Course Curriculum _ Domestic Data Entry Operator

COURSE NAME: Domestic Data Entry Operator
NSQF LEVEL: 4
REFERENCE ID: SSC/Q2212
ALIGNED TO: TBD

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

Module 1 : Introduction

- Introduction to IT/ITeS Industry
- Understanding of Computers
- M.S Office & Data Confidentiality
- Enhance Typing Skills
- Basic of Internet
- Story / Case Study Based Brain Storming Session

Assessment for Module 1

Module 2 : Undertake Data Entry Services

- Job Responsibilities of a Data Entry Operator
- Customer Orientation in Data Entry Roles
- Obtain sufficient information from the customer /client to understand the need and perform initial task
- Assist the customer in providing right information to be entered
- Provide the customer with a reasonable estimate time of entering data
- Prioritize service requests according to organizational guidelines
- Determines the cause of error message while entering data and makes appropriate corrections
- Maintains files of source documents or other information relative to data entered;
- Monitor the problem and keep the customer informed about progress or any delays in the process
- Basic of Email Writing
- Group Discussion

Assessment for Module 2

Module 3 - Manage your work to meet requirement

- Time Management
- 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 correctly
- Work in line with organization's policies and procedures
- Work within the limits of job role
- Obtain guidance from appropriate people, where necessary
- Ensure work meets the agreed requirements
- Work Management and Prioritization
- Quality and Standard Adherence
- Basic of Listening Skill
- Interaction With SME

Assessment for Module 3

Module 4 : Maintain a Healthy, Safe and Secure Working

- Workplace Safety
- 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
- Follow organization's emergency procedures promptly, calmly, and efficiently
- Identify and recommend opportunities for improving health, safety, and security to the designated person
- Report Accidents and Emergencies
- Protect Health & Safety at your work
- Basic of Concall
- Interaction With Corporate

Assessment for Module 4

Interaction with Subject Matter Expert

Certification