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**

Skill India

IT - ITeS SSC NASSCOM

N·S·D·C National Skill Development Corporation
Transforming the skill landscape

Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

IT-ITeS SECTOR SKILL COUNCIL NASSCOM

for

MODEL CURRICULUM

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **Domestic Data Entry Operator** QP No.**'SSC/Q2212**

NSQF Level 4'

Date of Issuance: March 31, 2018
Valid up to*: March 31, 2019
*Valid up to the next review date of the Qualification Pack

Dr Sandhya Chintala
Authorised Signatory
(IT- ITeS SECTOR SKILLS COUNCIL NASSCOM)

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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.	SSC/Q2212, Version 1.0		
Version No.	1.0	**Version Update Date**	01/04/2018
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 3 of 3 National Occupational Standards (NOS) of "Domestic Data Entry Operator" 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	• Obtain information from customer/client to be entered. • Adhere to organizational processes and policies to record and perform the service request. • Revert to the customer on a reasonable estimate time of delivering the desired outcome. • Prioritize service requests according to organizational guidelines. • Transcribe, enter, and verify data from multiple sources. • Verify accuracy of transcribed data with the source document and correct any errors. • Escalate, seek advice from specialists if the problem is beyond competence or experience factor. • Make appropriate corrections for any error messages that arise, while entering data. • Organize source documents and filing relative to data entered. • Ensure security storage and back up of data files. • Share progress or any delays in the process with customers. • capture	• Computer Lab with 1:1 PC : trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools. • Assessment and Test Tools for day to day online Tests and Assessments • 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
2	**Self and Work Management** **Theory Duration** (hh:mm) 30:00 **Practical Duration** (hh:mm) 70:00 **Corresponding NOS Code** SSC/N9001	• Comprehend your work requirements, output, target with appropriate people as per organization policy. • Use your time and resources judiciously. • Keep the workplace clean and operate in a tidy environment. • Treat confidential information correctly.	• Whiteboard and Markers • LCD Projector and Laptop for presentations • Training organization's confidentiality policy
3	**Managing Health and Safety** **Theory Duration**	• Comply/adhere with your organization's current health, safety and security policies and procedures. • Be aware about correct emergency procedures. • Report to supervisor or authorised personnel, if any hazard is identified.	• Whiteboard and Markers • LCD Projector and Laptop for presentations

	(hh:mm) 10:00 **Practical Duration** **(**hh:mm) 38:00 **Corresponding NOS Code** SSC/N9003		• The training organization's current health, safety and security policies and procedures • A sample health and safety policy document • Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute

	Total Duration
	
	Theory Duration 100:00
	
	Practical Duration 300:00
		Unique Equipment Required:
		• 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:
		  ○ Intranet
		  ○ Email
		  ○ IMs
		  ○ 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 SSC: IT-ITeS Sector Skills Council NASSCOM)

Trainer Prerequisites for Job role: "Domestic Data Entry Operator" mapped to Qualification Pack "SSC/Q2212 Version 1.0"

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 Version 1.0".
2	**Personal Attributes**	The trainer should have thorough knowledge of various technology trends and processes as well as have updated knowledge about database management systems and IT initiatives. In addition, trainer should have an 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 Computer Science/Technology
4a	**Domain Certification**	Certified for job role "Domestic Data Entry Operator" mapped to Qualification Pack "SSC/Q2212" Version 1.0. Minimum accepted score is 80% Training in customer orientation, dealing with difficult customers, written communication etc.
4b	**Platform Certification**	Recommended that the trainer is certified for the Job role "Trainer" mapped to the Qualification Pack "MEP/Q2601". Minimum accepted score is 80% aggregate
5	**Experience**	Field experience: Minimum 2 years' experience in the same domain Training experience: 1 year preferred

Assessment Criteria

Assessment Criteria	
Job Role	Domestic Data Entry Operator
Qualification Pack	SSC/Q2212 Version 1.0
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 achieve 70% aggregate.
5	For latest details on the assessment criteria, please visit www.sscnasscom.com.

Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks (200)	Out of	Marks Allocated	
				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		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	**120**	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 accordance with specific program instructions		10	0	10
	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
		Total	**120**	**35**	**85**
2.SSC/N9001 (Manage your	PC1. Establish and agree your work requirements with appropriate people	**40**	10	5	5

work to meet requirements)	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	2.5	2.5
	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
		Total	**40**	**12.5**	**27.5**
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	**40**	10	5	5
	PC2. Report any identified breaches in health, safety, and security policies and procedures to the designated person		5	0	5
	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
		Total	**40**	**10**	**30**