IT - ITeS SSC NASSCOM

N·S·D·C National Skill Development Corporation

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR IT-ITeS INDUSTRY

Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. Glossary of Key Terms.....P.3
4. NOS Units.....P.5

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:
IT-ITeS SSC NASSCOM

E-mail: ssc@nasscom.in

Introduction

Qualifications Pack-Domestic Data Entry Operator

SECTOR: IT-ITES

SUB-SECTOR: Business Process Management

OCCUPATION: CRM

REFERENCE ID: SSC/Q2212

Domestic Data Entry Operator in the IT-ITeS Industry is also known as

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

Job Details

Qualifications Pack Code	**SSC/Q2212**		
Job Role	**Domestic Data Entry Operator**		
Credits(NVEQF/NVQF/NSQF)	**TBD**	**Version number**	**1.0**
Industry	**IT-ITeS**	**Drafted on**	**30/08/13**
Sub-sector	**Business Process Management**	**Last reviewed on**	**30/08/13**
Occupation	**Customer Relationship Management**	**Next review date**	**30/08/15**

Job Role	**Domestic Data Entry Operator**
Role Description	Maintain proper entry of required data of customers through use of various data entry softwares and techniques.
NVEQF/NVQF level **Minimum Educational Qualifications** **Maximum Educational Qualifications**	4 10th Diploma in Computer Science/Technology
Training (Suggested but not mandatory)	Training programs and certifications in database management, hardware management, routing and switching, network management, customer orientation, dealing with difficult customers etc.
Experience	0-1 years of work experience/internship in a relevent area
Occupational Standards (OS)	**Compulsory:** 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) **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

Glossary of Key Terms

Table 1: Glossary of Key Terms

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria 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 Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an '**O**' or 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 the 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 the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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	Core Skills or Generic Skills are a group of skills that are key to learning and working 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.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.

Acronyms

Keywords /Terms	Description
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
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework

National Occupational Standard

Overview

This unit is about dealing with basic IT services in the form of data entry services.

SSC/N3022 Undertake Data Entry Services

Applicable OS Unit

Unit Code	SSC/N3022
Unit Title (Task)	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
Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you 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 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, with the source

SSC/N3022 Undertake Data Entry Services

	document and corrects any errors 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 (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant legislation, standards, policies, and procedures followed in the company KA2. how to engage with both internal and external specialists for support in order to perform the desired task. KA3. data entry procedures, tools, and techniques KA4. potential helpdesk customers and their typical requirements KA5. role and importance of the data entry operator in supporting business operations KA6. evaluate the adequacy of existing helpdesk feedback systems and suggest improvements.
B. Technical knowledge	The user/individual on the job needs to know and understand: KB1. basic understanding of computer and its terminology KB2. different software needed for report writing including MS office suit or open source office KB3. basic and advance pc workstation configuration, maintenance, networking as well as trouble shooting KB4. good knowledge of the operation and use of a standard alphanumeric keyboard KB5. how to compile simple reports from data entered and ability to make comparisons between them through use of various database management softwares KB6. how to make error free data entry with the help of various software, devices, equipment KB7. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions KB8. typical response times and service times for problems KB9. the importance of documenting, classifying, prioritizing service requests, crowd management and others. KB10. helpdesk systems, policies, and procedures

SSC/N3022 Undertake Data Entry Services

	KB11. maintain a knowledge-base of the known problems
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. write in at least one language
	Reading Skills
	You need to know and understand how to: SA4. read about the software and the documents, products and services with reference to the organization . SA5. keep abreast with the latest knowledge by reading newspaper , pamphlets, and product information sheets SA6. read comments, suggestions, and responses to frequently asked questions (FAQs) posted on the helpdesk portal
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA7. discuss task lists, schedules, and work-loads with co-workers SA8. question customers appropriately in order to understand the nature of the problem and make a diagnosis SA9. give clear instructions to customers and perform the task SA10. keep customers informed about progress SA11. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
B. Professional Skills	**Decision Making**
	You need to know and understand how to: SB1. follow rule-based decision-making processes SB2. identify anomalies in data SB1. make decisions on a suitable course of action or response
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB3. work effectively in a customer facing environment SB4. carry out rule-based transactions in line with customer-specific guidelines/procedures/rules and service level agreements SB3. check your own and/or your peers work meets customer requirements
	Problem Solving
	You need to know and understand how to: SB5. apply problem-solving approaches in different situations SB6. refer anomalies to the supervisor SB4. seek clarification on problems from others

SSC/N3022 Undertake Data Entry Services

	Analytical Thinking
	You need to know and understand how to: SB7. analyze data and activities SB8. configure data and disseminate relevant information to others SB9. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB10. provide opinions on work in a detailed and constructive way SB11. apply balance judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB12. apply good attention to detail SB13. check your work is complete and free from errors SB14. get your work checked by others
	Team Working
	You need to know and understand how to: SB15. contribute to the quality of team working SB16. work independently in a team environment SB17. work independently and collaboratively
C. Technical Skills	You need to know and understand how to: SC1. source and use coding standards, ticketing tools and utilities/tools SC2. use information technology effectively to input and/or extract data accurately SC3. identify and refer anomalies in data SC4. store and retrieve information SC5. agree objectives and work requirements SC6. keep up to date with changes, procedures and practices in your field of expertise

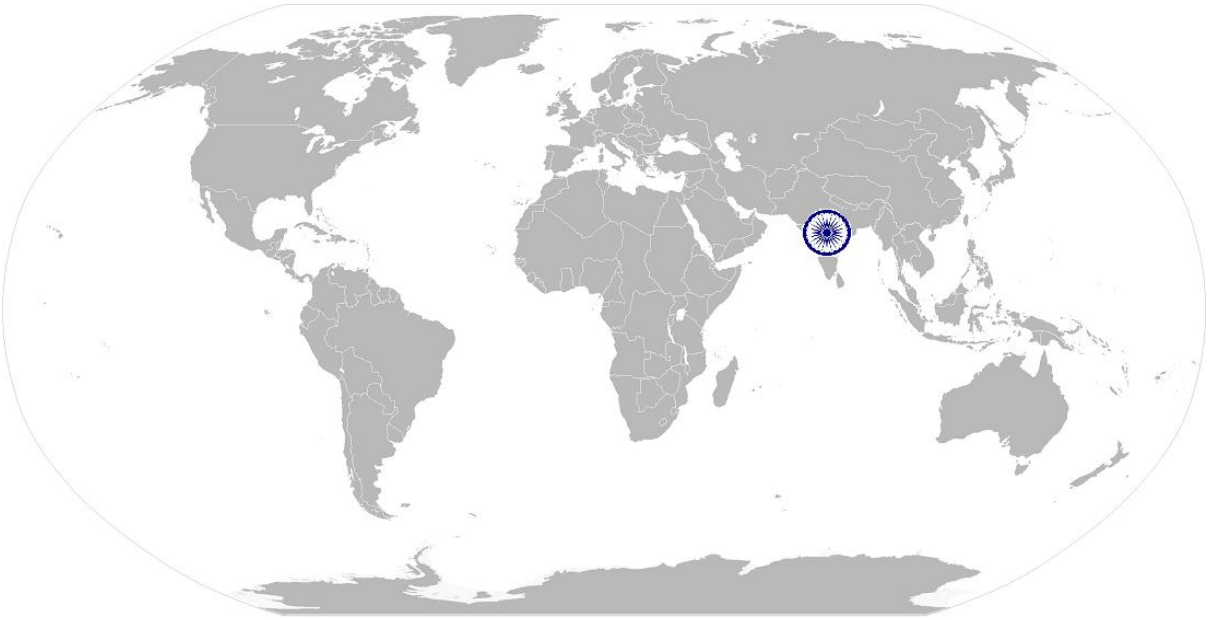
SSC/N3022 Undertake Data Entry Services

NOS Version Control

NOS Code	SSC/N3022		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/08/2013
Industry Sub-sector	Business Process Management	Last reviewed on	30/08/2013
		Next review date	30/08/2015

SSC/N9001 **Manage your work to meet requirements.**

National Occupational Standard



Overview

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

SSC/N9001 **Manage your work to meet requirements**

Applicable NOS Unit

Unit Code	SSC/N9001
Unit Title (Task)	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
Performance Criteria (PC) w.r.t. the Scope	
	To be competent on the job, you 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 organization's 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 (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work KA2. limits of your responsibilities and when to involve others KA3. your specific work requirements and who these must be agreed with KA4. the importance of having a tidy work area and how to do this KA5. how to prioritize your workload according to urgency and importance and the benefits of this

	KA6. your organization's policies and procedures for dealing with confidential information and the importance of complying with these KA7. the purpose of keeping others updated with the progress of your work KA8. who to obtain guidance from and the typical circumstances when this may be required KA9. the purpose and value of being flexible and adapting work plans to reflect change
B. Technical Knowledge	You need to know and understand: KB1. the importance of completing work accurately and how to do this KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization KB3. resources needed for your work and how to obtain and use these
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. complete accurate work with attention to detail
	Reading Skills
	You need to know and understand how to: SA2. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. ask for clarification and advice from line managers SA4. communicate orally with colleagues
B. Professional Skills	**Decision Making**
	You need to know and understand how to: SB1. make decisions on suitable courses
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to achieve targets and deadlines SB3. agree objectives and work requirements
	Customer Centricity
	You need to know and understand how to: SB4. deliver consistent and reliable service to customers SB5. check your own work meets customer requirements
	Problem Solving
	You need to know and understand how to: SB6. refer anomalies to the line manager SB7. seek clarification on problems from others
	Analytical Thinking

SSC/N9001 Manage your work to meet requirements

	You need to know and understand how to: SB8. provide relevant information to others SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to: SB10. apply judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB11. check your work is complete and free from errors SB12. get your work checked by peers
	Team Working
	You need to know and understand how to: SB13. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively, to input and/or extract data accurately SC2. identify and refer anomalies in data SC3. store and retrieve information SC4. keep up to date with changes, procedures and practices in your role

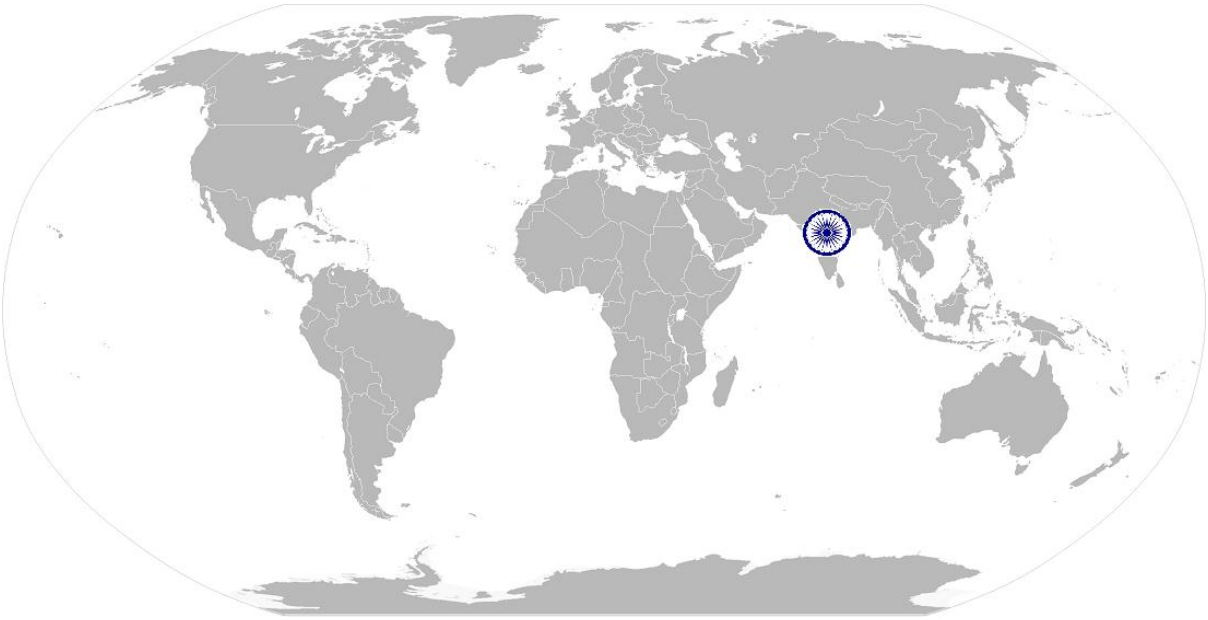
SSC/N9001 **Manage your work to meet requirements**

NOS Version Control

NOS Code	SSC/N9001		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	30/04/2013
		Next review date	30/04/2015

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

National Occupational Standard



Overview

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

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

Applicable NOS Unit

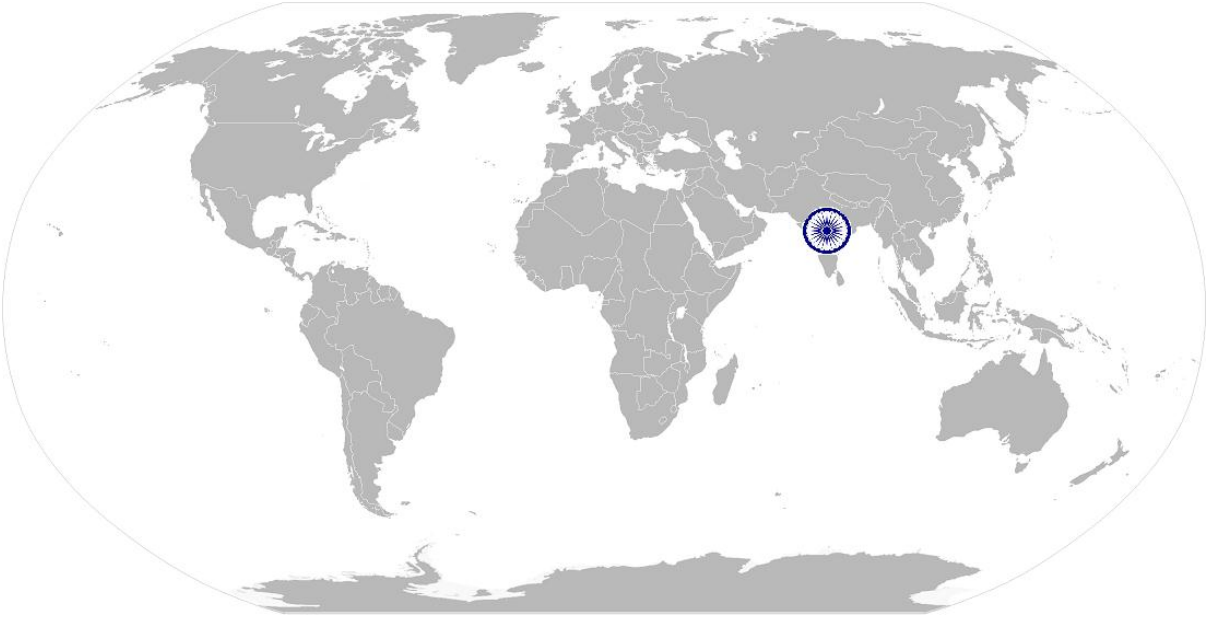
Unit Code	SSC/N9003
Unit Title (Task)	**Maintain a healthy, safe and secure working environment**
Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
Scope	This unit/task covers the following: **Emergency procedures**: • illness • accidents • fires • other reasons to evacuate the premises • breaches of security
Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. comply with your 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 PC5. follow your organization's **emergency procedures** promptly, calmly, and efficiently PC6. identify and recommend opportunities for improving health, safety, and security to the designated person PC1. complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace KA3. how and when to report hazards KA4. limits of your responsibility for dealing with hazards KA5. your organization's **emergency procedures** for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of health, safety and security KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization

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

B. Technical Knowledge	You need to know and understand: KB1. different types of breaches in health, safety and security and how and when to report these KB2. evacuation procedures for workers and visitors KB3. how to summon medical assistance and the emergency services, where necessary KB4. how to use the health, safety and accident reporting procedures and the importance of these KB5. government agencies in the areas of safety, health and security and their norms and services
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to: SA2. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. listen effectively and orally communicate information accurately
B. Professional Skills	**Decision Making**
	You need to know and understand how to: SB1. make decisions on suitable courses of action
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to meet health, safety and security requirements
	Customer Centricity
	You need to know and understand how to: SB3. build and maintain positive and effective relationships with colleagues and customers
	Problem Solving
	You need to know and understand how to: SB4. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to: SB5. analyze data and activities
	Critical Thinking
	You need to know and understand how to: SB6. apply balanced judgments to different situations

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

	Attention to Detail
	You need to know and understand how to: SB7. check your work is complete and free from errors SB8. get your work checked by peers
	Team Working
	You need to know and understand how to: SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. identify and refer anomalies SC2. help reach agreements with colleagues SC3. keep up to date with changes, procedures and practices in your role



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

NOS Version Control

NOS Code	SSC/N9003		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	30/04/2013
		Next review date	30/04/2015