



Biometric Data Operator (Divyangjan)

QP Code: PWD/SSC/Q2213

Version: 2.0

NSQF Level: 3

Expository: Locomotor Disability (E001)

Skill Council for PwD || 501, City Centre, 5th Floor, 12/5, Plot 5, Sector 12, Dwaraka
New Delhi 110076

Adoption of Job Role for PwD : Job mapping is critical for skill training of PwD so that the livelihood opportunity looks at him/ her not because he/ she is having a disability but because of the skill. Mapping with a disability involves research with subject matter experts (SMEs) with a view on the industry requirement without compromising on performance outcome. In cases, mapping is also supported by the use of assistive tools/ technology.

Expository Mapped Parameters

Sector	PwD
Originating SSC	IT-ITeS
Original QP code	SSC/Q2213
QP Version	2.0
Expository Next Review Date	30/12/2025
Expository NSQC Approval Date	25/8/2022

Expository Code	Expository Version	Expository Name	Minimum EntryCriteria	Expository Linked On
E001	1.0	Locomotor Disability	Ability to Read and Write with 5 years of Experience or 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	N/A

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Brief Job Description

Individuals at this job are mainly responsible for the smooth running of biometric data capture and ensuring users get maximum benefits from them. Individual tasks vary depending on the size and structure of the organization, but may include installing and configuring computer hardware operating systems and applications; monitoring and maintaining computer systems and networks, troubleshooting biometric system and network problems and diagnosing and solving hardware/software faults etc.

Personal Attributes

This job requires the individual to have thorough knowledge of various technology trends and processes as well as have updated knowledge about biometric systems and IT initiatives. The individual should have fast and accurate typing / data encoding.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [SSC/N3023: Undertake Bio-Metric data entry and processing.](#)
2. [SSC/N9001: Manage your work to meet requirements](#)
3. [SSC/N9003: Maintain a healthy, safe and secure working environment](#)
4. [Under take Employability Skills \(ES\)](#)

Qualification Pack (QP) Parameters

Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	Customer Relationship Management (CRM)
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3511.0101

Minimum Educational Qualification & Experience	12th Class OR 10th Class + I.T.I OR 10th Class with 2 Years of experience
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
NSQC Approval Date	30/12/2021
Version	2.0

SSC/N3023: Undertake Bio-Metric data entry and processing.

Description

This unit is responsible for capturing a biometric sample from an individual, extracting biometric data from that sample, comparing the biometric data with that contained in one or more reference templates, deciding how well they match and indicating whether or not an identification or verification of identity has been achieved.

Scope

The scope covers the following :

- Process collection, verification and documentation of demographic and biometric data
- Analyze errors related to database management, database access management and application installation
- Interact with appropriate people like Line manager/supervisor/ subject matter experts

Elements and Performance Criteria

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

- PC1. collect and enter data from handwritten applications of individuals into a customized computer program
- PC2. collect and enter valid demographic data of individuals including proof of address, identity proof, etc.
- PC3. ensure proper capture of facial expression, fingerprint data, and iris of individuals
- PC4. track processing time for each individual request
- PC5. review and verify captured biometric data of individuals by interacting with supervisor
- PC6. ensure all biometric documentation is complete
- PC7. ensure proper safeguarding of all documents
- PC8. assist individuals with routine questions and refer less routine questions to the supervisor
- PC9. compare transcribed data, as displayed on a visual screen, with the source document and correct any errors
- PC10. obtain help or advice from peers or managers if the problem is outside his/her area of competence or experience
- PC11. determine the cause of error message while entering data and make corrections
- PC12. perform biometric processing to include prints, electronic photographs, electronic signatures, and press print
- PC13. perform various related functions to ensure that the computer is maintained in a neat and orderly manner
- PC14. maintain files of source documents or other information relative to data entered
- PC15. assist in (or perform) the filing and storage of security and back up of data files
- PC16. perform general administrative duties using discretion and answer telephone, route callers, take messages, and provide information to customers
- PC17. perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)

PC18. examine relevant standards, policies, procedures and guidelines while dealing with basic IT service requests/incidents

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. relevant biometric standards, legislation, policies, and procedures followed in the company and in government systems
- KU2. how to engage with both internal and external specialists for support in order to perform the desired task
- KU3. biometric data entry procedures, tools, and techniques
- KU4. potential helpdesk customers and their typical requirements
- KU5. role and importance of the biometric operator in supporting business operations
- KU6. limits of role and responsibilities pertaining to biometric data capture
- KU7. organization's tools and processes for incident management and customer support
- KU8. the difference between acceptable and non-acceptable biometrics as per standard policies, procedures and guidelines while encoding biometric data
- KU9. basic and advance PC workstation configuration, maintenance, networking as well as trouble shooting
- KU10. fundamentals of biometric technologies with focus on fingerprint, face and iris recognition
- KU11. how to capture iris samples using handheld devices
- KU12. how to capture 10-prints on live scan sensor/ inkpads and capture standardized facial images
- KU13. basic principles of biometric system error rates including false accept, false reject, false match, false non match, equal error rate, detection error trade-off-curve
- KU14. how to compile simple reports from data entered and ability to make comparisons through use of various database management software
- KU15. the enrollment procedures of supervised biometric systems
- KU16. the importance of documenting, classifying, prioritizing service requests, crowd management and others

Generic Skills (GS)

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

- GS1. communicate information and ideas in writing in at least one language
- GS2. read about the biometric software documents, products and services
- GS3. follow rule-based decision-making processes to make a decision on a suitable course
- GS4. apply problem-solving approaches in different situations and seek clarifications from others
- GS5. use the available resource to improve work performance
- GS6. use the existing data points to generate required reports for business
- GS7. provide opinions on work in a detailed and constructive way
- GS8. apply good attention to detail
- GS9. carry out biometric data capture and collection in line with customer-specific service level agreements

GS10. work effectively, independently and also collaboratively in a team environment

GS11. use information technology effectively to input and/or extract data accurately

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	88	212	-	-
PC1. collect and enter data from handwritten applications of individuals into a customized computer program	-	12.5	-	-
PC2. collect and enter valid demographic data of individuals including proof of address, identity proof, etc.	-	12.5	-	-
PC3. ensure proper capture of facial expression, fingerprint data, and iris of individuals	25	62	-	-
PC4. track processing time for each individual request	6.25	-	-	-
PC5. review and verify captured biometric data of individuals by interacting with supervisor	-	6.25	-	-
PC6. ensure all biometric documentation is complete	-	12.5	-	-
PC7. ensure proper safeguarding of all documents	6.25	-	-	-
PC8. assist individuals with routine questions and refer less routine questions to the supervisor	-	6.25	-	-
PC9. compare transcribed data, as displayed on a visual screen, with the source document and correct any errors	-	12.5	-	-
PC10. obtain help or advice from peers or managers if the problem is outside his/her area of competence or experience	-	12.5	-	-
PC11. determine the cause of error message while entering data and make corrections	-	12.5	-	-
PC12. perform biometric processing to include prints, electronic photographs, electronic signatures, and press print	-	6.25	-	-
PC13. perform various related functions to ensure that the computer is maintained in a neat and orderly manner	25	-	-	-
PC14. maintain files of source documents or other information relative to data entered	12.5	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. assist in (or perform) the filing and storage of security and back up of data files	13	25	-	-
PC16. perform general administrative duties using discretion and answer telephone, route callers, take messages, and provide information to customers	-	6.25	-	-
PC17. perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)	-	6.25	-	-
PC18. examine relevant standards, policies, procedures and guidelines while dealing with basic IT service requests/incidents	-	18.75	-	-
NOS Total	88	212	-	-

National Occupational Standards (NOS) Parameters

NOS Code	SSC /N3023
NOS Name	Undertake Bio-Metric data entry and processing.
Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	Customer Relationship Management (CRM)
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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

The scope covers the following :

- Utilise resources
- Ensure compliance

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 the immediate work area clean and tidy

PC3. utilize time effectively

PC4. use resources correctly and efficiently

PC5. treat confidential information correctly

PC6. work in line with the organization's policies and procedures

PC7. work within the limits of the job role

PC8. obtain guidance from appropriate people, where necessary

PC9. ensure the work meets the agreed requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the priorities for the area of work

KU2. role, responsibilities, limits of the responsibilities and whom these must be agreed with, as well as when to involve others

KU3. the importance of having a tidy work area and how to do this

KU4. how to prioritize your workload according to urgency and importance and the benefits of this

KU5. the organizations policies and procedures, especially for dealing with confidential information, and the importance of complying with these

KU6. the purpose of keeping others updated with the progress of the work

KU7. the purpose and value of being flexible and adapting work plans to reflect change

KU8. the importance of completing work accurately and how to do this

KU9. appropriate timescales for completing the work and the implications of not meeting these for self and the organization

KU10. resources needed for the work and how to obtain and use these

Generic Skills (GS)

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

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

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 the immediate work area clean and tidy	6.25	6.25	-	-
PC3. utilize 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 the organization's policies and procedures	-	12.5	-	-
PC7. work within the limits of the job role	-	6.25	-	-
PC8. obtain guidance from appropriate people, where necessary	-	6.25	-	-
PC9. ensure the work meets the agreed requirements	6.25	12.5	-	-
NOS Total	25	75	-	-

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9001
NOS Name	Manage your work to meet requirements
Sector	IT-ITeS
Sub-Sector	IT Services, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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

The scope covers the following :

- Ensure compliance
- Follow safety procedure

Elements and Performance Criteria

Ensure compliance

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

PC1. comply with the organization's 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

Follow safety procedure

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

PC5. follow the organization's 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 organization's 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. the organization's emergency procedures for different emergency situations and the importance of following these

KU6. the importance of maintaining high standards of health, safety and security

KU7. implications that any non-compliance with health, safety and security may have on individuals and the organization

- KU8. 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 that the work is complete and free from errors
- GS11. work effectively in a team environment
- GS12. identify and refer anomalies
- GS13. help reach agreements with colleagues
- GS14. keep up to date with changes, procedures and practices in the job role

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure compliance</i>	20	40	-	-
PC1. comply with the organization’s 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	-	-
<i>Follow safety procedure</i>	10	30	-	-
PC5. follow the organization’s 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	-	-

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, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification File 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 a proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training centre (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion
6. To pass a QF, a trainee should score an average of 70% across generic NOS' and a minimum of 70% for each technical NOS
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification File.

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/N3023.Undertake Bio-Metric data entry and processing.	88	212	-	-	300	50
SSC/N9001.Manage your work to meet requirements	25	75	-	-	100	25
SSC/N9003.Maintain a healthy, safe and secure working environment	30	70	-	-	100	25
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

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.

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.