

# 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



## 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

  
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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.

<b>Program Name</b>	<b>Domestic Data Entry Operator</b>		
<b>Qualification Pack Name &amp; Reference ID.</b>	SSC/Q2212, Version 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	01/04/2018
<b>Pre-requisites to Training</b>	10 <sup>th</sup> Standard		
<b>Training Outcomes</b>	<b>After completing this programme, participants will be able to:</b> <ul style="list-style-type: none"><li>• Undertake data entry services</li><li>• Manage their work to meet requirements</li><li>• Maintain a healthy, safe and secure working environment</li></ul>		

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	<p><b>Data Entry Services</b></p> <p><b>Theory Duration</b> (hh:mm) 60:00</p> <p><b>Practical Duration</b> (hh:mm) 192:00</p> <p><b>Corresponding NOS Code</b> SSC/N3002</p>	<ul style="list-style-type: none"> <li>Obtain information from customer/client to be entered.</li> <li>Adhere to organizational processes and policies to record and perform the service request.</li> <li>Revert to the customer on a reasonable estimate time of delivering the desired outcome.</li> <li>Prioritize service requests according to organizational guidelines.</li> <li>Transcribe, enter, and verify data from multiple sources.</li> <li>Verify accuracy of transcribed data with the source document and correct any errors.</li> <li>Escalate, seek advice from specialists if the problem is beyond competence or experience factor.</li> <li>Make appropriate corrections for any error messages that arise, while entering data.</li> <li>Organize source documents and filing relative to data entered.</li> <li>Ensure security storage and back up of data files.</li> <li>Share progress or any delays in the process with customers.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Assessment and Test Tools for day to day online Tests and Assessments</li> <li>Projector with screen</li> <li>Flip chart with markers</li> <li>Faculty's PC/ Laptop with latest configuration and internet connection</li> <li>Supporting software / applications for projecting audio, video, recording</li> </ul>
2	<p><b>Self and Work Management</b></p> <p><b>Theory Duration</b> (hh:mm) 30:00</p> <p><b>Practical Duration</b> (hh:mm) 70:00</p> <p><b>Corresponding NOS Code</b> SSC/N9001</p>	<ul style="list-style-type: none"> <li>Comprehend your work requirements, output, target with appropriate people as per organization policy.</li> <li>Use your time and resources judiciously.</li> <li>Keep the workplace clean and operate in a tidy environment.</li> <li>Treat confidential information correctly.</li> </ul>	<ul style="list-style-type: none"> <li>Whiteboard and Markers</li> <li>LCD Projector and Laptop for presentations</li> <li>Training organization's confidentiality policy</li> </ul>
3	<p><b>Managing Health and Safety</b></p> <p><b>Theory Duration</b></p>	<ul style="list-style-type: none"> <li>Comply/adhere with your organization's current health, safety and security policies and procedures.</li> <li>Be aware about correct emergency procedures.</li> <li>Report to supervisor or authorised personnel, if any hazard is identified.</li> </ul>	<ul style="list-style-type: none"> <li>Whiteboard and Markers</li> <li>LCD Projector and Laptop for presentations</li> </ul>

<p>(hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 38:00</p> <p><b>Corresponding NOS Code</b> SSC/N9003</p>		<ul style="list-style-type: none"> <li>• The training organization's current health, safety and security policies and procedures</li> <li>• A sample health and safety policy document</li> <li>• Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute</li> </ul>
<p><b>Total Duration</b></p> <p><b>Theory Duration</b> 100:00</p> <p><b>Practical Duration</b> 300:00</p>	<p><b>Unique Equipment Required:</b></p> <ul style="list-style-type: none"> <li>• White Board, Markers and Eraser</li> <li>• Projector with screen</li> <li>• Flip chart with markers</li> <li>• Faculty's PC/Laptop with latest configuration and internet connection</li> <li>• Supporting software / applications for projecting audio, video, recording,</li> <li>• Presentation Tools to support learning activities: <ul style="list-style-type: none"> <li>○ Intranet</li> <li>○ Email</li> <li>○ IMs</li> <li>○ Learning management system e.g. Moodle, Blackboard to enable blended learning</li> </ul> </li> <li>• Microphone / voice system for lecture and class activities</li> <li>• Handy Camera</li> <li>• Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets</li> <li>• For IT Lab sessions: Computer Lab with 1:1 PC : trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools</li> <li>• Assessment and Test Tools for day to day online Tests and Assessments</li> <li>• For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.</li> <li>• Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.</li> </ul>	

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	<b>Job Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “SSC/Q2212 Version 1.0”.
2	<b>Personal Attributes</b>	<p>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.</p> <p>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.</p>
3	<b>Minimum Educational Qualifications</b>	Minimum 10 <sup>th</sup> Standard; Preferred Diploma in Computer Science/Technology
4a	<b>Domain Certification</b>	<p>Certified for job role “<u>Domestic Data Entry Operator</u>” mapped to Qualification Pack “<u>SSC/Q2212</u>” Version 1.0. Minimum accepted score is 80%</p> <p>Training in customer orientation, dealing with difficult customers, written communication etc.</p>
4b	<b>Platform Certification</b>	Recommended that the trainer is certified for the Job role “Trainer” mapped to the Qualification Pack “MEP/Q0102”. Minimum accepted score is 80% aggregate
5	<b>Experience</b>	<p>Field experience: Minimum 2 years’ experience in the same domain</p> <p>Training experience: 1 year preferred</p>

## Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>Domestic Data Entry Operator</b>
<b>Qualification Pack</b>	<b>SSC/Q2212 Version 1.0</b>
<b>Sector Skill Council</b>	<b>IT-ITeS</b>

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 <a href="http://www.sscnasscom.com">www.sscnasscom.com</a> .



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	120	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		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
	<b>Total</b>	<b>120</b>	<b>35</b>	<b>85</b>	
2.SSC/N9001 (Manage your	PC1. Establish and agree your work requirements with appropriate people	40	10	5	5

<b>work to meet requirements)</b>	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
		<b>Total</b>		<b>40</b>	<b>12.5</b>
<b>3.SSC/N9003 (Maintain a healthy, safe and secure working environment)</b>	PC1. Comply with your organization's current health, safety and security policies and procedures	<b>40</b>	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
			<b>Total</b>	<b>40</b>	<b>10</b>