

Model Curriculum

Handset Repair Engineer (Level II)

SECTOR: TELECOM
SUB-SECTOR: HANDSET
OCCUPATION: CUSTOMER SERVICE
REF ID: TEL/Q2201
NSQF LEVEL: 4

 <p>Skill India शिक्षण-सहायक-संस्था</p>	 <p>Telecom Sector Skill Council</p>	 <p>N-S-D-C National Skill Development Corporation Transforming the skill landscape</p>
<h1>Certificate</h1>		
<h2>CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS</h2>		
is hereby issued by the		
TELECOM SECTOR SKILL COUNCIL		
for the		
MODEL CURRICULUM		
Complying to National Occupational Standards of Job Role/ Qualification Pack: <u>Handset Repair Engineer (Level II)</u> QP No. <u>TEL/Q2201 NSQF Level 4</u>		
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Date of Issuance: Valid up to:		Authorized Signatory (Telecom Sector Skill Council)
* Valid up to the next review date of the Qualification Pack		

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Handset Repair Engineer (Level II)

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Handset Repair Engineer (Level II)”, in the “Telecom” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Field sales Executive		
Qualification Pack Name & Reference ID.	TEL/Q2201, Version Number 1.0		
Version No.	1.0	Version Update Date	28 –12 – 2015
Pre-requisites to Training	Repair, configuration, assembly and testing of mobile phone handsets.		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Assemble tools, spares and software: Identification of tools, its uses and procedure for fault diagnosis, testing and resolving. • Aggregate potential knowledge and skill to vouchsafe the importance of health and safety of self and equipment: Safeguard compliance of safety regulation, personal protection and clean environment for equipment. • Conduct test for repairs, effectiveness and performance of close activity: Test equipment for proper calibration, rectification and handover to correct owner • Comprehend and initiate the importance of reporting and recording: Ensure inventors, record sheet, company documents are documented for future references • Collect handsets/tablets: Ensure admittance of faulty handsets, prioritize repair activities and timeline 		

This course encompasses 3 out of 3 National Occupational Standards (NOS) of “Handset Repair Engineer(Level II)” Qualification Pack issued by “TSSC: Telecom Sector Skills Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction to Handsets</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code TEL/N2203 TEL/N2204 TEL/N2205</p>	<ul style="list-style-type: none"> • Educating the various type of handset based on design, specification and model numbers. • Acquiring basic knowledge of different components of handsets and tablets • Perceiving the basic features of handsets and tablets • Training the functionalities of handsets and tablets 	<p>GSM/CDMA handsets, smart phones, palmtops, notepads and tablets IC's, transistors, capacitors , circuit boards, miniature cams, mic'sand speakers etc</p>
2	<p>Wireless Telephony Technologies</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code TEL/N2204</p>	<ul style="list-style-type: none"> • Acquiring knowledge of GSM and CDMA • Understanding the different between GSM and CDMA • Clarifying the different component of GSM and CDMA • Collecting the knowledge of different kinds of signalling system • Envisaging the details of test equipment and their utility 	<p>Signal receiver of GSM and CDMA, Test Equipment</p>
3	<p>Interpersonal skills</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code TEL/N2203 TEL/N2204 TEL/N2205</p>	<ul style="list-style-type: none"> • Imparting the basic skills, namely- Human, conceptual, and technical • Using the skills to obtain handsets and tablets from the customer and the issues faced by the customer • Understanding the importance of documenting procedures, records, inventory 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4	<p>Repair and Maintenance</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 55:00</p> <p>Corresponding NOS Code TEL/N2203 TEL/N2204 TEL/N2205</p>	<ul style="list-style-type: none"> • Learning about appropriate tools and materials to rectify a particular fault • Understanding the various facets of maintenance and repairs • Learning about various methods of checking effectiveness of repair process • Assessing the effectiveness of repair • Educating fault diagnosis on software components 	Multi meter, IC zig , magnifying glass
5	<p>Safety and Health regards</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code TEL/N2203 TEL/N2204 TEL/N2205</p>	<ul style="list-style-type: none"> • Educating knowledge of health and safety • Understanding the guidelines and norms for safety of self and equipment and its compliance 	
	<p>Total Duration</p> <p>Theory Duration 80:00</p> <p>Practical Duration 80:00</p>	Unique Equipment Required: NA	

Grand Total Course Duration: 150 Hours, 0 Minutes

(This syllabus/ curriculum has been approved by TSSC: Telecom Sector Skill Council)

Trainer Prerequisites for Job role: “Handset Repair Engineer (Level II)” mapped to Qualification Pack: “TEL/Q2201, Version No. 1.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “TEL/Q2201, Version No. 1.0”.
2	Personal Attributes	This job requires the individual to be analytical and be able to handle high pressure situations to successfully perform the assigned responsibilities. He should have basic written and oral communication skills and should be able to apply practical judgement to successfully perform the assigned responsibilities.
3	Minimum Educational Qualifications	Preferably equivalent to Diploma
4a	Domain Certification	Certified for Job Role: “ <u>Handset Repair Engineer (Level II)</u> ” mapped to QP: “TEL/Q2201, Version No. 1.0”. Minimum accepted score as per respective TSSC guidelines.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “TEL/Q2201, Version No. 1.0”. Minimum accepted score as per respective TSSC guidelines.
5	Experience	<ul style="list-style-type: none"> The trainer should be certified by TSSC as ‘Train the Trainer’ and Assessor and Worked as Handset repair engineer for a minimum of 2-3 years if educational qualification is ITI/ Diploma or Worked as Handset repair engineer for 1-2 years if educational qualification is Bachelor in Technology (B.Tech. and BE.)

Annexure: Assessment Criteria

Assessment Criteria for Handset Repair Engineer(Level II)	
Job Role	Handset Repair Engineer (Level II)
Qualification Pack	TEL/Q2201, Version No. 1.0
Sector Skill Council	Telecom

Sr. No.	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 marks proportional to its importance in NOS. TSSC 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 TSSC.
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	To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS and 70% pass percentage overall.
5	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.

Sr. No.	NOS No.	NOS Name	Total Marks	Marks Allocation: Skills	Marks Allocation: Knowledge	Marks Allocation: Behaviour
1	TEL/Q2203	Perform handset repair – hardware	100	50	50	
2	TEL/Q2204	Perform handset repair – software	100	58	42	
3	TEL/Q2205	Perform tablet repair- hardware & software	100	50	50	
Total:			300	158	142	
Percentage Weightage:				52.6%	47.4%	
Minimum Pass% to qualify:			70%	70%	70%	



Telecom Sector Skill Council

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