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MOBILE PHONE TECHNICIAN



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ASSESSMENT PACKAGE
National Vocational Certificate Level 4

Version 1 - November, 2019



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National Vocational Certificate Level 4

Version 1 - November, 2019

Instructions for Candidate (to be given by the Assessor before Assessment)

Title of Qualification: National Vocational Certificate level 4, In Mobile Phone Technician	CS Code: 071400644	Level: 4	Version: 1 (2019)
Competency Standard Title: Repair Software	Assessment Date (DD/MM/YY):		

Candidate Details	Name..... Registration/Roll Number.....
Guidance for Candidate	<p>To meet this standard, you are required to complete the following tasks within 40 min timeframe:</p> <ol style="list-style-type: none"> 1. Assessment Task 1: Restore Factory Setting 2. Assessment Task 2: Update Software/Flash 3. Assessment Task 3: Recover / Repair own IMEI. as per Rules 4. Assessment Task 4: Convert File system 5. Assessment Task 5: Install application software 6. Assessment Task 6: Deliver Mobile phone set <p>And complete:</p> <ol style="list-style-type: none"> 1. Knowledge assessment test (Written or Oral) 2. Portfolios at the time of assessment (if any)
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Task 1: Restore Factory Setting Performance Criteria 1: Restore Factory settings through internal options (soft reset) Performance Criteria 2: Reset factory settings through keys (Hard reset) Performance Criteria 3: Reset factory setting through interface (Dongle reset)</p> <p>Task 2: Update Software/Flash Performance Criteria 1: Update software via internal options / Over The Air (OTA) if available Performance Criteria 2: Update software via dongle</p> <p>Task 3: Recover / Repair own IMEI. as per Rules Performance Criteria 1: Update mobile software with the latest version Performance Criteria 2: Repair own IMEI via dongle</p> <p>Task 4: Convert File system Performance Criteria 1: Install fresh stock ROM Performance Criteria 2: Install Custom ROM</p> <p>Task 5: Install application software Performance Criteria 1: Install application software from internal software options Performance Criteria 2: Install application software by personal computer</p>

Task 6: Deliver Mobile phone set

Performance Criteria 1: Perform Outgoing Quality Control (OQC)
Performance Criteria 2: Prepare delivery report
Performance Criteria 3: Obtain confirmation from customer
Performance Criteria 4: Negotiate Price with customer
Performance Criteria 5: Prepare Invoice / Bill of quantity
Performance Criteria 6: Take feedback from customer

Portfolios required at the time of assessment (if any) for

Performance criteria for the evaluation of portfolio:

Submit log book or activity record (practical journal, project, pictures etc.) completed during the training.

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

071400644 Repair Software

Candidate Details	Name: Registration/Roll Number: Candidate Signature:
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Assessor Name: Assessor's code:..... Assessor's Signature:

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration							
Knowledge Assessment							
Other Requirement							

Feedback to the candidate on assessment.

Candidate Signature.....	Assessor Signature
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Assessment Task 1	Restore Factory Setting			
During the practical assessment, candidate demonstrated the following:				
1.	Performance Criteria 1: Restored Factory settings through internal options (soft reset)	Yes	No	Remarks
2.	Performance Criteria 2: Reset factory settings through keys (Hard reset)			
3	Performance Criteria 3: Reset factory setting through interface (Dongle reset)			
Competent		Not Yet Competent		

Assessment Task 2	Update Software/Flash			
During the practical assessment, candidate demonstrated the following:				
1	Performance Criteria 1: Updated software via internal options / Over The Air (OTA) if available	Yes	No	Remarks
2	Performance Criteria 2: Updated software via dongle			
Competent		Not Yet Competent		

Assessment Task 3	Recover / Repair own IMEI. as per Rules			
During the practical assessment, candidate demonstrated the following:				
1	Performance Criteria 1: Updated mobile software with the latest version	Yes	No	Remarks
2	Performance Criteria 2: Repaired own IMEI via dongle			
Competent		Not Yet Competent		

Assessment Task 4	Convert File system			
During the practical assessment, candidate demonstrated the following:				
1	Performance Criteria 1: Installed fresh stock ROM	Yes	No	Remarks
2	Performance Criteria 2: Installed Custom ROM			
Competent		Not Yet Competent		

Assessment Task 5		Install application software		
During the practical assessment, candidate demonstrated the following:				
		Yes	No	Remarks
1	Performance Criteria 1: Installed application software from internal software options			
2	Performance Criteria 2: Installed application software by personal computer			
Competent		Not Yet Competent		

Assessment Task 6		Deliver Mobile phone set		
During the practical assessment, candidate demonstrated the following:				
		Yes	No	Remarks
1.	Performance Criteria 1: Performed Outgoing Quality Control (OQC)			
2.	Performance Criteria 2: Prepared delivery report			
3	Performance Criteria 3: Obtained confirmation from customer			
4	Performance Criteria 4: Negotiated Price with customer			
5	Performance Criteria 5: Prepared Invoice / Bill of quantity			
6	Performance Criteria 6: Took feedback from customer.			
Competent		Not Yet Competent		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>
		Reliable <input type="checkbox"/>		
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria for the evaluation of portfolio: Submit log book or activity record (practical journal, project, pictures etc.) completed during the training.			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Knowledge Assessment

Title of Qualification: National Vocational Certificate level 4, In Mobile Phone Technician	CS Code: 071400644	Level: 4	Version: 1 (2019)
Competency Standard Title: Repair Software	Assessment Date (DD/MM/YY): --/--/--		

Guidance for Candidate	To complete your assessment for this Competency Standard, you need to answer the questions on the following pages successfully.
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Assessors Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name:..... Registration/Roll Number:..... Candidate Signature:.....
Written Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Assessor Name: Assessor's code:..... Assessor Signature:

Feedback to the candidate on assessment.

Candidate Signature.....	Assessor Signature

Title of Qualification: National Vocational Certificate level 4, In Generator Mechanic	CS Code: 071400644	Level: 4	Version: 1 (2019)
Competency Standard Title: Repair Software	Assessment Date (DD/MM/YY): --/--/--		

WRITTEN ASSESSMENT

Question	Candidate's answer
1 Describe different operating systems?	
2 Describe Types of Dongle and Data cables?	
3 Describe methods of data recovery and transfer?	

Question	Candidate's answer
4 Describe Flashing procedure?	
5 Enlist Latest software updates and installation methods?	
6 Describe Methods for recovering IMEI?	
7 Describe Govt. Rules & Regulations regarding IMEI?	

Question	Candidate's answer
8 Describe file systems, conversion methods and techniques?	
9 Describe types and use of different application software?	
10 Describe the required Documentation (fault history, verification and invoices for customers and record keeping)?	

Instructions for Candidate (to be given by the Assessor before Assessment)

Title of Qualification: National Vocational Certificate level 4, In Mobile Phone Technician	CS Code: 071400645	Level: 4	Version: 1 (2019)
Competency Standard Title: Manage Mobile Phone Storage	Assessment Date (DD/MM/YY):		

Candidate Details	Name..... Registration/Roll Number.....
Guidance for Candidate	<p>To meet this standard, you are required to complete the following tasks within 40 min timeframe:</p> <ol style="list-style-type: none"> 7. Assessment Task 1: Follow Identification System 8. Assessment Task 2: Manage Inventory of Phone and accessories 9. Assessment Task 3: Maintain Record of repaired Phone <p>And complete:</p> <ol style="list-style-type: none"> 3. Knowledge assessment test (Written or Oral) 4. Portfolios at the time of assessment (if any)
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Task 1: Follow Identification System Performance Criteria 1: Record invoice data Performance Criteria 2: Develop tags for received sets / items Performance Criteria 3: Apply tags on items as per requirement</p> <p>Task 2: Manage Inventory of Phone and accessories Performance Criteria 1: Prepare list of items Performance Criteria 2: Arrange items as per inventory list Performance Criteria 3: Store tagged items</p> <p>Task 3: Maintain Record of repaired Phone Performance Criteria 1: Keep record of repaired mobile phones Performance Criteria 2: Check record for the received mobile phones Performance Criteria 3: Update record of the repair mobile phones</p> <p>Portfolios required at the time of assessment (if any) for Performance criteria for the evaluation of portfolio: Submit log book or activity record (practical journal, project, pictures etc.) completed during the training.</p>

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

071400645 **Manage Mobile Phone Storage**

Candidate Details	Name: Registration/Roll Number: Candidate Signature:
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Assessor Name: Assessor's code:..... Assessor's Signature:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration							
Knowledge Assessment							
Other Requirement							

Feedback to the candidate on assessment.

Candidate Signature..... Assessor Signature

Assessment Task 1		Follow Identification System		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Recorded invoice data			
2	Performance Criteria 2: Developed tags for received sets / items			
3	Performance Criteria 3: Applied tags on items as per requirement			
Competent		Not Yet Competent		

Assessment Task 2		Manage Inventory of Phone and accessories		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Prepared list of items			
2	Performance Criteria 2: Arranged items as per inventory list			
3	Performance Criteria 3: Stored tagged items			
Competent		Not Yet Competent		

Assessment Task 3		Maintain Record of repaired Phone		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Kept record of repaired mobile phones			
2.	Performance Criteria 2: Checked record for the received mobile phones			
3.	Performance Criteria 1: Updated record of the repair mobile phones			
Competent		Not Yet Competent		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria for the evaluation of portfolio: Submit log book or activity record (practical journal, project, pictures etc.) completed during the training.			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Knowledge Assessment

Title of Qualification: National Vocational Certificate level 4, In Mobile Phone Technician	CS Code: 071400645	Level: 4	Version: 1 (2019)
Competency Standard Title: Manage Mobile Phone Storage	Assessment Date (DD/MM/YY): --/--/--		

Guidance for Candidate	To complete your assessment for this Competency Standard, you need to answer the questions on the following pages successfully.
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Assessors Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name:..... Registration/Roll Number:..... Candidate Signature:.....
Written Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Assessor Name: Assessor's code:..... Assessor Signature:

Feedback to the candidate on assessment.

Candidate Signature..... Assessor Signature

Title of Qualification: National Vocational Certificate level 4, In Generator Mechanic	CS Code: 071400645	Level: 4	Version: 1 (2019)
Competency Standard Title: Manage Mobile Phone Storage	Assessment Date (DD/MM/YY): --/--/--		

WRITTEN ASSESSMENT

Question	Candidate's answer
11 Describe Safety and security procedure?	
12 Describe labels/tags system?	
13 Define standard temperature at mobile storage?	

Question	Candidate's answer
14 Describe humidity affects at storage for mobile phones and accessories?	
15 Describe Humidity control/reduction measures?	
16 Describe procedure for Record keeping of mobile phones?	
17 Describe Inventory systems and its management?	

Question	Candidate's answer
18 Describe method of computerized record keeping?	

Title of Qualification: National Vocational Certificate level 4, In Mobile Phone Technician	CS Code: 0714E&A08	Level: 4	Version: 1 (2019)
Competency Standard Title: National Vocational Certificate Level – 4 in Mobile Phone Technician	Assessment Date (DD/MM/YY):		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>To meet this standard, you are required to complete the following activities within 3.5 Hrs. time frame (for practical demonstration & assessment):</p> <ol style="list-style-type: none"> 1. Perform hard reset of android phone via keys 2. Recover/restore iPhone through iTunes services <p>And complete:</p> <ol style="list-style-type: none"> 3. Knowledge assessment test (Written or Oral). 4. Portfolios at the time of assessment (if any).
Minimum Evidence Required	<p>During a practical assessment, under the observation by an assessor, you are required to “A. Perform hard reset of android phone via keys. B. Recover/restore iPhone through iTunes services” by demonstrate the following criteria:</p> <ol style="list-style-type: none"> A. Perform hard reset of android phone via keys <ol style="list-style-type: none"> 1. Performance Criteria 1: Turn off the mobile set 2. Performance Criteria 2: Press and hold the Home Key, Volume Up key and Power key at the same time. 3. Performance Criteria 3: Release the power key when the Logo appear on the screen. 4. Performance Criteria 4: Select the required mode for hard reset. B. Recover/restore iPhone through iTunes services <ol style="list-style-type: none"> 1. Performance Criteria 1: Download and install the iTunes software in PC. 2. Performance Criteria 2: Download the required IOS from Apple site. 3. Performance Criteria 3: Take the Phone in Device Firmware Update (DFU) mode. 4. Performance Criteria 4: Connect the phone with PC through cable. 5. Performance Criteria 5: Apply Restoring file

	<p>Portfolios required at the time of assessment (if any) for</p> <p>Performance criteria for the evaluation of portfolio: Submit log book or activity record (practical journal, project, pictures etc.) completed during the training.</p>
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Self-Assessment Checklist

I can

Candidate Name	
Registration No.	
Qualification	0714E&A08 National Vocational Certificate Level – 4 in Mobile Phone Technician
Purpose of Assessment	Summative Assessment
Assessment Task	In a given situation to A. Perform hard reset of android phone via keys. B. Recover/restore iPhone through iTunes services

perform

Performance Criteria	Yes	No
1. Perform hard reset of android phone via keys		
2. Turn off the mobile set		
3. Press and hold the Home Key, Volume Up key and Power key at the same time.		
4. Release the power key when the Logo appear on the screen.		
5. Select the required mode for hard reset.		
B. Recover/restore iPhone through iTunes services		
1. Download and install the iTunes software in PC.		
2. Download the required IOS from Apple site.		
3. Take the Phone in Device Firmware Update (DFU) mode.		
4. Connect the phone with PC through cable.		
5. Apply Restoring file		

Candidate's Signature _____ Assessor's Signature _____

Date: _____

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

0714E&A08 National Vocational Certificate Level – 4 in Mobile Phone Technician

Candidate Details	Name:Registration/Roll Number: Candidate’s Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Assessor Name:.....Assessor’s code:..... Assessor’s Signature:

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration							
Knowledge Assessment							
Other Requirement							

Feedback to the Candidate

Candidate's Signature _____	Assessor's Signature _____
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Each Assessment Task (with performance criteria)				
Assessment Task	Description of assessment task			
	A. Perform hard rest of android phone via keys. B. Recover/restore iPhone through iTunes services			
During the practical assessment, candidate demonstrated the following:	Yes	No	Remarks	
A. Perform hard rest of android phone via keys				
1. Turned off the mobile set				
2. Pressed and held the Home Key, Volume Up key and Power key at the same time.				
3. Released the power key when the Logo appear on the screen.				
4. Selected the required mode for hard reset.				
B. Recover/restore iPhone through iTunes services				
1. Downloaded and installed the iTunes software in PC.				
2. Downloaded the required IOS from Apple site.				
3. Take the Phone in Device Firmware Updated (DFU) mode.				
4. Connected the phone with PC through cable.				
5. Applied Restoring file				
Competent <input type="checkbox"/>	Not Yet Competent <input type="checkbox"/>			

Knowledge Assessment

Qualification	0714E&A08 National Vocational Certificate Level – 4 in Mobile Phone Technician
Purpose of Assessment	Summative Assessment
Candidate Details	Name: _____ Registration Number: _____ Signature: _____
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor _____ Assessor's code: _____ Signature: _____

Portfolio (if any)	Description of portfolio			
Current <input type="checkbox"/>	Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria for the evaluation of portfolio: Submitted log book or activity record (practical journal, project, pictures etc.) completed during the training.			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Feedback to the Candidate

Candidate's Signature _____ Assessor's Signature _____

Questions (Candidate confidently answered questions correctly and demonstrated understanding of the topics and their application)		Satisfactory	Not Satisfactory
1.	What ROM stands for?		
2	What is Stock Rom?	Satisfactory	Not Satisfactory
3	What RAM. stands for?	Satisfactor y	Not Satisfactory

4	What is MMC?	Satisfactor y	Not Satisfactory
5	Differentiate between Soft and Hard Reset?	Satisfactory	Not Satisfactory
6	Name various Mobile Phone Operating system?	Satisfactory	Not Satisfactory

7	Define storage capacity?	Satisfactory	Not Satisfactory

