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.

		Total Mark	Out of	Marks Allocation	
				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		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	**120**	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
	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		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	**40**	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		10	5	5
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	**40**	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

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	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