

CRITERIA FOR ASSESSMENT OF TRAINEES



Job Role	Field Technician – Computing and Peripherals
QP #	ELE/Q4601
Sector Skill Council	Electronics Sector Skills Council of India

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create *unique question papers for theory part for each candidate at each examination/training center* (as per assessment criteria below)
4. Individual assessment agencies will create *unique evaluations for skill practical for every student at each examination/training center* based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Element	Performance Criteria	Total Marks (400)	Out Of	Marks Allocation	
				Theory	Skills Practical
ELE/N4601 Engage with customers					
Interacting with customer	PC1. call the customer based on inputs logged into customer care	100	3	1	2
	PC2. greet the customer and listen to their problem attentively		3	1	2
	PC3. check with customer about time for visit, field work and confirm location		4	2	2
	PC4. follow etiquette when interacting with customers as per company policy such as politeness and patience		6	2	4
	PC5. seek feedback from the customers on completion of work		4	2	2
Understanding customer's requirements	PC6. understand location requirement for placement of system during and after installation		2	1	1
	PC7. seek inputs to understand symptoms for the problem faced		4	2	2
	PC8. ask open and close-ended questions to understand the specific problem		4	2	2
	PC9. inform customer about the replacement or repair process		4	2	2
	PC10. enquire about warranty coverage		3	1	2
	PC11. educate about other useful products and annual maintenance contract		3	1	2
Suggesting solutions	PC12. summarise the problem to customer and suggest the possible solutions		5	2	3
	PC13. inform customers on whether the module has to be replaced or repaired with reasons		5	2	3
	PC14. explain the customers on time taken, repair process and possible cost for the service or inclusion under warranty		5	2	3
	PC15. seek customer's approval for further service		5	2	3
Completing documentation	PC16. provide note to customers about the problem(s), actions taken and the cost associated and retain a copy	5	2	3	
	PC17. provide appropriate invoice for any purchase of module or parts by customer	5	2	3	
Achieving productivity and quality	PC18. interact with customer on time within the specified Service Level Agreement (SLA) time	3	1	2	
	PC19. identify the customer's requirement and identify the resources and record	3	1	2	
	PC20. accurately assess the problem and suggest appropriate solutions	3	1	2	

	PC21. offer the right service as per customer's requirements		3	1	2
	PC22. communicate problem effectively in order to secure customer's confidence		4	2	2
	PC23. gauge customer satisfaction with the installation and placement of device		4	2	2
	PC24. maintain no repeat or second escalation from customer		4	1	3
	PC25. achieve customer satisfaction on engagement behaviour such as listening to complaints or appropriate dressing		3	1	2
	PC26. achieve 100% customer satisfaction and positive feedback		3	1	2
TOTAL			100	40	60
ELE/N4602 Install, configure and setup hardware system					
Installing hardware	PC1. check site conditions	100	1	0	1
	PC2. check and ensure any tailor-made programs required by the customer		1	0	1
	PC3. open the packaging of new product and take out the hardware carefully		1	0	1
	PC4. connect all the hardware devices such as CPU, Monitor, Keyboard, Mouse, as per the specifications of the system		2	1	1
	PC5. in case of laptop, connect battery, plug in and switch on the system		2	1	1
	PC6. follow standard operating procedure while handling hardware modules such as handling PCB with ESD standards		2	1	1
	PC7. follow the standard operating procedure for installation of each model of hardware devices and comply with them		2	1	1
	PC8. place the system at a location as preferred by customer		2	1	1
	PC9. install the hardware / devices as per standard operating procedure		2	1	1
	PC10. ensure that appropriate device and model specific procedure is followed as per installation manual		2	1	1
	PC11. maintain zero-material defect during material handling by following standard operating procedure		2	1	1
	PC12. carry tools and manuals as per installation manual		1	0	1
Configuring and setting up peripherals	PC13. understand the peripheral requirements of customers and ensure all hardware are available	3	1	2	
	PC14. understand the placement requirement of peripheral equipment such as printers, modems, etc., as per customer preferences	3	1	2	
	PC15. connect the peripheral devices with the system as per the standard procedure followed for each equipment	4	2	2	
	PC16. install the peripherals, connect the appropriate peripheral such as printer, scanner to the system and run the installed program for set up	4	2	2	
	PC17. follow the safety procedures while handling and installing the equipment	4	2	2	
	PC18. install and configure peripherals as standard operating procedure	4	2	2	
	PC19. ensure the placement of peripherals are as per customer requirement	3	1	2	
Setting up Software	PC20. install the operating system and appropriate application software as per customer preference	5	2	3	
	PC21. install additional software as per standard customer requirement	5	2	3	
Checking system functionality	PC23. switch on the system and peripherals and check for effective functioning	2	1	1	
	PC24. check and ensure the functionality of system, peripherals and applications	3	1	2	
	PC25. ensure product functions are tested and demo given to the customer after hardware, software, operating system and peripheral integration with reference to the installation manual	3	1	2	

	PC26. ensure that customer is satisfied		2	1	1
Completing installation	PC27. measure and meet multipart calls norm against benchmark		2	1	1
	PC28. complete the installation within the agreed Turn Around Time (TAT)		3	1	2
	PC29. complete the call closure in single visit		3	1	2
	PC30. complete the task with the quality benchmark of the company		2	1	1
Interacting with customer	PC31. understand the customer requirement and queries on the hardware		2	1	1
	PC32. educate customer on use of and procedures to be followed in operation of hardware		1	0	1
	PC33. inform customer about warranty and other terms and conditions on the hardware devices		1	0	1
	PC34. inform about cost estimates for any other new installations		2	1	1
	PC35. provide adequate information about the hardware devices, operating procedure, maintenance, etc., to the customer		1	0	1
	PC36. address the queries and issues raised by the customer on device		1	0	1
	PC37. inform customers clearly about warranty, and product terms and conditions		1	0	1
	PC38. provide customers on all the appropriate documents including invoice		1	0	1
Interacting with superior	PC39. understand the work requirement from superior, periodically		1	0	1
	PC40. report to superior on the work completed		1	0	1
	PC41. escalate the customer issues and problems that cannot be handled at field level		2	1	1
	PC42. document the work completed on the company ERP software for tracking and future references		1	0	1
Achieving productivity and quality	PC43. achieve 100% on-time completion of field installation with reference to agreed target and time		3	2	1
	PC44. submit feedback form on customer satisfaction level with respect to the product installation		3	2	1
	PC45. find solutions to customer complaints and queries unresolved in the field		2	1	1
	PC46. report work status and prepare documentation as per company standards		2	1	1
			100	40	60
ELE/N4603 Troubleshoot and replace faulty module					
Understanding customer complaint	PC1. listen carefully to concerns registered by customer at customer care		3	1	2
	PC2. interact with customer on telephone for better understanding of concern before the visit		3	1	2
	PC3. commence field trip based on type of complaint		2	1	1
	PC4. carry the troubleshooting instructions sheets		3	1	2
	PC5. understand the warranty, terms and conditions with relation to the product		3	1	2
	PC6. identify the type of problem and carry relevant tools and equipment based customer complaint and standard operating procedure		3	1	2
	PC7. assess whether replacement or repair of module may be required	100	3	1	2
	PC8. carry only 100% approved and verified field replaceable parts for repairing or replacing		2	1	1
	PC9. decide on whether it can be repaired in field or at company's test centre		3	1	2
Identifying systemlevel problem on field	PC10. understand the problems experienced by the customer		2	1	1
	PC11. use equipment such as 'power on self test' (POST) card to identify the common errors and issues in the system which does not start up		3	1	2
	PC12. conduct root-cause analysis and identify the likely problem area		3	1	2
	PC13. disassemble and check each part of computing system such as SMPS, Memory, Hard disk to isolate the failed		3	1	2

	module				
	PC14. follow standard operating procedure while handling hardware modules such as handling PCB with ESD standards		3	1	2
	PC15. in case of peripherals, check all parts such as print head, lens, led display to isolate faulty module		3	1	2
	PC16. make decision on whether the part can be replaced or component should be repaired		3	1	2
	PC17. identify the solution design where the module to be replaced or software to be installed or updated		3	1	2
	PC18. decide on whether to replace module or send to repair centre		2	1	1
Replacing faulty module	PC19. if the module has to be replaced, disassemble the system, remove and replace and re-assemble the system		2	1	1
	PC20. if soldering needs to be done, use manual hand soldering iron unit to solder the components or parts		3	1	2
	PC21. if there is any operating system error, software related issues, reinstal the software or fixing the issues		3	1	2
	PC22. fix the common problems faced with peripherals and networking devices		3	1	2
	PC23. escalate the problems which cannot be addressed at field level to the superior for servicing at company's repair stations		2	1	1
	PC24. coordinate with remote technical helpdesk to seek any assistance on field		2	1	1
	PC25. follow appropriate safety procedures while handling tools such as soldering iron		3	2	1
	PC26. test 100% products or functions are tested after new hardware modules or software is installed		2	1	1
Completing repairs	PC27. understand clearly the requirement before field visit		2	1	1
	PC28. report percentage of call closure in multiple visits against benchmark		1	1	0
	PC29. ensure no sub-standard or unverified parts are used in replacing		2	1	1
	PC30. complete the function within the agreed Turn Around Time (TAT)		2	1	1
	PC31. complete the call closure in single visit		1	1	0
	PC32. complete the task with the quality benchmark of the company		1	1	0
	PC33. meet monthly or daily target given		1	1	0
Interacting with customer	PC34. inform customer about the problem, action to be taken		1	0	1
	PC35. inform customer on adequate information about hardware device or software		2	1	1
	PC36. instruct customer on use of and procedures to be followed for operating the system or hardware		2	1	1
	PC37. confirm acceptance before replacing module or sending for repairs to company		1	1	0
	PC38. inform customer about warranty and other terms and conditions on the replaced or repaired hardware devices		2	1	1
	PC39. provide relevant documents to customers on completion of work		1	0	1
	PC40. achieve 100% satisfaction with customer on post sales service		1	0	1
Reporting to superior	PC41. receive the work order from the superior or customer care about the complaint registered		2	1	1
	PC42. report on the work load and completion status		1	0	1
	PC43. find solutions to customer complaints and queries that are unresolved in the field		2	1	1
	PC44. escalate the problems that cannot be resolved at field level with reason		1	0	1
	PC45. report 100% on time completion of field repair or hardware replacement with reference to agreed target and time or reasons for not meeting target		1	0	1
	PC46. submit the feedback form on customer satisfaction level with respect to the product repair		1	0	1
	PC47. accurately report work status through proper documentation as per company's standards		1	0	1

	PC48. create knowledge bank on the complex repairs made through documentation		1	0	1
		TOTAL	100	40	60
ELE/N0009 Coordinate with colleagues					
Interacting with supervisor	PC1. understand and assess work requirements	100	5	2	3
	PC2. understand the targets and incentives		5	2	3
	PC3. understand new operating procedures and constraints		5	2	3
	PC4. report problems in the field		5	2	3
	PC5. resolve personnel issues		5	2	3
	PC6. receive feedback on work standards and customer satisfaction		5	2	3
	PC7. communicate any potential hazards at a particular location		5	2	3
	PC8. meet given targets		5	2	3
	PC9. deliver work of expected quality despite constraints		5	2	3
	PC10. receive positive feedback on behaviour and attitude shown during interaction		5	2	3
Coordinating with colleagues	PC11. interact with colleagues from different functions and understand the nature of their work	100	10	4	6
	PC12. receive spares from tool room or stores; deposit faulty modules and tools to stores		10	4	6
	PC13. pass on customer complaints to colleagues in a respective geographical area		10	4	6
	PC14. assist colleagues with resolving field problems resolve conflicts and achieve smooth workflow		10	4	6
	PC15. follow the company policy during cross functional interaction		10	4	6
		TOTAL	100	40	60