



Ref: NSDC/QA&Std/1.1/CL Educate Ltd./SSC/Q2212

Certificate Programme in Domestic Data Entry Operator

Curriculum

This programme is aimed at training candidates for the job of Data Entry Operator, in the IT / ITeS sector and by the end of the program aims at building the following key competencies amongst the learner:

1. Introduction
2. Ability to effectively work on computers with basic computer knowledge
3. Manage work to meet data entry requirements
4. Effectively use data entry knowledge and solve problem/issues in data entry
5. Maintain healthy, safety and secure work environment

This course encompasses 3 out of 3 National occupational Standards (NOS) of “Domestic Data operator” Qualification Pack issued by “National Association of Software and Services Companies (NASSCOM) & 2 modules on computer fundamentals and working knowledge of computers.

S.No	Topic/ Module	Duration (in Hours)	Key Learning Outcomes	Corresponding NOS Code
1.	Introduction	40 hours	<input type="checkbox"/> Introduction to the IT/ITES industry. <input type="checkbox"/> Basic understanding of computer and its terminology. <input type="checkbox"/> Awareness about software tools. <input type="checkbox"/> Legal awareness about treating data safely.	-
2	Manage work to meet requirements.	28 hours	<input type="checkbox"/> Understand job role and work requirements. <input type="checkbox"/> Utilize your time and resource optimally. <input type="checkbox"/> Treat confidential information carefully. <input type="checkbox"/> Be aware of organization's policies /procedures. <input type="checkbox"/> Obtain guidance from appropriate people. <input type="checkbox"/> Ensure your work meets the agreed quality and requirements.	SSC/ N 9001
3	Maintain healthy, safety and secure work environment.	20 hours	<input type="checkbox"/> Comply with your organization's current health, safety and security policies and procedures. <input type="checkbox"/> Report any identified breaches to concerned person. <input type="checkbox"/> Identify and correct any hazards that you can deal with.	SSC/ N 9003

S.No	Topic/ Module	Duration (in Hours)	Key Learning Outcomes	Corresponding NOS Code
			<input type="checkbox"/> Report any hazards that you are not competent to deal with. <input type="checkbox"/> Follow your organization's emergency procedures if needed.	
4	Basic Computer Education	90 hours	<input type="checkbox"/> Knowledge of Hardware peripherals. <input type="checkbox"/> Concept of operating system <ul style="list-style-type: none"> • Windows XP • Exploring and configuring the Windows XP environment • Troubleshooting for most accounting problems. <input type="checkbox"/> Concepts of word processing - MS Word. <ul style="list-style-type: none"> • Creating, organizing and formatting content. • Practice alpha-numeric combined text. • Collaborating – Insert, view, merge, edit, track mode etc. <input type="checkbox"/> Concepts of electronic spreadsheets and various types of entries in it <ul style="list-style-type: none"> • Creating, analyzing and formatting data and content on MS Excel • Collaborating – Insert, view, edit etc. • Managing workbooks. • Apply simple shortcuts and formulae. <input type="checkbox"/> Internet concepts <ul style="list-style-type: none"> • Understanding concepts of URL • Creating and opening an email account • Receiving and sending emails • Searching information on internet • Opening websites and downloading data from them • Writing, reading and sending emails 	-
5	Data entry knowledge	104 hours	<input type="checkbox"/> Learn different software needed for report writing. <input type="checkbox"/> Practice MS office suit or open source office. <input type="checkbox"/> Try to minimize manual errors while processing data. <input type="checkbox"/> Use software that can deduct errors in report. <input type="checkbox"/> Learn to compile simple reports from data entered. <input type="checkbox"/> Improve ability to make comparisons between two various database using software. <input type="checkbox"/> Maintain a knowledge-base of the known problems. <input type="checkbox"/> Find out various solutions for them, including workaround (alternate/situational) solutions.	SSC/ N 3022

S.No	Topic/ Module	Duration (in Hours)	Key Learning Outcomes	Corresponding NOS Code
			<input type="checkbox"/> Knowledge about - response times and service times for problems of various types. <input type="checkbox"/> Understand importance of documenting, classifying, prioritizing service requests, cloud management and others. <input type="checkbox"/> Helpdesk systems, policies, and procedures.	
	Work effectively with colleagues	20 hours	<input type="checkbox"/> Communicate with colleagues clearly, concisely and accurately. <input type="checkbox"/> Work with colleagues to integrate. <input type="checkbox"/> Pass on essential information to colleagues as per requirements. <input type="checkbox"/> Show respect for colleagues <input type="checkbox"/> Carry out commitments you have made to colleagues. <input type="checkbox"/> In case unable to fulfill commitments, communicate it correctly to right person with reason. <input type="checkbox"/> Take initiatives to solve problems, if any during working with colleagues. <input type="checkbox"/> Follow the organization's policies and procedures for working with colleagues.	
6	Functional English Language	60 hours	Candidates will get an understanding of: <input type="checkbox"/> Elementary/ Basic English <input type="checkbox"/> Grammar: Pronunciation, vowels, consonants and more concepts	-
7	Soft skills/ Personality Development	36 hours	Candidates will be trained on: <input type="checkbox"/> Life Skills <input type="checkbox"/> Basic mannerism, etiquettes and behavior <input type="checkbox"/> Dressing manners <input type="checkbox"/> Greeting the guests <input type="checkbox"/> Seeking awareness and addressing problems <input type="checkbox"/> Organizing skills	-
8	Computer Training	90 hours	Candidates will be trained on: <input type="checkbox"/> Basic computer information and handling <input type="checkbox"/> Familiarity with computer system and other functionalities <input type="checkbox"/> Working on computers – start typing and practice further <input type="checkbox"/> MS office practice <input type="checkbox"/> Emails: sending and receiving, internet surfing and browsing	-
	On- job training (OJT)	160 hours	Practical training at selected organizations	-

Total Programme Duration: 648 Hours

This syllabus/ curriculum have been approved by NASSCOM