

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR IT-ITeS INDUSTRY

What are National Occupational Standards(NOS)?

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



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Introduction

Qualifications Pack-Domestic Data Entry Operator

SECTOR: IT-ITES

SUB-SECTOR: Business Process Management

OCCUPATION: CRM

REFERENCE ID: SSC/Q2212

ALIGNED TO NCO CODE: TBD

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

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 (NSQF)	TBD	Version number	1.0
	Industry	IT-ITeS	Drafted on	30/08/2013
	Sub-sector	Business Process Management	Last reviewed on	31/01/2015
	Occupation	Customer Relationship Management	Next review date	31/03/2016
	NSQC Approval	Approved by NSQC on 19/05/2015		
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.			
NSQF level	4			
Minimum Eligible Age	18 years			
Minimum Educational Qualifications	10 th			
Maximum Educational Qualifications	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 relevant area			
Occupational Standards (OS)	<p>Compulsory:</p> <ol style="list-style-type: none"> SSC/N3022 (Undertake data entry services) SSC/N9001 (Manage your work to meet requirements) SSC/N9003 (Maintain a healthy, safe and secure working environment) <p>Optional: Not Applicable</p>			
Performance Criteria	As described in the relevant OS units			

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 Labour and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skill Qualification Framework

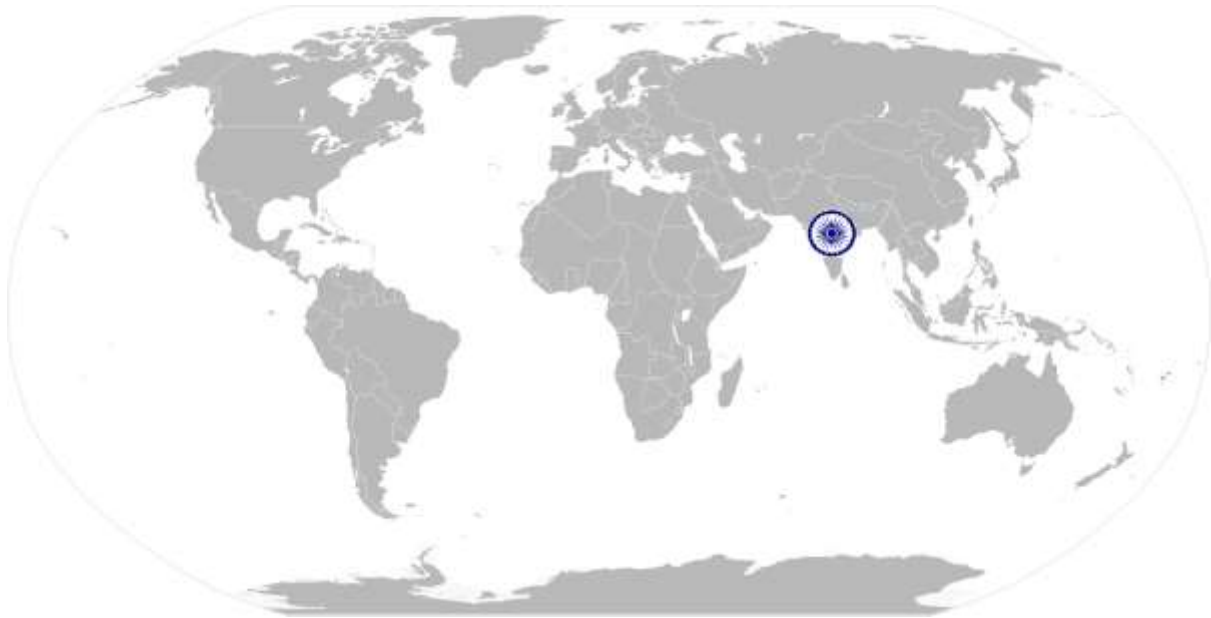
NOS

National Occupational Standards



SSC/N3022 Undertake Data Entry Services

National Occupational Standard



Overview

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

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	<p>This unit/task covers the following:</p> <p>Incidents may involve:</p> <ul style="list-style-type: none"> • storage • databases • applications • security <p>Problems about:</p> <ul style="list-style-type: none"> • networking/connectivity • operating system/software • installation/configuration • computer hardware <p>data entry errors may include:</p> <ul style="list-style-type: none"> • database error management • database access management • application installation • security hardening <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • supervisor • subject matter experts
Performance Criteria (PC) w.r.t. the Scope		
	<p>To be competent, you must be able to:</p> <p>PC1. obtain sufficient information from the customer /client to understand the need and perform initial task</p> <p>PC2. assist the customer in providing right information to be entered</p> <p>PC3. provide the customer with a reasonable estimate time of entering data</p> <p>PC4. prioritize service requests according to organizational guidelines</p> <p>PC5. refer the problem to a competent technical support team if it cannot be resolved by the operator</p> <p>PC6. record and perform the service request accurately as per organizational processes and policies</p> <p>PC7. transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports</p> <p>PC8. receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input</p> <p>PC9. transcribes selected data into a computer and scans source documents in accordance with specific program instructions</p>	

Undertake Data Entry Services

	<p>PC10. compares transcribed data, as displayed on a visual screen, with the source document and corrects any errors</p> <p>PC11. obtain help or advice from specialist if the problem is outside his/her area of competence or experience</p> <p>PC12. determines the cause of error message while entering data and makes appropriate corrections</p> <p>PC13. maintains files of source documents or other information relative to data entered;</p> <p>PC14. performs various related functions to insure that the computer is maintained in a neat and orderly manner</p> <p>PC15. assists in (or performs) the filing and storage of security and back up data files</p> <p>PC16. may perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc)</p> <p>PC17. monitor the problem and keep the customer informed about progress or any delays in the process</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. how to engage with both internal and external specialists for support in order to perform the desired task.</p> <p>KA3. data entry procedures, tools, and techniques</p> <p>KA4. potential helpdesk customers and their typical requirements</p> <p>KA5. role and importance of the data entry operator in supporting business operations</p> <p>KA6. evaluate the adequacy of existing helpdesk feedback systems and suggest improvements.</p>
<p>B. Technical knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic understanding of computer and its terminology</p> <p>KB2. different software needed for report writing including MS office suit or open source office</p> <p>KB3. basic and advance pc workstation configuration, maintenance, networking as well as trouble shooting</p> <p>KB4. good knowledge of the operation and use of a standard alphanumeric keyboard</p> <p>KB5. how to compile simple reports from data entered and ability to make comparisons between them through use of various database management softwares</p> <p>KB6. how to make error free data entry with the help of various software, devices, equipment</p> <p>KB7. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions</p> <p>KB8. typical response times and service times for problems</p> <p>KB9. the importance of documenting, classifying, prioritizing service requests, crowd management and others.</p> <p>KB10. helpdesk systems, policies, and procedures</p>

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 SB3. make a decision on a suitable course of action or response
	Plan and Organize
	You need to know and understand how to: SB4. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB5. work effectively in a customer facing environment SB6. carry out rule-based transactions in line with customer-specific guidelines/procedures/rules and service level agreements SB7. check that your own and/or your peers work meets customer requirements
Problem Solving	
	You need to know and understand how to: SB8. apply problem-solving approaches in different situations SB9. refer anomalies to the supervisor SB10. seek clarification on problems from others
	Analytical Thinking

SSC/N3022

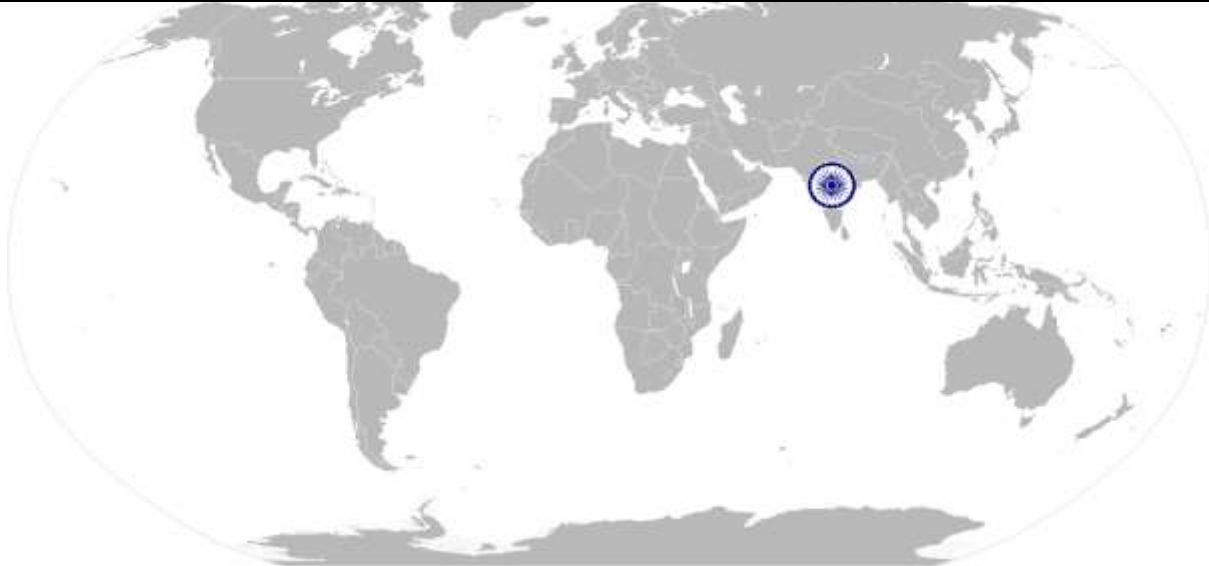
Undertake Data Entry Services

	You need to know and understand how to: SB11. analyze data and activities SB12. configure data and disseminate relevant information to others SB13. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB14. provide opinions on work in a detailed and constructive way SB15. apply balance judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB16. apply good attention to detail SB17. check your work is complete and free from errors SB18. get your work checked by others
	Team Working
	You need to know and understand how to: SB19. contribute to the quality of team working SB20. work independently in a team environment SB21. 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
NOS Version Control

Undertake Data Entry Services

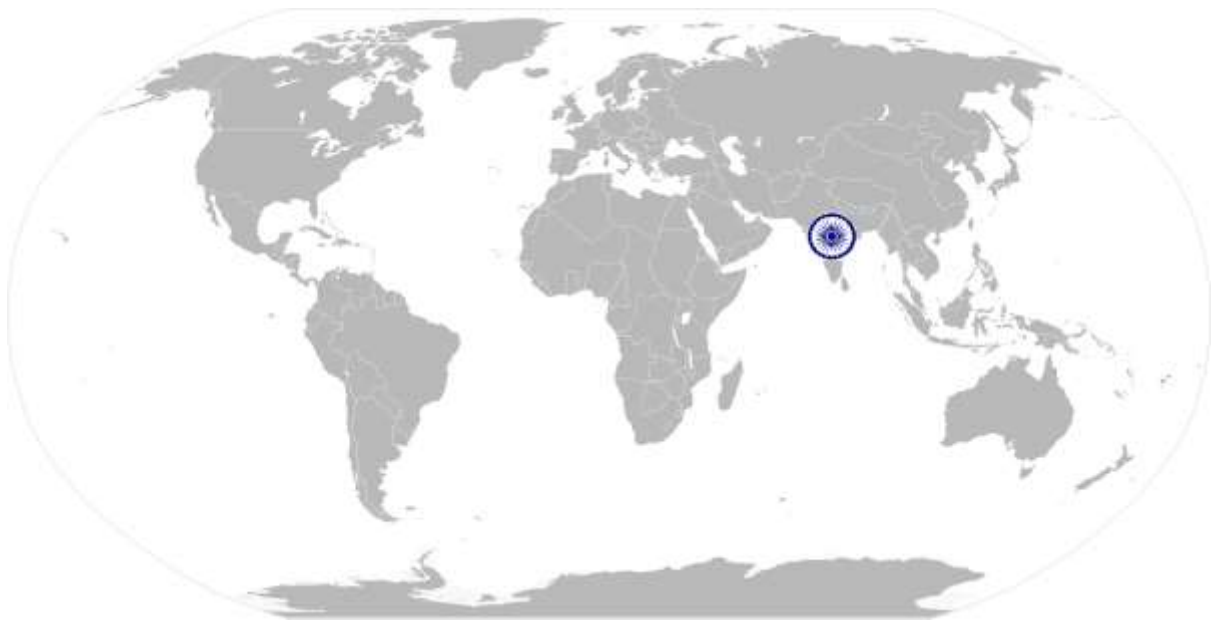
NOS Code	SSC/N3022		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/08/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



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	<p>This unit/task covers the following:</p> <p>Work requirements:</p> <ul style="list-style-type: none"> • 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) <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • the person requesting the work • members of the team/department • members from other teams/departments <p>Resources:</p> <ul style="list-style-type: none"> • equipment • materials • information
	Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent on the job, you must be able to:</p> <p>PC1. establish and agree your work requirements with appropriate people</p> <p>PC2. keep your immediate work area clean and tidy</p> <p>PC3. utilize your time effectively</p> <p>PC4. use resources correctly and efficiently</p> <p>PC5. treat confidential information correctly</p> <p>PC6. work in line with your organization's policies and procedures</p> <p>PC7. work within the limits of your job role</p> <p>PC8. obtain guidance from appropriate people, where necessary</p> <p>PC9. ensure your work meets the agreed requirements</p>	
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work</p> <p>KA2. limits of your responsibilities and when to involve others</p> <p>KA3. your specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize your workload according to urgency and importance and the benefits of this</p>	

SSC/N9001

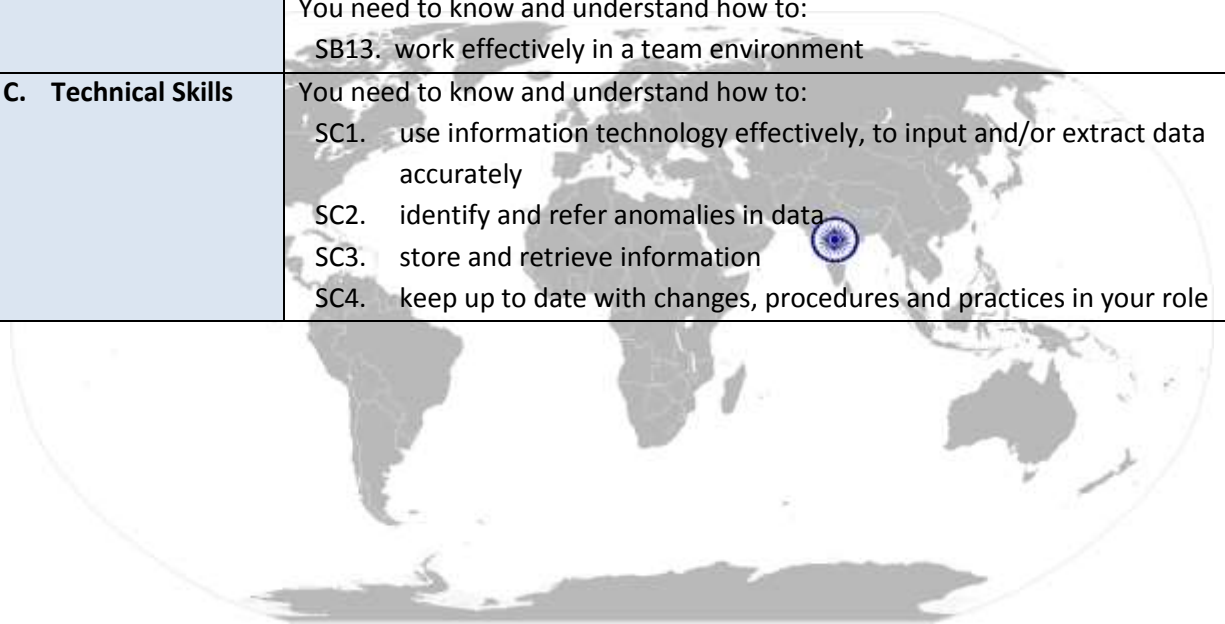
Manage your work to meet requirements

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

SSC/N9001

Manage your work to meet requirements

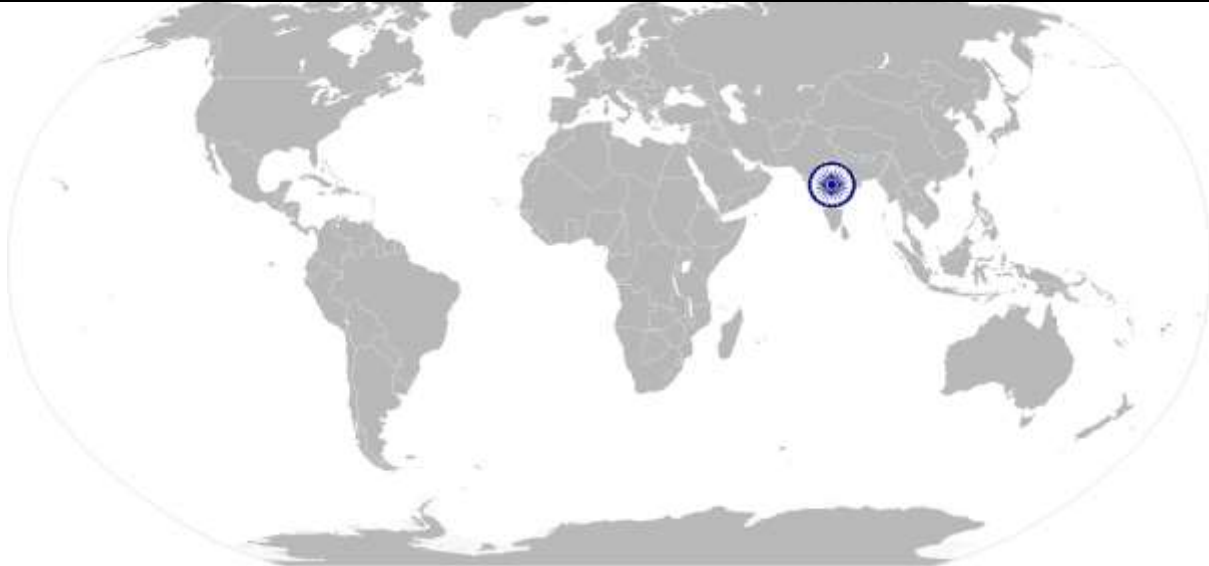
	You need to know and understand how to: SB8. provide relevant information to others SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to: SB10. apply judgments to different situations
	Attention to Detail
	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
NOS Version Control

Manage your work to meet requirements

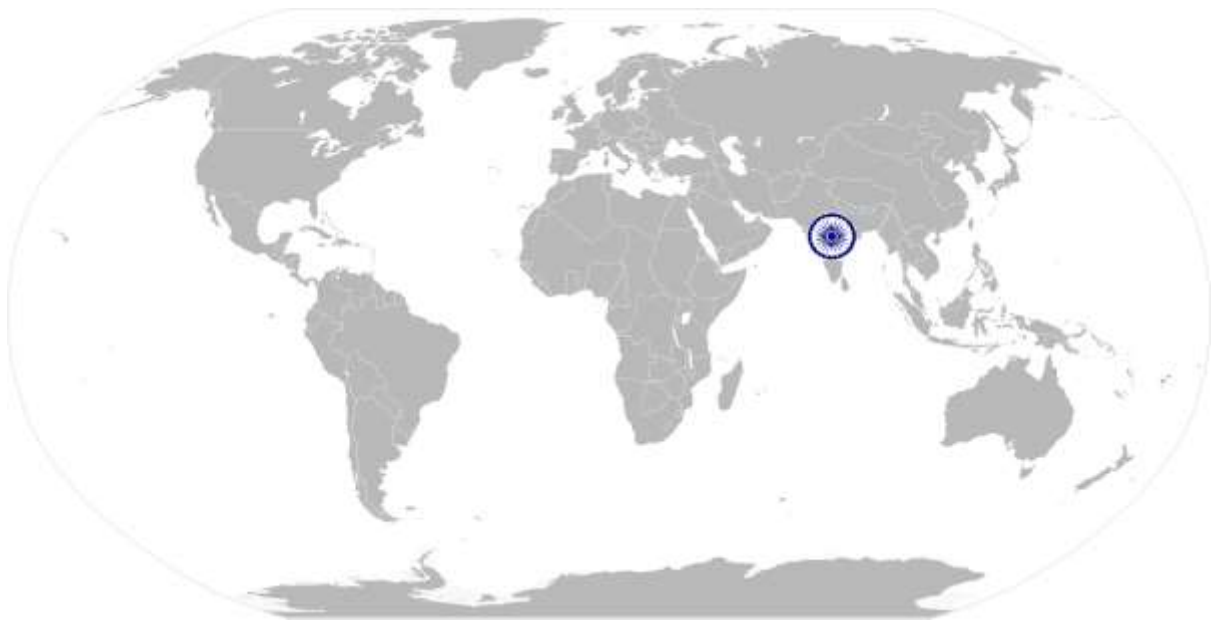
NOS Code	SSC/N9001		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016



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.

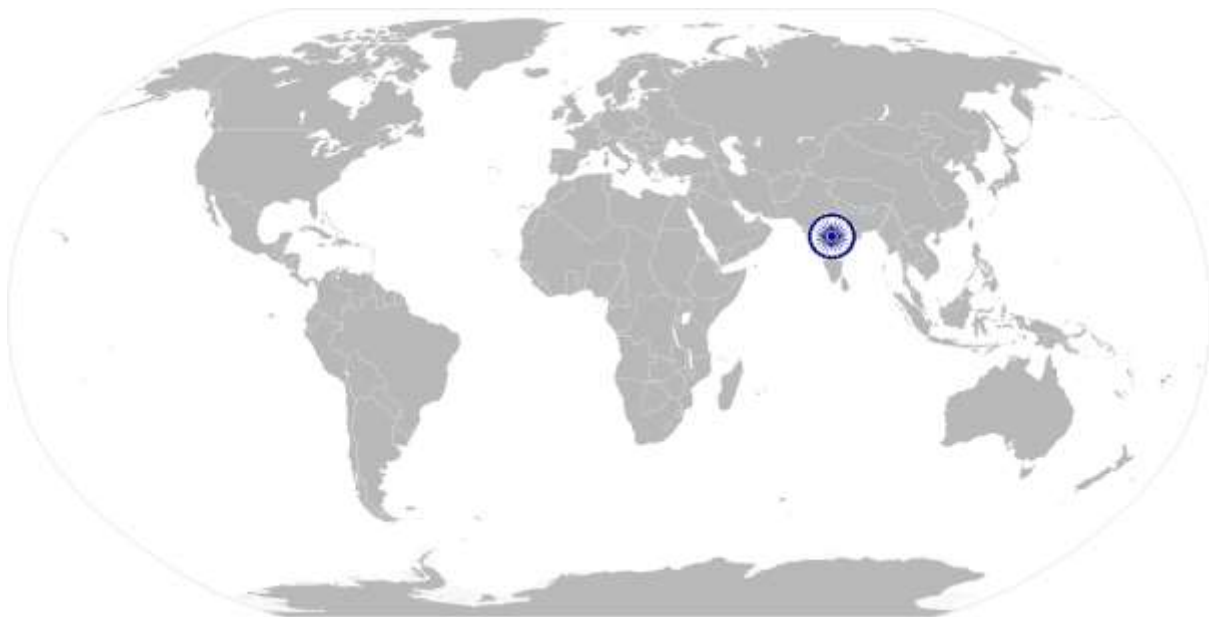
Applicable NOS Unit	Unit Code	SSC/N9003
	Unit Title (Task)	Maintain a healthy, safe and secure working environment
	Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
	Scope	<p>This unit/task covers the following:</p> <p>Emergency procedures:</p> <ul style="list-style-type: none"> • illness • accidents • fires • other reasons to evacuate the premises • breaches of security
Performance Criteria (PC) w.r.t. the Scope		
	<p>To be competent, you must be able to:</p> <p>PC1. comply with your organization’s current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</p> <p>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</p> <p>PC5. follow your organization’s emergency procedures promptly, calmly, and efficiently</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC7. complete any health and safety records legibly and accurately</p>	
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. legislative requirements and organization’s procedures for health, safety and security and your role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. limits of your responsibility for dealing with hazards</p> <p>KA5. your organization’s emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization</p>	
B. Technical	<p>You need to know and understand:</p>	

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

Knowledge	<p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p> <p>KB5. government agencies in the areas of safety, health and security and their norms and services</p>
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)
B. Professional Skills	You need to know and understand how to: SA3. listen effectively and orally communicate information accurately
	Decision Making
	You need to know and understand how to: SB1. make a decision on a suitable course 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	
Attention to Detail	

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

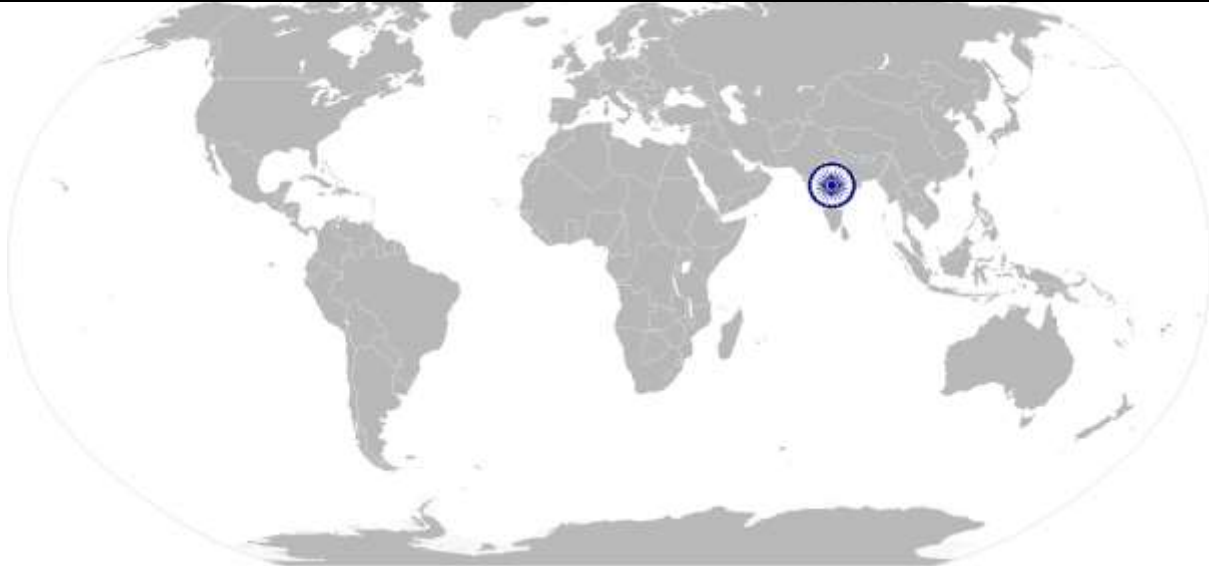
	<p>You need to know and understand how to:</p> <p>SB7. check your work is complete and free from errors</p> <p>SB8. get your work checked by peers</p>
	<p>Team Working</p>
	<p>You need to know and understand how to:</p> <p>SB9. work effectively in a team environment</p>
<p>C. Technical Skills</p>	<p>You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



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

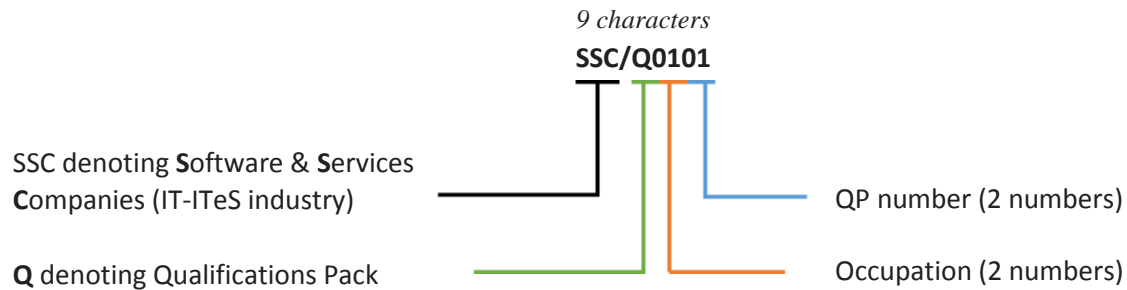
NOS Version Control

NOS Code	SSC/N9003		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
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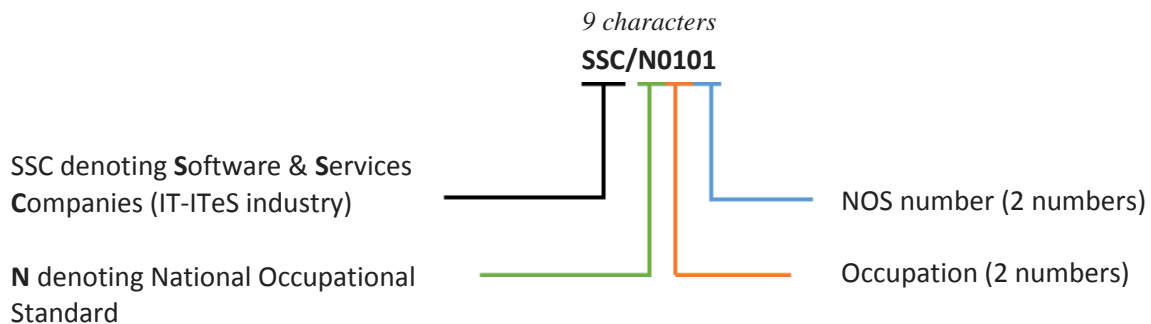


Nomenclature for QP and NOS Units

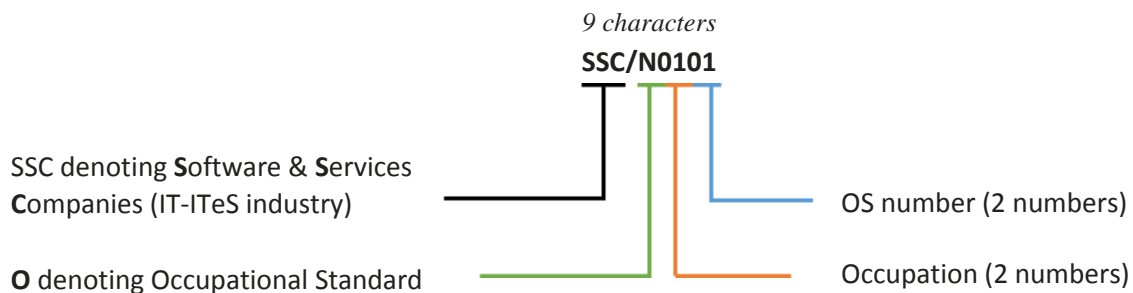
Qualifications Pack



National Occupational Standard



Occupational Standard



It is important to note that an OS unit can be denoted with either an 'O' or an 'N'.

- If an OS unit denotes 'O', it is an OS unit that is an international standard. An example of OS unit denoting 'O' is SSC/O0101.
- If an OS unit denotes 'N', it is an OS unit that is a national standard and is applicable only for the Indian IT-ITeS industry. An example of OS unit denoting 'N' is SSC/N0101

Nomenclature for QP and NOS Units

The following acronyms/codes have been used in the nomenclature above:

Sub-Sector	Range of Occupation numbers
IT Service (ITS)	01-20
Business Process Management (BPM)	21-40
Engg. and R&D (ERD)	41-60
Software Products (SPD)	61-80

Sequence	Description	Example
Three letters	Industry name (Software & Service Companies)	SSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation Code	01
Next two numbers	OS number	01

Criteria for Assessment of Trainees

Job Role Domestic Data Entry Operator

Qualification Pack SSC/Q2212

Sector Skill Council IT-ITeS

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The assessment will be conducted online through assessment providers authorised by SSC.
3. Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4. To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5. For latest details on the assessment criteria, please visit www.sscnasscom.com.

		Marks Allocation			
		Total Mark	Out of	Theory	Skills Practical
1. SSC/N3022 (Undertake data entry services)	PC1. obtain sufficient information from the customer /client to understand the need and perform initial task	120	12.5	0	12.5
	PC2. assist the customer in providing right information to be entered		12.5	0	12.5
	PC3. provide the customer with a reasonable estimate time of entering data		5	0	5
	PC4. prioritize service requests according to organizational guidelines		2.5	0	2.5
	PC5. refer the problem to a competent technical support team if it cannot be resolved by the operator		2.5	0	2.5
	PC6. record and perform the service request accurately as per organizational processes and policies		2.5	0	2.5
	PC7. transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports		10	0	10
	PC8. receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input		2.5	0	2.5
	PC9. transcribes selected data into a computer and scans source documents in accordance with specific program instructions		10	0	10

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	PC10. compares transcribed data, as displayed on a visual screen, document and corrects any errors with the source		15	5	10
	PC11. obtain help or advice from specialist if the problem is outside his/her area of competence or experience		5	0	5
	PC12. determines the cause of error message while entering data and makes appropriate corrections		5	5	0
	PC13. maintains files of source documents or other information relative to data entered;		5	5	0
	PC14. performs various related functions to insure that the computer is maintained in a neat and orderly manner		10	10	0
	PC15. assists in (or performs) the filing and storage of security and back up data files		10	10	0
	PC16. may perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)		5	0	5
	PC17. monitor the problem and keep the customer informed about progress or any delays in the process		5	0	5
		Total	120	35	85
2.SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements with appropriate people	40	10	5	5
	PC2. keep your immediate work area clean and tidy		5	0	5
	PC3. utilize your time effectively		5	5	0
	PC4. use resources correctly and efficiently		5	2.5	2.5
	PC5. treat confidential information correctly		5	0	5
	PC6. work in line with your organization's policies and procedures		2.5	0	2.5
	PC7. work within the limits of your job role		2.5	0	2.5
	PC8. obtain guidance from appropriate people, where necessary		2.5	0	2.5
	PC9. ensure your work meets the agreed requirements		2.5	0	2.5
		Total	40	12.5	27.5
4.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures	40	10	5	5
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		5	0	5
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		10	5	5

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	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		5	0	5
	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently		5	0	5
	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person		2.5	0	2.5
	PC7. complete any health and safety records legibly and accurately		2.5	0	2.5
		Total	40	10	30