



Domestic Data Entry Operator

QP Code: MIN/SSC/Q2212

Version: 1.0

NSQF Level: 4

Skill Council for Mining Sector || Skill Council for Mining, FIMI House, B-311, Okhla Industrial Area,
Phase-I
New Delhi-110 020

Borrowed Qualification Pack (QP) Parameters

Originating SSC	IT-ITeS
Borrowing SSC	Mining
Borrowing Request Validity	01/09/2015 to 31/03/2021
Assessment and Certification to be conducted by	Mining
Certification Logos to be included	Mining

Contents

MIN/SSC/Q2212: Domestic Data Entry Operator	4
<i>Brief Job Description</i>	4
Applicable National Occupational Standards (NOS)	4
<i>Compulsory NOS</i>	4
<i>Qualification Pack (QP) Parameters</i>	4
SSC/N3022: Undertake data entry services	6
SSC/N9001: Manage your work to meet requirements	13
SSC/N9003: Maintain a healthy, safe and secure working environment	17
Assessment Guidelines and Weightage	20
<i>Assessment Guidelines</i>	20
<i>Assessment Weightage</i>	21
Acronyms	22
Glossary	23

Qualification Pack

MIN/SSC/Q2212: Domestic Data Entry Operator

Brief Job Description

Individuals are responsible to provide daily work reports and work on daily hour bases. The individual is responsible for electronic entry of data from the client side to the office site or vice-versa. Individual tasks vary depending on the size and structure of the organization.

Personal Attributes

This job requires the individual to have thorough knowledge of various technology trends and processes as well as have updated knowledge about database management systems and IT initiatives. The individual should have fast and accurate typing / data encoding. This job involves working in a personal computer, and appropriate software to enter accurate data regarding different issues like retrieving data from a computer or to a computer.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [SSC/N3022: Undertake data entry services](#)
2. [SSC/N9001: Manage your work to meet requirements](#)
3. [SSC/N9003: Maintain a healthy, safe and secure working environment](#)

Qualification Pack (QP) Parameters

Sector	Mining
Sub-Sector	
Occupation	Customer Relationship Management (CRM)
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4132.0402
Minimum Educational Qualification & Experience	10th Class with 0-6 Months of experience
Minimum Level of Education for Training in School	8th Class

Qualification Pack

Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	31/03/2018
Next Review Date	31/03/2021
NSQC Approval Date	19/05/2015
Version	1.0

Qualification Pack

SSC/N3022: Undertake data entry services

Description

This unit is responsible for performing data entry work using a personal computer and appropriate software, entering, updating, researching, verifying and/or retrieving data into/from various systems, and ensuring the accuracy and confidentiality of information recorded..

Scope

This unit/task covers the following:

- Incidents may involve:
 - storage
 - databases
 - applications
 - security
- Problems about:
 - networking/connectivity
 - operating system/software
 - installation/configuration
 - computer hardware
- data entry errors may include:
 - database error management
 - database access management
 - application installation
 - security hardening
- Appropriate people:
 - line manager
 - supervisor
 - subject matter experts

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

- PC1.** obtain sufficient information from the customer /client to understand the need and perform initial task
- PC2.** assist the customer in providing right information to be entered
- PC3.** provide the customer with a reasonable estimate time of entering data
- PC4.** prioritize service requests according to organizational guidelines
- PC5.** refer the problem to a competent technical support team if it cannot be resolved by the operator
- PC6.** record and perform the service request accurately as per organizational processes and policies
- PC7.** transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports

Qualification Pack

- PC8.** receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input
- PC9.** transcribes selected data into a computer and scans source documents in accordance with specific program instructions
- PC10.** compares transcribed data, as displayed on a visual screen, document and corrects any errors with the source
- PC11.** obtain help or advice from specialist if the problem is outside his/her area of competence or experience
- PC12.** determines the cause of error message while entering data and makes appropriate corrections
- PC13.** maintains files of source documents or other information relative to data entered
- PC14.** performs various related functions to insure that the computer is maintained in a neat and orderly manner
- PC15.** assists in (or performs) the filing and storage of security and back up data files
- PC16.** may perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)
- PC17.** monitor the problem and keep the customer informed about progress or any delays in the process

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures followed in the company
- KU2.** how to engage with both internal and external specialists for support in order to perform the desired task
- KU3.** data entry procedures, tools, and techniques
- KU4.** potential helpdesk customers and their typical requirements
- KU5.** role and importance of the data entry operator in supporting business operations
- KU6.** evaluate the adequacy of existing helpdesk feedback systems and suggest improvements
- KU7.** basic understanding of computer and its terminology
- KU8.** different software needed for report writing including MS office suit or opensource office
- KU9.** basic and advance pc workstation configuration, maintenance, networking aswell as trouble shooting
- KU10.** good knowledge of the operation and use of a standard alphanumeric keyboard
- KU11.** how to compile simple reports from data entered and ability to make comparisons between them through use of various database managementsoftwares
- KU12.** how to make error free data entry with the help of various software, devices, equipment
- KU13.** typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions
- KU14.** typical response times and service times for problems
- KU15.** the importance of documenting, classifying, prioritizing service requests,crowd management and others.
- KU16.** helpdesk systems, policies, and procedures

Qualification Pack

KU17. maintain a knowledge-base of the known problems

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** write in at least one language
- GS4.** read about the software and the documents, products and services with reference to the organization.
- GS5.** keep abreast with the latest knowledge by reading newspaper , pamphlets, and product information sheets
- GS6.** read comments, suggestions, and responses to frequently asked questions (FAQs) posted on the helpdesk portal
- GS7.** discuss task lists, schedules, and work-loads with co-workers
- GS8.** question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS9.** give clear instructions to customers and perform the task
- GS10.** keep customers informed about progress
- GS11.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS12.** follow rule-based decision-making processes
- GS13.** identify anomalies in data
- GS14.** make a decision on a suitable course of action or response
- GS15.** plan and organize your work to achieve targets and deadlines
- GS16.** work effectively in a customer facing environment
- GS17.** carry out rule-based transactions in line with customer-specific guidelines/procedures/rules and service level agreements
- GS18.** check that your own and/or your peers work meets customer requirements
- GS19.** apply problem-solving approaches in different situations
- GS20.** refer anomalies to the supervisor
- GS21.** seek clarification on problems from others
- GS22.** analyze data and activities
- GS23.** configure data and disseminate relevant information to others
- GS24.** pass on relevant information to others
- GS25.** provide opinions on work in a detailed and constructive way
- GS26.** apply balance judgments to different situations
- GS27.** apply good attention to detail
- GS28.** check your work is complete and free from errors
- GS29.** get your work checked by others
- GS30.** contribute to the quality of team working
- GS31.** work independently in a team environment

Qualification Pack

- GS32.** work independently and collaboratively
- GS33.** source and use coding standards, ticketing tools and utilities/tools
- GS34.** use information technology effectively to input and/or extract data accurately
- GS35.** identify and refer anomalies in data
- GS36.** store and retrieve information
- GS37.** agree objectives and work requirements
- GS38.** keep up to date with changes, procedures and practices in your field of expertise

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	88	212	-	-
PC1. obtain sufficient information from the customer /client to understand the need and perform initial task	-	31.25	-	-
PC2. assist the customer in providing right information to be entered	-	31.25	-	-
PC3. provide the customer with a reasonable estimate time of entering data	-	12.5	-	-
PC4. prioritize service requests according to organizational guidelines	-	6.25	-	-
PC5. refer the problem to a competent technical support team if it cannot be resolved by the operator	-	6.25	-	-
PC6. record and perform the service request accurately as per organizational processes and policies	-	6.25	-	-
PC7. transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports	-	25	-	-
PC8. receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input	-	6.25	-	-
PC9. transcribes selected data into a computer and scans source documents in accordance with specific program instructions	-	25	-	-
PC10. compares transcribed data, as displayed on a visual screen, document and corrects any errors with the source	13	24.5	-	-
PC11. obtain help or advice from specialist if the problem is outside his/her area of competence or experience	-	12.5	-	-
PC12. determines the cause of error message while entering data and makes appropriate corrections	12.5	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. maintains files of source documents or other information relative to data entered	12.5	-	-	-
PC14. performs various related functions to insure that the computer is maintained in a neat and orderly manner	25	-	-	-
PC15. assists in (or performs) the filing and storage of security and back up data files	25	-	-	-
PC16. may perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)	-	12.5	-	-
PC17. monitor the problem and keep the customer informed about progress or any delays in the process	-	12.5	-	-
NOS Total	88	212	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N3022
NOS Name	Undertake data entry services
Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	Customer Relationship Management (CRM)
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2018
Next Review Date	31/03/2019
NSQ Clearance Date	

Qualification Pack

SSC/N9001: Manage your work to meet requirements

Description

This unit is about planning and organizing your work in order to complete it to the required standards on time.

Scope

This unit/task covers the following: Work requirements:

- activities (what you are required to do)
- deliverables (the outputs of your work)
- quantity (the volume of work you are expected to complete)
- standards (what is acceptable performance, including compliance with Service Level Agreements)
- timing (when your work needs to be completed) Appropriate people:
- line manager
- the person requesting the work
- members of the team/department
- members from other teams/departments Resources:
- equipment
- materials
- information

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

- PC1.** establish and agree your work requirements with appropriate people
- PC2.** keep your immediate work area clean and tidy
- PC3.** utilize your time effectively
- PC4.** use resources correctly and efficiently
- PC5.** treat confidential information correctly
- PC6.** work in line with your organizations policies and procedures
- PC7.** work within the limits of your job role
- PC8.** obtain guidance from appropriate people, where necessary
- PC9.** ensure your work meets the agreed requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** your organizations policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work
- KU2.** limits of your responsibilities and when to involve others
- KU3.** your specific work requirements and who these must be agreed with
- KU4.** the importance of having a tidy work area and how to do this

Qualification Pack

- KU5.** how to prioritize your workload according to urgency and importance and the benefits of this
- KU6.** your organizations policies and procedures for dealing with confidential information and the importance of complying with these
- KU7.** the purpose of keeping others updated with the progress of your work
- KU8.** who to obtain guidance from and the typical circumstances when this may be required
- KU9.** the purpose and value of being flexible and adapting work plans to reflect change
- KU10.** the importance of completing work accurately and how to do this
- KU11.** appropriate timescales for completing your work and the implications of not meeting these for you and the organization
- KU12.** resources needed for your work and how to obtain and use these

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete accurate work with attention to detail
- GS2.** read instructions, guidelines, procedures, rules and service level agreements
- GS3.** ask for clarification and advice from line managers
- GS4.** communicate orally with colleagues
- GS5.** make decisions on suitable courses
- GS6.** plan and organize your work to achieve targets and deadlines
- GS7.** agree objectives and work requirements
- GS8.** deliver consistent and reliable service to customers
- GS9.** check your own work meets customer requirements
- GS10.** refer anomalies to the line manager
- GS11.** seek clarification on problems from others
- GS12.** provide relevant information to others
- GS13.** analyze needs, requirements and dependencies in order to meet your work requirements
- GS14.** apply judgments to different situations
- GS15.** check your work is complete and free from errors
- GS16.** get your work checked by peers
- GS17.** work effectively in a team environment
- GS18.** use information technology effectively, to input and/or extract data accurately
- GS19.** identify and refer anomalies in data
- GS20.** store and retrieve information
- GS21.** keep up to date with changes, procedures and practices in your role

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	25	75	-	-
PC1. establish and agree your work requirements with appropriate people	-	6.25	-	-
PC2. keep your immediate work area clean and tidy	6.25	6.25	-	-
PC3. utilize your time effectively	6.25	6.25	-	-
PC4. use resources correctly and efficiently	6.25	12.5	-	-
PC5. treat confidential information correctly	-	6.25	-	-
PC6. work in line with your organizations policies and procedures	-	12.5	-	-
PC7. work within the limits of your job role	-	6.25	-	-
PC8. obtain guidance from appropriate people, where necessary	-	6.25	-	-
PC9. ensure your work meets the agreed requirements	6.25	12.5	-	-
NOS Total	25	75	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9001
NOS Name	Manage your work to meet requirements
Sector	IT-ITeS
Sub-Sector	IT Services
Occupation	Across all occupations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2018
Next Review Date	31/03/2019
NSQ Clearance Date	

Qualification Pack

SSC/N9003: Maintain a healthy, safe and secure working environment

Description

This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security

Scope

This unit/task covers the following: Emergency procedures:

- Illness
- Accidents
- Fires
- other reasons to evacuate the premises
- breaches of security

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

- PC1.** comply with your organizations current health, safety and security policies and procedures
- PC2.** report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC3.** identify and correct any hazards that you can deal with safely, competently and within the limits of your authority
- 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
- PC5.** follow your organizations emergency procedures promptly, calmly, and efficiently
- PC6.** identify and recommend opportunities for improving health, safety, and security to the designated person
- PC7.** complete any health and safety records legibly and accurately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislative requirements and organizations procedures for health, safety and security and your role and responsibilities in relation to this
- KU2.** what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
- KU3.** how and when to report hazards
- KU4.** limits of your responsibility for dealing with hazards
- KU5.** your organizations emergency procedures for different emergency situations and the importance of following these
- KU6.** the importance of maintaining high standards of health, safety and security

Qualification Pack

- KU7.** implications that any non-compliance with health, safety and security may have on individuals and the organization
- KU8.** different types of breaches in health, safety and security and how and when to report these
- KU9.** evacuation procedures for workers and visitors
- KU10.** how to summon medical assistance and the emergency services, where necessary
- KU11.** how to use the health, safety and accident reporting procedures and the importance of these
- KU12.** government agencies in the areas of safety, health and security and their norms and services

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete accurate, well written work with attention to detail
- GS2.** read instructions, guidelines, procedures, rules and service level agreements
- GS3.** listen effectively and orally communicate information accurately
- GS4.** make decisions on suitable courses of action
- GS5.** plan and organize your work to meet health, safety and security requirements
- GS6.** build and maintain positive and effective relationships with colleagues and customers
- GS7.** apply problem solving approaches in different situations
- GS8.** analyze data and activities
- GS9.** apply balanced judgments to different situations
- GS10.** check your work is complete and free from errors
- GS11.** get your work checked by peers
- GS12.** work effectively in a team environment
- GS13.** identify and refer anomalies
- GS14.** help reach agreements with colleagues
- GS15.** keep up to date with changes, procedures and practices in your role

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	30	70	-	-
PC1. comply with your organizations current health, safety and security policies and procedures	10	10	-	-
PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	-	10	-	-
PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	10	10	-	-
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	-	10	-	-
PC5. follow your organizations emergency procedures promptly, calmly, and efficiently	10	10	-	-
PC6. identify and recommend opportunities for improving health, safety, and security to the designated person	-	10	-	-
PC7. complete any health and safety records legibly and accurately	-	10	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9003
NOS Name	Maintain a healthy, safe and secure working environment
Sector	IT-ITeS
Sub-Sector	IT Services
Occupation	Across all occupations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2018
Next Review Date	31/03/2019
NSQC Clearance Date	

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to

successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
SSC/N3022.Undertake data entry services	88	212	-	-	300	60
SSC/N9001.Manage your work to meet requirements	25	75	-	-	100	20
SSC/N9003.Maintain a healthy, safe and secure working environment	30	70	-	-	100	20
Total	143	357	-	-	500	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc	. Bachelor of Science

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Qualification Pack

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.