

Domestic Biometric Data Operator

SYLLABUS/CURRICULUM

This program is aimed at training candidates for the job of “biometric system management, hardware management, routing and switching, network management” in IT and ITES sector and aims at building the following key competencies amongst the learner:

1. obtain sufficient information from the customer/client to understand the need and perform initial task	2. assist the customer in providing right information to be entered
3. provide the customer with a reasonable estimate time of entering data	4. refer the problem to a competent technical support team if it cannot be resolved by the operator
5. transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports	6. receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input
7. obtain help or advice from specialist if the problem is outside his/her area of competence or experience	8. maintains files of source documents or other information relative to data entered
9. performs various related functions to insure that the computer is maintained in a neat and orderly manner	10. Monitor the problem and keep the customer informed about progress or any delays in the process.
11. keep your immediate work area clean and tidy & utilize your time effectively	12. use resources correctly and efficiently & treat confidential information correctly
13. work within the limits of your job role, obtain guidance from appropriate people, where necessary & ensure your work meets the agreed requirements	14. comply with your organization’s current health, safety and security policies and procedures and report any identified breaches in health, safety, and security policies and procedures to the designated person
15. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	16. follow your organization’s emergency, procedures promptly, calmly, and efficiently And identify and recommend opportunities for improving health, safety, and security to the designated person

This course encompass 3 out of 3 National Occupational Standards (NOS) of Domestic Biometric Data Operator SSC/Q2213 Qualification pack issued by IT-ITES SSC

S. No.	Topic/Module	Duration (Hrs)	Key Learning Outcomes	Corresponding NOS Code
1.	Undertake Bio-Metric data entry and processing	75	<ul style="list-style-type: none"> Collect and enter data from hand-written applications of individuals into a customized computer program Collect and enter valid demographic data of individuals including proof of address, identity proof, etc. Ensure proper capture of facial expression and iris of individuals Ensure proper capture of fingerprint data of individuals Track processing time for each individual Review and verify captured biometric data of individuals by interacting with supervisor Ensure all biometric documentation is complete and in the appropriate order Ensure proper safeguarding of all documents Assist individuals with routine questions. Refers less routine questions and problems to the supervisor Compare transcribed data, as displayed on a visual screen, with the source document and corrects any errors Obtain help or advice from appropriate people if the problem is outside his/her area of competence or experience Determines the cause of error message while entering data and makes appropriate corrections Perform biometrics processing to include prints, electronic photographs, electronic signatures, and press print Maintains files of source documents or other information relative to data entered; Performs various related functions to insure that the computer is maintained in a neat and orderly manner May perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc) Perform general administrative duties using discretion and answer telephone, routes callers, takes messages, and provides information to customers Comply with relevant standards, policies, procedures and guidelines when dealing 	SSC/ N 3023

			with basic it service requests/incidents	
2.	Manage your work to meet requirements	30	<ul style="list-style-type: none"> Establish and agree your work requirements with appropriate people Keep your immediate work area clean and tidy Utilize your time effectively Use resources correctly and efficiently Treat confidential information correctly Work in line with your organization's policies and procedures work within the limits of your job role obtain guidance from appropriate people, where necessary ensure your work meets the agreed requirements 	SSC/ N 9001
3.	Maintain a healthy, safe and secure working environment	30	<ul style="list-style-type: none"> Comply with your organization's current health, safety and security policies and procedures Report any identified breaches in health, safety, and security policies and procedures to the designated person Identify and correct any hazards that you can deal with safely, competently and within the limits of your authority 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 Follow your organization's emergency procedures promptly, calmly, and efficiently Identify and recommend opportunities for improving health, safety, and security to the designated person Complete any health and safety records legibly and accurately 	SSC/ N 9003

Total Program Duration : 135 hours

(This syllabus/ curriculum has been approved by IT-ITES SSC)