

**NSQF QUALIFICATION FILE**

**Approved in 2<sup>nd</sup> NSQC – NCVET, Dated: 22<sup>nd</sup> September, 2020**

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

**Name and address of submitting body:**

NIELIT Delhi Centre  
2<sup>nd</sup> Floor, Parsvnath Metro Mall, Inderlok Metro Station,  
Inderlok, Delhi-110052

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

**Name:** Ms. Kanchan Rani  
**Position in the organisation:** Joint Director (Systems)  
**Address if different from above:** same as above  
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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)
4. Model Curriculum containing (Annexure IV)
  - Indicative list of tools/equipment to conduct the training
  - Trainers qualification
  - Lesson Plan
  - Distribution of training duration into theory/practical/OJT component

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**SUMMARY**

<b>1</b>	<b>Qualification Title</b>	Certificate Course in Data Entry and Office Automation
<b>2</b>	<b>Qualification Code, if any</b>	NIELIT/IT/L4/026
<b>3</b>	<b>NCO code and occupation</b>	4132.0100 4132.0200 4132.0300 4132.0402 4132.0500
<b>4</b>	<b>Nature and purpose of the qualification (Please specify whether qualification is short term or long term)</b>	<p><b>Nature:</b></p> <ul style="list-style-type: none"> <li>❖ Certificate Course which will help in employment.</li> </ul> <p><b>Purpose:</b></p> <ul style="list-style-type: none"> <li>❖ To get unemployed youth in work.</li> <li>❖ To upgrade the skills of people.</li> </ul>
<b>5</b>	<b>Body/bodies which will award the qualification</b>	Examination Cell, National Institute of Electronics and Information Technology, NIELIT Bhawan, Plot No.3, PSP Pocket, Sector-8, Dwarka, New Delhi-110077
<b>6</b>	<b>Body which will accredit providers to offer courses leading to the qualification</b>	National Institute of Electronics and Information Technology, NIELIT Bhawan, Plot No.3, PSP Pocket, Sector-8, Dwarka, New Delhi-110077
<b>7</b>	<b>Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)</b>	Yes Copy Attached  <a href="https://nqr.gov.in/sites/default/files/QF%20-Certification%20Course%20in%20Data%20Entry%20and%20Office%20Automation.pdf">https://nqr.gov.in/sites/default/files/QF%20-Certification%20Course%20in%20Data%20Entry%20and%20Office%20Automation.pdf</a>
<b>8</b>	<b>Occupation(s) to which the qualification gives access</b>	Data Entry Operator, Technical Assistant, Computer Operator
<b>9</b>	<b>Job description of the occupation</b>	<ul style="list-style-type: none"> <li>• Data Entry for Software Execution</li> <li>• Noting &amp; Drafting Assistance</li> <li>• EDP Assistance</li> </ul>
<b>10</b>	<b>Licensing requirements</b>	N/A
<b>11</b>	<b>Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)</b>	Recruitment in Government Departments of Centre & State. eg MCD, AICTE, DIT, Govt, of Delhi
<b>12</b>	<b>Level of the qualification in the NSQF</b>	Level-4

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<b>13</b>	<b>Anticipated volume of training/learning required to complete the qualification</b>	135 Hours
<b>14</b>	<b>Indicative list of training tools required to deliver this qualification</b>	Typing Master, Libre Office, GUI based Operating System
<b>15</b>	<b>Entry requirements and/or recommendations and minimum age</b>	10+2 in any stream with Min 50 % Marks OR ITI Certificate (One Year) after class 10th with Min 50 % Marks Minimum age: 18 years
<b>16</b>	<b>Progression from the qualification (Please show Professional and academic progression)</b>	<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 need 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"> <li>• Data entry of medical and insurance claims</li> <li>• Data entry of Surveys and market research results</li> <li>• Data entry of company reports</li> <li>• Data entry of medical records of patients</li> <li>• Data entry of personal details of customers for bank transactions</li> <li>• Data Capture -capturing data from unstructured documents such as letters, invoices, email, fax, forms etc.</li> <li>• Image Processing Services / Image Data Entry etc.</li> </ul>
<b>17</b>	<b>Arrangements for the Recognition of Prior learning (RPL)</b>	Not applicable to this short-term course.
<b>18</b>	<b>International comparability where known</b>	N/A

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19	<b>Date Planned to review the qualification</b>	After every 2 years	
20	<b>Formal structure of the qualification</b>		
	<b>Title of NOS/units or other components</b>	<b>EstimatedSize (Learning hours)</b>	<b>Level</b>
I.	Introduction to Computer	5	3
II.	Introduction to GUI Based Operating System	5	3
III.	Elements of Word Processing	15	4
IV.	Spreadsheets	15	3
V.	Introduction to Internet, WWW and web browsers	15	4
VI.	Communication and Collaboration	5	3
VII.	Application of presentations	15	3
VIII.	Application of Digital Financial Services	5	3
IX.	Soft Skills	10	4
	Data Entry / Typing Test (in English) (A)	45	4
	Total Theory/Lecture (In Hours) (B)	40	
	Total Practical (In Hours) (C)	50	
	Total Duration (Hours)(A+B+C)	135	

**SECTION 1**  
**ASSESSMENT**

21	<p><b>Body/Bodies which will carry out assessment:</b></p> <p><b>Name of Assessment body:</b> Examination Cell, National Institute of Electronics and Information Technology NIELIT Bhawan, PSP Pocket, Plot No. 3, Sector 8, Dwarka, New Delhi - 110077</p> <p><b>Name of body checking or verifying Assessments:</b> Examination Cell, National Institute of Electronics and Information Technology NIELIT Bhawan, PSP Pocket, Plot No. 3, Sector 8, Dwarka, New Delhi - 110077</p> <p><b>Name of Qualification Awarding body:</b> National Institute of Electronics and Information Technology</p>
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22	<p><b>How will RPL assessment be managed and who will carry it out?</b></p> <p>RPL may be carried out by NIELIT through screening, identifying the skill gaps, provide bridge training to cover the competency gap &amp; then conduct final assessments of the candidates</p>
23	<p><b>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</b></p> <p>The emphasis is on practical demonstration of skills &amp; 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.</p> <ol style="list-style-type: none"> <li>A. Theory Assessment (MCQ Type - Online Exam)</li> <li>B. Practical Assessment &amp; Viva</li> <li>C. English Typing Test</li> <li>D. Internal Assessment</li> <li>E. Assignment</li> </ol> <p>The assessment results are backed by following evidences.</p> <ol style="list-style-type: none"> <li>1. The assessor collects a copy of the attendance for the training done. The attendance sheets are signed and stamped by the Examination Superintendent appointed by Regional Centre.</li> <li>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.</li> </ol>

**ASSESSMENT EVIDENCE**

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

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

**24. Assessment evidences**

**Title of Component:**

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Getting Knowledge of Computer	<ul style="list-style-type: none"> <li>• Learn basic concepts of Computer Fundamental</li> <li>• Identify different components of computer and their working</li> </ul>

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GUI Based Operating System	<ul style="list-style-type: none"> <li>Identify different concepts of Operating System and its functions</li> <li>Take necessary action how to use GUI based OS</li> </ul>
Using Word Processing Software	<ul style="list-style-type: none"> <li>Prepare and Practice Word processing software</li> </ul>
Using Spreadsheets	<ul style="list-style-type: none"> <li>Prepare and Practice various tools, functions in spreadsheets</li> </ul>
Using Internet, WWW and web browsers	<ul style="list-style-type: none"> <li>Prepare and Practice on various browsers and working on internet and search engines</li> </ul>
Communication and Collaboration	<ul style="list-style-type: none"> <li>Prepare and practice on how to create and send Email. And using advance Email features.</li> </ul>
To familiarize with Presentation	<ul style="list-style-type: none"> <li>Prepare and practice on making and showing presentations.</li> </ul>
Aware about digital financial services	<ul style="list-style-type: none"> <li>Take necessary action how to use digital financial services</li> </ul>
Aware about basics of soft skills.	<ul style="list-style-type: none"> <li>Take necessary action to create CV and practice on Time management skills.</li> </ul>

**Means of assessment 1**

Sl No	Examination Pattern	Modules Covered	Duration in Minutes	Maximum Marks
1	Theory Paper – 1(Online MCQ Test)	All modules	90	100
2	Practical -1	All modules	120	60
3	Internal Assessment	All modules	-	20
4	Assignment	All modules	-	20
5.	Typing Test(English)	Typing with criteria of a minimum typing speed 35 wpm on computer or 10500 key depressions per hour.		
	<b>Total</b>			<b>200</b>

**Pass/Fail**

- Pass percentage would be 50% marks in each component, with aggregate pass percentage of 50% and above.
- Grading will be as under:

Grade	S	A	B	C	D	Fail
Marks Range (in %)	>85%	75%-84%	65%-74%	55%-64%	50%-54%	<50%

- Theory examination would be conducted online and the paper comprise of MCQ and each question will carry 1 mark.
- Practical examination/Internal Assessment/ Project/Presentation of Soft

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Skills/Assignment would be evaluated internally.

5. Candidate may apply for re-examination within the validity of registration.
6. The examinations would be conducted in English Language

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### SECTION 2

#### 25. EVIDENCE OF LEVEL

##### OPTION A

Title/ Name of Qualification: Certificate Course in Data Entry and Office Automation Level: 04			
NSQF Domain	Outcome of the Qualification / Component	How the outcomes relates to NSQF Level descriptors	NSQF Level
Process	Individual after acquiring the knowledge of Computer fundamental and office automation software is able to manage all office work through computer. Individual	Person may carry out as data entry operator or Lab assistant or Junior assistant	4
Professional Knowledge	The candidates should have the knowledge of all the topics given in the curriculum in terms of the concept as well as its practical implementation. Acquainted with common software tools and process.	Learning Office automation and typing it will help the students to get employment opportunity in computer related fields.	4
Professional Skill	Handling of appropriate software tools. Take adequate steps, possess soft skills required to deal with professional efficiently	Candidate can develop their computer skills based on practical knowledge.	4
Core Skill	Individual should have strong technical, analytical and problem-solving skills. For updating job knowledge by using latest enhancements in the technology and software products. Candidate demonstrate routine, basic operating tasks of noting, drafting and making calculations independently	Candidate will be learning effective communications which will make them smart in communicating with various companies and people.	4
Responsibility	Data Entry Operators are able to deliver services to any corporate offices as per their requirements. They are able to work with any office for data entry and data processing work.	Candidate can perform well under supervision of team lead.	4



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### OPTION B

Title/Name of qualification/component: Enter the title here number			Level: Add level
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

### SECTION 3

#### EVIDENCE OF NEED

26	<p>estimated up to 10% of estimate? Basis</p> <p>Need of the qualification</p>	<p>here that the qualification the this qualification and this</p> <p><b>In case of SSC</b></p> <p>The SSC would undertake market study and would enclosed demand forecast for the proposed job role both on short-term and long-term basis to substantiate the requirement of the Qualification proposed. The SSC can produce the data from primary or authorized secondary sources as well.</p>	<p><b>In case of other Awarding Bodies (Institutes under Central Ministries and states departments)</b></p> <p>The Submitting Body would produce any reputable and reliable research reports, such as labour market information reports; occupational mapping or similar research carried out by Ministry/State/Any other authentic source forecasting the demand for the proposed qualification</p>
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	<p>Industry Relevance</p> <p>Usage of the qualification</p>	<p>The SSC would undertake validation of the job roles with actual end-user industry where such employment are going to be generated and absorbed instead of generic validation of industry. The SSC would submit the endorsements from users/intended users of the qualification clearly supporting or otherwise the need for trained people against specific job role. <i>(The industry validation format to be used)</i></p> <p>The SSC would submit details of the employment generated (wherever applicable) and realised</p>	<p>The Submitting Body would submit the list of industry participation while preparation of the curriculum/ course content of the qualifications. These could include minutes of the meeting/ reports of these consultations</p> <p>The submitting body would submit the details of trained and</p>
27	<p><b>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences</b></p> <p>Ministry of Electronics &amp; Information Technology requirements received for Data Entry Operators in various Mission Mode &amp; e-Governance Projects.</p>		
28	<p><b>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</b></p> <p>This is revision of previous Qualification file.</p>		
29	<p><b>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? Specify the review process here</b></p> <p>The Qualification is to be monitored and reviewed every two years. The following criterions shall be used</p> <ul style="list-style-type: none"> <li>❖ Results of assessments</li> <li>❖ Employer feedback regarding student skill after conducting a placement drive</li> <li>❖ Employer feedback will be sought post-placement</li> <li>❖ Student feedbacks</li> </ul>		

## NSQF QUALIFICATION FILE

	Workshops and seminar for reviewing the qualification
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Please attach most relevant and recent documents giving further information about any of the topics above.

### **SECTION 4** **EVIDENCE OF PROGRESSION**

<b>30</b>	<p><b>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?</b> <b><i>Show the career map here to reflect the clear progression</i></b></p> <p>This qualification comprises both technical and analytical skills and can be linked to any qualification higher than this one, existing or to come.</p> <p><b>Opportunity for Data entry operator to venture into more advanced courses or to start their own business.</b> After doing data entry operator course candidate can pursue for NIELIT O Level (IT) (NSQF Level 05)</p>
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Please attach most relevant and recent documents giving further information about any of the topics above. -NIL