

Contact Details of the Awarding Body for the Qualification

Name and address of submitting body:

NIELIT Delhi Centre

2nd Floor, Parsvnath Metro Mall, Near Inderlok Metro Station, Inderlok, Delhi-110052.

Name and contact details of individual dealing with the submission

| | |
|-------------------------------------|----------------------------|
| Name | Ms. Kanchan Rani |
| Position in the organisation | Deputy Director(System) |
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List of documents submitted in support of the Qualifications File

1. Industry Validation (Annexure I)
2. Placement Records (Annexure II)
3. Detailed Curriculum (Annexure III)

QUALIFICATIONFILETEMPLATE

SUMMARY

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| Qualification Title: | Certification Course in Data Entry and Office Automation. |
| Qualification Code: | |
| Nature and purpose of the qualification: | Nature: <ul style="list-style-type: none">❖ Certificate Course which will help in employment. Purpose: <ul style="list-style-type: none">❖ To get unemployed youth in work.❖ To upgrade the skills of people.❖ Digital literacy. |
| Body /bodies which will award the qualification: | National Institute of Electronics and Information Technology 6-CGO Complex, Electronics Niketan Lodhi Road, New Delhi. 110003. |
| Body which will accredit providers to offer courses leading to the qualification: | National Institute of Electronics and Information Technology 6-CGO Complex, Electronics Niketan Lodhi Road, New Delhi. 110003. |
| Body /bodies which will Be responsible for assessment: | Examination Cell, National Institute of Electronics and Information Technology 6-CGO Complex, Electronics Niketan Lodhi Road, New Delhi. 110003. |
| Occupation(s) to which the qualification gives access: | Data Entry Operator, Computer Operator |
| Licensing Requirements | N/A |
| Proposed level of the qualification in the NSQF | Level-4 |
| Anticipated volume of training/learning required to complete the qualification | 135 Hours |
| Entry requirements/ Recommendations | 10+2 in any stream with min 50% marks OR ITI Certificate(One Year) after class 10th with min.50% marks in ITI |

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| Progression from the Qualification: | <p>After acquiring this certification an individual can work as Data Entry Operator. Both government and private sectors offer excellent employment opportunities in data entry service. Every organisation, from a big corporate office to little grocery shop are in need of data entry operators who along with entering, maintaining and retrieving data may have to handle daily official work like sending communication, drafting letters etc. Data entry operators may work in many fields, including banking, insurance, marketing, accounting, human resources, healthcare sector etc.</p> <p>Following are some of the prominent and utilized categories of data entry services available in India. In each field, data entry operators are required to do data entry work related to that particular field :</p> <ul style="list-style-type: none">• Data entry of medical and insurance claims• Data entry of Surveys and market research results• Data entry of company reports• Data entry of medical records of patients• Data entry of personal details of customers for bank transactions• Data Capture -capturing data from unstructured documents such as letters, invoices, email, fax, forms etc• Image Processing Services / Image Data Entry etc |
| Planned arrangements for RPL. | <ul style="list-style-type: none">❖ Presently only candidates who undergo training shall be assessed.❖ Later on, candidate can appear for certification examination directly if they fulfil entry requirements. |
| International Compatibility where Known. | NA |
| Date of Planned review of the Qualification | After Every 2 Years |

QUALIFICATIONFILETEMPLATE

Formal structure of qualification:

The entries will show how the qualification is designed for delivery and assessment. It will list the components of the qualification, where the learning outcomes to be accessed are grouped

| Title of NOS/units or other components | Mandatory/ Optional | Estimated Size (Learning hours) | Level |
|--|--------------------------------|--|--------------|
| Introduction to computer | M | 5 | 3 |
| Introduction to GUI Based Operating System | M | 5 | 3 |
| Elements of Word Processing | M | 15 | 3 |
| Spreadsheets | M | 15 | 3 |
| Introduction to Internet, WWW and web browsers | M | 15 | 4 |
| Communication and Collaboration | M | 5 | 3 |
| Application of presentations | M | 15 | 3 |
| Application of Digital Financial Services | M | 5 | 3 |
| Soft Skills | M | 10 | 4 |
| Data Entry / Typing Test. | M | 45 | 4 |
| Theory/ Lecture Duration(In Hours) | | 50 | |
| Practical +Typing (In Hours) | | 40+45 | |
| Total Duration Duration(Hours) | | 135 | |

Detail Curriculum attached at **Annexure III.**

SECTION -1

ASSESSMENT

Qualifications in the NSQF should be trusted by the learners and employers. A lot of this will relate to assessment. On the one hand, employer will want to be sure that holders of a qualification have been tested to show that they have achieved the outcomes described in the qualification to the standard set. On the other hand, learners will want to be sure that the assessment they are given is fair and that the same pass/fail judgements are made for all candidates.

This section of the qualification File asks you to show how these ends will be achieved.

Name of Assessment body:**Examination Cell,**

National Institute of Electronics and Information Technology
6-CGO Complex, Electronics Niketan
Lodhi Road, New Delhi. 110003.

Name of body checking or verifying Assessments:**Examination Cell,**

National Institute of Electronics and Information Technology
6-CGO Complex, Electronics Niketan
Lodhi Road, New Delhi. 110003.

Name of Qualification Awarding body:

National Institute of Electronics and Information Technology.

Will the assessment body be responsible for the RPL assessment?

As per minimum eligibility criteria RPL is not mandatory. However, RPL may be carried out through screening, identifying the skill gaps, provide bridge training to cover the competency gap & then conduct final assessments of the candidates.

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 NSQF:

The emphasis is on practical demonstration of skills & knowledge based on the performance criteria. Student is required to pass in all OUTCOMES individually and marks are allotted.

Following assessment methodologies are used.

The Following assessment methodologies are used.

- A. Written Assessment(MCQ, Fill in the blanks, T/F, Shortcuts, Full forms and Subjective Questions)
- B. Practical Assessment & viva
- C. Typing Test

The assessment results are backed by following evidences.

1. The assessor collects a copy of the attendance for the training done under the scheme. The

- attendance sheets are signed and stamped by the In-charge / Head of the Training Centre.
2. The assessor verifies the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same is mentioned in the attendance sheet.
 3. The assessor assigns roll number.
 4. The assessor takes photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.

About Question Paper Pattern:

Examination will be consists of three sections

- Theory
- Practical
- Typing test

Theory portion Assessment will be done Physically by Faculties. Theory section will include MCQ, Fill in the blanks, T/F, Shortcuts, Full forms and Subjective Questions.

Theory paper will be of 50 Marks containing six sections:-

- 15 MCQ based Questions with one mark each.
- 5 Fill in the blanks based Questions with one mark each.
- 5 True/False based Questions with one mark each.
- 5 Shortcut based Questions with one mark each.
- 5 Full form based Questions with one mark each.
- Subjective questions of 15 Marks.

Practical will be of 50 Marks.

Typing with criteria of a minimum typing speed 35 wpm on computer or 10500 key depressions per hour.

ASSESSMENT EVIDENCE

Assessment Guideline:

- Criteria for assessment will be created by NIELIT. Each Unit/Components will be assigned marks for its importance in the NOS.
- Candidate will be assessed for conceptual knowledge about the technology as well as its practical implementation
- The assessment for the theory part will be based on knowledge bank of questions created by NIELIT
- The assessment for practical will be conducted by practical assignment/activities and viva-voce.
- For Typing candidate should meet the minimum typing speed requirement

Complete a grid for each component as listed in “Formal structure of the qualification” in the summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information –i.e. learning Outcomes to be assessed, assessment criteria and the means of assessment.

Means of Assessment

Assessment carried out by using a variety of question formats applicable.

Assessment will be made as per below mentioned criteria for different units/Components.

| Outcomes to be assessed | Assessment Criteria for the outcome | Means of Assessment | | |
|----------------------------------|--|----------------------------|--|---------------------------------------|
| | | Total Marks | Marks for Knowledge Evidence(Theory) | Marks for Practical Assessment |
| Understanding basics of computer | 1. Candidates should have understanding of computer architecture. 2. Candidate should have clear understanding of hardware, software and their applications. 3. Candidate should know about the peripheral devices used with | 08 | 08 | 0 |

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|---|--|----|----|----|
| | <p>computer.</p> <p>4. Candidates should know the applications of ICET</p> <p>5. Knowledge of Data types.</p> | | | |
| Understanding of GUI Based Operating System | <p>1. Candidate should understand all popular operating systems.</p> <p>2. Understanding of basic features of various windows editions.</p> <p>3. Candidate should be able to understand various settings of operating system.</p> <p>4. Clear understanding of MS DOS</p> <p>5. Performing file and directory management.</p> | 06 | 04 | 02 |
| Understanding of Word Processing | <p>1. Candidate should understand how to open and close a document in MS word.</p> <p>2. Candidate should be able to create and manipulate text.</p> <p>3. Candidate should be able to do formatting of text.</p> <p>4. Clear understanding of table manipulation.</p> <p>point presentation</p> | 20 | 08 | 12 |
| Basics of Spreadsheets | <p>1. Candidate should know all the elements of electronic spreadsheet</p> <p>2. Candidate should be able to do manipulation of cells</p> <p>3. candidate should know how to work with functions and charts</p> | 20 | 08 | 12 |
| How to use Internet, WWW and web browsers | <p>1. Basics of Networking</p> <p>2. Study of various networking methodology</p> | 15 | 05 | 10 |

QUALIFICATION FILE TEMPLATE

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|---|---|--|----|----|
| | 3. Introduction to web browser and WWW 4. How to use various search engines | | | |
| Understanding of Communication and Collaboration | 1. Creating email address and Sending email 2. Introduction to mailbox 3. Candidate should have knowledge of instant messaging. 4. Candidate should know the advance features of email | 10 | 06 | 04 |
| Understanding of Application presentations | 1. Learn to know the basics of PowerPoint 2. Learn to create PowerPoint, apply styles , aesthetics effects on it 3. Learn to prepare Slide show | 15 | 05 | 10 |
| Understanding Application of Digital Financial Services | Candidate should be aware about digital financial services. | 06 | 06 | 0 |
| Total | | 100 | 50 | 50 |
| Soft Skills | 1. Basics of soft skills 2. Group Discussion 3. Interview preparation | Grades (Based on the marks out of 10) A: 9-10 Marks B: 7-8 Marks C: 5-6 Marks D: Below 6 Marks | | |
| Data Entry / Typing Test. | Typing speed of the candidate should be as per the requirement | Typing with criteria of a minimum typing speed 35 wpm on computer or 10500 key depressions per hour. | | |
| Grand Total | | 100 | 50 | 50 |

Pass/Fail

Following Grading Scheme (on the basis of total marks) will be followed:

| Grade | S | A | B | C | D | Fail |
|--------------------|-----------|----------|----------|----------|----------|----------|
| Marks Range (in %) | 85 to 100 | 75 to 84 | 65 to 74 | 55 to 64 | 50 to 54 | Below 50 |

SECTION 2

EVIDENCE OF LEVEL

Level of qualification: 4

| Assessed outcome | | Individual Level | Process Required | Professional Knowledge | Professional Skill | Core Skill | Responsibility | Overall Level |
|------------------|---|------------------|--|---|---|--|--|---------------|
| 1 | Basics of computer | 03 | Person may carry out as data entry operator or Lab assistant or Junior assistant | Learning Office automation and typing it will help the students to get employment opportunity in computer related fields. | Candidate can develop their computer skills based on practical knowledge. | Candidate will be learning effective communications which will make them smart in communicating with various companies and people. | Candidate can perform well under supervision of team lead. | 04 |
| 2 | Windows | 03 | | | | | | |
| 3 | MS Office, | 03 | | | | | | |
| 4 | Spread Sheet | 03 | | | | | | |
| 5 | How to use Internet, WWW and web browsers | 04 | | | | | | |
| 6 | Understanding of Communication and Collaboration | 03 | | | | | | |
| 7 | Understanding Application of presentations | 03 | | | | | | |
| 8 | Understanding Application of Digital Financial Services | 03 | | | | | | |
| 9 | Soft Skills | 04 | | | | | | |
| 10 | Data Entry / Typing computer. | 04 | | | | | | |

SECTION 3

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

After doing Data Enter Operator course candidate can be placed in various government and private organisations. Following are the list of departments where data entry operators can be placed.

- Central Govt. Depts.
- State Govt. Depts.
- Municipal Corporation of Delhi Depts.

Central Govt. Depts. Include

- CPAO (Central Pension Accounting Office)
- Department of Environment
- DIT-NIC
- Drugs Control Department
- EPFO-Head Office, North, South and NDC-Dwarka
- Excise & Luxury Tax Department
- Irrigation & Flood Control
- Labour Department
- Principal Accounts Office
- CGDA, PWD, PNGRB etc....

State Govt. Depts. Include

- Delhi Jal Board
- Delhi Health Services
- CATS
- Deputy Commissioner –West, South-West and North
- Delhi High Court
- State Election Office
- Delhi Development Authority (DDA)
- Delhi Fire Service
- G.B. Pant Govt. Hospital and Engg. College
- Lt. Governor Office
- New Delhi Municipal Corporation (NDMC) etc.....

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

On an average estimated uptake of this qualification will vary as per demand in Industry. Perhaps, estimated uptake on the basis of current scenario is 500 to 600 per year. Basis of this estimate is current average count of enrolments in Data Entry Operator Course in all NIELIT Centres.

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

The Qualification does not exist as per information available in public domain.

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 update?

The Qualification is to be monitored and reviewed every two years. The following data will be used

- ❖ Results of assessments
- ❖ Employer feedback regarding student skill after conducting a placement drive
- ❖ Employer feedback will be sought post-placement
- ❖ Student feedbacks
- ❖ Workshops and seminar for reviewing the qualifications

Please attach any documents giving further information about any of the topics above.: NIL

SECTION 4

EVIDENCE OF RECOGNITION AND 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 the sector?

This qualification comprises both technical and analytical skills and can be linked to any qualification higher than this one, existing or to come.

Opportunity for Data entry operator to venture into more advanced courses or to start their own business.

After doing data entry operator course candidate can pursue for O level.

Please attach any documents giving further information about any of the topics above: **NA**

SECTION 5

EVIDENCE OF INTERNATIONAL COMPARABILITY

List any comparisons which have been established.

The new level of computer power will help the students to deliver the output in fast and efficient ways. The course also act as an important part in helping the students to further pursue various other graduate courses to get broader ideas on the computer system. These course also provide to develop new tools that will help in managerial work related to computer systems.

Office administration in legal and executive

The course generates executive program with specialised skills in Microsoft word, excel, access, PowerPoint. The students will acquire the advanced software skills, accounting fundamentals, accounting software and time management.

Source:- (<http://geebeeworld.com/latest-news/canada/mohawk-college/mohawk-college-courses-international-students/>)

Office Administration

It develops the skills and expertise required to work in law offices and large organisations as a legal assistant.

Source: - www.algonquincollege.com