Revised Application Documentation: Version 4 /22 April, 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)

4E, Vandhana Building (4th Floor)

11, Tolstoy Marg, Connaught Place, New Delhi - 110001

Name and contact details of individual dealing with the submission

Name: Dr. Sandhya Chintala

Position in the organisation   CEO

Address if different from aboveNA

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List of documents submitted in support of the Qualifications File

1. Functional Map for the job role
2. Occupational Analysis for BPM Sub-sector
3. Qualification Pack
4. Career Map for the job role / occupation: vertical and horizontal mobility
5. Test Matrix Template+ filled in test matrix
6. Talent Demand Supply Analysis Report

7. QUALIFICATION FILE SUMMARY

Qualification Title	Domestic Data entry Operator
Body/bodies which will assess candidates	IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)
Body/bodies which will award the certificate for the qualification.	SSC NASSCOM
Body which will accredit providers to offer the qualification.	SSC NASSCOM Presently, Accreditation is not prescribed; affiliation is one of the models.
Occupation(s) to which the qualification gives access	Customer Relationship Management (CRM)
Proposed level of the qualification in the NSQF.	4
Notional Learning Hours	400 hours approx. (customisable as per learner background)
Entry requirements / recommendations.	10th
Progression from the qualification.	As shown in the career map (attachment sl.no. 4) As this qualification was added last year based on urgent industry demand, occupational career maps were not updated to include the specific job role. The same are scheduled for update in the next cycle of review and revision of occupational analysis
Planned arrangements for RPL.	- Response to market forces for RPL - RPL assessments will be the same as our normal assessments. - MOUs / Agreement in place for institutions, Retail is work in progress
Formal structure of the qualification	

Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
SSC/N3022 (Undertake data entry services)	**Mandatory**	250	
SSC/N9001 (Manage your work to meet requirements)	**Mandatory**	100	**4**
SSC/N9003 (Maintain a healthy, safe and secure working **environment)**	**Mandatory**	50	

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack. Give details of the document here: Qualification Pack (attachment Sl no. 3)

SECTION 1
ASSESSMENT

Name of assessment body:
If there will be more than one assessment body for this qualification, give details.

- SSC NASSCOM is the assessment body, which affiliates assessment providers.

Will the assessment body be responsible for RPL assessment?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

- Yes.
- It is online, objective evaluation in a highly secure and proctored environment.
- RPL assessments will be the same as our normal assessments.
- All procedures followed will be similar to the normal assessment methodology.
- Issuance of the qualification will be through the centralise SDMS (NSDC).
- Quality assurance – By equating performance amongst the multiple affiliated assessment provider (AAP) and periodic analytical review and sensitivity analysis for the reliability and validity of all aspects of assessments. AAP only refers to agency/organisation.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

- SSC NAASCOM carries out online assessments through very robust platforms and proctoring methodology.
- AAP affiliated to SSC NASSCOM come with strong industry references and long experience and analytical ability in assessment methodologies.
- Periodic workshops are held with the vendors to bring them to a common understanding of the job role, its NSQF level, difficulty level as well as format and sample of assessment items.
- Internal moderations further ensure the validity and reliability of the assessments and consistency of difficulty levels of the test questions across AAPs.
- AAPs work with hirers on similar job roles, they use SMEs from their network to get industry relevant scenarios and assessment items aligned to the expected outcomes of the job role/QP.
- Curriculum and real time scenarios facilitate further understanding the scope of the QP with reference to process knowledge and skills.
- In addition, we conduct workshops with AAPs w.r.t. beta testing, review of the assessment analytics, performance of the test platform, moderation of NSQF levels, deployment and invigilation patterns and infrastructure requirements including malpractice avoidance.
- Inferences from benchmarking and analytics patterns are taken into consideration in the development and revision of the assessment criteria and format of assessment items.
- Reliability and validity of assessment items is standardised among AAPs.
- Difficulty level of test items with reference to NSQF levels are ensured, so that the outcomes with reference to performance criteria of the constituent NOSs are in line with the NSQF level descriptors. This is achieved through the detailed test matrix design.

Please attach any documents giving further information about assessment and/or RPL.
Give details of the document(s) here:

A detailed Test Matrixis used to design each assessment before it is launched for public view.
Template for detailed test matrix is attached.
Public view of the assessment criteria is included in the qualification pack.

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

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.

Title of NOS/Unit/Component:

Assessable outcomes	Assessment criteria for the outcome	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
	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

Assessable outcomes	Assessment criteria for the outcome	Total Mark	Out of	Theory	Skills Practical
	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

Means of assessment 1

Proctored online assessments (LAN and Web based), carried out using a variety of question formats applicable for linear / adaptive methodologies; performance criteria being assessed via situation judgement tests, simulations, code writing, psychometrics and multiple choice questions etc.

Means of assessment 2

Presently not considered.

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Sector wise occupational analysis lends weight to the need of the qualification prescribed. The research documents pertaining to this sub-sector are attached as per sl. Nos 2 and 6 respectively (Occupational Analysis report for the sub-sector" and "Talent Demand Supply Analysis Report").

What is the estimated uptake of this qualification and what is the basis of this estimate?

Overview of the occupational demand, that includes 'Domestic Data entry Operator',is available in the talent demand supply document. NASSCOM's Strategic Review, 2015 articulates 2.30 lakh as new hires for the IT-BPM industry in FY 2014-15. In that, IT exports (includes ITS, ERD, SPD segment) covers 1.4 lakh, BPM – 40,000 and IT domestic (all inclusive) is 50,000.

In current FY 15-16, the expected net employment addition is going to be between 2 lakhs to 2.30 lakhs.

Through training providers' the requirement is estimated as 822306for the FY 15-16.

Further research is being undertaken to predict the qualification need for individual job roles.

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

Cleared by QRC at NSDC. It is available on public view for more than a year and has not been contested till date.

* As the understanding and adoption models of QPs evolve in the industry and across its sub-sectors, we foresee consolidation of qualification packs as a natural progression.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Monitoring and review of the qualifications is a project executed every two years. Presently, the research project is scheduled to take off.
- While adoption by industry and academia is one good indicator for the usefulness of a qualification pack, we adopt multiple approaches for periodic review and maintenance of the qualifications.
  1. Sub-sector wise Industry council, headed by council chair is a formal part of our governing structure. The council participates and steers the qualifications creation and upkeep. This council is a body elected by over 1800 member companies of NASSCOM.
  2. Special interest groups are formed for a more focused and detailed review of the qualifications in the light of emerging knowledge and skill areas.
  3. Events and workshops are conducted periodically to validate, monitor and review the qualification.
  4. As a part of due diligence process for affiliating Training providers, we do ask them for validation from their hirers – thus covering even medium, small and micro segment of the hiring companies.
  5. Any institution / individual is welcome to send feedback, which is recorded and considered during next review cycle.

The above data is used to update the Qualification and this revision is published annually. Nonetheless, if a major feedback is received prior to the planned review period, the change is considered in consultation with the industry council.

Please attach any documents giving further information about any of the topics above. Give details of the document(s) here:Occupation analysis report for BPM Sub-sector (attachment sl no. 2)

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Level of qualification: 4

Summary of Direct Evidence:

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF.Explain the reasons for allocating the level to the QP.

Generic NOS is/are linked to the overall authority attached to the job role.

Domestic Data entry Operator - SSC/Q2212					
Process required	**Professional knowledge**	**Professional skill**	**Core skill**	**Responsibility**	**Level**
Individuals at this job **work in familiar, predictable, routine situations** to providedaily work reports and work on daily hour bases. They transcribe selected data into a computer and scan source documents in accordance with specific program instructions as a process and perform the service request accurately as per organizational processes and policies.	This job requires the individual to have**factual knowledge** ofvarious technology trends and processes as well as updated knowledge about database management systems and IT initiatives. Individual should have knowledge of the **field** of Customer Relationship Management. This would help him to record and perform the service request accurately as per organizational processes and policies.	Individual at this job needs to undertake data entry services. They must be able to **recall and demonstrate practical skills which are routine and repetitive in** nature. Individual needs to transcribe selected data into a computer and scan source documents in accordance with specific program instructions referring to **appropriate rules and tools**in accordance	The individual should possess excellent**written language &communication skills, with the required clarity** tobe able to obtain sufficient information from the customer /client to understand the need andassist the customer in providing right information to be entered. **Basic arithmetic principles** are essential to record and perform the service request accurately as per organizational processes and policies. This will help him/her to accurately enter, compare & assess the data and provide the customer	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. These tasks will require the individual to take **responsibility for own work and learning.** Since the individual is not working under supervision (as needed at Level 3) & is responsible for his/her own work & learning, and not for others as needed at Level 5, this QP is justified to be pegged at Level 4.	**4**

		with the organizational guidelines**.**	with a reasonable estimate of response time and service times for the problems. The core & generic job skills that an individual should have, will help him/her **understand**& manage assigned works in the context of **the social environment** of the customer.		
Level 4	**Level 4**	**Level 4**	**Level 4**	**Level 4**	

Summary of other evidence (if used):

- Validated by Industry council through various workshops and through training provider stake holders

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

This qualification has been through workshops and consultations.
Adequate NOSs / performance criteria have been added to ensure progression to related path ways identified as per the occupational career map.

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) her

SECTION 5

EVIDENCE OF INTERNATIONAL COMPARABILITY

List any comparisons which have been established. Our standards follow the IT-ITeS industry requirements which caters to our domestic market.