Need Solution
	Matching what you sell and what prospects buy
	Strategies for Sales Pitch
Mutual Funds Sales	List of Mutual Fund Policies available
	Target customers of Mutual Fund policies
	Convincing to buy mutual funds and its benefit's
Insurance Sales	Business insurance policies and target customers
	Convincing to buy insurance cover and its benefits
Systematic Investment Plans (SIP)	Different types of SIP plans available
	Target customers as per various SIP plans
	Benefits of investing in SIP
Learning banking operations	Account opening process
	Opening of different types of accounts
	Need of KYC and Anti-Money Laundering
	Dormant Account
Preparing Loan Files	Documents necessary for applying for each type of loan
	Basic financial indicators for approving loans

Topics	Sub-Topics
	Compute loan repayment schedule
	Prepare summary sheet for loan file
Loans- Process and Review Applications	Credit Evaluation procedures
	Legal framework and laws concerning background of applicant
	Customer profiling concepts
	Administrative and clerical procedures
	Compile the Final Approval Memo
Post Loan Approval Tasks	Procedure for handover of loan documents to appropriate personnel
	Procedure for destruction/shredding of sensitive documents/documents
	Escalation matrix for unresolved problems
Bank Front Office Skills	Documents for account opening and KYC
	Bank account opening Process
	Passbook Entry process
	FD/RD Opening
Processing Insurance Applications	List of supporting documents required for applications
	Security procedures for handling payments
	Process for applying for insurance
Process insurance claims	Integrated Grievance Management System (IGMS)
	Legal aspects of an insurance contract
	Insurable interest
	Contract of Adhesion
	Documents required for submitting claim
Reinsurance	Introduction to Reinsurance
	Types of Reinsurance Contracts
	Common Reinsurance Clauses
	Major Categories of Reinsurance
	Role of agent in Reinsurance Market
Zero Tolerance Policies	Know Your Customer (KYC)
	Anti-Money Laundering
	Code of conduct with customer
	Bribery and corruption
Workflow / design of Financial services Institution	Introduction of Trade life cycle
	Introduction of Retail banking products lifecycle
	Introduction of Corporate Banking products lifecycle
	Introduction of Treasury products lifecycle like trading desk / funding desk etc.
	High level overview of front office / middle office / Back office operations and workflow of Investment Banks
Interview Practice	Questions typically asked in an interview
How to excel in your work?	Introduction to Formal job sector
	Introduction of different job portals
	How to find suitable jobs related to your skills?

Adaptability to work conditions	Effectively Work from Home OR workplace
	Tips to Maximise Productivity
How Freelancing World works?	Mock practice for Profile Creation on different Freelancing portals,
	How to Bid for a Project?
	Maintaining proper communication with the client related to project
Tips to work efficiently, faster	Problem Solving approach
Industry Oriented Assignments	Based on actual work scenarios
Use of Soft Skills for Work	Use of Problem-solving Skills
	Use of Critical Thinking Skills
	Approach to solve Work Challenges Effectively
Communication and Collaboration	Approaching complex challenges in work through effective communication and collaboration

Module 4:DS-ADS: Certificate in Domain Specific Advanced Digital Skills

In this Module, Candidate is expected to take simulated real-life hands-on work experience in the chosen employment domain in Module 3 so as to attain and enhance employability.