

Vocational Studies

// Domestic Data Entry Operator //

FIRST, SECOND, THIRD, & FOURTH SEMESTERS

| Sr. No. | Proposed | Marks | | |
|---|---|--------|-----------|-------|
| | | Theory | Practical | Total |
| FIRST SEMESTER: Domestic Data Entry Operator (P-1) | | | | |
| I | Data Entry Services- Customer Interaction | 20 | 40 | 60 |
| II | Self and Work Management- Key Responsibility Areas of employee | 10 | 10 | 20 |
| III | Managing Health and Safety- Employee health & safety | 10 | 10 | 20 |
| Total- | | 40 | 60 | 100 |
| \SECOND SEMESTER: Domestic Data Entry Operator (P-2) | | | | |
| IV | Data Entry Services- Handling Service request & Data entry. | 20 | 40 | 60 |
| V | Self and Work Management- Time management & prioritizing | 10 | 10 | 20 |
| VI | Managing Health and Safety- Emergency Procedures | 10 | 10 | 20 |
| Total- | | 40 | 60 | 100 |
| THIRD SEMESTER: Domestic Data Entry Operator (P-3) | | | | |
| VII | Data Entry Services- Data Verification, Security & Backup | 20 | 40 | 60 |
| VIII | Self and Work Management- Treating confidential information correctly | 10 | 10 | 20 |
| IX | Managing Health and Safety- Abnormality reporting & Hazards | 10 | 10 | 20 |
| Total- | | 40 | 60 | 100 |
| FOURTH SEMESTER: Domestic Data Entry Operator (P-4) | | | | |
| X | Data Entry Services- Problem Solving & communicating | 20 | 40 | 60 |
| XI | Self and Work Management- Managing work environment | 10 | 10 | 20 |
| XII | Managing Health and Safety- Hazard categories & identification | 10 | 10 | 20 |
| Total- | | 40 | 60 | 100 |

**Vocational Studies
First Semester**

// Domestic Data Entry Operator (P-1) //

Theory – 40
Practical – 60

Unit I. Data Entry Services- Customer Interaction

1. Obtain information from customer/client to be entered.
2. Adhere to organizational processes and policies to record and perform the service request.
3. Revert to the customer on a reasonable estimate time of delivering the desired outcome.
4. Practicing possible customer interaction scenario through role plays.
5. Case studies- Recordings of original customer interactions and finding out the most suitable methods of interaction

Unit II. Self and Work Management- Key Responsibility Areas of employee

6. Comprehend your work requirements, output, target with appropriate people as per organization policy.
7. Understanding KRA sheet
8. Understanding the importance of SOP for various approvals across an organization

Unit III. Managing Health and Safety- Employee health & safety

9. Comply/adhere with your organization's current health, safety policies and procedures.
10. Doing internal audits to check your own readiness for facing and understanding health & safety related audits

Note: As this is a **skill development course**, along with the theory the full course is explained and practiced through practical, role plays, industrial visits, case studies, self-audits & situation reaction tests. It is safe to say that **whatever comes under theory, is also covered in practical**. For the same reason the weightage & timing of Practical is more than theory in these courses. Hence, there can't be a separate syllabus for practical.

**Vocational Studies
Second Semester**

// Domestic Data Entry Operator (P-2) //

Theory – 40
Practical – 60

Unit I. Data Entry Services- Handling Service request & Data entry.

1. Prioritize service requests according to organizational guidelines.
2. Transcribe, enter, and verify data from multiple sources.
3. Verify accuracy of transcribed data with the source document and correct any errors.
4. Document filing & sorting, safe keeping the hard copy data.
5. Data verification commands in Ms Excell.

Unit II. Self and Work Management- Time management & prioritizing.

6. Use your time and resources judiciously.
7. Maintaining a daily work & appointment diary.
8. Work delegation and sorting on the basis of priority.
9. Facilitation techniques

Unit III. Managing Health and Safety- Emergency Procedures

10. Emergency procedures
11. Information about Air raid and safety precautions.
12. Information about Fire safety and precautions.
13. Information about natural disasters and safety precautions.

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Hence, there can't be a separate syllabus for practical.

**Vocational Studies
Third Semester**

// Domestic Data Entry Operator (P-3) //

Theory – 40
Practical – 60

Unit I. Data Entry Services- Data Verification, Security & Backup.

1. Make appropriate corrections for any error messages that arise, while entering data.
2. Organize source documents and filing relative to data entered.
3. Ensure security storage and back up of data files.
4. Sorting, updating & arranging of data files
5. Data retention period.

Unit II. Self and Work Management- Treating confidential information correctly.

6. Importance of confidentiality clause
7. Under what conditions can a confidential data be shared with someone.

Unit III. Managing Health and Safety- Abnormality reporting & Hazards.

8. Categorizing hazards.
9. Hazard & abnormality reporting.
10. Designing abnormality reporting formats.

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**Vocational Studies
Fourth Semester**

// Domestic Data Entry Operator (P-4) //

Theory – 40
Practical – 60

Unit I. Data Entry Services- Problem Solving & communicating.

1. Escalate, seek advice from specialists if the problem is beyond competence or experience factor.
2. Abnormality reporting and receiving support.
3. Advantages of clear communication across channels of internal & external customers.
4. Share progress or any delays in the process with customers.
5. Collecting feedback & follow through on delayed work.

Unit II. Self and Work Management- Managing work environment.

6. Keep the workplace clean and operate in a tidy environment.
7. Understanding the 5S principle.
8. Importance of visual controls.

Unit III. Managing Health and Safety- Hazard categories & identification.

9. Identification of hazard.
10. Types of hazards, with case studies.
11. Conducting a hazard identification exercise.

Note: As this is a **skill development course**, along with the theory the full course is explained and practiced through practical, role plays, industrial visits, case studies, self-audits & situation reaction tests. It is safe to say that **whatever comes under theory, is also covered in practical**. For the same reason the weightage & timing of Practical is more than theory in these courses. Hence, there can't be a separate syllabus for practical.