Model Curriculum

QP Name: DOMESTIC DATA ENTRY OPERATOR

QP Code: SSC/Q2212

QP Version: 3.0

NSQF Level: 3

Model Curriculum Version: 3.0

IT-ITeS Sector Skills Council NASSCOM | Plot No – 7,8,9 & 10, Sector 126, Noida, UP.
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Training Parameters

Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	CRM
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4132.0402
Minimum Educational Qualification and Experience	10th Class OR NSQF Level 2 STT with 1 year Experience in computer operation
Pre-Requisite License or Training	Bachelor's Degree in Computer Science or any related field
Minimum Job Entry Age	15 Years
Last Reviewed On	17-11-2022
Next Review Date	17-11-2025
NSQC Approval Date	17-11-2022
QP Version	3.0
Model Curriculum Creation Date	17-11-2022
Model Curriculum Valid Up to Date	17-11-2025
Model Curriculum Version	3.0
Minimum Duration of the Course	450 hours
Maximum Duration of the Course	450 hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Explain data entry services and the policies applicable.
- Inspect the data being entered from multiple sources to check authenticity and remove errors.
- Categorize and examine the essential steps required to verify, analyse data.
- Examine common errors and plan to mitigate the same.
- Estimate a suitable timeline for completing a data entry process.
- Illustrate proper ways of upskilling data entry process through use of advanced software.
- Demonstrate application of various IT components including browsers and various operating systems.
- Illustrate proper ways of maintaining confidentiality of storing security and back up files for future use.
- Demonstrate application of various solutions for different types of incidents/service requests.
- Demonstrate effective work planning principles using time and resources effectively.
- Describe how to maintain a healthy, safe, and secure environment at workplace.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration (In hours)	Practical Duration (In hours)	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration (In hours)
SSC/N3022 Undertake data entry services NOS Version No. 2 NSQF Level 3	94:00	236:00	00:00	00:00	330:00
Module 1: Concept of Data Entry	12:00	36:00	00:00	00:00	48:00
Module 2: Software Requirement for data entry	12:00	29:00	00:00	00:00	41:00
Module 3: Process of Date Entry	15:00	40:00	00:00	00:00	55:00

Module 4: Troubleshooting in data entry process	13:00	34:00	00:00	00:00	47:00
Module 5: Assisting Data Entry Process	15:00	34:00	00:00	00:00	49:00
Module 6: Skillsets of Data Entry Services	12:00	31:00	00:00	00:00	43:00
Module 7: Incident Management in data entry services	15:00	32:00	00:00	00:00	47:00
Employability Skill 60 Hours	**24:00**	**36:00**	**00:00**	**00:00**	**60:00**
Module 08: Introduction to Employability Skills	00:30	01:00	00:00	00:00	01:30
Module 9: Constitutional values - Citizenship	00:30	01:00	00:00	00:00	01:30
Module 10: Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02:30
Module 11: Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 12: Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 13: Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 14: Diversity & Inclusion	01:00	01:30	00:00	00:00	02:30
Module 15: Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 16: Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 17: Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 18: Customer Service	02:00	03:00	00:00	00:00	05:00
Module 19: Getting ready for apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
OJT	**00:00**	**00:00**	**60:00**	**00:00**	**60:00**
Total Duration	**118:00**	**272:00**	**60:00**	**00:00**	**450:00**

Module Details

Module 1: Concept of Data Entry

Mapped to SSC/N3022, v2.0

Terminal Outcomes:

- Explain data entry services, procedures, and the policies applicable.
- Analyse the method of information gathering for date entry purpose.

Duration: 12:00 (In Hours)	**Duration: 36:00 (In Hours)**
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Identify the data entry procedures, tools, and techniques. • Explain the role and importance of the data entry operator in supporting business operations.	• Design plans to collate specific information/data from customer/ client to be entered. • Examine standard policies to record and perform a service request.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities 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	

316:00

Module 2: Software Requirement for Data Entry

Mapped to SSC/N3022, v2.0

Terminal Outcomes:

- Inspect the data being entered from multiple sources to check authenticity and remove errors.
- Identify the software requirements to collate data in a systematic format.

Duration: *12:00(In Hours)*	**Duration:** *29:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Identify different software needed for report writing including MS office suite or Open Office. • Distinguish between various types of data through use of database management software.	• Verify data from multiple sources before entering the same. • Analyse the transcribed data with the source document for any corrections required like missing values, incorrect data types, etc. • Use standard alphanumeric keyboard to perform data entry operations. • Comprehend technical aspects of various networking topologies like Mesh, Star, Tree, Full Mesh, etc.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities 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	

Module 3: Process of Data Entry

Mapped to SSC/N3022, v2.0

Terminal Outcomes:

- Evaluate helpdesk feedback system and its importance.
- Design a suitable and reasonable timeframe for the entry to be processed and revert to the customer on the same.

Duration: *15:00(In Hours)*	**Duration:** *40:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the adequacy of existing helpdesk feedback systems. • Discuss methods of data entry process.	• Organize source documents and files relative to the data entered. • Maintain proper security, storage and back up of data files. • Analyse the purpose of rule-based decision-making process in data entry operations. • Evaluate the process of scanning documents and transcription of data into system. • Estimate a suitable timeline for completing a service request.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities 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	

Module 4: Troubleshooting in Data Entry Process

Mapped to SSC/N3022, v2.0

Terminal Outcomes:

- Categorize and examine the essential steps required to analyse data.
- Examine common errors and plan to mitigate the same.

Duration: *13:00(In Hours)*	**Duration:** *34:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Deliberate typical problems raised by customers and their solutions. • Understand why manual data entry errors happen and learning ways to avoid them. • Discuss a framework that can be created to Automate the Data Entry Process	• Examine progress/delay in the process and update technical team and/or customers. • Examine the common errors in data entry including transcription and transposition error. • Plan an error mitigation program including double-checking all completed work as a standard operating procedure.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities 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	

Module 5: Assisting Data Entry Process

Mapped to SSC/N3022, v2.0

Terminal Outcomes:

- Summarize various back-up duties required for the data entry process.

Duration: *15:00(In Hours)*	**Duration:** *34:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Summarize the importance of documenting, classifying, prioritizing service requests and crowd management. • Explain the OSI model of networking and back-up related jobs.	• Plan methods to collate the right information from the customer for enabling data entry process. • Manage PC configuration, networking, network admin, layers of networking, etc. • Undertake various back-up activities of data entered.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities 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	

Module 6: Skillsets of Data Entry Services

Mapped to SSC/N3022, v2.0

Terminal Outcomes:

- Illustrate proper ways of upskilling data entry process through use of advanced software.
- Demonstrate application of various IT components that assists in quick data entry process.

Duration: *12:00(In Hours)*	**Duration:** *31:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Identify various questioning techniques for better understanding of an issue. • Discuss various work methodologies to expedite data entry. • Create a Frequently Asked Questions - FAQ for customer facing issues.	• Demonstrate effective use of information technology to input/extract data results. • Use proper data validation and error detection mechanisms. • Evaluate the purpose of software, including Ninox, Piesync, AutoEntry, etc., in data entry process.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities 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	

Module 7: Incident Management in Data Entry Services

Mapped to SSC/N3022, v2.0

Terminal Outcomes:

- Illustrate proper ways of maintaining confidentiality of storing security and back up files forfuture use.
- Demonstrate application of various solutions for different types of incidents/servicerequests.

Duration: *15:00(In Hours)*	**Duration:** *32:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss and identify the various types of incidents during process flow, including storage, applications, and security. • Use Error cluster analysis and data event analysis to minimize incidents via analysis of the targeted data.	• Design frameworks to operate with both internal and external specialists for support in order to perform correct incident management. • Apply direct or workaround solutions to typical customer problems. • Analyse probable solutions for database error management and database access management. • Examine typical response times and service times for problems through incident management tool.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities 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	

Module 8: Introduction to Employability Skills

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Discuss the Employability Skills required for jobs in various industries
- List different learning and employability related GOI and private portals and their usage

Duration:1.5 Hours (0.5 Theory + 1 Practical)

Module 9: Constitutional values - Citizenship

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Show how to practice different environmentally sustainable practices

Duration:1.5 Hours (0.5 Theory + 1 Practical)

Module 10: Becoming a Professional in the 21st Century

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Discuss importance of relevant 21st century skills.
- Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
- Describe the benefits of continuous learning

Duration:2.5 Hours (1 Theory + 1.5 Practical)

Module 11: Basic English Skills

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
- Read and interpret text written in basic English
- Write a short note/paragraph / letter/e -mail using basic English

Duration: 10 Hours (4 Theory + 6 Practical)

Module 12: Career Development and Goal Setting

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Create a career development plan with well-defined short- and long-term goals

Duration: 2 Hours (1 Theory + 1 Practical)

Module 13: Communication skills

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
- Explain the importance of active listening for effective communication
- Discuss the significance of working collaboratively with others in a team

Duration: 5 Hours (2 Theory + 3 Practical)

Module 14: Diversity and Inclusion

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
- Discuss the significance of escalating sexual harassment issues as per POSH

Duration: 2.5 Hours (1 Theory+ 1.5 Practical)

Module 15: Financial and Digital Literacy

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Outline the importance of selecting the right financial institution, product, and service
- Demonstrate how to carry out offline and online financial transactions, safely and securely

Duration: 5 Hours (2 Theory+ 3 Practical)

Module 16: Essential Digital Skills

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Describe the role of digital technology in today's life
- Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
- Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely
- Create sample word documents, excel sheets and presentations using basic features
- utilize virtual collaboration tools to work effectively

Duration: 10 Hours (4 Theory+ 6 Practical)

Module 17: Entrepreneurship

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Explain the types of entrepreneurship and enterprises
- Discuss how to identify opportunities for potential business, sources of funding and

associated financial and legal risks with its mitigation plan
- Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
- Create a sample business plan, for the selected business opportunity

Duration: 7 Hours (3 Theory+ 4 Practical)

Module 18: Customer Service

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Describe the significance of analysing different types and needs of customers
- Explain the significance of identifying customer needs and responding to them in a professional manner.
- Discuss the significance of maintaining hygiene and dressing appropriately

Duration: 5 Hours (2 Theory+ 3 Practical)

Module 19: Getting Ready for Apprenticeship and Jobs

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Create a professional Curriculum Vitae (CV)
- Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
- Discuss the significance of maintaining hygiene and confidence during an interview
- Perform a mock interview
- List the steps for searching and registering for apprenticeship opportunities

Duration: 8 Hours (3 Theory+ 5 Practical)

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
Minimum 10th Standard	Preferred Diploma in Computer Science/ Technology	Minimum 2 years.	Experience in the data entry domain.	1 year preferred	Minimum 2 years' experience in the data entry process.	Certification in relevant data entry software competencies: MS Office, Adobe Acrobat.

Trainer Certification	
Domain Certification	**Platform Certification**
Minimum accepted score in SSC Assessment is 80% per NOS being taught in "SSC/Q2212, V 2.0"	Recommended that the trainer is certified for the Job role "Trainer" mapped to the Qualification Pack "MEP/Q2601". Minimum accepted score is 80% aggregate

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training/Assessment Experience**		**Remarks**
		Years	***Specialization***	***Years***	***Specialization***	
Graduate in any discipline		2	Experience that involves client interaction	1-2	Experience that involves client interaction	

Assessor Certification	
Domain Certification	**Platform Certification**
Not Applicable	

Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the learner on the required competencies of the program.

Assessment System Overview

A uniform assessment of job candidates as per industry standards facilitates progress of the industry by filtering employable individuals while simultaneously providing candidates with an analysis of personal strengths and weaknesses.

Assessment Criteria

Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.

The assessment for the theory part will be based on a knowledge bank of questions created by the SSC. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

Guidelines for Assessment			
Testing Environment	**Tasks and Functions**	**Productivity**	**Teamwork**
• Carry out assessments under realistic work pressures that are found in the normal industry workplace (or simulated workplace). • Ensure that the range of materials, equipment, and tools that learners use are current and of the type routinely found in the normal industry workplace (or simulated workplace) environments.	• Assess that all tasks and functions are completed in a way, and to a timescale, that is acceptable in the normal industry workplace. • Assign workplace (or simulated workplace) responsibilities that enable learners to meet the requirements of the NOS.	• Productivity levels must be checked to ensure that it reflects those that are found in the work situation being replicated.	• Provide situations that allow learners to interact with the range of personnel and contractors found in the normal industry workplace (or simulated workplace).

Assessment Quality Assurance framework

NASSCOM provides two assessment frameworks NAC and NAC-Tech.

NAC (NASSCOM Assessment of Competence)

NAC follows a test matrix to assess Speaking & Listening, Analytical, Quantitative, Writing, and Keyboard skills of candidates appearing for assessment.

NAC-Tech

NAC-Tech test matrix includes assessment of Communication, Reading, Analytical, Logical Reasoning, Work Management, Computer Fundamentals, Operating Systems, RDBMS, SDLC, Algorithms & Programming Fundamentals, and System Architecture skills.

Methods of Validation

To pass a QF, a trainee should score a minimum aggregate of 50% across qualification. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Method of assessment documentation and access

The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by SSC assessment team. After upload, only SSC can access this data.

References

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do **upon the completion of the training**.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do **upon the completion of a module.** A set of terminal outcomes help to achieve the training outcome.
National Occupational Standard	National Occupational Standard specify the standard of performance an individual must achieve when carrying out a function in the workplace
Persons With Disability	Persons with Disability are those who have long-term physical, mental, intellectual, or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.
Integrated Development Environment	An integrated development environment is a software application that provides comprehensive facilities to computer programmers for software development.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
SSC	Skill Sectors Councils
NASSCOM	National Association of Software & Service Companies
PwD	Persons with Disability
IDE	Integrated Development Environment