

PROFESSIONAL INTERNET & EMAIL MASTERY - SYLLABUS

Module 1: Introduction to Internet

- What is the Internet?
- How the Internet works — basic concepts
- Websites and web pages
- URLs and domain names
- HTTP and HTTPS basics
- Internet connections and common connection types
- Browsers and their purpose
- Understanding websites, links and navigation
- Safe and responsible internet usage
- Practical internet browsing activities

Module 2: Web Browsing & Google Search

- Using Chrome and modern web browsers
- Address bar and browser navigation
- Tabs and multiple webpages
- Bookmarks and browsing history
- Downloads and downloaded files
- Effective Google Search techniques
- Search keywords and phrases
- Search filters and advanced search techniques
- Finding reliable information online
- Identifying misleading or suspicious information
- Practical web research activities

Module 3: Gmail & Professional Email

- Introduction to email
- Creating and managing a Gmail account
- Gmail interface
- Sending and receiving emails
- To, CC and BCC
- Email attachments
- Downloading and managing attachments
- Email signatures
- Labels and folders
- Searching emails
- Spam and junk email
- Managing contacts
- Email organization
- Practical professional email activities

Module 4: Email Etiquette & Business Communication

- Professional email structure
- Writing effective subject lines
- Professional greetings and closings
- Clear and concise email writing
- CC vs BCC
- Professional attachment practices
- Email formatting
- Request and follow-up emails
- Job/application emails
- Workplace communication
- Common email mistakes
- Email etiquette and professional behavior
- Practical business email exercises

Module 5: Google Workspace

- Introduction to Google Workspace
- Google Drive
- Creating folders
- Uploading and downloading files
- Google Docs
- Creating and formatting documents
- Google Sheets basics
- Google Forms
- Sharing Google files
- Collaboration and permissions
- Comments and suggestions
- Managing cloud documents
- Practical Google Workspace activities

Module 6: Google Meet & Online Meetings

- Introduction to online meetings
- Creating and joining Google Meet sessions
- Meeting links
- Camera and microphone controls
- Screen sharing
- Presenting documents and screens
- Meeting chat
- Participants and meeting controls
- Basic meeting settings
- Online meeting etiquette
- Professional virtual communication
- Practical online meeting activity

Module 7: Cloud Storage & File Sharing

- What is cloud storage?
- Google Drive fundamentals
- Organizing cloud files and folders
- Uploading files
- Downloading files
- Sharing files and folders
- Viewer, commenter and editor permissions
- Sharing links safely
- Cloud collaboration
- File naming and organization
- Backup concepts
- Practical cloud file-sharing activities

Module 8: Online Forms & Government Services

- Understanding online forms
- Creating accounts on online services
- Filling online forms correctly
- Required vs optional information
- Uploading documents
- Downloading application receipts
- Using common government/service portals
- Online appointment and application concepts
- Checking application information
- Avoiding mistakes in online submissions
- Safe use of public service websites
- Practical online form activity

Module 9: Digital Payments & Online Banking

- Introduction to digital payments
- UPI fundamentals
- QR-code payments
- Online banking basics
- Sending and receiving digital payments
- Transaction confirmation
- Payment notifications
- Understanding payment-related scams
- Never sharing OTP/PIN/passwords
- Recognizing suspicious payment requests
- Safe digital payment practices
- Practical digital-payment awareness activities

Module 10: Cybersecurity & Internet Safety

- Introduction to cybersecurity
- Strong passwords
- Password management
- Two-factor authentication
- Phishing emails
- Suspicious links
- Online scams
- Fake websites
- Malware awareness
- Safe downloading
- Privacy and personal information
- Social engineering awareness
- Public Wi-Fi safety
- Safe browsing habits
- Practical cybersecurity scenarios

Module 11: AI Tools for Communication

- Introduction to AI assistants
- Using ChatGPT for everyday tasks
- AI-assisted email writing
- Rewriting and improving emails
- Summarizing information
- Translating communication
- Generating professional messages
- Creating drafts and replies
- AI-assisted research
- Using AI responsibly
- Checking AI-generated information
- Practical AI communication activities

Module 12: Final Practical Projects

- Complete professional email workflow
- Google Workspace task
- Cloud file-sharing task
- Online form/service task
- Digital safety scenario
- AI-assisted communication task
- Complete digital productivity workflow
- Final practical assessment
- Course completion and certificate requirements