

National Institute of Open Schooling
Vocational Education Department

Training Schedule

Course Name: Certificate in Digital Mitra

Course Code: 632

NSQF Level 3

Total (course) duration: 270 hours Theory: 80 hours Practical: 100 hours OJT: 60 hours Employability Skill: 30 hours (Self- learning: 105 hours)		
Personal Contact Programme: 105 hours		
Theory: 40 hours	Practical: 50 hours	Employability skill: 15 hours



S.No.	Week	Schedule	PCP Topic Name	Instructions to the trainer (Theory)	Instructions to the trainer (Practical)	Learning Outcomes (Learners will be able to)
1	1	Day 1	Data Entry (2 hrs (Th) & 3 hrs (Pr))	● Explain importance of accuracy in data entry and various procedures & techniques used for data entry. ● Describe the use of AI in data entry process. ● List the task performed by data entry operator.	● Demonstrate various tools available for data entry.	● Identify different tools, procedure and techniques used for data entry.
2	1	Day 2	Enhancing presentation of document. (3 hrs (Th) & 2 hrs (Pr))	● Describe different ways of creating an engaging and reader-friendly document. ● Discuss the benefits of using mail-merge and explain the process of using it.	● Give demonstration of adding Art / Smart-art in a document.	● Apply text structuring features in a document ● Create bulk mails using mail-merge feature
3	2	Day 1	Object formatting and Spelling & Grammar tools (1 hr (Th) & 3 hrs (Pr))	● Discuss the importance of accuracy in creating a reliable document	Give demonstration of ● Object-formatting feature(s) of MS-Word 2019. ● Creating a	● Create an error free quality document

					document using template.	
4	2	Day 2	Data Management tools (2 hrs (Th) & 2 hrs (Pr))	Explain tools available in MS-Excel for data management.	Demonstrate the use of formula and function for performing calculations in spreadsheet(s).	Use Excel tools to organize data in file
5	3	Day 1	Charts in MS-Excel (2 hrs (Th) & 2 Hrs (Pr))	- Discuss the importance of visual representation of data using charts and graphs in Excel. - Explain different types of charts available in Excel with their purpose.	Demonstrate the process of inserting charts in a spreadsheet.	Choose appropriate chart type to present data in visual format.
6	3	Day 2	Presentations in MS-Powerpoint (2 hrs (Th) & 3.5 hrs (Pr))	Explain multimedia elements of presentation and process of using them.	Give demonstration of - Formatting a presentation. - Creating presentation using pre-defined theme.	Present data professionally and aesthetically using presentation software.
7	4	Day 1	Data Organization and Management (3 hrs (Th) & 1.5 hrs	List benefits of data	Demonstrate more than one ways of conversion of	Apply digital technology for

			(Pr))	- management - ways of organizing data Explain - ways of converting physical record to digital record	physical document to digital form using scanner & app.	efficiently managing and storing data. Identify appropriate technology for digitizing physical records.
8	4	Day 2	File formats (2 hrs (th) & 3 hrs (Pr))	Describe different digital file formats and their use	Give demonstration of - Methods of conversion, so that digital files can be accessed across different platforms. - Different platforms using annotated data on AI platforms (Google Assistant, Maps, e-commerce platform, etc.)	- Distinguish between different file formats - Provide file accessibility across different platforms
9	5	Day 1	Management Information System (2 hrs (Th) & 2 hrs (Pr))	- Describe MIS and its importance in decision making. - List different types of	Show some reports generated by different type of MIS.	Integrate technology in business processes.



				reports generated using MIS.	• Demonstrate generation of simple report using MS-Excel.	• Present large data set in summarized understandable form
10	5	Day 2	Data Analysis using MS-Excel (1 hr (Th) & 4 hrs (Pr))	• Explain use of interactive tool of MS-Excel (pivot table) for analyzing and exploring large data sets.	Give demonstration of • An analysis report on sample data using MS-Excel. • An interactive report on large data set, generated using Pivot Table tool of MS-Excel.	• Use built-in tools for data visualization.
11	6	Day 1	Escalation for smooth digital operation in an organization (2 hrs (Th) & 2 hrs (Pr))	• Describe the need for escalation of technical issues. • Explain impact of effective escalation on running of the organization.	• Show some sample reports describing technical issues in an organization.	• Identify level of technical issue its impact on organization. • Support in resolving the issue by escalating it.
12	6	Day 2	Digital Security and Cyber threats (3 hrs (Th) & 2 hrs (Pr))	• Describe various measures adopted for data security.	Demonstrate using online-tool • Using a known	• describe various measures

				Explain different types of cyber-attacks and their implications.	malware infected file, Show Antivirus detections, file behavior, etc. Using any live cyber threat map Point out types of attack happening in real time.	adopted for data security & different types of cyber-attacks and their implications
13	7	Day 1	Security measures and Network Security (2 hrs (Th) & 3 hrs (Pr))	- Discuss basic security measures to be adopted while working online. - Explain network security tools for keeping data secure.	- Give demonstration of ways to secure data storage - Using a demo tool on computer, analyze password strength of some of the passwords.	explain security measures and network security
14	7	Day 2	Data Privacy and Data handling practices (3 hrs (Th) & 2 hrs (Pr))	- Describe Data privacy aspects - Explain data handling practices used in the Industries.	Using simulated data Engage them in identifying fields containing – personal data, sensitive data and public data.	describe data privacy and data handling practices
15	8	Day 1	Emerging Digital	Explain the impact of	Demonstrate laws	describe

			Trends and Legal and Regulatory compliance for online transactions (2 hrs (Th) & 3 hrs (Pr))	emerging trends on e-commerce industry. Describe various laws & regulations for digital payments.	applicable to online transaction in IT 2000 Act. Engage them in mapping transaction laws to various stages of transaction such as payment, data storage, dispute, etc.	emerging digital trends and legal and regulatory compliance for online transactions
16	8	Day 2	Ethical usage of AI tools & Data Handling. AI Prompts (2 hrs (Th) & 3 hrs (Pr))	- Explain data structures and importance of data accuracy - Describe the moral responsibility associated in use of AI, also the need of transparency. - Explain prompts and their importance in getting correct response.	- Demonstrate using training data-set the importance of correct labels used for training AI. Give demonstration using any AI tool - Create prompts, asking AI to explain how chatbots work step by step.	- Distinguish between structured and unstructured data. - Write clear prompts while using AI tools.
17	9	Day 1	AI features in MS-Word and MS-Excel. AI in Workflow automation.	- Describe AI features of MS-Word and MS-Excel. - Explain the use of AI to	Demonstrate AI-assisted content creation using MS-	Apply AI features in MS_Word and MS-Excel to

			(1.5 hrs (Th) & 3 hrs (Pr))	automate the management of content & text flow	Word. • Demonstrate AI assisted Chart creation and using AI suggested formula for a simple budget analysis.	make professional document. • Summarize & content extraction.
18	9	Day 2	AI in communication & Email management, Customer Service and Data Visualization. (2 hrs (Th) & 1.5 hrs (Pr))	• Explain the role of AI in all sort of professional communication. • Discuss ethical use of AI tools in customer service. • List AI recommendations for better visualization.	• Demonstrate the use of AI tool to create a professional email, using appropriate prompt. • Demonstrate the use of AI tool in generating a polite response to a customer complaint.	• Apply AI tools for organizing and drafting emails. • Ethically use AI tools.

19	10	Day 1	Data Annotation and trouble-shooting the associated problems. (2 hrs (Th) & 2.5 hrs (Pr))	• Explain types and techniques by modality • Describe commonly faced problems and their solutions.	Demonstrate using data-set having text and picture • Assign appropriate labels to picture component and text component. • Use AI tool to annotate same data set. • Review and analyze variation	• Work on data annotations and troubleshoot problems.
20	10	Day 2	Introduction to Employability Skills and Communication Skills (Verbal & Non-Verbal) Introduction to Constitutional Values & Citizenship (2 hrs (Th) & 3 hrs (Pr))	• Explain meaning, importance of employability skills, employer expectations, workplace behaviour. • Explain verbal, non-verbal communication, barriers, listening skills. • Explain Indian Constitution, meaning of citizenship, Parts II & III, core values: equality, liberty, justice, dignity.	• Ice-breaker activity, discussion on “skills employers look for”, self-assessment checklist. • Role-play: workplace conversation, group discussion, listening exercise. • Brainstorming on rights and duties; identify constitutional values from	• Understand employability skills • Identify personal strengths and gaps. • Communicate clearly • Demonstrate active listening • Understand constitutional values • Relate citizenship to



					daily-life examples.	daily life
21	11	Day 1	Importance of English Communication in the Workplace Professional Etiquette & Workplace Behavior and Resume Writing & Interview Skills (2 hrs (Th) & 3 hrs (Pr))	• Explain role of English as a global business language; importance for communication, teamwork, and career growth • Explain professionalism, punctuality, dress code, ethics, teamwork. • Explain resume types, interview basics, common questions	• Pair activity: simple workplace conversations; speaking practice on daily work situations • Mock office scenarios, dress code identification, teamwork activity. • Resume drafting, mock interview (individual & group feedback)	• Communicate basic ideas clearly in English • Interact confidently with colleagues • Display professional behavior • Work effectively in a team • Create a basic resume • Face interviews with confidence



22	11	Day 2	Introduction to Legal Literacy & Employability. Employment Rights & Workplace Protections. Compliance, Ethics & Workplace Safety (2 hrs (Th) & 3 hrs (Pr))	● Explain meaning of legal literacy, its importance for employment, overview of labour laws. ● Explain employment contracts, minimum wages, working hours, anti-discrimination laws. ● Explain ethical behaviour, legal compliance, workplace health and safety rules.	● Group discussion on real-life workplace issues; identify situations where legal knowledge is needed. ● Case studies on unfair treatment; role-play employer–employee dispute. Hazard identification activity; discussion on ethical vs unethical workplace actions.	● Understand the concept of legal literacy ● Recognize its importance for employability ● Identify basic employment rights ● Respond to workplace violations appropriately ● Follow ethical and legal standard ● Promote workplace safety
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