FACULTY OF VOCATIONAL STUDIES

SYLLABUS FOR

Certificate Course in Domestic Data Entry Operator

Session: 2023-24

The Heritage Institution

KANYA MAHA VIDYALAYA
JALANDHAR
(Autonomous)

KANYA MAHA VIDYALAYA, JALANDHAR (AUTONOMOUS)
SCHEME AND CURRICULUM OF EXAMINATION
Certificate Course in Domestic Data Entry Operator

Session : 2023-24

Course Code	Course Name	Credits	Total Course Hours	Marks			Examination time (in Hours)
				Total	Ext.		
					L	P	
CDOM-1111	**Domestic Data Entry Operator**	4	400	100	50	50	**3 Hours (2-hours Theory, 1-hour Practical)**
Total				100			

Eligibility: 12th from any Recognized Board

KANYA MAHA VIDYALAYA, JALANDHAR (AUTONOMOUS)
SCHEME AND CURRICULUM OF EXAMINATION
Certificate Course in Domestic Data Entry Operator

Session : 2023-24

PROGRAMME OUTCOMES: DOMESTIC DATA ENTRY OPERATOR

Upon Completion of this Course the student should be able to:

PO1: understand key trends in IT/ITeS and BPM sector.
PO2: to use MS Office- MS Word, MS PowerPoint/MS Excel and MS Access which is required to ably perform entry level job of a data Entry operator.
PO3: to use internet/ email more efficiently as required for official purpose.
PO4: to demonstrate enhanced typing speed in English that helps in saving complete routine office tasks in lesser time.

KANYA MAHA VIDYALAYA, JALANDHAR (AUTONOMOUS)
SCHEME AND CURRICULUM OF EXAMINATION
Certificate Course in Domestic Data Entry Operator

Session : 2023-24

COURSE CODE: CDOM-1111

Time: 3 Hours (2 hours Theory, 1 hour Practical)	Max. Marks: 100 Theory: 50 Practical: 50

Instructions for the Paper Setter

Theory: An objective type question paper will be set for assessment of the candidate with equal weightage from all the units of the syllabus.
Practical: The paper will be set on the spot by the examiner.

Unit I

Understand the IT/ITeS Industry: Evolution of the BPM Industry and structure of IT-BPM industry, key trends in BPM sector

Understanding Computers: History and Generation of Computer, basic terminology and functioning of Computer System, Architecture of computer system, types of Computers, Advantages & Disadvantages of Computers, Windows and its components, Computer Hardware and Software, System software, Application Software, Applications of Computer System

M.S. Office: Introduction to MS Office package

Microsoft Word and its working: Anatomy of MS Word Window, File tab, Quick Access toolbar, Ribbon, Tabs, Groups, Title bar, Rulers, View buttons and views, document area, Status bar, Using the Microsoft Office Button and Quick Access Toolbar, Using Keyboard Commands, Create/Save/Open/Close/Print a word document

Character formatting, Paragraph Formatting and Page setup, Headers and Footers, bullets and numbering, spellings and grammar, working with tables and graphics.

Microsoft Excel and its working: Introduction to various Excel Screen Elements, about cell, Workbook, Worksheet, Cell Alignment Options, Number Formatting, sort and filter, basic excel formulae, creating and formatting charts: Bar charts, pie charts for a given set of data. Enter Data into the Excel Worksheet, Save an Excel Worksheet, selection and navigation and shortcuts

Unit II

Microsoft PowerPoint and its working: Creating and saving presentation, insert slides, Different slide layouts, applying different themes, PowerPoint views, formatting text, adding pictures, audio and video, adding speaker notes and presentation, setting up and running a slide show.

Microsoft Access and its working: Introduction to database and basic terms, working with access tables, relationships, queries, reports and forms.

Data Confidentiality: Understand its meaning and importance, and ways to implement and enhance data confidentiality at workplace.

Internet and Email: Web browser, search engines, networking sites for personal and professional usage, popular web applications, Email and its uses: popular web-mail services, basic structure of email, composing and sending an email and other general terms associated with an email: compose, draft, spam, trash, attachment etc.

Typing Skills Benefits of speed touch typing, Correct body posture, memorizing various key positions and practicing types for various categories of keys as listed below:
- Home Row Keys, Top-Row Keys, Bottom-Row Keys, Fourth-Row Number and Symbol Keys, Shift Keys, Enter and Backspace Keys, Tab and Caps Lock Keys, Shortcut Keys, Mastering the Keys, Typing practice exercises

Unit III

Undertaking Data Entry Services
Understanding Job, competency and responsibilities of a data entry operator
Dealing with customers: prioritization of service requests, getting the information from customer, verification of information from database and providing the right information within reasonable and estimated time, analyse customer queries for resolution, escalation matrix, seeking advice and guidance from manager, performance measures: Turnaround time, Accuracy and Service level agreements

Managing work to meet requirements:
Time management: Importance, Categorisation and prioritization of various tasks on the basis of urgency and importance.
Work Management: Importance of prioritization and planning, operationalize a plan: Identification of objective and outcomes for a particular job at hand, providing right direction and resources i.e. infrastructure, establish priorities using time quadrant, documentation and communication of plan, progress check.
Performance measures for quality and Standards: Service level agreements, setting goals and objectives which are SMART (i.e. Specific, measurable, achievable, Realistic and Time bound)

Unit IV

Health and Safety Management System: Significance of workplace safety, basic safety guidelines: fire safety (fire extinguishers, their operation types and usage), electrical safety, falls and slips, use of first aid.
Accidents and Emergencies: Understanding the meaning and types of accidents and emergencies

Identify and report accidents and emergencies: Notice and correctly identify accidents and emergencies. - Get help promptly and in the most suitable way. - Follow company policy and procedures for preventing further injury while waiting for help to arrive. - Act within the limits of your responsibility and authority when accidents and emergencies arise. - Promptly follow the instructions given by senior staff and the emergency services personnel.

Handling accidents: - Attend the injured person immediately. - Inform your supervisor about the accident giving details. - Assist your supervisor in investigating and finding out the actual cause of the accident.

General emergency handling procedures: - Keep a list of numbers to call during emergencies. - Regularly check that all emergency handling equipment is in working condition. - Ensure that emergency exits are not obstructed.

Hazards – Definition and potential sources of hazards like using computers, handling office equipment - Handling objects - Stress at work - Working environment

Evacuation procedures and workplace safety rules

Safety signs in offices, report non-compliance to safety rules and safety hazard.

First aid/response to health conditions like choking, fainting, cardiac failure etc at workplace.