**Broadcast Engineering Consultants India Limited (BECIL)**

**BIHAR SKILL DEVELOPMENT MISSION
2020-21**

**2021-22
2022-23**

**55 - DAYS PROGRAM**

It’s Objective, learning outcomes, Modules, assessments and material list

**CERTIFICATE PROGRAM IN DOMESTIC DATA ENTRY OPERATOR**

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| Submitted to **:-** **Bihar Skill Development Mission,Labour Resources Department, GoB**  | Submitted By **:- Broadcast Engineering Consultants India Limited (BECIL)** |
| Session – 2020-21 2021-22 2022-23  |

Course name: **Certificate Course in Domestic Data Entry Operator**

* Course Id- SSC/Q2212
* Candidate Eligibility : **10TH Standard Pass**
* Course Duration: 55 days

Course Duration

* Theory duration :117
* Practical duration : 283
* Entrepreneurship & Soft skills : 40
* Total Course Duration : **440**

**CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE**

**Name and address of submitting body:**

**Broadcast Engineering Consultants India Limited (BECIL)**

**Name and contact details of individual dealing with the submission**

**Name :** Mr. Deepak Sharma

**Position** **in** **the** **organization** : Head Government Business

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**List of documents submitted in support of the Qualifications File**

1. Curriculum Document

**SUMMARY**

|  |  |
| --- | --- |
| **Qualification Title**  | **Certificate in Domestic Data Entry Operator** |
| **Qualification Code**  | **SSC/Q2212** |
| **Nature and purpose of the qualification**  | **Nature****55 days Certificate Course in Domestic Data Entry Operator****Purpose****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.**. |
| **Body/bodies which will award the qualification** | **Broadcast Engineering Consultants India Limited (BECIL)** |
| **Occupation(s) to which the qualification gives access** | **Customer Relationship Management** |
| **Entry requirements and / or recommendations** | **10th Standard Pass**  |

1. **OBJECTIVE OF THE COURSE: -**

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.

1. **Training Outcomes :-**

After completing this programme, participants will be able to: 

* Undertake data entry services 
* Manage their work to meet requirements 
* Maintain a healthy, safe and secure working environment
1. **MODULE- 55 DAYS (CERTIFICATE PROGRAM IN DOMESTIC DATA ENTRY OPERATOR)**

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| --- |
| **DURATION :- 55 DAYS****CERTFICATE PROGRAM IN DOMESTIC DATA ENTRY OPERATOR** |
| **MODULE CODE & NAMES**  |  |
| **1** | **Code :- SSC/N3022****Module :-** Undertake data entry services |
| **OBJECTIVE OF THE MODULES**  | 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 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 |
| **2** | **Code :- SSC/N9001****Module :-** Manage your work to meet requirements |
| **OBJECTIVE OF THE MODULES**  | 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)
*  deliverable (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  |
| **3** | **Code :- SSC/N9003** **Module :-** Maintain a healthy, safe and secure working environment |
| **OBJECTIVE OF THE MODULES**  | 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 proceduresPC2. report any identified breaches in health, safety, and security policies and procedures to the designated personPC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authorityPC4. 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 affectedPC5. follow your organization’s emergency procedures promptly, calmly, and efficientlyPC6. identify and recommend opportunities for improving health, safety, and security to the designated personPC7. complete any health and safety records legibly and accurately |
| **MODE OF DELIVERY** | Practical and theoretical  |

| **Sr. No.** | **Module** | **Key Learning Outcomes** | **Equipment Required** |
| --- | --- | --- | --- |
| 1 | **Data Entry Services****Theory Duration**(hh:mm) 75:00**Practical Duration**(hh:mm) 175:00**Corresponding NOS Code**SSC / N3022 | The learners should be able to:* Obtain information from customer/client to be entered.
* Adhere to organizational processes and policies to record and perform the service request.
* Revert to the customer on a reasonable estimate time of delivering the desired outcome.
* Prioritize service requests according to organizational guidelines.
* Transcribe, enter, and verify data from multiple sources.
* Verify accuracy of transcribed data with the source document and correct any errors.
* Escalate, seek advice from specialists if the problem is beyond competence or experience factor.
* Make appropriate corrections for any error messages that arise, while entering data.
* Organize source documents and filing relative to data entered.
* Ensure security storage and back up of data files.
* Share progress or any delays in the process with customers
 | * Computer Lab with 1:1 PC : trainee ratio and having internet connection, MS Office / Open Office, Browser, Outlook / Any other Email Client and chat tools.
* Assessment and Test Tools for day to day online Tests and Assessments
* Projector with screen
* Flip chart with markers
* Faculty’s PC/ Laptop with latest configuration and internet connection
* Supporting software/applications for projecting Audio Video recording
 |
| 2  | **Manage your work to meet Requirements****Theory Duration** (hh:mm) 30:00 **Practical Duration** (hh:mm) 70:00 **Corresponding NOS Code** SSC / N9001  | * Comprehend your work requirements, output, target with appropriate people as per organization policy.
* Use your time and resources judiciously.
* Keep the workplace clean and operate in a tidy environment.
* Treat confidential information correctly.
 | * Whiteboard and Markers
* LCD Projector and Laptop for presentations
* Training organization’s confidentiality policy
 |
| 3 | **Maintain a healthy, safe and secure working environment****Theory Duration** (hh:mm) 12:00 **Practical Duration** (hh:mm) 38:00 **Corresponding NOS Code** SSC / N9003 | The learner should 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 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
 | * White Board, Markers and Eraser 
* Projector with screen
* Flip chart with markers 
* Faculty’s PC/Laptop with latest configuration and internet connection
* Supporting software / applications for projecting audio, video, recording,
 |
|  | ****Entrepreneurship & Soft skills********Duration:**** (hh:mm) **40:00** | The learner should be able to: * To know the process of communication and its components
* To improve the language skills: speaking skill, writing skill, reading skill as well as listening skill.
* Construct basic and intermediate skills in English language.
* To enhance phonetic competence, presentation skills, comprehension skills, group discussion skills etc.
* To create new path of literature sensibility and learn life skill through it.
* To build confidence in for communicating in English and create interest for life-long learning of English language.
* The students shall learn the ability to understand the proper idea how to communicate at the industry level.
* The students shall learn how to approach with the business tycoons at organizational level.
* The students shall learn how to crack the interview with their communicative approach.
* The students are able to give concrete result as far as communication skill is concerned.
 | * Computer based console with computer, UPS & necessary wiring, etc
* 36 to 40 Chairs
* LCD Screen
* Wireless Headphones
* AC of 1.50 Ton capacity
* Curtains which covers the window pane
* White board marker and eraser
 |
|  | **Total Duration :** (hh:mm) **440:00****Theory Duration** (hh:mm) **117:00** **Practical Duration** (hh:mm) **283:00** **Entrepreneurship & Soft skills :**(hh:mm) **40:00** |  | **Unique Equipment Required:** Training room should be fully furnished with the following equipment / tools / accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome.  * Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning 
* White Board, Markers and Eraser 
* Projector with screen
* Flip chart with markers 
* Faculty’s PC/Laptop with latest configuration and internet connection
* Supporting software / applications for projecting audio, video, recording, 
* Presentation Tools to support learning activities:  Intranet  Email  IMs  Learning management system e.g. Moodle, Blackboard to enable blended learning 
* Microphone / voice system for lecture and class activities 
* Handy Camera 
* Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets 
* For IT Lab sessions: Computer Lab with 1:1 PC : trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools 
* Assessment and Test Tools for day to day online Tests and Assessments 
* For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.
* Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session
 |

1. **ASSESSMENT / EXAMINATION**

| **ASSESSMENT OUTCOMES**  | **Assessment Criteria For Outcome** | **Total marks**  |  | **Marks Allocation**  |
| --- | --- | --- | --- | --- |
| **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 |
| 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** |
| **3.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 |
| 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** |