

# Model Curriculum

## Domestic Data Entry Operator

SECTOR: IT-ITES  
SUB-SECTOR: BUSINESS PROCESS MANAGEMENT  
OCCUPATION: CUSTOMER RELATIONSHIP MANAGEMENT  
REF ID: PWD/SSC/Q2212, VERSION1.0  
NSQF LEVEL: 4

### Curriculum Alignment for Persons with Blindness Persons with Low Vision Persons with Hearing Impairment and Persons with Locomotor Disability



## TABLE OF CONTENT

|                                                             |           |
|-------------------------------------------------------------|-----------|
| <b>1. Curriculum</b>                                        | <b>01</b> |
| Curriculum Aligned for Persons with Blindness               | 02        |
| Curriculum Aligned for Persons with Low Vision              | 06        |
| Curriculum Aligned for Persons with Hearing Impairment      | 11        |
| Curriculum Aligned for Persons with Locomotor Disability    | 14        |
| <b>2. Trainer Prerequisites</b>                             | <b>17</b> |
| Trainer Prerequisites for Persons with Blindness            | 17        |
| Trainer Prerequisites for Persons with Low Vision           | 18        |
| Trainer Prerequisites for Persons with Hearing Impairment   | 19        |
| Trainer Prerequisites for Persons with Locomotor Disability | 20        |
| <b>3. Annexure: Assessment Criteria</b>                     | <b>21</b> |
| <b>4. Accommodation Guideline for Inclusive Trainer</b>     | <b>25</b> |
| Guideline for Persons with Low Vision and Blindness         | 25        |
| Guidelines for Persons with Hearing Impairment              | 26        |
| Guidelines for Persons with Locomotor Disability            | 26        |

# Domestic Data Entry Operator

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of Domestic Data Entry Operator in the IT-ITeS Sector/Industry and aims at building the following key competencies in the learner.

| Program Name                            | Domestic Data Entry Operator                                                                                                                                                                                                                                                 |                     |            |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------|
| Qualification Pack Name & Reference ID. | Domestic Data Entry Operator<br>PWD/SSC/Q2212, version 1.0                                                                                                                                                                                                                   |                     |            |
| Version No.                             | 1.0                                                                                                                                                                                                                                                                          | Version Update Date | 30/12/2015 |
| Pre-requisites to Training              | 10 <sup>th</sup> Standard                                                                                                                                                                                                                                                    |                     |            |
| Trainer Pre-requisites                  | 1. Educational qualification as per SSC<br>2. Experience as per SSC<br>3. Certified by SSC & SCPwD (Inclusive Trainer)                                                                                                                                                       |                     |            |
| Training Outcomes                       | <b>After completing this programme, participants will be able to:</b> <ul style="list-style-type: none"> <li>• Undertake data entry services</li> <li>• Manage their work to meet requirements</li> <li>• Maintain a healthy, safe and secure working environment</li> </ul> |                     |            |

The Course encompasses all three National Occupational Standards (NOS) of **Domestic Data Entry Operator PWD/SSC/Q2212** Qualification Pack issued by **IT-ITES Sector Skills Council NASSCOM**. The Curriculum is Aligned by **Skill Council for Persons with Disability for Persons with Disabilities**.

## Curriculum Alignment for Persons with Blindness

| Sr. No. | Module                                                                                                                                                                               | Key Learning Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Equipment Required                         | Disability wise Training Tools with reference to Expository for Each NOS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <b>Data Entry Services</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>75:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>175:00<br><br><b>Corresponding NOS Code</b><br>SSC/N3022 | Candidates will be able to: <ul style="list-style-type: none"> <li>Obtain sufficient information from the customer /client to understand the need and perform initial task</li> <li>Assist the customer in providing right information to be entered</li> <li>Provide the customer with a reasonable estimate time of entering data</li> <li>Prioritize service requests according to organizational guidelines</li> <li>Refer the problem to a competent technical support team if it cannot be resolved by the operator</li> <li>Record and perform the service request accurately as per organizational processes and policies</li> <li>Transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports</li> <li>Receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input</li> <li>Transcribes selected data into a computer and scans source documents in accordance with specific program instructions</li> <li>Compares transcribed data, as displayed on a visual screen, with the source document and corrects any errors</li> <li>Obtain help or advice from specialist if the problem is outside</li> </ul> | Refer to Unique Equipment Required Section | These tools may be used during the different jobs: <ul style="list-style-type: none"> <li>Clear View+ Speech</li> <li>Zoom Ex</li> <li>Kurzweil,</li> <li>ABBY Fine Reader</li> <li>Tesseract</li> <li>Non-Visual Desktop</li> <li>Access (NVDA),</li> <li>Job Access with Speech (JAWS),</li> <li>System Access to Go (SATAGO),</li> <li>Voiceover,</li> <li>Talkback,</li> <li>Nuance Talks and Mobile Speak,</li> <li>ORCA</li> <li>Dolphin Supernova</li> <li>DAISY</li> <li>Tactile diagrams</li> <li>Tactile stickers</li> <li>Tactile flooring</li> <li>Tactile marks to identify various things/devices/Spots sensitivity</li> <li>patience</li> <li>customized approach to students</li> </ul> |

|   |                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|   |                                                                                                                                                                                                      | <p>his/her area of competence or experience</p> <ul style="list-style-type: none"> <li>• Determines the cause of error message while entering data and makes appropriate corrections</li> <li>• Maintains files of source documents or other information relative to data entered;</li> <li>• Performs various related functions to ensure that the computer is maintained in a neat and orderly manner</li> <li>• Assists in (or performs) the filing and storage of security and back up data files</li> <li>• May perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)</li> <li>• Monitor the problem and keep the customer informed about progress or any delays in the process</li> </ul> |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2 | <p><b>Self and Work Management</b></p> <p><b>Theory Duration</b><br/>(hh:mm)<br/>30:00</p> <p><b>Practical Duration</b><br/>(hh:mm)<br/>70:00</p> <p><b>Corresponding NOS Code</b><br/>SSC/N9001</p> | <p>Candidates will be able to:</p> <ul style="list-style-type: none"> <li>• Establish and agree work requirements with appropriate people</li> <li>• Keep immediate work area clean and tidy</li> <li>• Utilize time effectively</li> <li>• Use resources correctly and efficiently</li> <li>• Treat confidential information correctly</li> <li>• Work in line with organization's policies and procedures</li> <li>• Work within the limits of job role</li> <li>• Obtain guidance from appropriate people, where necessary</li> <li>• Ensure work meets the agreed requirements</li> </ul>                                                                                                                                                                 | <p>Refer to Unique Equipment Required Section</p> | <p>These tools may be used during the different jobs:</p> <ul style="list-style-type: none"> <li>• Clear View+ Speech Zoom Ex</li> <li>• Kurzweil,</li> <li>• ABBY Fine Reader</li> <li>• Tesseract</li> <li>• Non-Visual Desktop Access (NVDA),</li> <li>• Job Access with Speech (JAWS),</li> <li>• System Access to Go (SATAGO),</li> <li>• Voiceover,</li> <li>• Talkback,</li> <li>• Nuance Talks and Mobile Speak,</li> <li>• ORCA</li> <li>• Dolphin Supernova</li> <li>• DAISY</li> <li>• Tactile diagrams</li> <li>• Tactile stickers</li> </ul> |

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|   |                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                            | <ul style="list-style-type: none"> <li>• Tactile flooring</li> <li>• Tactile marks to identify various things/devices/Spots sensitivity</li> <li>• patience</li> <li>• customized approach to students</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3 | <b>Managing Health and Safety</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>12:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>38:00<br><br><b>Corresponding NOS Code</b><br>SSC/N9003 | Candidates will be able to: <ul style="list-style-type: none"> <li>• Comply with organization's current health, safety and security policies and procedures</li> <li>• Report any identified breaches in health, safety, and security policies and procedures to the designated person</li> <li>• Identify and correct any hazards that can deal with safely, competently and within the limits of authority</li> <li>• Report any hazards that one is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</li> <li>• Follow organization's emergency procedures promptly, calmly, and efficiently</li> <li>• Identify and recommend opportunities for improving health, safety, and security to the designated person</li> <li>• Complete any health and safety records legibly and accurately</li> </ul> | Refer to Unique Equipment Required Section | These tools may be used during the different jobs: <ul style="list-style-type: none"> <li>• Clear View+ Speech Zoom Ex</li> <li>• Kurzweil,</li> <li>• ABBY Fine Reader</li> <li>• Tesseract</li> <li>• Non-Visual Desktop Access (NVDA),</li> <li>• Job Access with Speech (JAWS),</li> <li>• System Access to Go (SATAGO),</li> <li>• Voiceover,</li> <li>• Talkback,</li> <li>• Nuance Talks and Mobile Speak,</li> <li>• ORCA</li> <li>• Dolphin Supernova</li> <li>• DAISY</li> <li>• Tactile diagrams</li> <li>• Tactile stickers</li> <li>• Tactile flooring</li> <li>• Tactile marks to identify various things/devices/Spots sensitivity</li> <li>• patience</li> <li>• customized approach to students</li> </ul> |
|   | <b>Total Duration</b>                                                                                                                                                                      | <b>Unique Equipment Required:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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|  | <b>Theory Duration</b><br><b>117:00</b><br><br><b>Practical Duration</b><br><b>283:00</b>                                                                | <p>Training room should be fully furnished with the following equipment / tools / accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome.</p> <ul style="list-style-type: none"> <li>• Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning</li> <li>• White Board, Markers and Eraser</li> <li>• Projector with screen</li> <li>• Flip chart with markers</li> <li>• Faculty's PC/Laptop with latest configuration and internet connection</li> <li>• Supporting software / applications for projecting audio, video, recording,</li> <li>• Presentation Tools to support learning activities:               <ul style="list-style-type: none"> <li>○ Intranet</li> <li>○ Email</li> <li>○ IMs</li> <li>○ Learning management system e.g. Module, Blackboard to enable blending learning</li> </ul> </li> <li>• Microphone / voice system for lecture and class activities</li> <li>• Handy Camera</li> <li>• Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets</li> <li>• For IT Lab sessions: Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools</li> <li>• Assessment and Test Tools for day to day online Tests and Assessments</li> <li>• For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.</li> </ul> <p>Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.</p> |
|  | <b>Grand Total Course Duration: 400 Hours 0 Minutes</b><br><b>(This Syllabus/Curriculum has been approved by IT-ITeS Sector Skills Council NASSCOM.)</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

### Curriculum Alignment for Persons with Low Vision

| Sr. No. | Module                                                                                                                                                                               | Key Learning Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Equipment Required                         | Disability wise Training Tools with reference to Expository for Each NOS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 1       | <b>Data Entry Services</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>75:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>175:00<br><br><b>Corresponding NOS Code</b><br>SSC/N3022 | Candidates will be able to: <ul style="list-style-type: none"> <li>Obtain sufficient information from the customer /client to understand the need and perform initial task</li> <li>Assist the customer in providing right information to be entered</li> <li>Provide the customer with a reasonable estimate time of entering data</li> <li>Prioritize service requests according to organizational guidelines</li> <li>Refer the problem to a competent technical support team if it cannot be resolved by the operator</li> <li>Record and perform the service request accurately as per organizational processes and policies</li> <li>Transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports</li> <li>Receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input</li> <li>Transcribes selected data into a computer and scans source documents in accordance with specific program instructions</li> <li>Compares transcribed data, as displayed on a visual screen, with</li> </ul> | Refer to Unique Equipment Required Section | These tools may be used during the different jobs: <ul style="list-style-type: none"> <li>Clear View+ Speech</li> <li>ZoomEx,</li> <li>Kurzweil,</li> <li>ABBY Fine Reader,</li> <li>Tesseract</li> <li>Non-Visual Desktop Access (NVDA),</li> <li>Job Access with Speech (JAWS),</li> <li>System Access to Go(SATAGO),</li> <li>Voiceover,</li> <li>Talkback,</li> <li>Nuance Talks and Mobile Speak,</li> <li>ORCA</li> <li>Windows Magnifier</li> <li>Magic Screen Magnification Zoom Text</li> <li>Supernova Screen Reader and Magnifier</li> <li>DAISY</li> <li>Onyx</li> <li>Topaz</li> <li>Prism</li> <li>Optelec</li> <li>Kindle Paper White/I Pad</li> <li>Android/IOS Technology is best known for</li> </ul> |

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|   |                                                                                                                                                                                                      | <p>the source document and corrects any errors</p> <ul style="list-style-type: none"> <li>Obtain help or advice from specialist if the problem is outside his/her area of competence or experience</li> <li>Determines the cause of error message while entering data and makes appropriate corrections</li> <li>Maintains files of source documents or other information relative to data entered;</li> <li>Performs various related functions to ensure that the computer is maintained in a neat and orderly manner</li> <li>Assists in (or performs) the filing and storage of security and back up data files</li> <li>May perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)</li> <li>Monitor the problem and keep the customer informed about progress or any delays in the process</li> </ul> |                                            | <p>accessibility for persons with Low Vision (Visually Impaired).</p> <ul style="list-style-type: none"> <li>Angel Player/I-Pods.</li> <li>Talking calculator</li> <li>Signature Guide</li> <li>Wrist Watch-Tata</li> <li>General table lamp</li> <li>Tactile diagrams,</li> <li>Tactile stickers,</li> <li>Tactile flooring,</li> </ul>                                                                                 |
| 2 | <p><b>Self and Work Management</b></p> <p><b>Theory Duration</b><br/>(hh:mm)<br/>30:00</p> <p><b>Practical Duration</b><br/>(hh:mm)<br/>70:00</p> <p><b>Corresponding NOS Code</b><br/>SSC/N9001</p> | <p>Candidates will be able to:</p> <ul style="list-style-type: none"> <li>Establish and agree work requirements with appropriate people</li> <li>Keep immediate work area clean and tidy</li> <li>Utilize time effectively</li> <li>Use resources correctly and efficiently</li> <li>Treat confidential information correctly</li> <li>Work in line with organization's policies and procedures</li> <li>Work within the limits of job role</li> <li>Obtain guidance from appropriate people, where necessary</li> </ul>                                                                                                                                                                                                                                                                                                                                               | Refer to Unique Equipment Required Section | <p>These tools may be used during the different jobs:</p> <ul style="list-style-type: none"> <li>Clear View+ Speech</li> <li>ZoomEx,</li> <li>Kurzweil,</li> <li>ABBY Fine Reader,</li> <li>Tesseract</li> <li>Non-Visual Desktop Access (NVDA),</li> <li>Job Access with Speech (JAWS),</li> <li>System Access to Go(SATAGO),</li> <li>Voiceover,</li> <li>Talkback,</li> <li>Nuance Talks and Mobile Speak,</li> </ul> |

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|   |                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>Ensure work meets the agreed requirements</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                        |                                            | <ul style="list-style-type: none"> <li>ORCA</li> <li>Windows Magnifier</li> <li>Magic Screen Magnification Zoom Text</li> <li>Supernova Screen Reader and Magnifier</li> <li>DAISY</li> <li>Onyx</li> <li>Topaz</li> <li>Prism</li> <li>Optelec</li> <li>Kindle Paper White/I Pad</li> <li>Android/IOS Technology is best known for accessibility for persons with Low Vision (Visually Impaired).</li> <li>Angel Player/I-Pods.</li> <li>Talking calculator</li> <li>Signature Guide</li> <li>Wrist Watch-Tata</li> <li>General table lamp</li> <li>Tactile diagrams,</li> <li>Tactile stickers,</li> <li>Tactile flooring,</li> </ul> |
| 3 | <p><b>Managing Health and Safety</b></p> <p><b>Theory Duration</b><br/>(hh:mm)<br/>12:00</p> <p><b>Practical Duration</b><br/>(hh:mm)<br/>38:00</p> <p><b>Corresponding NOS</b></p> | <p>Candidates will be able to:</p> <ul style="list-style-type: none"> <li>Comply with organization's current health, safety and security policies and procedures</li> <li>Report any identified breaches in health, safety, and security policies and procedures to the designated person</li> <li>Identify and correct any hazards that can deal with safely, competently and within the limits of authority</li> <li>Report any hazards that one is not competent to deal with to the</li> </ul> | Refer to Unique Equipment Required Section | <p>These tools may be used during the different jobs:</p> <ul style="list-style-type: none"> <li>Clear View+ Speech</li> <li>ZoomEx,</li> <li>Kurzweil,</li> <li>ABBY Fine Reader,</li> <li>Tesseract</li> <li>Non-Visual Desktop Access (NVDA),</li> <li>Job Access with Speech (JAWS),</li> <li>System Access to Go(SATAGO),</li> </ul>                                                                                                                                                                                                                                                                                               |

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|  | <b>Code</b><br>SSC/N9003                                                                                               | <p>relevant person in line with organizational procedures and warn other people who may be affected</p> <ul style="list-style-type: none"><li>• Follow organization’s emergency procedures promptly, calmly, and efficiently</li><li>• Identify and recommend opportunities for improving health, safety, and security to the designated person</li><li>• Complete any health and safety records legibly and accurately</li></ul>                                                                                                                                                                                                                 |  | <ul style="list-style-type: none"><li>• Voiceover,</li><li>• Talkback,</li><li>• Nuance Talks and Mobile Speak,</li><li>• ORCA</li><li>• Windows Magnifier</li><li>• Magic Screen Magnification Zoom Text</li><li>• Supernova Screen Reader and Magnifier</li><li>• DAISY</li><li>• Onyx</li><li>• Topaz</li><li>• Prism</li><li>• Optelec</li><li>• Kindle Paper White/I Pad</li><li>• Android/IOS Technology is best known for accessibility for persons with Low Vision (Visually Impaired).</li><li>• Angel Player/I-Pods.</li><li>• Talking calculator</li><li>• Signature Guide</li><li>• Wrist Watch-Tata</li><li>• General table lamp</li><li>• Tactile diagrams,</li><li>• Tactile stickers,</li><li>• Tactile flooring,</li></ul> |
|  | <b>Total Duration</b><br><br><b>Theory Duration</b><br><b>117:00</b><br><br><b>Practical Duration</b><br><b>283:00</b> | <b>Unique Equipment Required:</b><br>Training room should be fully furnished with the following equipment / tools / accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome. <ul style="list-style-type: none"><li>• Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning</li><li>• White Board, Markers and Eraser</li><li>• Projector with screen</li><li>• Flip chart with markers</li><li>• Faculty’s PC/Laptop with latest configuration and internet connection</li></ul> |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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|  |                                                                                                                                                                  | <ul style="list-style-type: none"> <li>Supporting software / applications for projecting audio, video, recording,</li> <li>Presentation Tools to support learning activities: <ul style="list-style-type: none"> <li>Intranet</li> <li>Email</li> <li>IMs</li> <li>Learning management system e.g. Module, Blackboard to enable blending learning</li> </ul> </li> <li>Microphone / voice system for lecture and class activities</li> <li>Handy Camera</li> <li>Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets</li> <li>For IT Lab sessions: Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools</li> <li>Assessment and Test Tools for day to day online Tests and Assessments</li> <li>For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.</li> </ul> <p>Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.</p> |
|  | <p><b>Grand Total Course Duration: 400 Hours0 Minutes</b><br/> <b>(This Syllabus/Curriculum has been approved by IT-ITeS Sector Skills Council NASSCOM.)</b></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

### Curriculum Alignment for Persons with Hearing Impairment

| Sr. No. | Module                                                                                                                                                                               | Key Learning Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Equipment Required                         | Disability wise Training Tools with reference to Expository for Each NOS                                                                                                                                                                                                                                                                                    |
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| 1       | <b>Data Entry Services</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>75:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>175:00<br><br><b>Corresponding NOS Code</b><br>SSC/N3022 | Candidates will be able to: <ul style="list-style-type: none"> <li>Obtain sufficient information from the customer /client to understand the need and perform initial task</li> <li>Assist the customer in providing right information to be entered</li> <li>Provide the customer with a reasonable estimate time of entering data</li> <li>Prioritize service requests according to organizational guidelines</li> <li>Refer the problem to a competent technical support team if it cannot be resolved by the operator</li> <li>Record and perform the service request accurately as per organizational processes and policies</li> <li>Transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports</li> <li>Receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input</li> <li>Transcribes selected data into a computer and scans source documents in accordance with specific program instructions</li> <li>Compares transcribed data, as displayed on a visual screen, with the source document and corrects any errors</li> <li>Obtain help or advice from specialist if the problem is outside his/her area of competence or experience</li> <li>Determines the cause of error message while entering data and makes appropriate corrections</li> <li>Maintains files of source documents or other information relative to data entered;</li> </ul> | Refer to Unique Equipment Required Section | Indian Sign Language (ISL) Interpreter for all modules should be mandatory. In addition, the following tools may be used during training: <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> <li>Google Now for Android,</li> </ul> |

|   |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                            |                                                                                                                                                                                                                                                                                                                                                                       |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Performs various related functions to ensure that the computer is maintained in a neat and orderly manner</li> <li>Assists in (or performs) the filing and storage of security and back up data files</li> <li>May perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)</li> <li>Monitor the problem and keep the customer informed about progress or any delays in the process</li> </ul>                                                                                                                                                                                   |                                            |                                                                                                                                                                                                                                                                                                                                                                       |
| 2 | <b>Self and Work Management</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>30:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>70:00<br><br><b>Corresponding NOS</b><br><br><b>Code</b><br>SSC/N9001   | Candidates will be able to: <ul style="list-style-type: none"> <li>Establish and agree work requirements with appropriate people</li> <li>Keep immediate work area clean and tidy</li> <li>Utilize time effectively</li> <li>Use resources correctly and efficiently</li> <li>Treat confidential information correctly</li> <li>Work in line with organization's policies and procedures</li> <li>Work within the limits of job role</li> <li>Obtain guidance from appropriate people, where necessary</li> <li>Ensure work meets the agreed requirements</li> </ul>                                                                                                               | Refer to Unique Equipment Required Section | Indian Sign Language (ISL) Interpreter for all modules should be mandatory. In addition, the following tools may be used during training: <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> <li>Google Now for Android,</li> </ul>           |
| 3 | <b>Managing Health and Safety</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>12:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>38:00<br><br><b>Corresponding NOS</b><br><br><b>Code</b><br>SSC/N9003 | Candidates will be able to: <ul style="list-style-type: none"> <li>Comply with organization's current health, safety and security policies and procedures</li> <li>Report any identified breaches in health, safety, and security policies and procedures to the designated person</li> <li>Identify and correct any hazards that can deal with safely, competently and within the limits of authority</li> <li>Report any hazards that one is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</li> <li>Follow organization's emergency procedures promptly, calmly, and efficiently</li> </ul> | Refer to Unique Equipment Required Section | Indian Sign Language (ISL) Interpreter for all modules should be mandatory. In addition, the following tools may be used during training: <ul style="list-style-type: none"> <li>Assistive Aid/Service</li> <li>Ai-Live</li> <li>Captions First</li> <li>Captions 2020</li> <li>Closed Capp</li> <li>Let's Talk</li> <li>Google Now for Android,</li> <li></li> </ul> |

|  |                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                                                     |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                                                                                                                                          | <ul style="list-style-type: none"> <li>Identify and recommend opportunities for improving health, safety, and security to the designated person</li> <li>complete any health and safety records legibly and accurately</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                                                                                                                                                                                                                     |
|  | <b>Total Duration</b><br><br><b>Theory Duration</b><br><b>117:00</b><br><br><b>Practical Duration</b><br><b>283:00</b>                                   | <b>Unique Equipment Required:</b><br>Training room should be fully furnished with the following equipment / tools / accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome. <ul style="list-style-type: none"> <li>Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning</li> <li>White Board, Markers and Eraser</li> <li>Projector with screen</li> <li>Flip chart with markers</li> <li>Faculty's PC/Laptop with latest configuration and internet connection</li> <li>Supporting software / applications for projecting audio, video, recording,</li> <li>Presentation Tools to support learning activities:               <ul style="list-style-type: none"> <li>Intranet</li> <li>Email</li> <li>IMs</li> <li>Learning management system e.g. Module, Blackboard to enable blending learning</li> </ul> </li> <li>Microphone / voice system for lecture and class activities</li> <li>Handy Camera</li> <li>Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets</li> <li>For IT Lab sessions: Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools</li> <li>Assessment and Test Tools for day to day online Tests and Assessments</li> <li>For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.</li> <li>Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.</li> </ul> |  | <b>In such NOSs where specific requirements have not been indicated will need value addition by using these tools which are mentioned with NOSs and sign language interpreter during the training programme. ISL Interpreter for all modules will be mandatory.</b> |
|  | <b>Grand Total Course Duration: 400 Hours 0 Minutes</b><br><b>(This Syllabus/Curriculum has been approved by IT-ITes Sector Skills Council NASSCOM.)</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                                                     |

### Curriculum Alignment for Persons with Locomotor Disability

| Sr. No. | Module                                                                                                                                                                                             | Key Learning Outcomes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Equipment Required                         | Disability wise Training Tools with reference to Expository for Each NOS                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <b>Data Entry Services</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>75:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>175:00<br><br><b>Corresponding NOS</b><br><b>Code</b><br>SSC/N3<br>022 | Candidates will be able to: <ul style="list-style-type: none"> <li>Obtain sufficient information from the customer /client to understand the need and perform initial task</li> <li>Assist the customer in providing right information to be entered</li> <li>Provide the customer with a reasonable estimate time of entering data</li> <li>Prioritize service requests according to organizational guidelines</li> <li>Refer the problem to a competent technical support team if it cannot be resolved by the operator</li> <li>Record and perform the service request accurately as per organizational processes and policies</li> <li>Transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports</li> <li>Receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input</li> <li>Transcribes selected data into a computer and scans source documents in accordance with specific program instructions</li> <li>Compares transcribed data, as displayed on a visual screen, with the source document and corrects any errors</li> <li>Obtain help or advice from specialist if the problem is outside his/her area of competence or experience</li> <li>Determines the cause of error message while entering data and makes appropriate corrections</li> </ul> | Refer to Unique Equipment Required Section | These tools are may be used during the different jobs: <ul style="list-style-type: none"> <li>Computer</li> <li>Laptop</li> <li>iPad</li> <li>Modify Chair/seating arrangement</li> <li>Need based modification in working environment</li> <li>Need based modified equipment</li> <li>Ease of Access Centre</li> <li>Sticky Keys</li> <li>On the screen Keyboard</li> <li>One-Handed Keyboard</li> <li>Foot Pedals</li> <li>Access Switches</li> <li>Wheel Chair</li> <li>Walker</li> </ul> |

|   |                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>• Maintains files of source documents or other information relative to data entered;</li> <li>• Performs various related functions to ensure that the computer is maintained in a neat and orderly manner</li> <li>• Assists in (or performs) the filing and storage of security and back up data files</li> <li>• May perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)</li> <li>• Monitor the problem and keep the customer informed about progress or any delays in the process</li> </ul> |                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2 | <b>Self and Work Management</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>30:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>70:00<br><br><b>Corresponding NOS</b><br><br><b>Code</b><br>SSC/N9<br>001 | Candidates will be able to: <ul style="list-style-type: none"> <li>• Establish and agree work requirements with appropriate people</li> <li>• Keep immediate work area clean and tidy</li> <li>• Utilize time effectively</li> <li>• Use resources correctly and efficiently</li> <li>• Treat confidential information correctly</li> <li>• Work in line with organization's policies and procedures</li> <li>• Work within the limits of job role</li> <li>• Obtain guidance from appropriate people, where necessary</li> </ul> Ensure work meets the agreed requirements                            | Refer to Unique Equipment Required Section | These tools are may be used during the different jobs: <ul style="list-style-type: none"> <li>• Computer</li> <li>• Laptop</li> <li>• iPad</li> <li>• Modify Chair/seating arrangement</li> <li>• Need based modification in working environment</li> <li>• Need based modified equipment</li> <li>• Ease of Access Centre</li> <li>• Sticky Keys</li> <li>• On the screen Keyboard</li> <li>• One-Handed Keyboard</li> <li>• Foot Pedals</li> <li>• Access Switches</li> <li>• Wheel Chair</li> <li>• Walker</li> </ul> |
| 3 | <b>Managing Health and Safety</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>12:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>38:00                                                                   | Candidates will be able to: <ul style="list-style-type: none"> <li>• Comply with organization's current health, safety and security policies and procedures</li> <li>• Report any identified breaches in health, safety, and security policies and procedures to the designated person</li> <li>• Identify and correct any hazards that can deal with safely, competently and within the limits of authority</li> <li>• Report any hazards that one is not competent to deal with to the relevant</li> </ul>                                                                                           | Refer to Unique Equipment Required Section |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

|  |                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  | <b>Corresponding NOS</b><br><b>Code</b><br>SSC/N9<br>003                                                                                                 | person in line with organizational procedures and warn other people who may be affected <ul style="list-style-type: none"><li>Follow organization's emergency procedures promptly, calmly, and efficiently</li><li>Identify and recommend opportunities for improving health, safety, and security to the designated person</li><li>Complete any health and safety records legibly and accurately</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |
|  | <b>Total Duration</b>                                                                                                                                    | <b>Unique Equipment Required:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |
|  | <b>Theory Duration</b><br><b>117:00</b><br><br><b>Practical Duration</b><br><b>283:00</b>                                                                | Training room should be fully furnished with the following equipment / tools / accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome. <ul style="list-style-type: none"><li>Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning</li><li>White Board, Markers and Eraser</li><li>Projector with screen</li><li>Flip chart with markers</li><li>Faculty's PC/Laptop with latest configuration and internet connection</li><li>Supporting software / applications for projecting audio, video, recording,</li><li>Presentation Tools to support learning activities:<ul style="list-style-type: none"><li>Intranet</li><li>Email</li><li>IMs</li><li>Learning management system e.g. Module, Blackboard to enable blending learning</li></ul></li><li>Microphone / voice system for lecture and class activities</li><li>Handy Camera</li><li>Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets</li><li>For IT Lab sessions: Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools</li><li>Assessment and Test Tools for day to day online Tests and Assessments</li><li>For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.</li></ul> Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session. |  |  |
|  | <b>Grand Total Course Duration: 400 Hours 0 Minutes</b><br><b>(This Syllabus/Curriculum has been approved by IT-ITeS Sector Skills Council NASSCOM.)</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |

## Trainer Prerequisites for Job role: Domestic Data Entry Operator mapped to Qualification Pack: PWD/SSC/Q2212

### Trainer Prerequisites for Persons with Blindness

| Sr. No. | Area                                      | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <b>Job Description</b>                    | To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack PWD/SSC/Q2212.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 2       | <b>Personal Attributes</b>                | <p>The trainer should have thorough knowledge of various technology trends and processes as well as have updated knowledge about database management systems and IT initiatives.</p> <p>In addition, trainer should have an aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in this field.</p> |
| 3       | <b>Minimum Educational Qualifications</b> | Minimum 10 <sup>th</sup> Standard; Preferred Diploma in Computer Science/Technology                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 4a      | <b>Domain Certification</b>               | Minimum accepted score in SSC Assessment is 90% per NOS being taught in QP PWD/SSC/Q2212. Training in customer orientation, dealing with difficult customers, written communication etc.                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4b      | <b>Platform Certification</b>             | Recommended that the Trainer is certified for the Job Role: "Trainer "mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score is 80%.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 4c      | <b>Disability Specific Top Up Module</b>  | The Inclusive Trainer should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum qualifying score of 80% as per SCPwD guidelines.                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5       | <b>Experience</b>                         | Field experience: Minimum 2 years' experience in the same domain Training experience: 1 year preferred                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

### Trainer Prerequisites for Persons with Low Vision

| Sr. No. | Area                                      | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <b>Job Description</b>                    | To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack PWD/SSC/Q2212.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2       | <b>Personal Attributes</b>                | <p>The trainer should have thorough knowledge of various technology trends and processes as well as have updated knowledge about database management systems and IT initiatives.</p> <p>In addition, trainer should have an aptitude for conducting training, and pre/post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in this field.</p> |
| 3       | <b>Minimum Educational Qualifications</b> | Minimum 10 <sup>th</sup> Standard; Preferred Diploma in Computer Science/Technology                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4a      | <b>Domain Certification</b>               | Minimum accepted score in SSC Assessment is 90% per NOS being taught in QP PWD/SSC/Q2212. Training in customer orientation, dealing with difficult customers, written communication etc.                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4b      | <b>Platform Certification</b>             | Recommended that the Trainer is certified for the Job Role: "Trainer "mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score is 80%.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4c      | <b>Disability Specific Top Up Module</b>  | The Inclusive Trainer should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum qualifying score of 80% as per SCPwD guidelines.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5       | <b>Experience</b>                         | Field experience: Minimum 2 years' experience in the same domain Training experience: 1 year preferred                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

### Trainer Prerequisites for Persons with Hearing Impairment

| Sr. No. | Area                                      | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <b>Job Description</b>                    | To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack PWD/SSC/Q2212.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2       | <b>Personal Attributes</b>                | <p>The trainer should have thorough knowledge of various technology trends and processes as well as have updated knowledge about database management systems and IT initiatives.</p> <p>In addition, trainer should have an aptitude for conducting training, and pre/post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in this field.</p> |
| 3       | <b>Minimum Educational Qualifications</b> | Minimum 10 <sup>th</sup> Standard; Preferred Diploma in Computer Science/Technology                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4a      | <b>Domain Certification</b>               | Minimum accepted score in SSC Assessment is 90% per NOS being taught in QP PWD/SSC/Q2212. Training in customer orientation, dealing with difficult customers, written communication etc.                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4b      | <b>Platform Certification</b>             | Recommended that the Trainer is certified for the Job Role: "Trainer "mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score is 80%.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4c      | <b>Disability Specific Top Up Module</b>  | The Inclusive Trainer should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum qualifying score of 80% as per SCPwD guidelines.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5       | <b>Experience</b>                         | Field experience: Minimum 2 years' experience in the same domain Training experience: 1 year preferred                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

### Trainer Prerequisites for Persons with Locomotor Disability

| Sr. No. | Area                                      | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <b>Job Description</b>                    | To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack PWD/SSC/Q2212.                                                                                                                                                                                                                                                                                                                                                                                                               |
| 2       | <b>Personal Attributes</b>                | The trainer should have thorough knowledge of various technology trends and processes as well as have updated knowledge about database management systems and IT initiatives. In addition, trainer should have an aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organized and focused, eager to learn and keep oneself updated |
| 3       | <b>Minimum Educational Qualifications</b> | Minimum 10 <sup>th</sup> Standard; Preferred Diploma in Computer Science/Technology                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4a      | <b>Domain Certification</b>               | Minimum accepted score in SSC Assessment is 90% per NOS being taught in QP PWD/SSC/Q2212. Training in customer orientation, dealing with difficult customers, written communication etc.                                                                                                                                                                                                                                                                                                                                                                 |
| 4b      | <b>Platform Certification</b>             | Recommended that the Trainer is certified for the Job Role: "Trainer" mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score is 80%.                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4c      | <b>Disability Specific Top Up Module</b>  | The Inclusive Trainer should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum qualifying score of 80% as per SCPwD guidelines.                                                                                                                                                                                                                                                                                                                                                                                        |
| 5       | <b>Experience</b>                         | Field experience: Minimum 2 years' experience in the same domain<br>Training experience: 1 year preferred                                                                                                                                                                                                                                                                                                                                                                                                                                                |

### Annexure: Assessment Criteria

|                                                             |                                                              |
|-------------------------------------------------------------|--------------------------------------------------------------|
| <b>Assessment Criteria for Domestic Data Entry Operator</b> |                                                              |
| <b>Job Role</b>                                             | <b>Domestic Data Entry Operator</b>                          |
| <b>Qualification Pack</b>                                   | <b>PWD/SSC/Q2212</b>                                         |
| <b>Skill Councils</b>                                       | <b>Skill Council for Persons with Disability and IT-ITes</b> |

| <b>Sr. No.</b> | <b>Guidelines for Assessment</b>                                                                                                                                                                                                     |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 authorized 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              | For latest details on the assessment criteria, please visit <a href="http://www.sscnasscom.com">www.sscnasscom.com</a> .                                                                                                             |

|                                                  |                                                                                                                                                    |             |        | MARKS ALLOCATION |                |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------|------------------|----------------|
| ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)    | ASSESSMENT CRITERIA(PC)                                                                                                                            | TOTAL MARKS | OUT OF | THEORY           | SKILL PRACTICE |
| <b>SSC/N3022(UNDER TAKE DATA ENTRY SERVICES)</b> | PC1. Obtain sufficient information from the customers/ client to understand the need and perform initial task.                                     | 120         | 12.5   | 0                | 12.5           |
|                                                  | PC2. Assist the customer in providing right information to be entered                                                                              |             | 12.5   | 0                | 12.5           |
|                                                  | PC3. Provide a customer with a reasonable estimate time of entering of data                                                                        |             | 5      | 0                | 5              |
|                                                  | PC4. Prioritize service request according to organisational guidelines                                                                             |             | 2.5    | 0                | 2.5            |
|                                                  | PC5. Refer the problem to a competent technical support team if it cannot be resolved by the operator                                              |             | 2.5    | 0                | 2.5            |
|                                                  | PC6. Record and perform the service request accurately as per organisational process and policies                                                  |             | 2.5    | 0                | 2.5            |
|                                                  | PC7. Transcribe, enters, and verifies data from a variety of source material including financial, personnel, policies and other records or reports |             | 10     | 0                | 10             |
|                                                  | PC8. Receives source document from various departments, public, agencies, etc. And verifies accuracy of material, prior to input.                  |             | 2.5    | 0                | 2.5            |
|                                                  | PC9. Transcribe selected Data into a computer and scans sources documents in accordance with specific program instructions.                        |             | 10     | 0                | 10             |
|                                                  | PC10. Compares transcribed data from, as displayed on a visual screen, document and corrects any error with the source.                            |             | 15     | 5                | 10             |
|                                                  | PC11. Obtain help and advice from specialist if the problem is outside his area of competence or experience.                                       |             | 5      | 0                | 5              |

|                                                                      |                                                                                                                        |                      |            |             |             |
|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|----------------------|------------|-------------|-------------|
|                                                                      | PC12. Determine the causes and error messages while entering the data and makes appropriate corrections.               |                      | 5          | 5           | 0           |
|                                                                      | PC13. Maintain files of source documents or other information relative to data entered,                                |                      | 5          | 5           | 0           |
|                                                                      | PC14. Perform various related functions to ensure that the computer is maintained in a neat and clean manner.          |                      | 10         | 0           | 10          |
|                                                                      | PC15. Assist the filling and storage of security and backup data files.                                                |                      | 10         | 10          | 0           |
|                                                                      | PC16. May perform various backup and relief clerical duties as needed (switchboard, receptionist, fingerprinting, etc. |                      | 5          | 0           | 5           |
|                                                                      | PC17. Monitor the problem and keep the custom informed about progress or any delays in the process.                    |                      | 5          | 0           | 5           |
|                                                                      |                                                                                                                        | <b>TOTAL</b>         | <b>120</b> | <b>35</b>   | <b>85</b>   |
| <b>2.SSC/N9001<br/>(MANAGE YOUR<br/>WORK MEET<br/>REQUIREMENTS.)</b> | PC1. Establish and agree your work requirements with the appropriate people.                                           | 40                   | 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          | 5           | 0           |
|                                                                      | PC5.Treat confidential information correctly                                                                           |                      | 5          | 0           | 5           |
|                                                                      | PC6.Work in line with your organization's policy 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 requirement.                                                                     |                      | 2.5        | 0           | 2.5         |
|                                                                      |                                                                                                                        | <b>NOS<br/>TOTAL</b> | <b>40</b>  | <b>12.5</b> | <b>27.5</b> |

|                                                                                                    |                                                                                                                                                                       |                      |           |           |           |
|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------|-----------|-----------|
| <b>SSC/N9003<br/>(MAINTAIN A<br/>HEALTHY,<br/>SAFE AND<br/>SECURE<br/>WORKING<br/>ENVIRONMENT)</b> | PC1. Comply with your organization's current health, safety and security policies and procedures                                                                      | 40                   | 10        | 5         | 5         |
|                                                                                                    | PC2. Report any identified branches in health, safety and security policies and procedure to the designated person                                                    |                      | 5         | 0         | 5         |
|                                                                                                    | PC3. identify and correct any hazard that you can deal with safely, competently and within the limits of your authority.                                              |                      | 10        | 5         | 5         |
|                                                                                                    | PC4. report any hazard that you are not competent to deal with to the relevant person in line with organization procedures and warn other people who can 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       |
|                                                                                                    |                                                                                                                                                                       | <b>NOS<br/>TOTAL</b> | <b>40</b> | <b>10</b> | <b>30</b> |

## **Accommodation Guideline recommended for Inclusive Trainers**

### **Persons with Blindness and Low Vision**

#### **Characteristics**

- The Learning happens through non-visual modes mostly by Touch, hence it is recommended to use real, concrete materials.
- Listening will Include greater use of detailed and descriptive instructions.
- Training which relates to understanding of Smell and Taste real & concrete material should be used e.g. Job Role of Pickle making Technician may include training on smell and taste.

#### **Guidelines for Trainers**

- Use existing visual skills where/when you can/seating closer to the blackboard. Lesser use of reflective surfaces. Appropriate lighting. Use of contrast colors.
- Use specialized material available (Braille, Taylor frame, Math's Kit)
- Use orientation and Mobility training
- Reserve a seat in the front row of the classroom (or, closer to the teacher).
- Keep the passages and available open spaces in the classroom clear.
- When speaking with the VI child specifically, address her/him by name.
- Modify/adapt assignments
- Provide students with tactile graphs and diagrams.
- Keep in mind, there may be instances when the VI student may not have had exposure to the material discussed in class and for which the persons may not have a prior experiences or references (for example, food in altered form: popcorn v/s whole corn, sliced mango v/s the whole fruit/shape; materials and sources: water-ice, vapor; curd-buttermilk; milk-cows), occupations (tailor, doctor, engineer).
- Use educational aids like talking books, tape-recorders, Use of Colour, contrast and texture
- Minimize noise so that students with VI can hear you speak
- When speaking, face the class.
- If you feel the VI student is not attentive, touch her/ him on the shoulder or arm to draw attention; this also helps in indicating to the student that you are including her/him in your instructions and discussions.
- Provide large print, Braille versions when needed so that the VI child can follow the classroom's text-based teaching and lessons along with the sighted peers.
- Use real objects to allow the student to learn and experience
- Provide students with tactile graphs and diagrams where available.
- Consider alternative assignments (as explained in the previous box)

## **Persons Hearing Impairment**

### **Characteristics**

- Use other senses as mediums of learning. (Use gestures, body language, expressions, lip reading etc.)
- Use adapted material such as visual or sight vocabulary to provide firsthand experience.
- Use assistive devices such as hearing aid, loop system etc.
- Teach how to access sound-based information.

### **Guidelines for Trainers**

- Make sure you are aware of the learners' language abilities and preferred learning style to ensure inclusion into the group.
- When you have a student with HI in the group, reduce background noise or, request for a classroom that is away from noise. Make sure you have the whole group's attention before starting the session.
- Allow HI students to sit where they wish. HI students who can read the lip should sit near the front. (Optimum distance for lip-reading is considered to be about 6 feet.)
- Face the HI student when speaking.
- Use clear speech.
- Make sure the room is well lit to allow the student with HI to see your facial expression, signing and/or lip read.
- Use assistive device where available, to facilitate teaching-learning in the classroom.
- Arrange the classroom so that students can see each other, e.g., organizing the class in a circle or semicircle allows all students to see each other.
- Use shorter sentences, clearer speech.
- Associate words with real objects, pictures; for example, the colour concept
- Use pictures (flash cards), real objects, real experiences, dramatization, and activities.
- You can write key points on the board or chart.
- Encourage other people or staff to develop communication strategies so that they can get into the style of students with HI

## **Persons with Locomotor Disability**

### **Characteristics**

Need specific requirement for a student with impairment to the lower limbs:

- Appropriate/suitable seating if not in a wheelchair;
- Adequate space and height of desk if the student is in a wheelchair;
- Consider alternative to activities involving writing, drawing and other fine motor activities, such as sorting, threading, solving puzzles, etc. for persons with upper limb affected.

Some considerations as the students with physical disabilities may experience limitations in one of the following ways:

- Difficulty in writing
- Sitting at a standard desk or on the floor;
- Participating in activities where tables and instruments are difficult to access
- Movements within the class and within the school;
- Mobility in spaces that are not user friendly for wheelchair.

### **Guidelines for Trainers**

1. Make the classroom accessible.
2. Alternative modes of communicating such as audio recorder, or support for note taking, gestures, pictures, computers may be used.
3. Provide accessible seating and a table in the classroom.
4. Make writers available for written work and for tests and exams.
5. Give additional time for completing assignments/exams
6. Provide a supportive and welcoming environment by sensitizing other students /staff and creating a sense of responsibility in them.
7. should be comfortably seated and with proper posture.
8. Free movement of learners within the class must be ensured.
9. Learners can be shown pictures or other visual cues, concrete objects, a few at a time, for better understanding.
10. Audio books, daisy books or books on computer, as found suitable, can be used for reading. Alternatively, a classmate can read aloud to the child.
11. Make use of computers for teaching learning, if possible.
12. Extra time for writing should be given if the child is able to write on his / her own and there should not be undue emphasis on the quality of writing as long as it is legible.
13. Students can use adapted brushes, modified pencils and thick markers that can be gripped easily, for drawing. Alternatively, the children can use stamping methods or paste cut outs. The books, papers, brushes etc. can be fixed on the table with the help of tape etc. so that they do not slip down.
14. For assessment, have students present the material orally or if required, with the help of a scribe. Use objective type, multiple type questions using yes/no or true/false answers