Contents

What are National Occupational Standards (NOS)?

➢ NOS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ NOS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Introduction

Qualifications Pack-Domestic Biometric Data Operator

SECTOR: IT-ITES

SUB-SECTOR: Business Process Management

OCCUPATION: Customer Relationship Management

REFERENCE ID: SSC/Q2213

ALIGNED TO: NCO-2015/3511.0101

Domestic Biometric Data Operator in the IT-ITeS Industry is also known as Biometric Technician and Biometric Coordinator.

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. He / She should be comfortable with latest

Job Details

Qualifications Pack Code	SSC/Q2213		
Job Role	Domestic Biometric Data Operator		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/08/2013
Sub-sector	Business Process Management	Last reviewed on	30/01/2015
Occupation	Customer Relationship Management	Next review date	30/03/2016
NSQC Clearance on	19/05/2015		

| Job Role	Domestic Biometric Data Operator (Biometric Technician, Biometric Coordinator)
Role Description	Manage proper capture and enrollment details of biometric data of customers and maintain biometric equipment.
NSQF level Minimum Educational Qualifications Maximum Educational Qualifications	4 10th Diploma in Science/Technology
Training (Suggested but not mandatory)	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
Experience	1-4 years of work experience/internship in a relevant area
Occupational Standards (OS)	**Compulsory:** 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) **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

Glossary of Key Terms

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.

Definitions

Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.

Acronyms

Keywords /Terms	Description
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labour and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skill Qualification Framework

National Occupational Standard
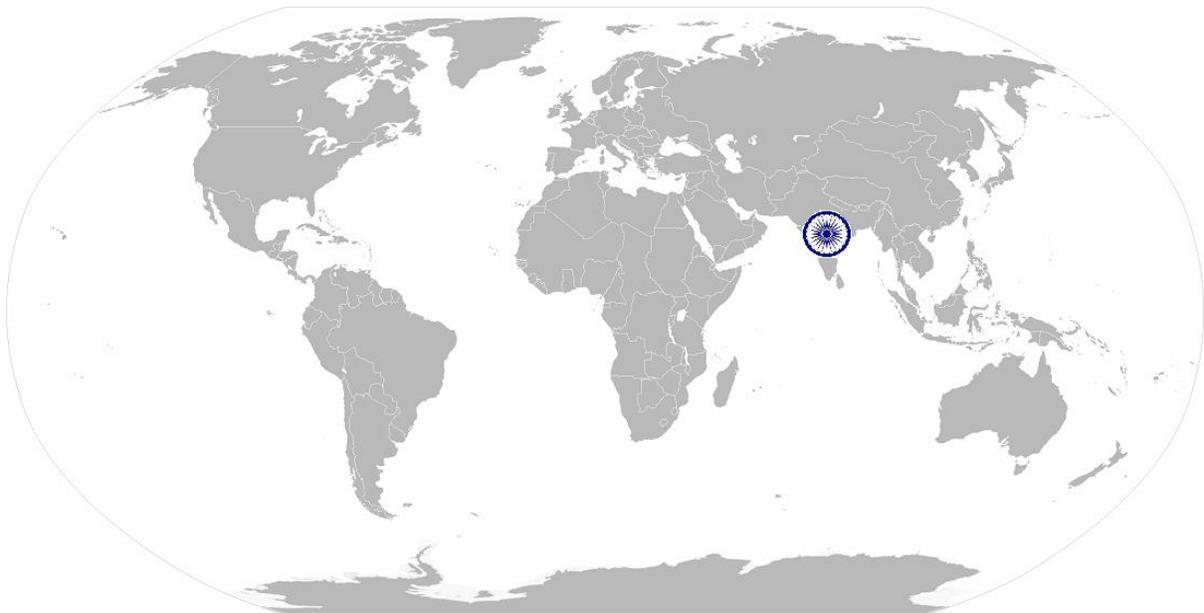
<u>**Overview**</u>

This unit is about dealing with biometric data entry and processing.

Undertake biometric data entry and processing.

Applicable OS Unit		
Unit Code	**SSC/N3023**	
Unit Title (Task)	**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: **Errors** may include: • database error management • database access management • application installation • security hardening **Problems** about: • operating system • computer hardware **Appropriate people**: • line manager • supervisor • subject matter experts	
Performance Criteria (PC) w.r.t. the Scope		
	To be competent, you must be able to: PC1. collect and enter data from hand-written 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 and iris of individuals PC4. ensure proper capture of fingerprint data of individuals PC5. track processing time for each individual PC6. review and verify captured biometric data of individuals by interacting with supervisor PC7. ensure all biometric documentation is complete and in the appropriate order PC8. ensure proper safeguarding of all documents PC9. assist individuals with routine questions. refers less routine questions and problems to the supervisor PC10. compare transcribed data, as displayed on a visual screen, with the source document and corrects any **errors** PC11. obtain help or advice from **appropriate people** if the problem is outside his/her area of competence or experience PC12. determines the cause of error message while entering data and makes appropriate corrections PC13. perform biometrics processing to include prints, electronic photographs, electronic signatures, and press print	

Undertake biometric data entry and processing.

	PC14. maintains files of source documents or other information relative to data entered;
	PC15. performs various related functions to insure that the computer is maintained in a neat and orderly manner
	PC16. may perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)
	PC17. perform general administrative duties using discretion and answer telephone, routes callers, takes messages, and provides information to customers
	PC18. comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. relevant legislation, standards, policies, and procedures followed in the company for dealing with biometric data processing KA2. how to engage with both internal and external specialists for support in order to perform the desired task KA3. biometric data entry procedures, tools, and techniques KA4. potential helpdesk customers and their typical requirements KA5. role and importance of the biometric operator in supporting business operations KA6. limits of your role and responsibilities in relation to biometric data capture and encoding KA7. organization's tools and processes for incident management and customer support, and how to use them
B. Technical Knowledge	You need to know and understand: KB1. relevant standards, policies, procedures and guidelines that apply when dealing with basic biometric data capture and encoding KB2. basic and advance pc workstation configuration, maintenance, networking as well as trouble shooting KB3. fundamentals of biometric technologies with a focus on fingerprint, face and iris recognition KB4. differentiate between acceptable and non-acceptable biometrics in accordance with organisation's biometrics processing standards KB5. sensor technology of fingerprint, face and iris sensors KB6. how to capture 10-prints on live scan sensor and inkpads and capture standardized facial images KB7. how to capture iris samples using handheld devices KB8. basic principles of biometric system error rates including false accept, false reject, false match, false non match, equal error rate, detection error tradeoff curve KB9. how to compile simple reports from data entered and ability to make comparisons between them through use of various database management software KB10. enrollment procedures of supervised biometric systems KB11. biometric standards used in government systems

Undertake biometric data entry and processing.

	KB12. operational challenges and solutions of deployed systems
	KB13. the importance of documenting, classifying, prioritizing service requests, crowd management and others

| **Skills (S)**		
A. Core Skills/ Generic Skills	**Writing Skills**	
	You need to know and understand how to:	
	SA1. ability to communicate information and ideas in writing so others will understand	
	SA2. write in at least one language	
	Reading Skills	
	You need to know and understand how to:	
	SA3. read about the biometric software and the documents, products and services with reference to the organization	
	Oral Communication (Listening and Speaking skills)	
	You need to know and understand how to:	
	SA4. listen effectively and orally communicate information	
	SA5. ask for clarification and advice from others	
B. Professional Skills	**Decision Making**	
	You need to know and understand how to:	
	SB1. follow rule-based decision-making processes	
	SB2. make a decision on a suitable course of action or response	
	Plan and Organize	
	You need to know and understand how to:	
	SB3. plan and organize your work to achieve targets and deadlines	
	Customer Centricity	
	You need to know and understand how to:	
	SB4. carry out biometric data capture and collection in line with customer-specific guidelines/procedures/rules and service level agreements	
	SB5. work effectively in a customer facing environment	
	SB6. build and maintain positive and effective relationships with customers	
	SB7. check that your own work meets customer requirements	
	SB8. deliver consistent and reliable service to customers	
	Problem Solving	
	You need to know and understand how to:	
	SB9. apply problem-solving approaches in different situations	
	SB10. seek clarification on problems from others	
	SB11. refer anomalies to the supervisor	
	Analytical Thinking	
	The user/individual on the job needs to know and understand how to:	
	SB12. use the existing facilities to perform the desired task	
	SB13. use the available resource to improve the performance	
	SB14. use the existing data points to generate required reports for business	
	Critical Thinking	

Undertake biometric data entry and processing.

	You need to know and understand how to:
	SB15. apply balanced judgments to different situations
	SB16. provide opinions on work in a detailed and constructive way
	Attention to Detail
	You need to know and understand how to:
	SB17. apply good attention to detail
	SB18. check your work is complete and free from errors
	SB19. get your work checked by others
	Team Working
	You need to know and understand how to:
	SB20. work effectively in a team environment
	SB21. work independently and collaboratively
C. **Technical Skills**	You need to know and understand how to:
	SC1. use information technology effectively to input and/or extract data accurately
	SC2. store and retrieve information
	SC3. keep up to date with changes, procedures and practices in your role
	SC4. keep up to date with changes, procedures and practices in your field of expertise

NOS Code	SSC/N3023		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/08/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National Skill Development Corporation
Transforming the skill landscape
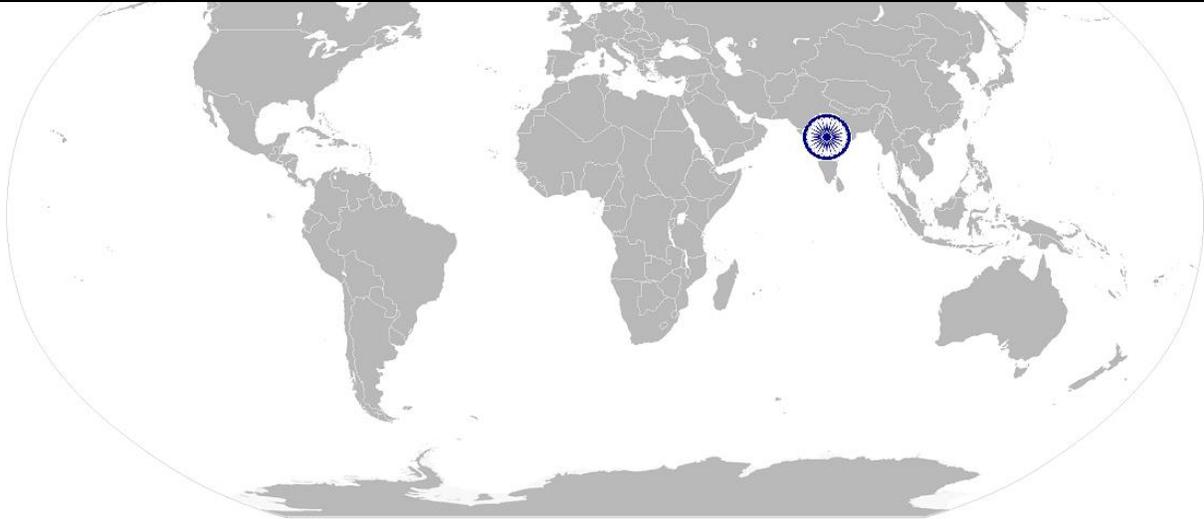
Manage your work to meet requirements.

National Occupational Standard
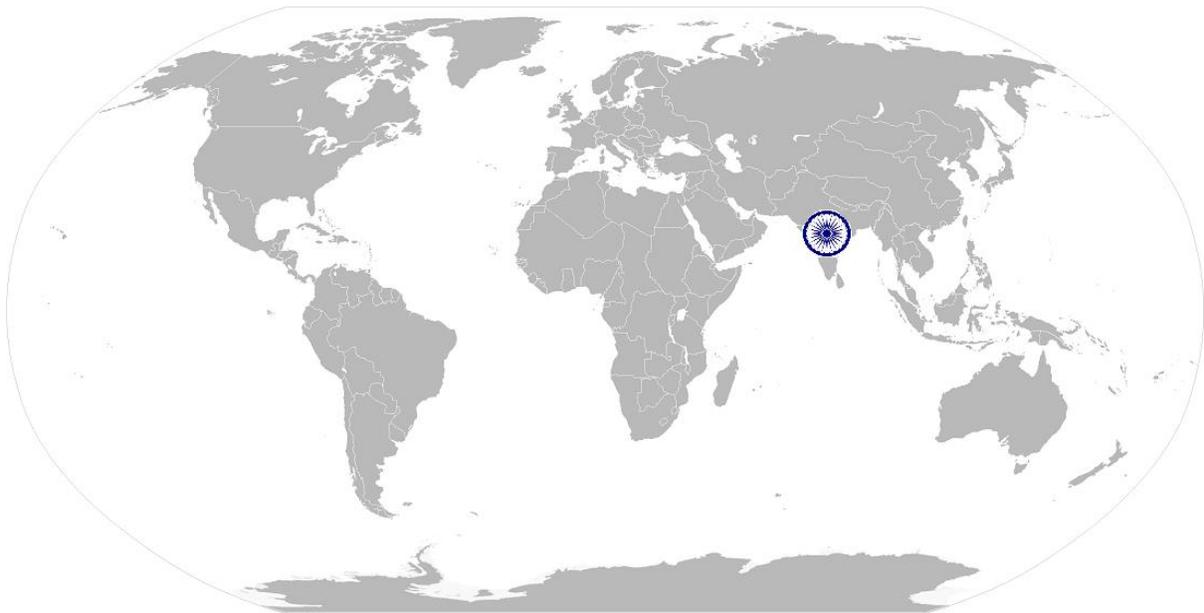
Overview

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

Manage your work to meet requirements.

Applicable NOS Unit	Unit Code	SSC/N9001
	Unit Title (Task)	**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: **Work requirements**: • activities (what you are required to do) • deliverables (the outputs of your work) • quantity (the volume of work you are expected to complete) • standards (what is acceptable performance, including compliance with Service Level Agreements) • timing (when your work needs to be completed) **Appropriate people**: • line manager • the person requesting the work • members of the team/department • members from other teams/departments **Resources**: • equipment • materials • information

Performance Criteria (PC) w.r.t. the Scope

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

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work KA2. limits of your responsibilities and when to involve others KA3. your specific work requirements and who these must be agreed with KA4. the importance of having a tidy work area and how to do this KA5. how to prioritize your workload according to urgency and importance and the benefits of this

Manage your work to meet requirements.

|	
	KA6. your organization's policies and procedures for dealing with confidential information and the importance of complying with these
	KA7. the purpose of keeping others updated with the progress of your work
	KA8. who to obtain guidance from and the typical circumstances when this may be required
	KA9. the purpose and value of being flexible and adapting work plans to reflect change
B. Technical Knowledge	You need to know and understand:
	KB1. the importance of completing work accurately and how to do this
	KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization
	KB3. resources needed for your work and how to obtain and use these
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate work with attention to detail
	Reading Skills
	You need to know and understand how to:
	SA2. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3. ask for clarification and advice from line managers
	SA4. communicate orally with colleagues
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. make a decision on a suitable course of action.
	Plan and Organize
	You need to know and understand how to:
	SB2. plan and organize your work to achieve targets and deadlines
	SB3. agree objectives and work requirements
	Customer Centricity
	You need to know and understand how to:
	SB4. deliver consistent and reliable service to customers
	SB5. check that your own work meets customer requirements
	Problem Solving
	You need to know and understand how to:
	SB6. refer anomalies to the line manager
	SB7. seek clarification on problems from others
	Analytical Thinking

Manage your work to meet requirements.

	You need to know and understand how to:
	SB8. provide relevant information to others
	SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to:
	SB10. apply judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB11. check your work is complete and free from errors
	SB12. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB13. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively, to input and/or extract data accurately
	SC2. identify and refer anomalies in data
	SC3. store and retrieve information
	SC4. keep up to date with changes, procedures and practices in your role
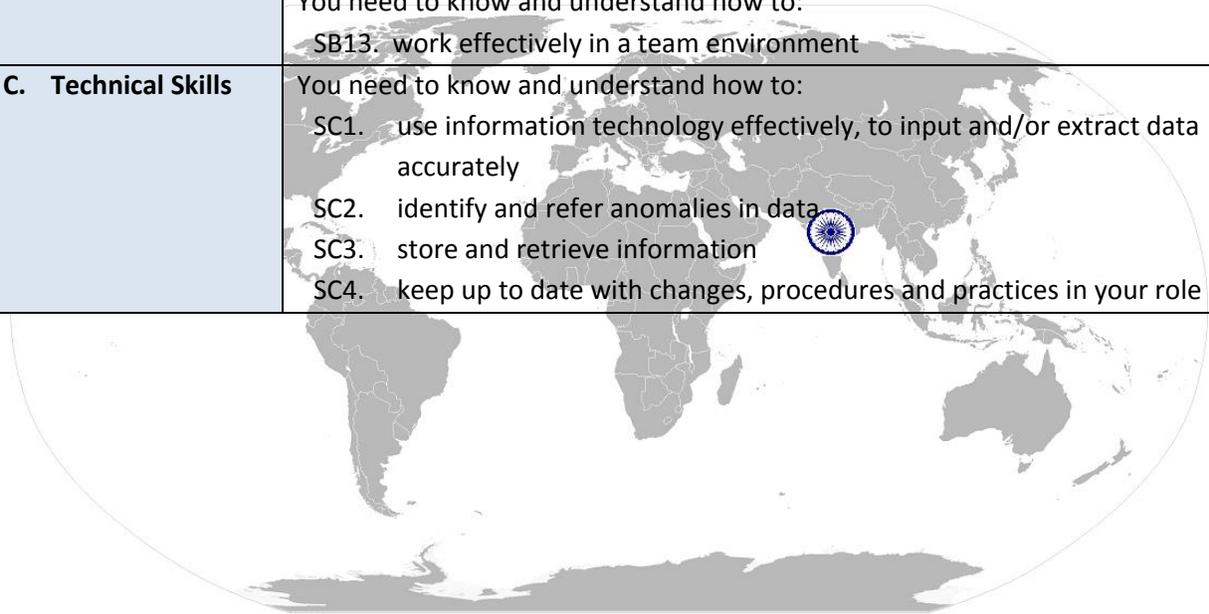
Manage your work to meet requirements.

NOS Code	SSC/N9001		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016

NOS

National Occupational Standards

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape
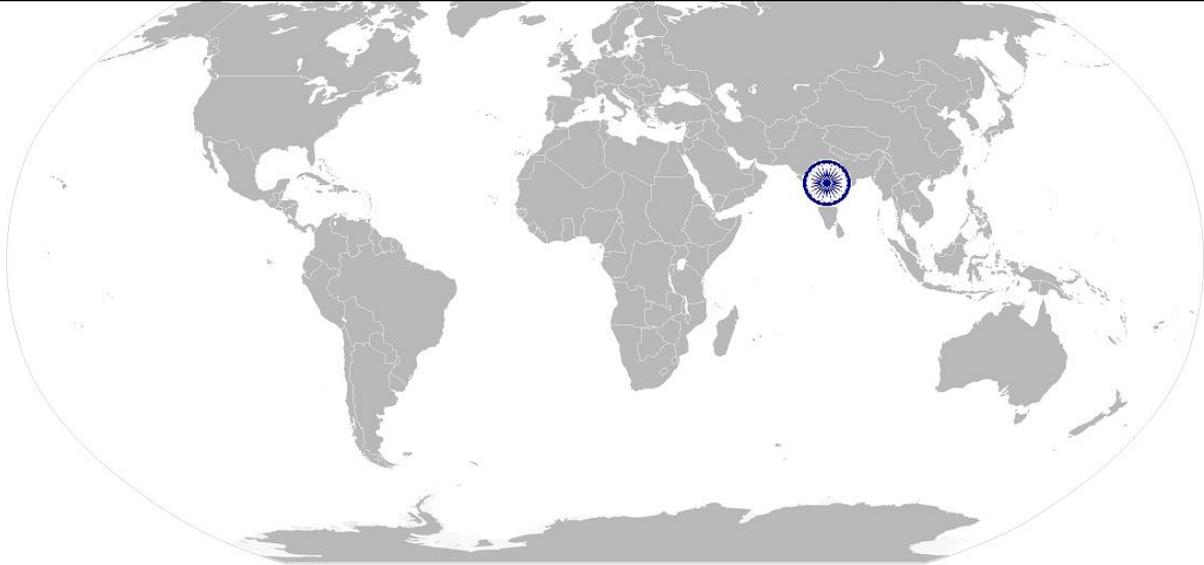
Maintain a healthy, safe and secure working environment.

National Occupational Standard
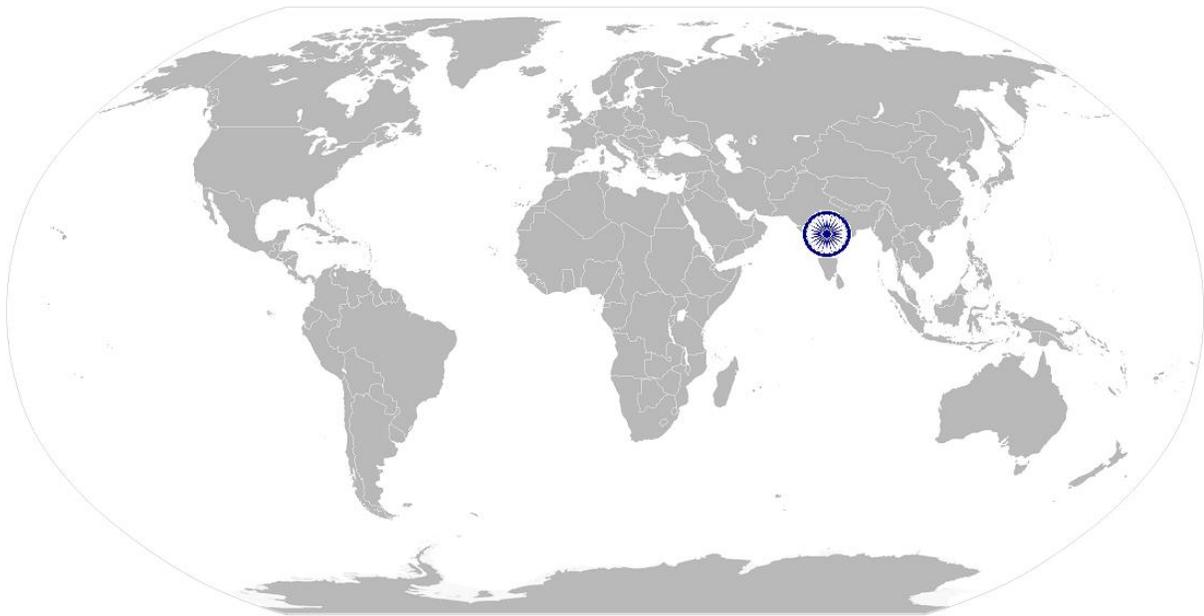
<u>Overview</u>

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

Maintain a healthy, safe and secure working environment.

<table>
<tr><td rowspan="16" style="writing-mode: vertical-rl">Applicable NOS Unit</td><td>**Unit Code**</td><td>**SSC/N9003**</td></tr>
<tr><td>**Unit Title (Task)**</td><td>**Maintain a healthy, safe and secure working environment**</td></tr>
<tr><td>**Description**</td><td>This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.</td></tr>
<tr><td>**Scope**</td><td>This unit/task covers the following:
Emergency procedures:
• illness
• accidents
• fires
• other reasons to evacuate the premises
• breaches of security</td></tr>
<tr><td colspan="2">**Performance Criteria (PC) w.r.t. the Scope**</td></tr>
<tr><td></td><td>To be competent, you must be able to:
PC1.   comply with your 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 your 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
PC5.   follow your 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</td></tr>
<tr><td colspan="2">**Knowledge and Understanding (K)**</td></tr>
<tr><td>**A. Organizational Context**
(Knowledge of the company/ organization and its processes)</td><td>You need to know and understand:
KA1.   legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this
KA2.   what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
KA3.   how and when to report hazards
KA4.   limits of your responsibility for dealing with hazards
KA5.   your organization's **emergency procedures** for different emergency situations and the importance of following these
KA6.   the importance of maintaining high standards of health, safety and security</td></tr>
</table>

Maintain a healthy, safe and secure working environment.

	KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization
B. Technical Knowledge	You need to know and understand: KB1. different types of breaches in health, safety and security and how and when to report these KB2. evacuation procedures for workers and visitors KB3. how to summon medical assistance and the emergency services, where necessary KB4. how to use the health, safety and accident reporting procedures and the importance of these KB5. government agencies in the areas of safety, health and security and their norms and services
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to: SA2. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. listen effectively and orally communicate information accurately
B. Professional Skills	**Decision Making**
	You need to know and understand how to: SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to meet health, safety and security requirements
	Customer Centricity
	You need to know and understand how to: SB3. build and maintain positive and effective relationships with colleagues and customers
	Problem Solving
	You need to know and understand how to: SB4. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to: SB5. analyze data and activities
	Critical Thinking

Maintain a healthy, safe and secure working environment.

	You need to know and understand how to:
	SB6. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB7. check your work is complete and free from errors
	SB8. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. identify and refer anomalies
	SC2. help reach agreements with colleagues
	SC3. keep up to date with changes, procedures and practices in your role
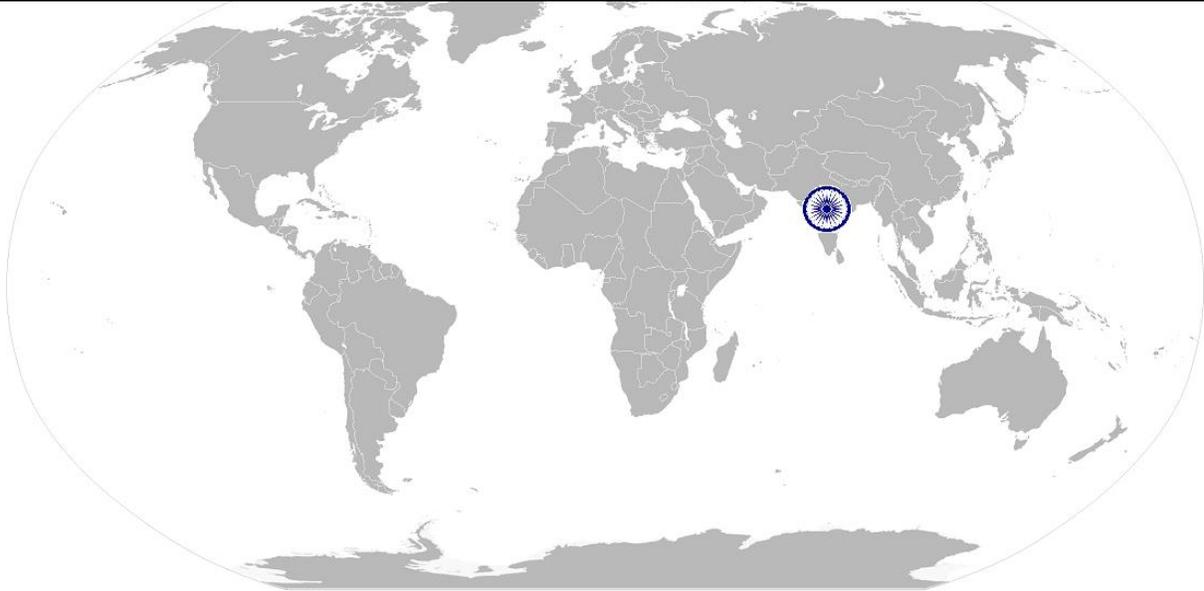
NOS Version Control

NOS Code	SSC/N9003		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016

Qualifications Pack

9 characters
SSC/Q0101

SSC denoting **S**oftware & **S**ervices **C**ompanies (IT-ITeS industry)

Q denoting Qualifications Pack

QP number (2 numbers)

Occupation (2 numbers)

National Occupational Standard

9 characters
SSC/N0101

SSC denoting **S**oftware & **S**ervices **C**ompanies (IT-ITeS industry)

N denoting National Occupational Standard

NOS number (2 numbers)

Occupation (2 numbers)

Occupational Standard

9 characters
SSC/N0101

SSC denoting **S**oftware & **S**ervices **C**ompanies (IT-ITeS industry)

O denoting Occupational Standard

OS number (2 numbers)

Occupation (2 numbers)
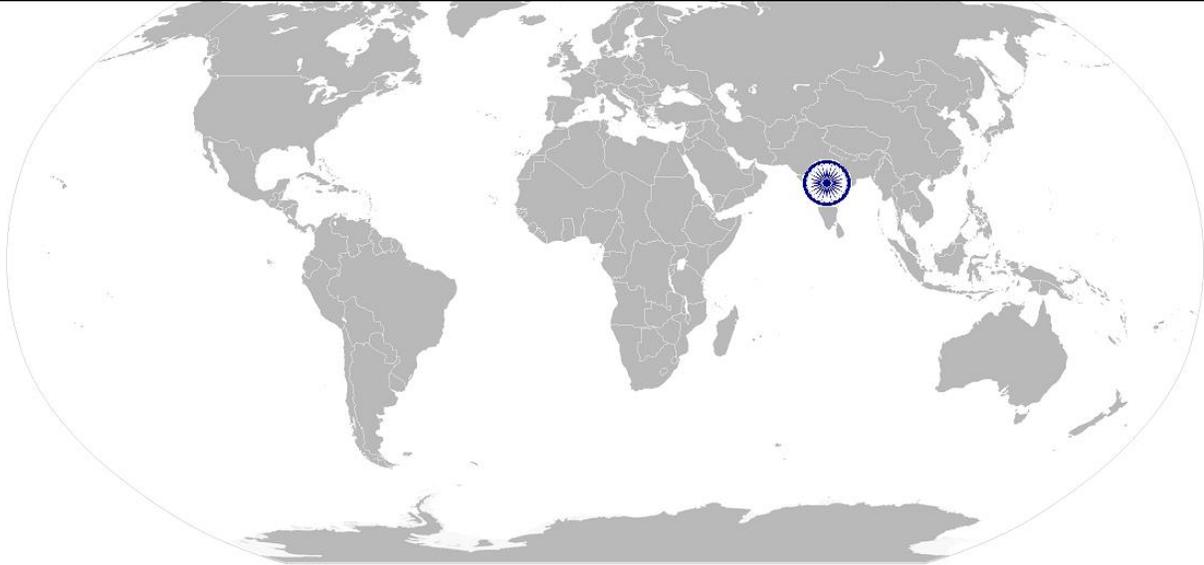
It is important to note that an OS unit can be denoted with either an '**O**' or an '**N**'.

- If an OS unit denotes 'O', it is an OS unit that is an international standard. An example of OS unit denoting 'O' is SSC/**O**0101.
- If an OS unit denotes '**N**', it is an OS unit that is a national standard and is applicable only for the Indian IT-ITeS industry. An example of OS unit denoting '**N**' is SSC/N0101

The following acronyms/codes have been used in the nomenclature above:

Sub-Sector	Range of Occupation numbers
IT Service (ITS)	01-20
Business Process Management (BPM)	21-40
Engg. and R&D (ERD)	41-60
Software Products (SPD)	61-80

Sequence	Description	Example
Three letters	Industry name (Software & Service Companies)	SSC
Slash	/	/
Next letter	Whether **QP** or **N**OS	N
Next two numbers	Occupation Code	01
Next two numbers	OS number	01

Job Role	Domestic Biometric Data Operator
Qualification Pack	SSC/Q2213
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. In case a trainee passes one or more but not all NOSs, the trainee is eligible to take subsequent assessment on the balance NOSs to pass the QP.
6. For more and latest details on the assessment criteria, please visit www.sscnasscom.com.

				Marks Allocation	
Assessable Outcomes	**Assessment criteria for the outcome**	**Total Mark**	**Out of**	**Theory**	**Skills Practical**
1. SSC/N3023 (Undertake Bio-Metric data entry and processing.)	PC1. collect and enter data from hand-written applications of individuals into a customized computer program	120	5	0	5
	PC2. collect and enter valid demographic data of individuals including proof of address, identity proof, etc.		5	0	5
	PC3. ensure proper capture of facial expression and iris of individuals		35	10	25
	PC4. ensure proper capture of fingerprint data of individuals		15	5	10
	PC5. track processing time for each individual		2.5	2.5	0
	PC6. review and verify captured biometric data of individuals by interacting with supervisor		2.5	0	2.5
	PC7. ensure all biometric documentation is complete and in the appropriate order		5	0	5
	PC8. ensure proper safeguarding of all documents		2.5	2.5	0
	PC9. assist individuals with routine questions. refers less routine questions and problems to the supervisor		2.5	0	2.5

	PC10. compare transcribed data, as displayed on a visual screen, with the source document and corrects any errors		5	0	5
	PC11. obtain help or advice from appropriate people 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	0	5
	PC13. perform biometrics processing to include prints, electronic photographs, electronic signatures, and press print		2.5	0	2.5
	PC14. maintains files of source documents or other information relative to data entered;		5	5	0
	PC15. performs various related functions to insure that the computer is maintained in a neat and orderly manner		10	10	0
	PC16. may perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)		2.5	0	2.5
	PC17. perform general administrative duties using discretion and answer telephone, routes callers, takes messages, and provides information to customers		2.5	0	2.5
	PC18. comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents		7.5	0	7.5
	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	**40**	10	5	5

	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		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
	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