



# Data Entry Operator (Divyangjan)

QP Code: PWD/SSC/Q2212

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/Q2212
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
E002	1.0	Blindness	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



## Qualification Pack

E003	1.0	Low Vision	<p>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</p>	N/A
E004	1.0	Speech and Hearing Impairment	<p>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</p>	N/A

# Contents

2762 .....	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 .....	12
SSC/N9003: Maintain a healthy, safe and secure working environment .....	16
Assessment Guidelines and Weightage.....	19
<i>Assessment Guidelines</i> .....	19
<i>Assessment Weightage</i> .....	20
Acronyms .....	21
Glossary .....	22

## SSC/Q2212

### 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](#)
4. [Under take Employability Skills \(ES\) NOS](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	Business Process Management
<b>Occupation</b>	Customer Relationship Management (CRM)
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4132.0402
<b>Minimum Educational Qualification &amp; Experience</b>	12th Class OR 10th Class + I.T.I OR 10th Class with 2 Years of experience

<b>Minimum Level of Education for Training in School</b>	8th Class
<b>Pre-Requisite License or Training</b>	Bachelor's Degree in computer science or any related field
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Approval Date</b>	30/12/2021
<b>Version</b>	2.0

## 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

The scope covers the following :

- Collection of customer information within estimated timeframe
- Problems related to networking/connectivity/operating system/software installation/ configuration of computer/ hardware data entry
- Errors related to database management, database access management, service request delay, etc.
- 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. obtain sufficient information from the customer /client to understand the need and perform initial task
- PC2. assist the customer in providing sufficient information to be entered and collate the same
- 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 the technical support team if it cannot be resolved by the operator
- PC6. monitor the problem and keep the customer informed about progress or any delays in the process
- PC7. record and perform the service request accurately as per organizational processes and policies
- PC8. transcribe, enter, and verify data from a variety of source material including financial, personnel, police and other records and correct any errors with the source
- PC9. receive source documents from various departments, public, agencies, etc. and verify accuracy of material, prior to input
- PC10. transcribe selected data into a computer and scan source documents in accordance with specific program instructions and compare the same
- PC11. obtain help or advice from supervisor if the problem is outside his/her area of competence or experience
- PC12. determine the cause of error message while entering data and make corrections
- PC13. maintain files of source documents or other information relative to data entered
- PC14. perform various related functions to maintain computer and other hardware
- PC15. assist in (or perform) the filing and storage of security and back up data files
- PC16. perform back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)

### 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. 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 Open-source software
- KU9. basic and advance PC workstation configuration, maintenance, networking as well as trouble shooting
- KU10. 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 management software
- KU12. how to make error free data entry with the help of software devices
- KU13. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions
- KU14. typical response times and service times for problem mitigation
- KU15. the importance of documenting, classifying, prioritizing service requests, crowd management and others
- KU16. maintain a knowledge-base of the known problems, helpdesk system, policies, etc.

## 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 and write in at least one language
- GS3. read about the software and the documents, products and services with reference to the organization
- GS4. keep abreast with the latest knowledge by reading newspaper , pamphlets, and product information sheets
- GS5. read comments, suggestions, and responses to frequently asked questions (FAQs) posted on the helpdesk portal
- GS6. discuss task lists, schedules, and work-loads with co-workers
- GS7. question customers appropriately in order to understand the nature of the problem and make a diagnosis
- GS8. give clear instructions to customers and perform the task and inform about the progress
- GS9. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS10. follow rule-based decision-making processes to identify anomalies in data and refer it to the supervisor
- GS11. work effectively, independently and collaboratively in a team environment



- GS12. carry out rule-based transactions in line with customer-specific guidelines/procedures and service level agreements
- GS13. apply problem-solving approaches in different situations
- GS14. configure data and disseminate relevant information to others
- GS15. use information technology effectively to input and/or extract data accurately
- GS16. apply balance judgments to different situations in a detailed and constructive way

## 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 sufficient information to be entered and collate the same	-	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 the technical support team if it cannot be resolved by the operator	-	6.25	-	-
PC6. monitor the problem and keep the customer informed about progress or any delays in the process	-	12.5	-	-
PC7. record and perform the service request accurately as per organizational processes and policies	-	6.25	-	-
PC8. transcribe, enter, and verify data from a variety of source material including financial, personnel, police and other records and correct any errors with the source	-	25	-	-
PC9. receive source documents from various departments, public, agencies, etc. and verify accuracy of material, prior to input	-	6.25	-	-
PC10. transcribe selected data into a computer and scan source documents in accordance with specific program instructions and compare the same	13	49.5	-	-
PC11. obtain help or advice from supervisor if the problem is outside his/her area of competence or experience	-	12.5	-	-
PC12. determine the cause of error message while entering data and make corrections	12.5	-	-	-
PC13. 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
PC14. perform various related functions to maintain computer and other hardware	25	-	-	-
PC15. assist in (or perform) the filing and storage of security and back up data files	25	-	-	-
PC16. perform back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)	-	12.5	-	-
<b>NOS Total</b>	<b>88</b>	<b>212</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	SSC/N3022
<b>NOS Name</b>	Undertake data entry services
<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	Business Process Management
<b>Occupation</b>	Customer Relationship Management (CRM)
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	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	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	<b>-</b>	<b>-</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	SSC/N9001
<b>NOS Name</b>	Manage your work to meet requirements
<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	IT Services, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/01/2022
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	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	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	SSC/N9003
<b>NOS Name</b>	Maintain a healthy, safe and secure working environment
<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	IT Services, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/01/2022
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	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/N3022.Undertake data entry services	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
<b>Total</b>	<b>143</b>	<b>357</b>	<b>-</b>	<b>-</b>	<b>500</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.