

DOMESTIC DATA ENTRY OPERATOR

SYLLABUS/ CURRICULUM

This programme is aimed at training candidates for the job of **Domestic-Data Entry Operator** in the “**IT/ITES**” industry. Program aims at building the following key competencies amongst the learner:

1. Obtain sufficient information, documents from the customer /client and various departments as required to understand the need and perform initial task	2. Transcribe selected data into a computer in accordance with specific program instructions
3. Estimate time, prioritize, record and perform the service request accurately as per organizational processes and policies	4. Verify the accuracy of data before and after transcribing into the computer
5. Determine the cause of error message while entering data and make appropriate corrections	6. Maintain files of source documents or other information relative to data entered
7. Manage one’s own work to meet requirements	8. Maintain a healthy, safe and secure work environment

The Course encompasses 3 out of 3 National Occupational Standards (NOS) of “**Domestic-Data Entry Operator**” Qualification Pack issued by **IT-ITeS Sector Skill Council**.

Sr. No.	Topic/Module	Duration	Key learning Outcome	Corresponding NOS Code
1	Organisational policies & procedures		Candidates will be able to understand: - relevant legislation, standards, policies, and procedures followed in the company - role and importance of the data entry operator in supporting business operations	SSC/N3022
2	Data entry procedures, tools, and techniques		Candidates will be able to: - understand basics of computer and its terminology - understand different software needed for report writing including MS office suit or open source office - understand basic and advance pc	SSC/N3022

			workstation configuration, maintenance, networking as well as trouble shooting • have good knowledge of the operation and use of a standard alphanumeric keyboard • compile simple reports from data entered and ability to make comparisons between them through use of various database management softwares • make error free data entry with the help of various software, devices, equipment	
	Identifying & resolving Issues based on SLAs & Knowledge Base		Candidates will be able to: • understand potential helpdesk customers and their typical requirements • evaluate the adequacy of existing helpdesk feedback systems and suggest improvements. • identify typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions • identify typical response times and service times for problems • understand the importance of documenting, classifying, prioritizing service requests, crowd management and others. • know helpdesk systems, policies, and procedures • maintain a knowledge-base of the known problems	SSC/N3022
3	Manage work to meet requirements		Candidates will be able to: • establish and agree work requirements with appropriate people • keep immediate work area clean and tidy • utilize time effectively • use resources correctly and efficiently • treat confidential information	SSC/N9001

			correctly - work in line with your organization's policies and procedures - work within the limits of your job role - obtain guidance from appropriate people, where necessary ensure work meets the agreed requirements	
4	Maintain a healthy, safe and secure working environment		Candidates will be able to: - comply with organization's current health, safety and security policies and procedures - report any identified breaches in health, safety, and security policies and procedures to the designated person - identify and correct any hazards that can deal with safely, competently and within the limits of your authority - report any hazards that one is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected - follow organization's emergency procedures promptly, calmly, and efficiently - identify and recommend opportunities for improving health, safety, and security to the designated person complete any health and safety records legibly and accurately	SSC/N9003

This Syllabus/Curriculum has been approved by **IT-ITES SSC NASSCOM**

Notes:

1. This document outlines the broad scope of coverage. This should be linked with OBF and training delivery plan. OBF (Outcome based framework) reflects the pedagogy used to ensure an expected outcome. Training delivery plan focuses on the sequence of delivery.
2. Though many NOSs have some seemingly common outcomes, notably core/generic, professional and technical skills, it is imperative to understand the contextual difference between them. For example, writing skills required for recording a customer query and

resolution (in SSC/N3021) are different from the writing skills required to prepare a time plan (in SSC/N9001). Training providers are advised to:

- a. embed such skills development in the learning pedagogy for each expected outcome
- b. prepare a detailed session plan for training delivery with focus on sequence and duration of training.
- c. run a diagnostic test to assess prior learning of students and help trainers / students identify the need for gap training and suitable training methodology. Accordingly, more introductory level sessions may be included in guided or self-paced mode of learning. E.g. adding some sessions on Functional English or Use of Internet and MS Office.