Basic Computing (Domestic IT Helpdesk Attendant - Level- 4)

SYLLABUS/ CURRICULUM

Entry Qualification: Literate   **Level:** 4

This program is aimed at training candidates for the job of a "Domestic IT Helpdesk Attendant", in the "IT - ITeS" Sector/Industry" aims at building the following key competencies amongst the learner:

1. Deal directly with IT service requests / incidents	2. Diagnose and troubleshoot hardware / software faults
3. Communicate effectively with customers	4. Manage your work to meet requirements
5. Use e-services with respect to the requirements	6. Use various assistive technologies to aid differently abled
7. Maintain a healthy, safe and secure working environment	

This course encompasses 03 out of 03 National Occupational Standards (NOS) of "Domestic IT Helpdesk Attendant" Qualification Pack issued by "IT-ITeS".

S. No	Topic/Module/ Lesson	Duration (in Hours) (Self learning + Theory + Practical)	Objectives	Broad contents to be covered	Learning Outcomes	Corresponding NOS Code
1.	Computer System	7 (5 + 2 + 0)	• Define computer • Define hardware and software • Explain the functions and components of a computer • Describe about Application software, System software	• What is a Computer? • Functions of a computer • List the components of computer • Differentiate between hardware and software • Types of software	• Identify the hardware and software components of the computer	**SSC/N0202**

2	Operating Systems and its functions	16 (10 + 3 + 3)	• Define operating system • Explain its functions • List open source, proprietary and mobile operating system • Managing basic file operations	➤ Open Source O.S • Ubuntu ➤ Proprietary O.S • Microsoft Windows • Mac ➤ Mobile O.S • Android • iOS	• work on various types of operating system	**SSC/N0202**
3	Introduction to Internet	12 (05 + 3 + 4)	• Connect with internet • List the browsers for surfing • Search information on Internet	• Intranet • Internet • Wired and wireless connection (Desktop, Laptop, Mobile Internet Surfing • Browser (Mozilla FireFox, Google Chrome, Internet Explorer) • Do's and Don'ts • Search engines	• connect to Internet	**SSC/N0202**
4	Digital documentation	22 (10 + 4 + 8)	• Create document using proprietary tool and Open Source tool • Create online document	• Creating and formatting documents using proprietary tool, Open Source tool • Creating Online Document	• create and format documents	**SSC/N0202** **SSC/N9001**
5	Spreadsheet	23 (10 + 4 + 9)	• Create Spreadsheet using proprietary tool, Open Source tool • Creating Online spreadsheet	• Creating and formatting Spreadsheet - Open Source tool	• create a well formatted spreadsheet	**SSC/N0202** **SSC/N9001**

					Creating Online spreadsheet		
6	Digital presentation	24(10 + 4 + 10)	• Create presentation • Format presentation		• Creating and formatting Presentation using proprietary tool, Open Source tool • Creating Online Document	• Create an effective presentation	**SSC/N0202** **SSC/N9001**
7.	Introduction to e-storage	11(5 + 2 + 4)	• List the e-storage applications • Explain how to store and retrieval of files from e-storage apps		• Listing the e-storage applications ✓ Google drive ✓ One drive ✓ Drop box ✓ Digital locker • Storing and retrieving the files from e-Storage apps	• Store, organize and retrieve the data on cloud	**SSC/N0202**
8	Mailing and Messaging Services	19 (10 + 3 + 6)	• Create email and messenger account • Explain how to send and reply emails • Discuss messaging services and apps		• Creating an email account • E-mail and its usage (prepare, forward and reply etc.) • E-etiquettes • Use of Messaging services and apps (Skype, Windows Live Messenger, Messenger, WhatsApp)	• Learn to use mailing and messaging services	**SSC/N0202**

9	Social Networking	28 (20 + 2 + 6)	• Explain the concept of social networking
			• List social networking sites and its usage
				• What is social networking
				• Explain the usage of social networking site
				   • Facebook
				   • LinkedIn
				   • Twitter
				   • Blog
				   • Wiki
					• Learn to communicate responsibly in social networking sites	**SSC/N9003**

10	Secure the system	28 (20 + 2 + 6)	• Secure your system • Discuss cyber law and security • Explain about e-waste and harmful effects of it.	• Define Cyber security • How to secure your system • Explain about Cyber law • Harmful effects of e-waste	• Take measures to secure the system	**SSC/N0202** **SSC/N9003**
11	Introduction to E-services	16 (10 + 2 + 4)	• List of e-services initiated by Govt. • List of e-services provided by educational institutions	• List the e-services - Govt. Initiatives (online booking, e-Sewa) • Benefits of e-services • Institution Initiatives (online registration, result declaration etc.)	• Use e-services with respect to the requirements	**SSC/N0202** **SSC/N9001**

12	Assistive Technologies for differently abled persons	16 (10 + 2 + 4)	• Discuss the assistive technologies tools for differently abled persons
			• List the assistive tools
			• Use the assistive tools
				• Types of disability
				• List the Assistive Tools
				   ✓ Braille Printers
				   ✓ Braille Translators
				   ✓ Screen Reader
				   ✓ Reading Devices
				   ✓ Scanning devices
				   ✓ Digital talking
					• Use various assistive technologies to aid differently abled	**SSC/N0202**

				books • Use of assistive tools		
13	Customer Services	28 (20 + 2 + 6)	• Communicate with customers • Greet customers and verify their details • Listen carefully to callers / visitors queries • Resolve the queries raised by customers • Coordinate with all team members	• Basic Communication • Greeting customers • Speak politely with customers • Comply with relevant standards, policies, procedures and guidelines when dealing remotely with queries • Resolve the queries raised by customers within your area of competence or authority	• Communicate effectively with customers	**SSC/N0202** **SSC/N9003**
14	Troubleshooting	23 (15 + 2 + 6)	• Troubleshooting the system • diagnosing and solving hardware/software faults etc	• identify the problem • solve the problem • some tips for troubleshooting	• To diagnose and Troubleshoot hardware and software faults	**SSC/N0202**
15	Workplace practices and work management	22 (15 + 3 + 4)	• Manage your work to meet requirements • Manage stress	• Maintain the records to monitor your work • Complete the priority work • Respect seniors • Follow the practices of your organization • Complete the work on-time • Anger management • Stress management	• Maintain a healthy, safe and secure work environment	**SSC/N9003**
		Total programme Duration = 120 hrs (self learning)+ 40 hrs (Theory) + 80 hrs (Practical)				