

# QUALIFICATION PACK - OCCUPATIONAL STANDARD FOR MINING INDUSTRY

## What are Occupational Standard (OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standard that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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## Introduction

### Qualifications Pack-Data Entry Operator

**SECTOR:** MINING

**SUB-SECTOR:** Underground and Open Cast Mines

**OCCUPATION:** Electronic Data Processing

**REFERENCE ID:** MIN/Q 0425

**ALIGNED TO:** NCO-2004/4113

A Data Entry operator ensures end to end data processing and maintaining related process parameters

**Brief Job Description:** This role is responsible for input and processing of the text and data; preparing, editing and generating the documents for storage, processing, publication and transmission; maintaining process parameters, and maintaining a safe & healthy working environment.

**Personal Attributes:** Technical knowledge of trends related to the IT systems and technology, Data Typing, Reading, and writing skills, ability to plan and prioritize, quality consciousness, sensitivity to problem solving, quick decision making, safety orientation, ability to use internal ERP systems

Job Details	<b>Qualification Pack Code</b>	MIN/Q 0425		
	<b>Job Role</b>	Data Entry Operator		
	<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
	<b>Industry</b>	Mining	<b>Drafted on</b>	15/12/2014
	<b>Sub-sector</b>	Underground and Open Cast Mines	<b>Last reviewed on</b>	24/03/2015
	<b>Occupation</b>	Electronic Data Processing	<b>Next review date</b>	24/03/2017

<b>Job Role</b>	<b>Data Entry Operator</b>
<b>Role Description</b>	The role is responsible for input and processing of the text and data; preparing, editing and generating the documents for storage, processing, publication and transmission; maintaining process parameters, and maintaining a safe & healthy working environment.
<b>NSQF level</b>	4
<b>Minimum Educational Qualification</b>	Diploma/ Course in Information Technology
<b>Maximum Educational Qualification</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	<ol style="list-style-type: none"> <li>1. Different hardware systems and peripherals</li> <li>2. Operating System</li> <li>3. MS Office including MS word, MS Excel and MS Power point and its different functionalities</li> <li>4. Basic internet like emails, web etc</li> <li>5. Database, Cloud Network etc</li> </ol>
<b>Experience</b>	2-3 years in the relevant area
<b>Applicable National Occupational Standards</b>	<p><b>Compulsory:</b> Click on the hyperlink to read/download the required NOS</p> <ol style="list-style-type: none"> <li>1. MIN/ N0471 (<a href="#">Operate the hardware and software related to relevant work area</a>)</li> <li>2. MIN/ N0472 (<a href="#">Conduct data entry operations</a>)</li> <li>3. MIN/ N0901 (<a href="#">Health and safety</a>)</li> </ol> <p><b>Optional:</b> Not Applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units

Definitions

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.
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.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standard 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 Standard 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.
NOS	NOS are Occupational Standard which apply uniquely in the Indian context.
Qualification Pack Code	Qualification Pack Code is a unique reference code that identifies a qualification pack.
Qualification Pack	Qualification Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualification Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
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.
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 or 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.

*Qualification Pack For Data Entry Operator*

Acronyms	Keywords /Terms	Description
	SCMS	Skill council for Mining Sector
	NOS	National Occupational Standard
	NSQF	National Skill Qualification Framework
	NVEQF	National Vocational Educational Qualification Framework
	NVQF	National Vocational Qualification Framework
	OS	Occupational Standard
	PC	Performance Criteria
	QP	Qualification Pack
SSC	Sector Skill Council	

# National Occupational Standard



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## Overview

This unit is about understanding the functionality of various hardware and software relevant to the work area and ensuring seamless utilization of the same for data entry



MIN/ N0471 **Operate the hardware and software related to relevant work area**

National Occupational Standard

<b>Unit Code</b>	<b>MIN/ N0471</b>
<b>Unit Title (Task)</b>	<b>Operate the hardware and software related to relevant work area</b>
<b>Description</b>	This OS unit is about understanding the functionality of various hardware and software relevant to the work area and ensuring seamless utilization of the same for data entry
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Identification of the hardware and software requirements and understanding their functionality in detail</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Identify the hardware and software requirements for data entry</b>	<p>PC1. Identify the data entry requirements in terms of accuracy, speed, quantum etc</p> <p>PC2. Identify the latest technology based hardware components that could best support the data entry requirements</p> <p>PC3. Finalize the software/ database that could best provide the required functionalities for data entry operations with best efficiency</p>
<b>Understand in detail the functionality of hardware and software involved and deploy the same</b>	<p>PC4. Install the finalized hardware and software to start data entry operations</p> <p>PC5. Understand in detail the functionalities/ usage of various hardware components referring to the user manual</p> <p>PC6. Discuss in detail the application and utility of software and database deployed for data entry operations</p> <p>PC7. Run the hardware, software and database and conduct consistency checks periodically in terms of performance/ efficiency of the data entry operations</p> <p>PC8. Keep abreast of the latest technological upgrades of the hardware/ software/ database and ensure up gradation of the system periodically</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Regulatory context (knowledge of safety guidelines specified by Director General of Mine Safety (DGMS))</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Different types of mines and detail of the mine he is working in</p> <p>KA2. Mine Organisation, time keeping, need for discipline and punctuality</p> <p>KA3. Benching in quarries, Dressing of overhangs, Undercuts, Fencing, First aid and Hygiene</p> <p>KA4. Standing orders in force at the mine. Safety in the vicinity of machinery</p> <p>KA5. Shot-firing and Safety regulations. How and where to take shelter</p>

**MIN/ N0471      Operate the hardware and software related to relevant work area**

	KA6. Duties of workmen KA7. Provision of wages, working hours and accident compensation as per Mines act KA8. Knowledge of mining safety procedures KA9. Impact of violation of safely procedures
<b>B. Organizational Context (Knowledge of the company / organization and its processes)</b>	The user/individual on the job needs to know and understand: KB1. Relevant data entry process standard and procedures followed in the company KB2. Internal processes like data management, quality management and key contact points for query resolution
<b>C. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KC1. Different types of hardware equipment KC2. Different types of software used for data entry like MS excel or database systems etc KC3. Basic principles of computer operation and use of alphanumeric keyboard
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Document information SA2. Write information documents to internal departments/ internal teams or enter the information in online ERP systems under guidance of the supervisor
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA3. Read and interpret data/ information to be entered in the system SA4. Read and interpret symbols and terminology used SA5. Read internal information documents sent by internal teams
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA6. Discuss task lists, schedules and activities with the supervisor SA7. Effectively communicate with the team members SA8. Question the supervisor in order to understand the nature of the problem



**MIN/ N0471      Operate the hardware and software related to relevant work area**

	<p style="text-align: center;">and to clarify queries</p> <p>SA9. Attentively listen with full attention and comprehend the information given by the speaker</p>
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Plan and organize the work received</p> <p>SB2. Organize all process so that sorting/ accessing information is easy</p> <p>SB3. Support the supervisor in scheduling tasks for junior data entry operators (if any)</p>
	<b>Judgment and Critical Thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Use common sense and make judgments during day to day basis</p> <p>SB5. Use reasoning skills to identify and resolve basic problems</p> <p>SB6. Use intuition to detect any potential problems which could arise during operations</p>
	<b>Desire to learn and take initiatives</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Follow instructions and work on areas of improvement identified</p> <p>SB8. Complete the assigned tasks with minimum supervision</p> <p>SB9. Complete the job defined by the supervisor within the timelines and quality norms</p>
	<b>Problem Solving and Decision making</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Detect problems in day to day tasks</p> <p>SB11. Support supervisor in using specific problem solving techniques and detailing out the problems</p> <p>SB12. Discuss possible solution with the supervisor for problem solving</p> <p>SB13. Make decisions in emergency conditions in case the supervisor is not available( as per the authority matrix defined by the organization)</p>	

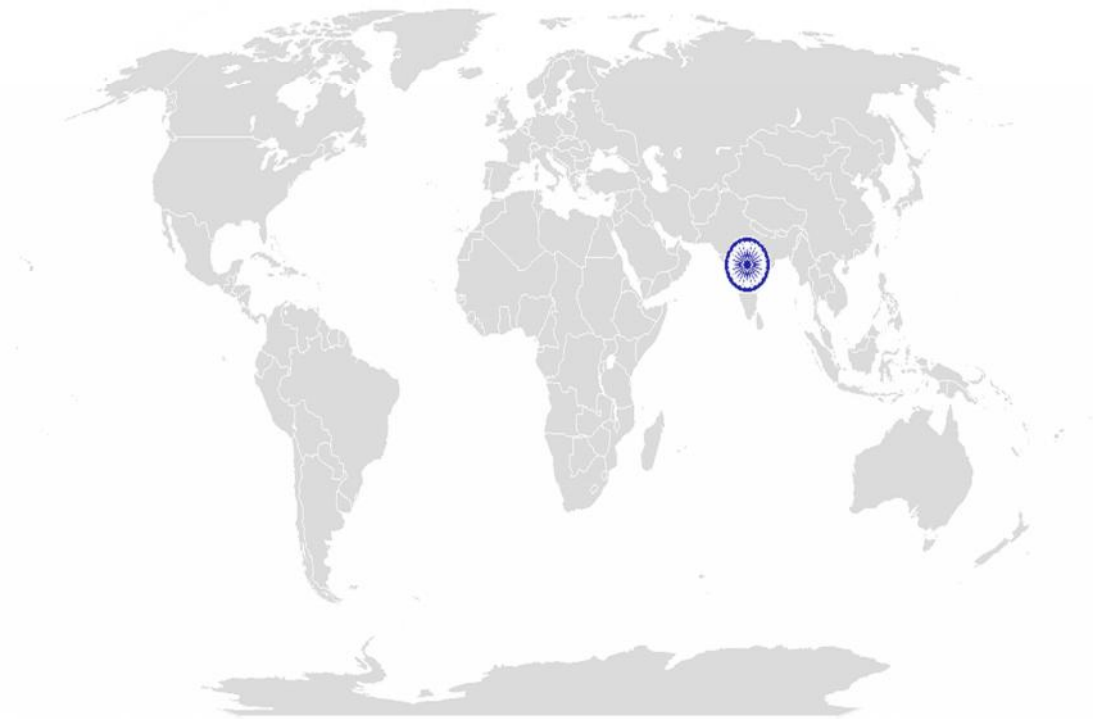


## NOS Version Control



<b>NOS Code</b>	MIN/ N0471		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Mining	<b>Drafted on</b>	15/12/2014
<b>Industry Sub-sector</b>	Underground and Open Cast Mines	<b>Last reviewed on</b>	24/03/2015
<b>Occupation</b>	Electronic Data Processing	<b>Next review date</b>	24/03/2017

# National Occupational Standard



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## Overview

This unit is about understanding the given task of data entry, conducting actual operations in line with the defined work requirements. and ensuring the required output considering the standard specified.

**MIN/ N0472 Conduct data entry operations**

National Occupational Standard

<b>Unit Code</b>	<b>MIN/ N0472</b>
<b>Unit Title (Task)</b>	<b>Conduct data entry operations</b>
<b>Description</b>	This OS unit is about understanding the given task of data entry, conducting actual operations in line with the defined work requirements. and ensuring the required output considering the standard specified
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Understanding the data entry requirements and conducting data entry operations</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Understand the data entry requirements in detail as per the work instructions/ work order</b>	<p>PC1. Obtain the required information to be entered in the system</p> <p>PC2. Study in detail the obtained data to infer the right meaning of the context</p> <p>PC3. Identify the best tool/ software to enter data and make use of it (MS Excel/ MS Power point, etc)</p> <p>PC4. Identify additional requirements (if any) to conduct data entry operations in line with the required documentation/ quality standard etc to be adhered to</p>
<b>Conduct the data entry operations</b>	<p>PC5. Enter data and codes required to process information</p> <p>PC6. Obtain verbatim data (if required) in rapid shorthand using computer/ shorthand-writing machines</p> <p>PC7. Transcribe the shorthand written data, proof read and correct the information and scan the source documents</p> <p>PC8. Prepare the reports, letters etc for publication or electronic transmission</p> <p>PC9. Follow the documentation/ quality standard to be used in the data entry</p> <p>PC10. Sort the outgoing material and finalize the documents for transmission</p> <p>PC11. Retrieve, confirm and update the data in storage and keep records of data input</p> <p>PC12. Perform activities for healthy maintenance of the computer/ other systems used</p> <p>PC13. Assists in the management of the back- up data files</p>
<b>Monitor the output to ensure error free data</b>	<p>PC14. Review the entered information and compare the data with its source to weed out inconsistencies (if any)</p> <p>PC15. Identify the errors and their root cause to correct the same</p>

**MIN/ N0472 Conduct data entry operations**

	<p>PC16. Refer the queries to a competent internal specialist if they cannot be resolved by the operator on own</p> <p>PC17. Obtain help or advice from specialist if the problem is outside his/her area of competence or experience</p> <p>PC18. Confirm self- understanding to the specialist once the query is resolved so that all doubts &amp; queries can be resolved before the actual process execution</p>
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**Knowledge and Understanding (K) w.r.t. the scope**

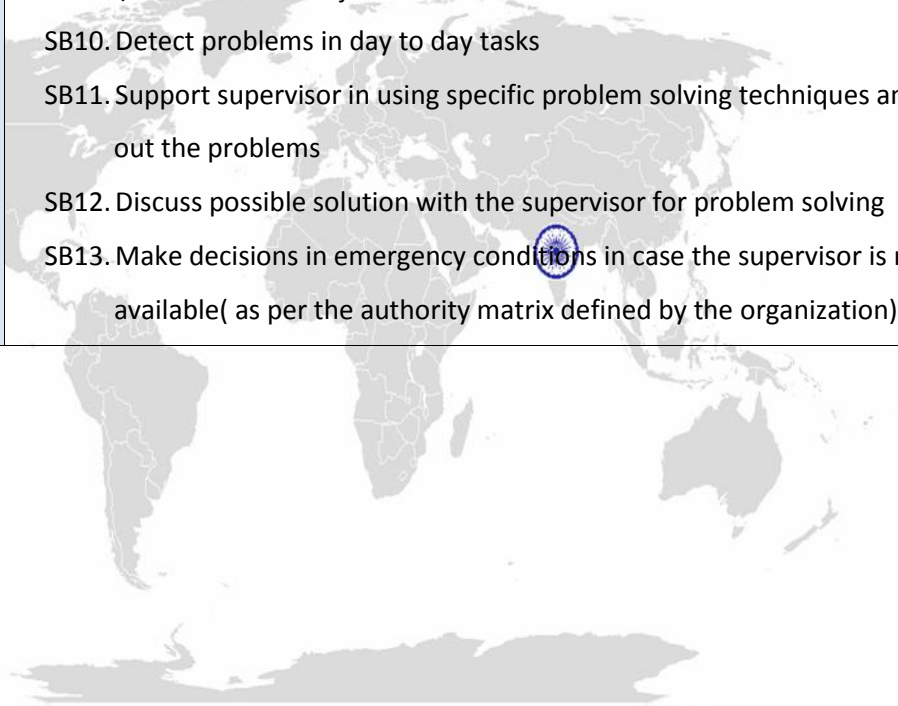
Element	Knowledge and Understanding
<p><b>A. Regulatory context</b> (knowledge of safety guidelines specified by Director General of Mine Safety (DGMS))</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Different types of mines and detail of the mine he is working in</p> <p>KA2. Mine Organisation, time keeping, need for discipline and punctuality</p> <p>KA3. Benching in quarries, Dressing of overhangs, Undercuts, Fencing, First aid and Hygiene</p> <p>KA4. Standing orders in force at the mine. Safety in the vicinity of machinery</p> <p>KA5. Shot-firing and Safety regulations. How and where to take shelter</p> <p>KA6. Duties of workmen</p> <p>KA7. Provision of wages, working hours and accident compensation as per Mines act</p> <p>KA8. Knowledge of mining safety procedures</p> <p>KA9. Impact of violation of safely procedures</p>
<p><b>B. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Relevant data entry process standard and procedures followed in the company</p> <p>KB2. Internal processes like data management, quality management and key contact points for query resolution</p>
<p><b>C. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KC1. Different types of hardware equipment</p> <p>KC2. Different types of software used for data entry like MS excel or database systems etc</p> <p>KC3. Basic principles of computer operation and use of alphanumeric keyboard</p> <p>KC4. Different types of data entry and data security technologies and processes</p>

**MIN/ N0472 Conduct data entry operations**

Skills (S) [Optional]	
<b>Element</b>  <b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to:  SA1. Document information  SA2. Write information documents to internal departments/ internal teams or enter the information in online ERP systems under guidance of the supervisor
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:  SA3. Read and interpret data/ information to be entered in the system  SA4. Read and interpret symbols and terminology used  SA5. Read internal information documents sent by internal teams
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:  SA6. Discuss task lists, schedules and activities with the supervisor  SA7. Effectively communicate with the team members  SA8. Question the supervisor in order to understand the nature of the problem and to clarify queries  SA9. Attentively listen with full attention and comprehend the information given by the speaker
	<b>B. Professional Skills</b>
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:  SB1. Plan and organize the work order and jobs received from the Operator  SB2. Organize all process/ equipment manuals so that sorting/ accessing information is easy  SB3. Support the supervisor in scheduling tasks for helper and assistant supervisor
<b>Judgment and Critical Thinking</b>	
The user/individual on the job needs to know and understand how to:  SB4. Use common sense and make judgments during day to day basis  SB5. Use reasoning skills to identify and resolve basic problems  SB6. Use intuition to detect any potential problems which could arise during operations	


**MIN/ N0472 Conduct data entry operations**

	<b>Desire to learn and take initiatives</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Follow instructions and work on areas of improvement identified</p> <p>SB8. Complete the assigned tasks with minimum supervision</p> <p>SB9. Complete the job defined by the supervisor within timelines and quality norms</p>
	<b>Problem Solving and Decision making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Detect problems in day to day tasks</p> <p>SB11. Support supervisor in using specific problem solving techniques and detailing out the problems</p> <p>SB12. Discuss possible solution with the supervisor for problem solving</p> <p>SB13. Make decisions in emergency conditions in case the supervisor is not available( as per the authority matrix defined by the organization)</p>



MIN/ N0472 Conduct data entry operations

**NOS Version Control**

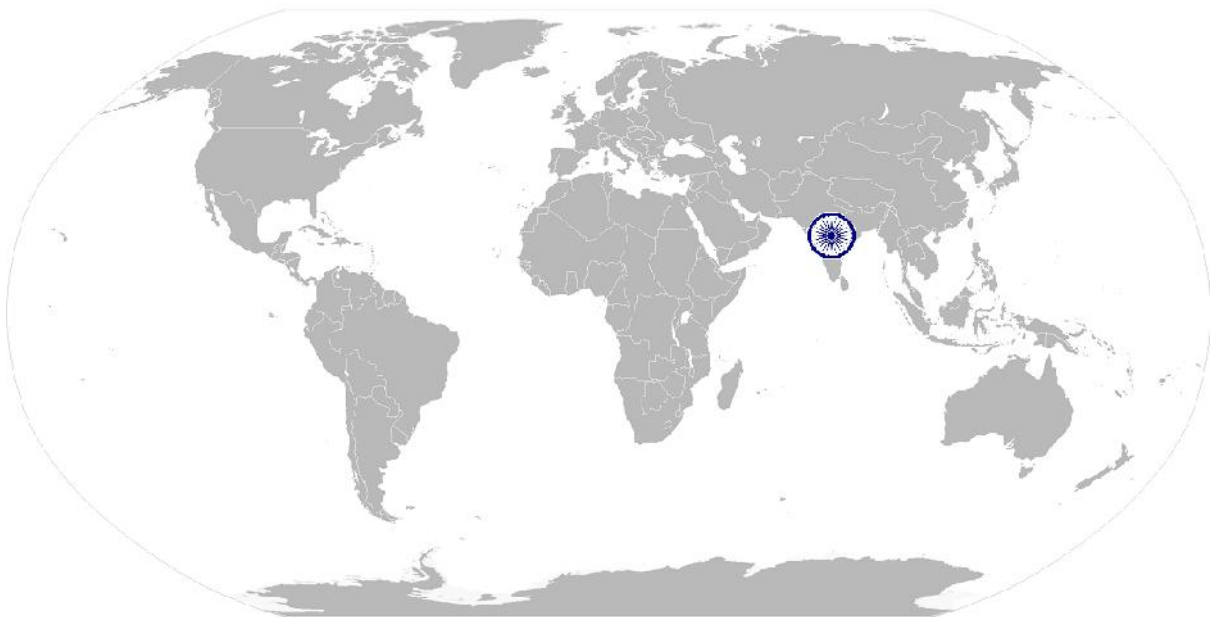


<b>NOS Code</b>	MIN/ N0472		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Mining	<b>Drafted on</b>	15/12/2014
<b>Industry Sub-sector</b>	Underground and Open Cast Mines	<b>Last reviewed on</b>	24/03/2015
<b>Occupation</b>	Electronic Data Processing	<b>Next review date</b>	24/03/2017

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# National Occupational Standard



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## Overview

This unit is about health and safety measures critical in mines

**MIN 0901 Health and Safety**

National Occupational Standard

<b>Unit Code</b>	<b>MIN/N 0901</b>
<b>Unit Title (Task)</b>	<b>Health and Safety</b>
<b>Description</b>	This unit is about health and safety measures critical in mines
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Health and safety measures critical in mines</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Safety, Security and Administrative</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with occupational health and safety regulations adopted by the employer.</p> <p>PC2. Follow mining operations procedures with respect to materials handling and accidents</p> <p>PC3. Follow the correct safety steps in case of accident or major failure</p> <p>PC4. Comply with safety regulations and procedures in case of fire hazard.</p> <p>PC5. Operate various grades of fire extinguishers.</p> <p>PC6. Work responsibly and as safe and careful as possible so as not to put the health and safety of self or others at risk, including members of the public</p> <p>PC7. Perform storage and transport of hazardous materials compliant with safety guidelines prescribed by DGMS.</p> <p>PC8. Deal with misfires as per statutory requirement</p> <p>PC9. Identify characteristics of post-blast fumes and take necessary precautions.</p> <p>PC10. Wears safety gear such as hard hat, respiratory protection, eye protection, ear protection</p> <p>PC11. Follow the manufacturer's instructions for care and safe operation of the equipment.</p>
<b>Knowledge and Understanding (K)</b>	

**MIN 0901 Health and Safety**

<p><b>A. Regulatory context</b> (knowledge of safety guidelines specified by Director General of Mine Safety (DGMS))</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. Benching in quarries, Dressing of overhangs, undercuts, Fencing</li> <li>KA2. First aid and Hygiene</li> <li>KA3. Code of traffic in specific areas of mine. Significance of fences</li> <li>KA4. Standing orders in force at the mine. Safety in the vicinity of machinery</li> <li>KA5. Shot-firing and Safety regulations. How and where to take shelter</li> <li>KA6. Knowledge of mining safety procedures</li> <li>KA7. Impact of violation of safety procedures</li> <li>KA8. Locally prepared Emergency Preparedness / Disaster Management Plan.</li> <li>KA9. Environmental impact of mining</li> <li>KA10. Sources of dust, noise and vibration and measures to minimise</li> <li>KA11. Hazardous material safety and security rules and regulations as prescribed by DGMS</li> <li>KA12. Code of practice for safe handling and transport of dangerous material and heavy equipment.</li> </ul>
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**MIN 0901 Health and Safety**

**NOS Version Control**

<b>NOS Code</b>	MIN/N 0901		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Sector</b>	Mining	<b>Drafted on</b>	15/12/2014
<b>Sub-sector</b>	Underground and Open Cast Mines	<b>Last reviewed on</b>	24/03/2015
<b>Occupation</b>	Electronic Data Processing	<b>Next review date</b>	24/03/2017

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