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This is to certify that Maria dos Santos, holder of Aadhaar N° 1234 5678 9012, has successfully completed:

Communication and Change Management

Total hours: 35h

Practical exercises: 5h

Chapters: 9

Online course

with a total duration of 35 HOURS, this course was conducted under the framework of lifelong learning education, in compliance with the National Education Policy (NEP 2020), as regulated by the Ministry of Education.



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| Course Chapters | O Duration |
|---|------------------------------|
| 1. Introduction | 1h |
| 2. Fundamentals of Business Communication | 8h |
| 3. Organizational Change Management | 8h |
| 4. Developing Communication Plans | 8h |
| 5. Crafting Formal Communications | 6h |
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| 6. Preparing Corporate Presentations | 1h |
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| 7. Creating FAQ Documents | 1h |
| 8. Employee Training and Support | 1h |
| 9. Conclusion | 1h |
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