Model Curriculum

DOMESTIC DATA ENTRY OPERATOR

SECTOR: **IT-ITeS**

SUB-SECTOR: **Business Process Management**

OCCUPATION: **Customer Relationship Management**

REFERENCE ID: **SSC/Q2212, version 1.0**

NSQF LEVEL: **4**

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Certificate

COMPLIANCE TO
QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

IT-ITeS Sector Skills Council NASSCOM

for

MODEL CURRICULUM

Complying to the National occupation standards of

Job Role / Qualification Pack Domestic Data entry Operator

QP No. SSC/Q2212 NSQF level 4

Date of Issuance: December 1st 2016

Valid Upto *: December 1st 2017

* Valid up to the next review date of the Qualitifcation Pack

Authorised Signatory

- (IT-ITeS Sector Skills Council NASSCOM)

Domestic Data Entry Operator

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Domestic Data Entry Operator

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of Domestic Data Entry Operator in the IT-ITeS Sector/Industry and aims at building the following key competencies in the learner.

Program Name	Domestic Data Entry Operator		
Qualification Pack Name & Reference ID.	Domestic Data Entry Operator SSC/Q2212, version 1.0		
Version No.	1.0	Version Update Date	30/12/2015
Pre-requisites to Training	10th Standard		
Training Outcomes	**After completing this programme, participants will be able to:** • Undertake data entry services • Manage their work to meet requirements • Maintain a healthy, safe and secure working environment		

The Course encompasses all <u>three</u> National Occupational Standards (NOS) of **Domestic Data Entry Operator SSC/Q2212** Qualification Pack issued by **IT-ITES Sector Skills Council NASSCOM**.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Data Entry Services Theory Duration (hh:mm) 60:00 Practical Duration (hh:mm) 192:00 Corresponding NOS Code **SSC/N3002**	Candidates will be able to: • Obtain sufficient information from the customer /client to understand the need and perform initial task • Assist the customer in providing right information to be entered • Provide the customer with a reasonable estimate time of entering data • Prioritize service requests according to organizational guidelines • Refer the problem to a competent technical support team if it cannot be resolved by the operator • Record and perform the service request accurately as per organizational processes and policies • Transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports • Receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input • Transcribes selected data into a computer and scans source documents in accordance with specific program instructions	Refer to Unique Equipment Required Section

		• Compares transcribed data, as displayed on a visual screen, with the source document and corrects any errors • Obtain help or advice from specialist if the problem is outside his/her area of competence or experience • Determines the cause of error message while entering data and makes appropriate corrections • Maintains files of source documents or other information relative to data entered; • Performs various related functions to insure that the computer is maintained in a neat and orderly manner • Assists in (or performs) the filing and storage of security and back up data files • May perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.) • Monitor the problem and keep the customer informed about progress or any delays in the process	
2	Self and Work Management Theory Duration (hh:mm) 30:00 Practical Duration (hh:mm) 70:00 Corresponding NOS Code SSC/N9001	Candidates will be able to: • Establish and agree work requirements with appropriate people • Keep immediate work area clean and tidy • Utilize time effectively • Use resources correctly and efficiently • Treat confidential information correctly • Work in line with organization's policies and procedures • Work within the limits of job role • Obtain guidance from appropriate people, where necessary • Ensure work meets the agreed requirements	Refer to Unique Equipment Required Section
3	Managing Health and Safety Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 38:00 Corresponding NOS Code SSC/N9003	Candidates will be able to: • Comply with organization's current health, safety and security policies and procedures • Report any identified breaches in health, safety, and security policies and procedures to the designated person • Identify and correct any hazards that can deal with safely, competently and within the limits of authority • Report any hazards that one is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected • Follow organization's emergency procedures promptly, calmly, and efficiently • Identify and recommend opportunities for improving health, safety, and security to the designated person • Complete any health and safety records legibly and accurately	Refer to Unique Equipment Required Section

Total Duration:	Unique Equipment Required:

Theory Duration **(hh:mm)** **100:00** Practical Duration **(hh:mm)** **300:00**	Training room should be fully furnished with the following equipment / tools / accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome.
	
	 • Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning
	 • White Board, Markers and Eraser
	 • Projector with screen
	 • Flip chart with markers
	 • Faculty's PC/Laptop with latest configuration and internet connection
	 • Supporting software / applications for projecting audio, video, recording,
	 • Presentation Tools to support learning activities:
	   o Intranet
	   o Email
	   o IMs
	   o Learning management system e.g. Moodle, Blackboard to enable blended learning
	 • Microphone / voice system for lecture and class activities
	 • Handy Camera
	 • Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets
	 • For IT Lab sessions: Computer Lab with 1:1 PC : trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools
	 • Assessment and Test Tools for day to day online Tests and Assessments
	 • For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.
	 • Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.

Grand Total Course Duration: **400 Hours 0 Minutes**

*(This Syllabus/Curriculum has been approved by **IT-ITeS Sector Skills Council NASSCOM**.)*

Notes from IT-ITeS SSC:
1. This document outlines the broad scope of coverage. This should be linked with OBF and training delivery plan. OBF (Outcome based framework) reflects the pedagogy used to ensure an expected outcome. Training delivery plan focuses on the sequence of delivery.
2. Though many NOSs have some seemingly common outcomes, notably core/generic, professional and technical skills, it is imperative to understand the contextual difference between them. For example, writing skills required for preparing data entry log reports (in SSC/N3022) are different from the writing skills required to prepare a time plan (in SSC/N9001). Training providers are advised to,
   a. Embed such skills development in the learning pedagogy for each expected outcome
   b. Prepare a detailed session plan for training delivery with focus on sequence and duration of training
   c. Run a diagnostic test to assess prior learning of students and help trainers / students identify the need for gap training and suitable training methodology. Accordingly, more introductory level sessions may

be included in guided or self-paced mode of learning.   E.g. adding some sessions on Functional English or Use of Internet and MS Office.

Trainer Prerequisites for Job role: "Domestic Data Entry Operator" mapped to Qualification Pack: "SSC/Q2212"

Sr. No.	Area	Details
1	**Job Description**	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack SSC/Q2212.
2	**Personal Attributes**	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in this field.
3	**Minimum Educational Qualifications**	Minimum 10th Standard; Preferred Diploma in Science/Technology
4a	**Domain Certification**	2 years of work/training experience with respect to QP/Occupation 80% marks achieved in QP /NOS assessment (i.e. aggregate- 80% & per NOS - 70%) Additional certification in customer orientation, dealing with difficult customers, written communication etc. will be an added advantage
4b	**Platform Certification**	80% marks achieved in Trainer QP (MEP/0102)/TVET/ pedagogy assessments (i.e. aggregate- 80% & per NOS - 70%)
5	**Experience**	Field experience: Minimum 2 years' experience in the same domain Training experience: 1 year preferred

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Annexure1: Assessment Criteria

Assessment Criteria for Domestic Data Entry Operator	
Job Role	Domestic Data Entry Operator
Qualification Pack	SSC/Q2212
Sector Skill Council	IT-ITeS

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2	The assessment will be conducted online through assessment providers authorised by SSC.
3	Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4	To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5	For latest details on the assessment criteria, please visit www.sscnasscom.com.

ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	Assessment criteria (PC)	Total Marks	Out Of	Theory	Skills Practical
1. SSC/N3022 (Undertake data entry services)	PC1. Obtain sufficient information from the customer /client to understand the need and perform initial task		12.5	0	12.5
	PC2. Assist the customer in providing right information to be entered		12.5	0	12.5
	PC3. Provide the customer with a reasonable estimate time of entering data		5	0	5
	PC4. Prioritize service requests according to organizational guidelines		2.5	0	2.5
	PC5. Refer the problem to a competent technical support team if it cannot be resolved by the operator		2.5	0	2.5
	PC6. Record and perform the service request accurately as per organizational processes and policies	**120**	2.5	0	2.5
	PC7. Transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports		10	0	10
	PC8. Receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input		2.5	0	2.5
	PC9. Transcribes selected data into a computer and scans source documents in		10	0	10

	accordance with specific program instructions			
	PC10. Compares transcribed data, as displayed on a visual screen, document and corrects any errors with the source	15	5	10
	PC11. Obtain help or advice from specialist if the problem is outside his/her area of competence or experience	5	0	5
	PC12. Determines the cause of error message while entering data and makes appropriate corrections	5	5	0
	PC13. Maintains files of source documents or other information relative to data entered;	5	5	0
	PC14. Performs various related functions to insure that the computer is maintained in a neat and orderly manner	10	10	0
	PC15. Assists in (or performs) the filing and storage of security and back up data files	10	10	0
	PC16. May perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)	5	0	5
	PC17. monitor the problem and keep the customer informed about progress or any delays in the process	5	0	5
	NOS Total	120	35	85
2.SSC/N9001 (Manage your work to meet requirements)	PC1. Establish and agree your work requirements with appropriate people	10	5	5
	PC2. Keep your immediate work area clean and tidy	5	0	5
	PC3. Utilize your time effectively	5	5	0
	PC4. Use resources correctly and efficiently	5	2	3
	PC5. Treat confidential information correctly	5	0	5
	PC6. Work in line with your organization's policies and procedures	2.5	0	2.5
	PC7. Work within the limits of your job role	2.5	0	2.5
	PC8. Obtain guidance from appropriate people, where necessary	2.5	0	2.5
	PC9. Ensure your work meets the agreed requirements	2.5	0	2.5
	NOS Total	**40**	**12**	**28**
3.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. Comply with your organization's current health, safety and security policies and procedures	10	5	5
	PC2. Report any identified breaches in health, safety, and security policies and procedures to the designated person	5	0	5

Note: The "40" values for NOS 2 and NOS 3 appear in a merged cell spanning the rows within the first numeric column for each NOS group.

	PC3. Identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		10	5	5
	PC4. Report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		5	0	5
	PC5. Follow your organization's emergency procedures promptly, calmly, and efficiently		5	0	5
	PC6. Identify and recommend opportunities for improving health, safety, and security to the designated person		2.5	0	2.5
	PC7. Complete any health and safety records legibly and accurately		2.5	0	2.5
		NOS Total	**40**	**10**	**30**