



Domestic Biometric Data Operator

QP Code: SSC/Q2213

NSQF Level: 4

IT-ITeS Sector Skill Council || IT-ITeS Sector Skill Council, NASSCOM, Plot No - 7, 8, 9 & 10,
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SSC/Q2213: Domestic Biometric Data Operator

Brief Job Description

Individuals at this job are mainly responsible for the smooth running of biometric data capture and ensuring users get maximum benefits from them. Individual tasks vary depending on the size and structure of the organization, but may include installing and configuring computer hardware operating systems and applications; monitoring and maintaining computer systems and networks; troubleshooting biometric system and network problems, and diagnosing and solving hardware/software faults, etc.

Personal Attributes

This job requires the individual to have thorough knowledge of various technology trends and processes as well as have updated knowledge about biometric systems and IT initiatives. The individual should have fast and accurate typing / data encoding speed.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [SSC/N3023: Undertake bio-metric data entry and processing](#)
2. [SSC/N9001: Manage your work to meet requirements](#)
3. [SSC/N9003: Maintain a healthy, safe and secure working environment](#)

Qualification Pack (QP) Parameters

Sector	IT-ITeS
Sub-Sector	Business Process Management
Primary Occupation	Customer Relationship Management (CRM)
Secondary Occupation	
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3511.0101

Minimum Educational Qualification & Experience	10th Class with 1-2 years of experience OR 10th Class/I.T.I
Minimum Level of Education for Training in School	8 th Class
Pre-requisite License or Training	Training programs and certifications in biometric system management, hardware management, routing and switching, network management, customer orientation, dealing with difficult customers, etc.
Minimum Job Entry Age	18 Years
Last Reviewed On	21/05/2020
Next Review Date	21/05/2025
NSQC Approval Date	NA
Version	2.0

SSC/N3023: Undertake bio-metric data entry and processing.

Description

This unit is responsible for capturing a biometric sample from an individual, extracting biometric data from that sample, comparing the biometric data with that contained in one or more reference templates, deciding how well they match and indicating whether or not an identification or verification of identity has been achieved.

Scope

This unit/task covers the following:

- Process collection, verification and documentation of demographic and biometric data
- Analyze errors related to database management, database access management and application installation
- Interact with appropriate people like Line manager/supervisor/ subject matter experts

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

- PC1.** collect and enter data from handwritten applications of individuals into a customized computer program
- PC2.** collect and enter valid demographic data of individuals including proof of address, identity proof, etc.
- PC3.** ensure proper capture of facial expression, fingerprint data, and iris of individuals
- PC4.** track processing time for each individual request
- PC5.** review and verify captured biometric data of individuals by interacting with supervisor
- PC6.** ensure all biometric documentation is complete
- PC7.** ensure proper safeguarding of all documents
- PC8.** assist individuals with routine questions and refer less routine questions to the supervisor
- PC9.** compare transcribed data, as displayed on a visual screen, with the source document and correct any errors
- PC10.** obtain help or advice from peers or managers if the problem is outside his/her area of competence or experience
- PC11.** determine the cause of error message while entering data and make corrections
- PC12.** perform biometric processing to include prints, electronic photographs, electronic signatures, and press print

- PC13.** perform various related functions to ensure that the computer is maintained in a neat and orderly manner
- PC14.** maintain files of source documents or other information relative to data entered
- PC15.** assist in (or perform) the filing and storage of security and back up of data files
- PC16.** perform general administrative duties using discretion and answer telephone, route callers, take messages, and provide information to customers
- PC17.** perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)
- PC18.** examine relevant standards, policies, procedures and guidelines while dealing with basic IT service requests/incidents

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant biometric standards, legislation, policies, and procedures followed in the company and in government systems
- KU2.** how to engage with both internal and external specialists for support in order to perform the desired task
- KU3.** biometric data entry procedures, tools, and techniques
- KU4.** potential helpdesk customers and their typical requirements
- KU5.** role and importance of the biometric operator in supporting business operations
- KU6.** limits of role and responsibilities pertaining to biometric data capture
- KU7.** organization's tools and processes for incident management and customer support
- KU8.** the difference between acceptable and non-acceptable biometrics as per standard policies, procedures and guidelines while encoding biometric data
- KU9.** basic and advance PC workstation configuration, maintenance, networking as well as trouble shooting
- KU10.** fundamentals of biometric technologies with focus on fingerprint, face and iris recognition
- KU11.** how to capture iris samples using handheld devices
- KU12.** how to capture 10-prints on live scan sensor/ inkpads and capture standardized facial images
- KU13.** basic principles of biometric system error rates including false accept, false reject, false match, false non match, equal error rate, detection error trade-off-curve

- KU14.** how to compile simple reports from data entered and ability to make comparisons through use of various database management software
- KU15.** the enrollment procedures of supervised biometric systems
- KU16.** the importance of documenting, classifying, prioritizing service requests, crowd management and others

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate information and ideas in writing in at least one language
- GS2.** read about the biometric software documents, products and services
- GS3.** follow rule-based decision-making processes to make a decision on a suitable course
- GS4.** apply problem-solving approaches in different situations and seek clarifications from others
- GS5.** use the available resource to improve work performance
- GS6.** use the existing data points to generate required reports for business
- GS7.** provide opinions on work in a detailed and constructive way
- GS8.** apply good attention to detail
- GS9.** carry out biometric data capture and collection in line with customer-specific service level agreements
- GS10.** work effectively, independently and also collaboratively in a team environment
- GS11.** use information technology effectively to input and/or extract data accurately

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	88	212		
PC1. collect and enter data from handwritten applications of individuals into a customized computer program	-	12.5	-	-
PC2. collect and enter valid demographic data of individuals including proof of address, identity proof, etc.	-	12.5	-	-
PC3. ensure proper capture of facial expression, fingerprint data, and iris of individuals	25	62	-	-
PC4. track processing time for each individual request	6.25	-	-	-
PC5. review and verify captured biometric data of individuals by interacting with supervisor	-	6.25	-	-
PC6. ensure all biometric documentation is complete	-	12.5	-	-
PC7. ensure proper safeguarding of all documents	6.25	-	-	-
PC8. assist individuals with routine questions and refer less routine questions to the supervisor	-	6.25	-	-
PC9. compare transcribed data, as displayed on a visual screen, with the source document and correct any errors	-	12.5	-	-
PC10. obtain help or advice from peers or managers if the problem is outside his/her area of competence or experience	-	12.5	-	-
PC11. determine the cause of error message while entering data and make corrections	-	12.5	-	-
PC12. perform biometric processing to include prints, electronic photographs, electronic signatures, and press print	-	6.25	-	-
PC13. perform various related functions to ensure that the computer is maintained in a neat and orderly manner	25	0	-	-



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain files of source documents or other information relative to data entered	12.5	-	-	-
PC15. assist in (or perform) the filing and storage of security and back up of data files	13	25	-	-
PC16. perform general administrative duties using discretion and answer telephone, route callers, take messages, and provide information to customers	-	6.25	-	-
PC17. perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc)	-	6.25	-	-
PC18. examine relevant standards, policies, procedures and guidelines while dealing with basic IT service requests/incidents	-	18.75	-	-
NOS Total	88	212	-	-

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N3023
NOS Name	Undertake bio-metric data entry and processing
Sector	IT-ITeS
Sub-Sector	Business Process Management
Primary Occupation	Customer Relationship Management (CRM)
Secondary Occupation	
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	21/05/2020
Next Review Date	21/05/2025
NSQC Clearance Date	NA

SSC/N9001: Manage your work to meet requirements

Description

This unit is about planning and organizing your work in order to complete it to the required standards on time.

Scope

This unit/task covers the following:

- Utilize resources
- Ensure compliance

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

- PC1. establish and agree with the work requirements with appropriate people
- PC2. keep the immediate work area clean and tidy
- PC3. utilize work time effectively
- PC4. use resources correctly and efficiently
- PC5. treat confidential information correctly
- PC6. work in line with the organization's policies and procedures
- PC7. work within the limits of the job role
- PC8. obtain guidance from appropriate people, where necessary
- PC9. ensure that the work meets the agreed requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. priorities for the area of work
- KU2. role, responsibilities, limits of the responsibilities and whom these must be agreed with, as well as when to involve others
- KU3. the importance of having a tidy work area and how to do this
- KU4. how to prioritize the workload according to urgency and the benefits of prioritization
- KU5. the organization's policies and procedures, especially for dealing with confidential information, and the importance of complying with these
- KU6. the purpose of keeping others updated with the progress of the work
- KU7. the purpose and value of being flexible and adapting work plans to reflect change
- KU8. the importance of completing work accurately and how to do this

KU9. appropriate timescales for completing the work and the implications of not meeting these for self and the organization

KU10. the resources needed for the work and how to obtain and use these

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read instructions, guidelines, procedures, rules and service level agreements

GS2. ask for clarification and advice from line managers

GS3. communicate orally with colleagues

GS4. plan and organize the work to achieve targets and deadlines

GS6. agree to objectives and work requirements

GS7. deliver consistent and reliable service to customers

GS8. check that the work meets customer requirements

GS9. refer anomalies to the line manager

GS10. seek clarification on problems from others

GS11. provide relevant information to others

GS12. analyze needs, requirements and dependencies in order to meet work requirements

GS13. apply judgment to different situations

GS14. work effectively in a team environment

GS15. use information technology effectively, to input and/or extract data accurately

GS16. identify and refer anomalies in data

GS17. store and retrieve information

GS18. keep up to date with changes, procedures and practices in the role

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	25	75	-	-
PC1. establish and agree with the work requirements with appropriate people	-	6.25	-	-
PC2. keep the immediate work area clean and tidy	6.25	6.25	-	-
PC3. utilize work time effectively	6.25	6.25	-	-
PC4. use resources correctly and efficiently	6.25	12.5		
PC5. treat confidential information correctly	-	6.25	-	-
PC6. work in line with the organization's policies and procedures	-	12.5	-	-
PC7. work within the limits of the job role	-	6.25	-	-
PC8. obtain guidance from appropriate people, where necessary	-	6.25	-	-
PC9. ensure that the work meets the agreed requirements	6.25	12.5	-	-
NOS Total	25	75	-	-

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9001
NOS Name	Manage your work to meet requirement
Sector	IT-ITeS
Sub-Sector	IT Services, Business Process Management, Engineering R&D, Software Product Development, Future Skills
Primary Occupation	Generic
Secondary Occupation	
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	21/05/2020
Next Review Date	21/05/2025
NSQC Clearance Date	NA

SSC/N9003: Maintain a healthy, safe and secure working environment

Description

This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security

Scope

This unit/task covers the following:

- Ensure compliance
- Follow safety procedure

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

Ensure compliance

- PC1.** comply with the organization's current health, safety and security policies and procedures
- PC2.** report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC3.** identify and correct any hazards that you can deal with safely, competently and within the limits of the authority
- 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

Follow safety procedure

- PC5.** follow the organization's emergency procedures promptly, calmly, and efficiently
- PC6.** identify and recommend opportunities for improving health, safety, and security to the designated person
- PC7.** complete any health and safety records legibly and accurately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislative requirements and organization's procedures for health, safety and security and the role and responsibilities in relation to this
- KU2.** what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace

- KU3.** how and when to report hazards
- KU4.** limits of your responsibility for dealing with hazards
- KU5.** the organization's emergency procedures for different emergency situations and the importance of following these
- KU6.** the importance of maintaining high standards of health, safety and security
- KU7.** implications that any non-compliance with health, safety and security may have on individuals and the organization
- KU8.** types of breaches in health, safety and security and how and when to report these
- KU9.** evacuation procedures for workers and visitors
- KU10.** how to summon medical assistance and the emergency services, where necessary
- KU11.** how to use the health, safety and accident reporting procedures and the importance of these
- KU12.** government agencies in the areas of safety, health and security and their norms and services

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete accurate, well written work with attention to detail
- GS2.** read instructions, guidelines, procedures, rules and service level agreements
- GS3.** listen effectively and orally communicate information accurately
- GS4.** make decisions on suitable courses of action
- GS5.** plan and organize the work to meet health, safety and security requirements
- GS6.** build and maintain positive and effective relationships with colleagues and customers
- GS7.** apply problem solving approaches in different situations
- GS8.** analyze data and activities
- GS9.** apply balanced judgments to different situations
- GS10.** check that the work is complete and free from errors
- GS11.** get the work checked by peers
- GS12.** help reach agreements with colleagues
- GS13.** keep up to date with changes, procedures and practices in the job role

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	30	70		
PC1. comply with the organization's current health, safety and security policies and procedures	10	10	-	-
PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	-	10	-	-
PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	10	10	-	-
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	-	10	-	-
PC5. follow the organization's emergency procedures promptly, calmly, and efficiently	10	10	-	-
PC6. identify and recommend opportunities for improving health, safety, and security to the designated person	-	10	-	-
PC7. complete any health and safety records legibly and accurately	-	10	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9003
NOS Name	Maintain a healthy, safe and secure working environment
Sector	IT-ITeS
Sub-Sector	IT Services, Business Process Management, Engineering R&D, Software Product Development, Future Skills
Primary Occupation	Generic
Secondary Occupation	
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	21/05/2020
Next Review Date	21/05/2025
NSQC Clearance Date	NA

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/ option NOS/set of NOS.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass a QP, a trainee should score an average of 70% across generic NOS' and a minimum of 70% for each technical NOS
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Recommended Pass % : 70

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
SSC/N3022: Undertake data entry services	88	212	-	-	300	50
SSC/N9001: Manage you work to meet requirements	25	75	-	-	100	25
SSC/N9003: Maintain a healthy, safe and secure working environment	30	70	-	-	100	25
Total	143	357			500	100