

Model Curriculum

Domestic Biometric Data Operator

SECTOR: IT-ITES
SUB-SECTOR: BUSINESS PROCESS MANAGEMENT
OCCUPATION: CUSTOMER RELATIONSHIP MANAGEMENT
REF. ID: SSC/Q2213, VERSION 1.0
NSQF LEVEL: 4

		
<h1>Certificate</h1>		
<h2>CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS</h2>		
is hereby issued by the		
IT-ITES SECTOR SKILLS COUNCIL NASSCOM		
for the		
MODEL CURRICULUM		
Complying to National Occupational Standards of Job Role/Qualification Pack: 'Domestic Biometric Data Operator' QP No. 'SSC/Q2223 NSQF Level 4'		
Date of Issuance:	December 31 st , 2015	 Authorised Signatory Lakshmi Narayan (Chairman, IT-ITeS Sector Skills Council NASSCOM)
Valid up to*:	December 31 st , 2016	
* Valid up to the next review date of the Qualification Pack		

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Domestic Biometric Data Operator

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of Domestic Biometric Data Operator in the IT-ITeS Sector/Industry and aims at building the following key competencies in the learner.

Program Name	Domestic Biometric Data Operator		
Qualification Pack Name & Reference ID.	Domestic Biometric Data Operator SSC/Q2213, version 1.0		
Version No.	1.0	Version Update Date	31/12/2015
Pre-requisites to Training	10 th standard		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Undertake bio-metric data entry and processing • Manage their work to meet requirements • Maintain a healthy, safe and secure working environment 		

The Course encompasses all three National Occupational Standards (NOS) of Domestic Biometric Data Operator SSC/Q2213 Qualification Pack issued by IT-ITeS Sector Skills Council NASSCOM.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Undertake biometric data entry and processing</p> <p>Theory Duration (hh:mm) 73:00</p> <p>Practical Duration (hh:mm) 177:00</p> <p>Corresponding NOS Code SSC/N3023</p>	<p>Candidates will be able to:</p> <ul style="list-style-type: none"> • Collect and enter data from hand-written applications of individuals into a customized computer program • Collect and enter valid demographic data of individuals including proof of address, identity proof, etc. • Ensure proper capture of facial expression and iris of individuals • Ensure proper capture of fingerprint data of individuals • Track processing time for each individual • Review and verify captured biometric data of individuals by interacting with supervisor • Ensure all biometric documentation is complete and in the appropriate order • Ensure proper safeguarding of all documents • Assist individuals with routine questions. refers less routine questions and problems to the supervisor • Compare transcribed data, as displayed on a visual screen, with the source document and corrects any errors • Obtain help or advice from appropriate people if the problem is outside his/her area of competence or experience • Determines the cause of error message while entering data and makes appropriate corrections • Perform biometrics processing to include prints, electronic photographs, electronic signatures, and press print • Maintain files of source documents or other information relative to data entered; • Perform various related functions to insure that the computer is maintained in a neat and orderly manner • Perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.) • Perform general administrative duties using discretion and answer telephone, routes callers, takes messages, and provides information to customers • Comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents 	<p>Refer to Unique Equipment Required section</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
2	<p>Self and work Management Theory Duration (hh:mm) 31:00</p> <p>Practical Duration (hh:mm) 690:00</p> <p>Corresponding NOS Code SSC/N9001</p>	<p>Candidates will be able to:</p> <ul style="list-style-type: none"> 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 	Refer to Unique Equipment Required section
3	<p>Managing Health and Safety Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 38:00</p> <p>Corresponding NOS Code SSC/N9003</p>	<p>Candidates will be able to:</p> <ul style="list-style-type: none"> 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 	Refer to Unique Equipment Required section
	<p>Total Duration</p> <p>Theory Duration 34:00</p> <p>Practical Duration 284:00</p>	<p>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.</p> <p>For Domain NOS, SSC/N3023: Camera and Biometric Devices – Scanners for Iris, finger prints, palm, facial recognition etc.</p> <p>General Requirements:</p> <ul style="list-style-type: none"> 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 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • 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, Outlook / Any other Email Client and 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. <p>Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.</p>	

Grand Total Course Duration: 400 Hours 0 Minutes

(This Syllabus/Curriculum has been approved by IT-ITeS Sector Skills Council NASSCOM.)

Notes from IT-ITeS Sector Skills Council NASSCOM

1. This document outlines the broad scope of coverage. This should be linked with OBF and training delivery plan. OBF (Outcome based framework) reflects the pedagogy used to ensure an expected outcome. Training delivery plan focuses on the sequence of delivery.
2. Though many NOSs have some seemingly common outcomes, notably core/generic, professional and technical skills, it is imperative to understand the contextual difference between them. For example, writing skills required for compiling simple log and error reports (in SSC/N3023) are different from the writing skills required to prepare a time plan (in SSC/N9001). Training providers are advised to:
 - a. Embed such skills development in the learning pedagogy for each expected outcome
 - b. Prepare a detailed session plan for training delivery with focus on sequence and duration of training
 - c. Run a diagnostic test to assess prior learning of students and help trainers / students identify the need for gap training, optimal duration and suitable training methodology. Accordingly, more introductory level sessions may be included in guided or self-paced mode of learning. E.g. adding some sessions on Functional English or Use of Internet and MS Office.

Trainer Prerequisites for Job role: Domestic Biometric Data Operator mapped to Qualification Pack: SSC/Q2213

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack SSC/Q2213.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in this field.
3	Minimum Educational Qualifications	Minimum 10 th Standard; Preferred Diploma in Science/Technology
4a	Domain Certification	Minimum accepted score in SSC Assessment is 90% per NOS being taught in QP SSC/Q2213. Additional certification in customer orientation, dealing with difficult customers, written communication etc. will be an added advantage.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: "Trainer" mapped to the Qualification Pack: "SSC/Q1402". Minimum accepted score is 70% per NOS.
5	Experience	Field experience: Minimum 2 years' experience in the same domain Training experience: 1 year preferred

Annexure: Assessment Criteria

Assessment Criteria for Domestic Biometric Data Operator	
Job Role	Domestic Biometric Data Operator
Qualification Pack	SSC/Q2213
Sector Skill Council	IT-ITes

Sr. No.	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	
ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	ASSESSMENT CRITERIA (PC)	TOTAL MARKS	OUT OF	THEORY	SKILLS PRACTICAL
1.SSC/N3023 (UNDERTAKE BIOMETRIC DATA ENTRY AND PROCESSING.)	PC1. collect and enter data from hand-written applications of individuals into a customized computer program	120	5	0	5
	PC2. collect and enter valid demographic data of individuals including proof of address, identity proof, etc.		5	0	5
	PC3. ensure proper capture of facial expression and iris of individuals		35	10	25
	PC4. ensure proper capture of fingerprint data of individuals		15	5	10
	PC5. track processing time for each individual		2.5	2.5	0
	PC6. review and verify captured biometric data of individuals by interacting with supervisor		2.5	0	2.5
	PC7. ensure all biometric documentation is complete and in the appropriate order		5	0	5
	PC8. ensure proper safeguarding of all documents		2.5	2.5	0
	PC9. assist individuals with routine questions. refers less routine questions and problems to the supervisor		2.5	0	2.5
	PC10. compare transcribed data, as displayed on a visual screen, with the source document and corrects any errors		5	0	5
	PC11. obtain help or advice from appropriate people 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	0	5
	PC13. perform biometrics processing to include prints, electronic photographs, electronic signatures, and press print		2.5	0	2.5
	PC14. maintains files of source documents or other information relative to data entered;		5	5	0
	PC15. performs various related functions to insure that the computer is maintained in a neat and orderly manner		10	10	0
	PC16. may perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)		2.5	0	2.5

				MARKS ALLOCATION	
ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	ASSESSMENT CRITERIA (PC)	TOTAL MARKS	OUT OF	THEORY	SKILLS PRACTICAL
	PC17. perform general administrative duties using discretion and answer telephone, routes callers, takes messages, and provides information to customers		2.5	0	2.5
	PC18. comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents		7.5	0	7.5
		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
	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

				MARKS ALLOCATION	
ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	ASSESSMENT CRITERIA (PC)	TOTAL MARKS	OUT OF	THEORY	SKILLS PRACTICAL
	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



IT-ITeS Sector Skill Council

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