Model Curriculum

QP Name: DATA ENTRY OPERATOR (Divyangjan)

QP Code: PWD/SSC/Q2212

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 2.0

Expository: Speech and Hearing Impairment

Skill Council for Person with Disability || Address: 501-City Centre, 12/5
Dwarka - New Delhi –110075

Table of Contents

Training Parameters

Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	CRM
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	TBD
Minimum Educational Qualification and Experience	5th Class Pass with 3 years of Experience or 8th class pass with 1 year Experience or 8th class Pass +ITI or 8th Class Pass pursuing continuous regular schooling or 10th Class Pass with no experience or Previous relevant Qualification of NSQF Level 2 with 1 year experience. * For 5th class with no experience- OJT/internship of 12 months * For 8th class pass with no experience –OJT/internship of 4 months
Pre-Requisite License or Training	Bachelor's Degree in Computer Science or any related field
Minimum Job Entry Age	18 Years
Last Reviewed On	13-09-2021
Next Review Date	30/12/2025
NSQC Approval Date	25/8/2022
QP Version	2.0
Model Curriculum Creation Date	13-09-2021
Model Curriculum Valid Up to Date	30/12/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	540 hours
Maximum Duration of the Course	540 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 (Inhours)	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration (In hours)
Module 1: Learn Basic Indian Sign Language (ISL)-Bridge Module (PwD)	15:00	12:00	NA	NA	27:00
Module 2: Use Basic English- Bridge Module (PwD)	27:00	12:00	NA	NA	39:00
Module 3: Personal and Social Skill- Bridge Module (PwD)	09:00	03:00	NA	NA	12:00
Module 4: Professional & Ethical Behaviour in the Workplace-Bridge Module (PwD)	09:00	03:00	NA	NA	12:00

Module 5: Keyboarding skills	00:00	30:00	**NA**	**NA**	30:00
Module 6 (Bridge Module): IT-ITeS/BPM Industry – An Introduction	02:00	08:00	00:00	00:00	10:00
SSC/N3022 Undertake data entry services NOS Version No. 2 NSQF Level 3	74:00	235:00	00:00	00:00	309:00
Module 7: Concept of Data Entry	10:00	32:00	00:00	00:00	42:00
Module 8: Software Requirement for data entry	11:00	32:00	00:00	00:00	43:00
Module 9: Process of Date Entry	10:00	35:00	00:00	00:00	45:00
Module 5: Troubleshooting in data entry process	10:00	35:00	00:00	00:00	45:00
Module 6: Assisting Data Entry Process	10:00	35:00	00:00	00:00	45:00
Module 7: Skillsets of Data Entry Services	10:00	34:00	00:00	00:00	44:00
Module 8: Incident Management in data entry services	13:00	32:00	00:00	00:00	45:00
SSC/N9001 Manage your work to meet requirements NOS Version No. 2 NSQF Level 3	7:00	32:00	00:00	00:00	39:00
Module 9: Manage your work to meet requirements	7:00	32:00	00:00	00:00	39:00
SSC/N9003 Maintain a healthy, safe and secure working environment NOS Version No. 2 NSQF Level 3	7:00	25:00	00:00	00:00	32:00
Module 10: Managing Health and Safety	7:00	25:00	00:00	00:00	32:00
Employability Skills (ES)					30
Total Duration	150:00	360:00	00:00	00:00	540:00

Module Details

Module 1: IT-ITeS/BPM Industry – An Introduction
Bridge Module

Terminal Outcomes:

- Comprehend various delivery models used in the IT-BPM industry.
- Examine the current growth and development standards of the IT-BPM industry.

Duration: *02:00(In Hours)*	**Duration**: *08:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the relevance of the IT-ITeS sector. • Identify the career path for a data entry operator.	• Conduct internet browsing to collate information and articles regarding the IT-ITeS/BPM industry. • Identify the various sub-sectors of the IT-BPM industry from the gathered information. • Categorize the key emerging trends in the IT-BPM industry.
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) LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

Module 2: 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: *10:00(In Hours)*	**Duration**: *32:00(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 LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

Module 3: 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: *11:00(In Hours)*	**Duration**: *32:00(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 LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

Module 4: 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: *10:00(In Hours)*	**Duration**: *35:00(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 LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

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Module 5: 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: *10:00(In Hours)*	**Duration**: *35:00(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 LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

Module 6: Assisting Data Entry Process
Mapped to SSC/N3022, v2.0

Terminal Outcomes:

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

Duration: *10:00(In Hours)*	Duration: *35:00(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 LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

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: *10:00(In Hours)*	**Duration**: *34:00(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 LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

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Module 8: 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 for future use.
- Demonstrate application of various solutions for different types of incidents/service requests.

Duration: *13:00(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 LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

Module 9: Manage your Work to meet Requirements
Mapped to SSC/N9001, v2.0

Terminal Outcomes:

- Define the scope of work.
- Demonstrate effective work planning principles.
- Recognize the importance of using time and resources effectively.

Duration: *7:00(In Hours)*	**Duration**: *32:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the role, responsibilities, and limits of the responsibilities. • Discuss the importance of gathering detailed work requirements and prioritizing work areas. • Identify commonly made mistakes in the prioritized work areas. • Explain the importance of completing work accurately.	• Analyse needs, requirements, and dependencies in order to meet the work requirements. • Apply resource management principles and techniques. • Demonstrate the ways to maintain an organized work area. • Apply effective time management principles.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools 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 LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

Module 10: Managing Health and Safety

Mapped to SSC/N9003, v2.0

Terminal Outcomes:

- Describe how to maintain a health, safe and secure environment at workplace.

Duration: *7:00(In Hours)*	Duration: *25:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of complying with organizational health, safety and security policies and procedures. • Discuss possible roles and responsibilities that an employee can take up with respect to workplace safety management. • Evaluate sample organizational emergency procedures. • Identify mechanisms to improve workplace health, safety, and security. • Label appropriate personal protective equipment needed for a job role.	• Demonstrate the identification of possible breaches in health, safety, and security policies. • Document health, safety, and security breaches. • Design a contingency plan for emergency situations like fire, short circuit, accidents, earthquake, etc. • Demonstrate the use of First Aid, CPR, and safety evacuation process as part of routine operations.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools 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 A sample health and safety policy document, Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute. LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

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	Disability specific Top Up training
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	The Inclusive Trainer should be certified in Disability Specific Top Up Training PWD/Q0101, v1.0 Trainer-PwD conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines. The Indian Sign Language Interpreter with 2/3 years of experience should be mandatory during the training, counselling and placement of Persons with Speech and Hearing Impairment. A Certification by Indian Sign Language Research and Training Centre (ISLRTC) or Ali Yavar Jung National Institute of Speech and Hearing Disabilities (Divyangjan) (AYJNISHD(D)) will be desirable.

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	Disability specific Top Up training
Not Applicable		The Inclusive Assessor should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines

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 QP, a trainee should score an average of 70% across generic NOS' and a minimum of 70% for each technical NOS. 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