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# MOBILE PHONE TECHNICIAN



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## COMPETENCY STANDARDS

National Vocational Certificate Level 1-4

Version 1 - November, 2019



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## 1. Introduction

Mobile technology has become one of the fastest growing technologies in the world. Today people use mobile phones to stay in touch with friends and family, to share stories and photographs in social media, and to carry out financial transactions. This widespread ownership and use of mobile phones have created a need for professionals who can repair and service mobile phones. This course development will address this need.

Based upon this demand of industry these competency-based qualifications for Mobile Phone Technician are developed under National Vocational Qualification Framework (NVQF) (Level 1 to 4). The qualifications mainly cover competencies along with related knowledge and professional skills which are essential for getting a job or self-employed. The qualifications are also in line with the vision of Pakistan's National Skills Strategy (NSS), National TVET Policy and National Vocational Qualification Framework (NVQF).

The National Vocational & Technical Training Commission (NAVTTTC) has approved the Qualification Development Committee (QDC). The QDC consists experts from the relevant industries from different geographical locations across Pakistan and academicians who were consulted during the development process to ensure input and ownership of all the stakeholders. The National Competency Standards could be used as a referral document for the development of curricula to be used by training institutions.

Course objective is to make a student that can able to assembly-disassemble, Service & checking components of mobile Phones PCB (printed circuit board) with using proper tools. On completion of this course he/she will be able to diagnose & repair any kind of mobile phones software & hardware faults and can easily Read mobile phone block & layout Diagrams diagnose problems and repair it by using proper tips and techniques.

On the successful completion of this course the student can join as a customer support executive in any existing mobile service center & repairing Center. Or establish his/her own business of mobile phones.



## 2. Detail of National Vocational Certificate Levels

The detail of the competency standards included in these qualifications are given below:

National Vocational Certificate level 1, in (Electronics Sector) “Mobile Phone Technician”

- Comply with Work Health and Safety Policies
- Obey the Workplace Policies and Procedures
- Follow Basic Communication Skills (General)
- Operate Computer Functions (General)
- Maintain Tools and Equipment
- Measure Basic Electrical & Electronics Units in Series/Parallel Circuits

National Vocational Certificate level 2, in (Electronics Sector) “Mobile Phone Technician”

- Comply with Personal Health and Safety Guidelines
- Communicate the Workplace Policy and Procedure
- Perform Basic Communication (Specific)
- Perform Basic Computer Application (Specific)
- Identify Incoming Quality Problems with Mobile Phones
- Diagnose fault in Power Section
- Diagnose fault in Display Panel

National Vocational Certificate level 3, in (Electronics Sector) “Mobile Phone Technician”

- Apply Work Health and Safety Practices (WHS)
- Identify and Implement Workplace Policy and Procedures
- Communicate at Workplace
- Perform Computer Application Skills
- Manage Personal Finances
- Diagnose fault in Data Section
- Diagnose fault in Network Section
- Diagnose fault in Audio Section
- Repair/ Replace Hardware Parts

National Vocational Certificate level 4, in (Electronics Sector) “Mobile Phone Technician”

- Contribute to Work Related Health and Safety (WHS) Initiatives



- Analyze Workplace Policy and Procedures
- Perform Advanced Communication
- Develop Advance Computer Application Skills
- Manage Human Resource Services
- Develop Entrepreneurial Skills
- Repair Software
- Manage Mobile Phone Storage.

### 3. Purpose of the Qualification

The purpose of the training is to provide skilled manpower to improve the existing capacity of the Technicians working in Mobile Phone repairing. This training will provide the requisite skills to the trainees to Repair Mobile Phones. It will enable the participants to meet the challenges in the field of Mobile Phones industry. Further, to improve the skill level of the technician and prepare them for the Mobile Phones industry to meet the market competition nationally and internationally.

The core purpose of this qualification is to produce employable mobile phone technician who could repair mobile phones according to national and international standards. In addition, this qualification will prepare unemployable youth to employee in Mobile Phones Industries.

### 4. Main Objectives of the Qualification

The Mobile Phone Technician qualifications level 1- 4 consists of theoretical and practical details required to repair mobile phones in electronics industries. The main objectives of the qualification are as follows:

1. Maintain Work Place Safety
2. Develop Basic Workplace Ethics
3. Develop communication Skill
4. Develop IT skills
5. Develop Entrepreneurial Skills
6. Maintain Tools and Equipment
7. Measure Basic Electrical & Electronics Units in Series/Parallel Circuits.
8. Identify Incoming Quality Problems with Mobile Phones
9. Diagnose fault in Power Section
10. Diagnose fault in Display Panel
11. Diagnose fault in Data Section.
12. Diagnose fault in Network Section



13. Diagnose fault in Audio Section
14. Repair/ Replace Hardware Parts
15. Repair Software
16. Manage Mobile Phone Storage.

## 5. Date of Validation

The level 1-4 of National vocational qualification on Mobile Phone Technician has been validated by the Qualifications Development Committee (QDC) members on February 06 - 07, 2019 in Peshawar and on 30<sup>th</sup> august, 2019 in Lahore. Qualification will remain in currency until August 2022.

## 6. Codes of Qualifications

The International Standard Classification of Education (ISCED) is a framework for assembling, compiling and analyzing cross-nationally comparable statistics on education and training. ISCED codes for these qualifications are assigned as follows:

ISCED Classification for Mobile Phone Technician level 1-4	
Code	Description
<b>0714E&amp;A05</b>	National Vocational Certificate level 1, in (Electronics Sector) “Mobile Phone Technician”
<b>0714E&amp;A06</b>	National Vocational Certificate level 2, in (Electronics Sector) “Mobile Phone Technician”
<b>0714E&amp;A07</b>	National Vocational Certificate level 3, in (Electronics Sector) “Mobile Phone Technician”
<b>0714E&amp;A08</b>	National Vocational Certificate level 4, in (Electronics Sector) “Mobile Phone Technician”





## 7. Members of Qualifications Development Committee

The following members participated in the qualification’s development and validation of these qualifications:

S#	Name	Designation	Organization	Role in QDC
1	Mr. M. Shahzad	Technician	Orange GSM, Sitta Gadai, Peshawar	OP+CS
2	Mr. Amir Hussain	Technician	Jawad Mobiles, Peshawar	OP
3	Mr. Farrukh Ihsan	Technician	The Chip Shop, Ashar Mobiles, Peshawar	OP
4	Mr. Yawar Hussain	Technician	The Chip Shop, Ashar Mobiles, Peshawar	CS
5	Mr. M. Arshad	Technician	Mobile Master, Peshawar	CS
6	Mr. Muhammad Kashif	Technician	Hawakif Mobile Peshawar	CS
7	Mr. Muhammad Imran	Technician / Gen. Sec	Affan Mobiles / Peshawar Mobile Association	OP+CS
8	Mr. Mursalin Khan	Technician	Fast Communications, Peshawar	CS
9	Mr. Arif Jamil	Software Engineer	Techno Rich Mobiles, Peshawar	CS
10	Mr. Arshad Khan	Zonal Sales Manager	Rockville Technologies, Peshawar	CS
11	Engr. Zia ud Din	Assistant Professor	GCT Peshawar	KP-TEVTA
12	Mr. Waqas Aziz	Senior Instructor Electronics	VTI Muzaffarabad	AJK-TEVTA
13	Mr. Salman Shah	D.D. Curriculum	PTEVTA	P-TEVTA
14	Mr. Arshad Ali	Principal (Rtd))	GTVC, Peshawar	KP-TTB
15	Mr. Inayat ur Rahman	DACUM Expert	Ex-Professor TEVTA KPK	OP, CS.
16	Mr. Sadiq Orakzai	Associate Professor	GCT Peshawar	Q. A
17	Mr. Muhammad Ishaq	DD TE	NAVTTTC	NAVTTTC
18	Ajmeery Lal	Instructor GCT Sargodha	PTEVTA	Validation

## 8. Entry Requirements

The entry for National Vocational Certificate level 1-4, in (Electronics Sector) “Mobile Phone Technician” are given below:

Title	Entry requirements
National Vocational Certificate level 1, in (Electronics Sector) “Mobile Phone Technician”	Entry for assessment for this qualification is open. However, entry into formal training institutes, based on this qualification may require skills and knowledge equivalent to middle (Grade 8).



National Vocational Certificate level 2, in (Electronics Sector) “Mobile Phone Technician”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person holding National Vocational Certificate level 1, in (Electronics Sector) “Mobile Phone Technician”
National Vocational Certificate level 3, in (Electronics Sector) “Mobile Phone Technician”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person holding National Vocational Certificate level 2, in (Electronics Sector) “Mobile Phone Technician”
National Vocational Certificate level 4, in (Electronics Sector) “Mobile Phone Technician”	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person holding National Vocational Certificate level 3, in (Electronics Sector) “Mobile Phone Technician”



**9. Categorization and Levelling of the Competency Standards**

NVQF Level	Code	Name of Competency	Category	Level	Credit
<b>Level-1</b>	102200843	Comply with Work Health and Safety Policies	Generic	1	03
	041700838	Obey the Workplace Policies and Procedures	Generic	1	02
	001100850	Follow Basic Communication Skills (General)	Generic	1	05
	061100855	Operate Computer Functions(General)	Generic	1	05
	071400632	Maintain Tools and Equipment	Technical	1	05
	071400633	Measure Basic Electrical & Electronics Units in Series/Parallel Circuits	Technical	1	15
<b>Level-2</b>	102200844	Comply with Personal Health and Safety Guidelines	Generic	2	03
	041700839	Communicate the Workplace Policy and Procedure	Generic	2	02
	001100851	Perform Basic Communication (Specific)	Generic	2	03
	061100856	Perform Basic Computer Application (Specific)	Generic	2	04
	071400634	Identify Incoming Quality Problems with Mobile Phones	Technical	2	10
	071400635	Diagnose fault in Power Section	Technical	2	10
	071400636	Diagnose fault in Display Panel	Technical	2	10
<b>Level-3</b>	102200846	Apply Work Health and Safety Practices (WHS)	Generic	3	03
	041700840	Identify and Implement Workplace Policy and Procedures	Generic	3	02
	001100852	Communicate at Workplace	Generic	3	03
	061100858	Perform Computer Application Skills	Generic	3	04
	041300867	Manage Personal Finances	Technical	3	03
	071400638	Diagnose fault in Data Section	Technical	3	7
	071400639	Diagnose fault in Network Section	Technical	3	7
	071400641	Diagnose fault in Audio Section	Technical	3	7
	071400642	Repair/ Replace Hardware Parts	Technical	3	19
<b>Level-4</b>	102200848	Contribute to Work Related Health and Safety (WHS) Initiatives	Generic	4	03
	041700841	Analyze Workplace Policy and Procedures	Generic	4	03
	001100853	Perform Advanced Communication	Generic	4	03



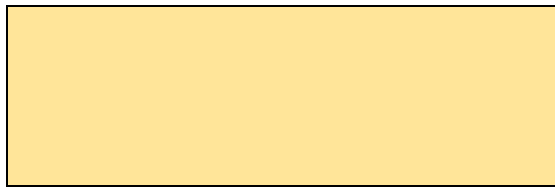
	061100858	Develop Advance Computer Application Skills	Generic	4	04
	041300869	Manage Human Resource Services	Generic		02
	041300860	Develop Entrepreneurial Skills	Generic	4	03
	071400644	Repair Software	Technical	4	15
	071400645	Manage Mobile Phone Storage.	Technical	4	5



## 10. Packaging of Qualifications

The National Vocational Qualifications have been packaged as detailed below:

<p>0714E&amp;A08 "Mobile Phone Technician" National Vocational Certificate level-4, in (Electronics Sector)</p>	<p>071400645 Manage Mobile Phone Storage</p>
	<p>071400644 Repair Software</p>
	<p>041300860 Develop Entrepreneurial Skills</p>
	<p>041300869 Manage Human Resource Services</p>
	<p>061100858 Develop Advance Computer Application Skills</p>
	<p>001100853 Perform Advanced Communication</p>
	<p>041700841 Analyse and Develop Workplace Policy and Procedures</p>
	<p>102200848 Contribute to Work Related Health and Safety (WHS) Initiatives</p>
<p>0714E&amp;A07 "Mobile Phone Technician" National Vocational Certificate level-3, in (Electronics Sector)</p>	<p>071400642 Repair/ Replace Hard ware Parts</p>
	<p>071400641 Diagnose fault in Audio Section</p>
	<p>071400639 Detect fault in Network Section</p>
	<p>071400638 Diagnose fault in Data Section</p>
	<p>041300867 Manage Personal Finances</p>
	<p>061100858 Perform Computer Application Skills</p>
	<p>001100852 Communicate at Workplace</p>



**041700840 Identify and Implement Workplace Policy and procedures**

**102200846 Apply Work Health and Safety Practices (WHS)**



**0714E&A06**  
**“Mobile Phone Technician”**  
**National Vocational Certificate level-2,**  
**in (Electronics Sector)**

**071400636 Detect fault in Display Panel**

**071400635 Diagnose fault in Power Section**

**071400634 Identify Incoming Quality Problems with Mobile Phones**

**061100856 Perform Basic Computer Application (Specific)**

**001100851 Perform Basic Communication (Specific)**

**041700839 Communicate the Workplace Policy and procedure**

**102200844 Comply with Personal Health and Safety Guidelines**



**0714E&A05**  
**“Mobile Phone Technician”**  
**National Vocational Certificate level-1,**  
**in (Electronics Sector)**

**071400633 Measure Basic Electrical & Electronics Units in Series/Parallel Circuits**

**071400632 Maintain Tools and Equipment**

**061100855 Operate Computer Functions (General)**

**001100850 Follow Basic Communication Skills (General)**

**041700838 Obey the Workplace Policies and Procedures**

**102200843 Comply with Work Health Safety and Policies**



## 11. Detail of Competency Standards

### 102200843 Comply with Work Health and Safety Policies

**Overview:** This unit describes the performance outcomes, skills and knowledge required to apply general work health and safety requirements in the workplace. Communicate work and health safety assess at work place. It describes generic work health and safety responsibilities applicable to employees without managerial or supervisory responsibilities.

Competency Units	Performance Criteria
<b>CU1. Work safely at work place</b>	<p><b>P1.</b> Identify relevant organizational safety policies and procedures</p> <p><b>P2.</b> Categorize tools and equipment as per requirements</p> <p><b>P3.</b> Maintain tools and equipment</p> <p><b>P4.</b> Follow established safety procedures during work activities</p> <p><b>P5.</b> Identify existing or potential safety issues to designated persons</p> <p><b>P6.</b> Report work-related incidents and accidents to supervisor</p> <p><b>P7.</b> Take necessary measures to minimizing risks</p>
<b>CU2. Communicate work health and safety (WHS) assess at work place</b>	<p><b>P1.</b> Raise work health and safety issues with supervisor.</p> <p><b>P2.</b> Contribute to workplace meetings and other consultative processes for work health and safety management at the workplace</p> <p><b>P3.</b> Make suggestions for improving work health and safety practices</p>
<b>CU3. Minimize risks to personal safety at work place</b>	<p><b>P1.</b> Identify situations that may endanger the personal safety</p> <p><b>P2.</b> Document the incident regarding personal safety at work place</p> <p><b>P3.</b> Eliminate workplace hazards regarding personal safety</p> <p><b>P4.</b> Identify damaged items and equipment for personal safety</p> <p><b>P5.</b> Notify supervisor regarding damaged items and equipment for personal safety</p>



<b>CU4. Minimize risks to public safety</b>	<b>P1.</b> Identify situations that may endanger the public safety <b>P2.</b> Document the incident at work sites <b>P3.</b> Eliminate workplace hazards at work sites <b>P4.</b> Identify damaged items and equipment related to public safety <b>P5.</b> Notify Situation that may endanger situation for safety measures.
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### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

- K1:** Identify the commonly used tools and equipment used at workplace.
- K2:** Rights and responsibilities of employers and employees
- K3:** Consultative processes to manage and monitor health and safety issues to enable active participation in maintaining a safe workplace
- K4:** State potential hazards in the workplace
- K5:** State commonly used hazard signs and safety symbols

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Identify health and safety policies to maintain and avoid any unwanted incident.





### 041700838 Obey the Workplace Policies and Procedures

**Overview:** This unit describes the skills and knowledge required to develop and implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

Competency Units	Performance Criteria
<b>CU1. Obey the workplace personal appearance and hygiene</b>	<b>P1.</b> Wear suitable clothes for the workplace and respect local and cultural contexts <b>P2.</b> Meet specific company dress code requirements
<b>CU2. Follow work ethics</b>	<b>P1.</b> Follow company value/ ethics code/ conduct policies and guidelines <b>P2.</b> Use company resources in accordance with company ethical standards <b>P3.</b> Conduct personal behavior and relationships in accord with company policy & procedures <b>P4.</b> Demonstrate ethical behavior with co-workers <b>P5.</b> Report work incident situations or resolve accordingly
<b>CU3. Demonstrate the Work place behaviors</b>	<b>P1.</b> Practice the positive behavior <b>P2.</b> Avoid arguing <b>P3.</b> Adopt flexibility in behavior to accept the resistance
<b>CU4. Communicate workplace policy &amp; procedures</b>	<b>P1.</b> Listen directions carefully <b>P2.</b> Ask relevant questions politely <b>P3.</b> Avoid to use abusive language/ expression <b>P4.</b> Respect co-workers and others
<b>CU5. Review the implementation of workplace policy &amp; procedures</b>	<b>P1.</b> Ensure proper implementation of policies <b>P2.</b> Enlist the gaps for improvement <b>P3.</b> Follow the feedback, if any



## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

- K1:** Rules, regulations and SOPs applicable to the organization
- K2:** Turnaround time to achieve target/goal.
- K3:** Operational hierarchal levels in an organization.

## Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Follow work place policy personal appearances adopting company values/ ethics/ codes and broacher policies for ensuring work place SOP's



**001100850 Follow Basic Communication Skills (General)**

**Overview:** After successful completion of this module you will be able to listen attentively, develop non-verbal communication, and identify communication barriers, interview preparation for job and different communication platforms in the workplace and throughout your career.

This unit of competency is designed to manage the workers and other personnel that can help in improving work quality and quantity through basic communication skills

Competency Units	Performance Criteria
<b>CU1. Adopt Effective listening to Skills</b>	<b>P1.</b> Listen attentively to others to improve communication skills <b>P2.</b> Avoid interrupting while listening others <b>P3.</b> Ask questions to ensure understanding <b>P4.</b> Receive and follow instructions as given by supervisor <b>P5.</b> Give the speaker regular feedback to communicate appropriately
<b>CU2. Develop Nonverbal communication with peers</b>	<b>P1.</b> Maintain eye contact to improve communication <b>P2.</b> Use facial expressions and gestures <b>P3.</b> Use Body language to communicate appropriately <b>P4.</b> Participate within Peers
<b>CU3. Prepare for Interview to get a job</b>	<b>P1.</b> Prepare yourself for interview to employer <b>P2.</b> Follow schedule according to the sequence of interview <b>P3.</b> Use communication techniques used while appearing in interview <b>P4.</b> Provide basic evidence of related skill <b>P5.</b> Respond appropriately to strong client emotional reactions
<b>CU4. Use communication platform at workplace</b>	<b>P1.</b> Convey message using different communication plate forms <ul style="list-style-type: none"> <li>• Face to face</li> <li>• Video chat</li> <li>• Phone calls/messages</li> <li>• Social Media</li> </ul>



<b>CU5. Identify communication barriers to improve interpersonal skills</b>	<b>P1.</b> Identify communication barriers to improve communication skills with each other i.e. <ul style="list-style-type: none"><li>• Attitudinal barrier</li><li>• Physical Barrier</li><li>• Long differences</li><li>• Conflicting information</li><li>• Differing status, position /self-expression</li></ul> <b>P2.</b> Use strategies to overcome these barriers in the client-counsellor relationship
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### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Minimizing communication barriers
- K2:** Listening, and responding with an open mind in a more effective way.
- K3:** appropriate communication methods.
- K4:** verbal and non-verbal messages appropriately.
- K5:** Confidence building
- K6:** Body language
- K7:** Appropriate Voice tone
- K8:** Interpersonal skills
- K9:** listening Skills

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Find a job through social media resources
  1. Prepare yourself to appear in interview by following points:
    - Effective listening skills
    - Body language



- Work in groups of 3-5 members.
  1. Think of a situation when you tried to communicate with another person. Or when somebody tried to communicate with you, and it failed.
  2. Think about the problems or barriers that interfered with the communication.
    - List the reasons for failure identified by your group.

- Non-verbal communication

Have activity cards:

- Worried
- Happy
- Disappointed
- Laughing
- Annoying

Participants to draw one of the activity cards. Without speaking, communicate the feeling or emotion on the card to the rest of the group. Have one participant at time get up in front of the group.



## 061100855 Operate Computer Functions (General)

**Overview:** The competency Standard describe skills and knowledge required to setup a computer system, organize files in folders, and shutdown a computer system.

Competency Units	Performance Criteria
<b>CU1. Set up the computer for use</b>	<b>P1.</b> Identify physical components of computer <b>P2.</b> Identify peripheral devices of the computer <b>P3.</b> Connect all components of computer <b>P4.</b> Follow procedures to turn on the computer system
<b>CU2. Organize files in folder</b>	<b>P1.</b> Create folders/subfolders with suitable names <b>P2.</b> Save files in relevant folders. <b>P3.</b> Rename and move folders in different drives. <b>P4.</b> Move folders and files using drag and drop techniques <b>P5.</b> Save folders and files on different media <b>P6.</b> Search for folders/subfolders and files using appropriate tool bars <b>P7.</b> Delete Folder files <b>P8.</b> Restore deleted folder files
<b>CU3. Shut down computer system</b>	<b>P1.</b> Save any work to be retained <b>P2.</b> Close open application programs correctly <b>P3.</b> Shut down computer <b>P4.</b> Switch off any unused peripheral devices <b>P5.</b> Ensure computer safety

## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

**K1:** Basic parts of a computer

**K2:** Definition of computer

**K3:** Definition of Drives

**K4:** enlist computer component



### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Switch on the computer
- Attach Computer component
- Switch on Peripheral devices
- Make a folder in any partition(drive) in hard disk
- Give name to the folder
- Save file in the folder
- delete the folder/File
- Shut down computer

The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments

### 071400632 Maintain Tools and Equipment

**Overview:** This competency standard covers the skills and knowledge required to Arrange Tools & Equipment, Maintain Tool Kit, Insulate Tools and Equipment, calibrate measuring instruments and Manage Inventory of tools and equipment.



Competency Units	Performance Criteria
<b>CU1. Arrange Tools &amp; Equipment</b>	<b>P1.</b> Identify tools and equipment <b>P2.</b> Prepare list of tools and equipment as per requirement <b>P3.</b> Check specifications of measuring Instruments <b>P4.</b> Collect tools and equipment from store
<b>CU2. Maintain Tool Kit</b>	<b>P1.</b> Check Physical Condition of Tools & Equipment before use <b>P2.</b> Perform preventive maintenance as per standards <b>P3.</b> Perform corrective maintenance (If required) <b>P4.</b> Clean Tools and equipment after use <b>P5.</b> Place tools and equipment at appropriate place
<b>CU3. Insulate Tools and Equipment</b>	<b>P1.</b> Select insulated tools and equipment <b>P2.</b> Ensure insulation of tools and equipment as per standards
<b>CU4. Calibrate measuring instruments</b>	<b>P1.</b> Check calibration status of the measuring tools <b>P2.</b> Perform calibration of measuring tools as per standards <b>P3.</b> Record Calibration test results
<b>CU5. Manage Inventory of tools and equipment.</b>	<b>P1.</b> Check number of tools and equipment as per record <b>P2.</b> Report for faulty tools and equipment <b>P3.</b> Generate demand for defective tools and equipment <b>P4.</b> Maintain record of all tools and equipment.

### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

**K1:** Describe Types and Uses of different Tools

**K2:** Describe Calibration techniques

**K3:** Describe Inventory Management

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Prepare list of the required tools
- Calibrate measuring instruments
- Storing of tools and equipment at appropriate place
- Manage Inventory of tools and equipment.





## Tools and Equipment

### a. Tools

- Precision screw driver
- Screw driver kit
- Tweezers
- Blade cutter
- Nose cutter
- Point cutter
- Cutter plier
- Nose plier
- PCB holder
- Hard tweezers
- Magnifying glass
- Openers kit
- Suction openers
- Magnifying lamp
- Wrist wire
- Scissors

### b. Equipment

- Soldering Iron
- Soldering Station
- Digital variable Power supply
- Battery booster
- Ultrasonic PCB Cleaner
- B. G. A. Kit
- Universal battery charger (0 – 24v)
- Heat gun
- Octopus Box (with cable Samsung + LG)
- J Tag
- EFT Dongle
- CM2 Dongle
- Sigma Key



- ATF Dongle
- ZXW (Hardware) Schematic diagram Dongle
- Smoke Absorber

**c. Test / Measuring Instruments.**

- Oscilloscope.
- Test JIG Box.
- Universal Battery Checker.
- LCD checker.



### 071400633 Measure Basic Electrical & Electronics Units in Series/Parallel Circuits

**Overview:** This competency standard covers the skills and knowledge required to Measure Electrical Current and Resistance, Perform Voltage Measurement, Calculate Electrical Power, Perform Capacitance and Inductance measurement/Test, Perform Low voltage (Step-down) transformer test and Construct rectifier circuit and DC regulated power supply

Competency Units	Performance Criteria
<b>CU1. Measure Electrical Current and Resistance</b>	<b>P1.</b> Arrange tools, material and equipment for measurement of electric current <b>P2.</b> Construct series arrangement of resistances in a closed loop circuit <b>P3.</b> Construct Parallel arrangement of resistances in a closed loop circuit <b>P4.</b> Perform measurement of Electrical resistance in a series / Parallel circuit <b>P5:</b> Perform measurement of Alternating current in a series / Parallel circuit <b>P6.</b> Perform measurement of Direct Current in a series / Parallel circuit
<b>CU2. Perform Voltage Measurement</b>	<b>P1.</b> Arrange tools, material and equipment for measurement of Voltage <b>P2:</b> Perform measurement of AC Voltage in a series / Parallel circuit <b>P3.</b> Perform measurement of DC Voltage in a series / Parallel circuit
<b>CU3. Calculate Electrical Power</b>	<b>P1.</b> Calculate Electrical Power for Parallel circuit <b>P2.</b> Calculate Electrical Power for series circuit
<b>CU4. Perform Capacitance and Inductance measurement/Test</b>	<b>P1.</b> Arrange tools, material and equipment for measurement of Capacitor / Inductor <b>P2.</b> Perform measurement of Capacitor / Inductor with LCR meter <b>P3.</b> Perform Open circuit / Short Circuit test for the Capacitor
<b>CU5. Perform Low voltage (Step-down) transformer test</b>	<b>P1.</b> Arrange tools, material and equipment for the transformer test <b>P2.</b> Perform Open circuit / Short Circuit test for the Low voltage Transformer



**CU6. Construct rectifier circuit and DC regulated power supply**

- P1.** Arrange tools, material and equipment for the Rectifier circuit
- P2.** Construct half wave / Full wave rectifier circuit
- P3.** Construct bridge arrangement from diodes for full wave rectification
- P4.** Measure Output voltage of rectifier with Oscilloscope.
- P5.** Construct 5 volt regulated DC power supply.
- P6.** Measure Output voltage of regulated DC power supply with Oscilloscope.

**Knowledge and Understanding**

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Define Voltage, Current, Resistance and Power
- K2:** Define AC and DC
- K3:** Define Ohm's Law
- K4:** Understand voltmeter, Ampere-meter, Ohm meter, wattmeter, multi-meter
- K5:** Verify Ohm's Law
- K6:** Verify Kirchhoff's Voltage Law
- K7:** Verify Kirchhoff's Current Law
- K8:** Understand Electrical Power and Energy
- K9:** Understand Voltage Drop
- K10:** Understand L.C.R meter
- K11:** Define Semiconductor Diode, Transistor
- K12:** Define Diode Rectifier Circuit
- K13:** Describe basic functions of Oscilloscope
- K14:** What is Rectifier Circuits



### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Measure Electrical Current and Resistance
- Perform Voltage Measurement
- Perform Capacitor and Inductor measurement/Test
- Perform Low voltage Transformer test.
- Construct rectifier circuit

### Tools and Equipment

- Digital Volt Meter
- Digital ampere meter
- Digital watt meter
- ohm meter
- DC variable power supply
- AC variable power supply
- LCR meter
- rectifier diodes
- Bridge rectifier
- Phase tester
- conventional plier
- side cutter
- long nose plier
- insulation remover
- tweezers
- electrician knife
- step down transformer
- oscilloscope
- digital multi-meter
- Soldering Gun
- Soldering iron
- Heat Gun



**102200844 Comply with Personal Health and Safety Guidelines**

**Overview:** This Competency Standard identifies the competencies required to protect/apply occupational Safety, health and Environment at workplace according to the industry’s approved guidelines, procedures and interpret environmental rules/regulations. Trainee will be expected to identify and use Personal Protective Equipment (PPE) according to the work place requirements. The underpinning knowledge regarding Observe Occupational Safety and Health (OSH) will be sufficient to provide the basis for the job at workplace.

<b>Competency Units</b>	<b>Performance Criteria</b>
<b>CU1. Identify Personal Hazards at Workplace</b>	<b>P1:</b> Identify risk to personal health <b>P2:</b> Identify hygiene and safety at work place <b>P3:</b> Identify processes <b>P4:</b> Identify tools, equipment and consumable materials that have the potential to cause harm <b>P5:</b> Report, identified risk to Health, hygiene and safety to concerned
<b>CU2. Apply Personal Protective and Safety Equipment (PPE)</b>	<b>P1:</b> List the Personal Protective equipment <b>P2:</b> Select personal protective equipment in terms of type and quantity according to work orders. <b>P3:</b> Wear personal protective equipment according to job requirements. <b>P4:</b> Clean personal protective equipment <b>P5:</b> Stored Personal Protective equipment in proper place after use.
<b>CU3. Comply with Occupational Safety and Health (OSH)</b>	<b>P1:</b> Maintain cleanliness and hygiene as per organizational policy <b>P2:</b> Comply with Health, hygiene and safety precautions before starting work <b>P3:</b> Comply with organizational Health, hygiene and safety guidelines during work <b>P4:</b> Deal with resolvable problems according to prescribed procedures <b>P5:</b> Report un resolvable problems to concerned



	<b>P6:</b> Place the tools equipment etc. at their prescribed place after completion of work
<b>CU4. Dispose of hazardous Waste/materials from the designated area.</b>	<b>P1:</b> Identify hazardous waste materials which needs to be disposed off <b>P2:</b> Segregate hazardous or non-hazardous waste carefully from the designated area as per approved procedure <b>P3:</b> Use proper disposal hazardous containers for dispose-off hazardous waste as per procedure <b>P4:</b> Take necessary precautions like putting masks and gloves while disposing hazardous waste/ materials as per standard operating procedure

### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

- K1:** Explain safety rules and regulations of organization
- K2:** List Personal protection and safety Equipment
- K3:** Describe meaning of Safety signs and symbols
- K4:** Demonstrate understanding of safety related Standard Operating Procedure/guidelines
- K5:** Describe waste disposal SOPs
- K6:** Explain best practices relating to clean and safe work environment

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence (s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of maintaining personal health and hygiene practices. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.



### 041700839 Communicate the Workplace Policy and Procedure

**Overview:** This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision.

Competency Units	Performance Criteria
<b>CU1. Identify workplace communication procedures</b>	<p><b>P1.</b> Identify organizational communication requirements and workplace procedures with assistance from relevant authority</p> <p><b>P2.</b> Identify appropriate lines of communication with supervisors and colleagues.</p> <p><b>P3.</b> Seek advice on the communication method/equipment most appropriate for the task</p>
<b>CU2. Communicate at workplace</b>	<p><b>P1.</b> Use effective questioning, and active listening and speaking skills to gather and convey information</p> <p><b>P2.</b> Use appropriate non-verbal behavior at all times</p> <p><b>P3.</b> Encourage, acknowledge and act upon constructive feedback</p>
<b>CU3. Draft Written Information</b>	<p><b>P1.</b> Identify and comply with required range of written materials in accordance with organizational policy and procedures</p> <p><b>P2.</b> Draft and present assigned written information for approval, ensuring it is written clearly, concisely and within designated timeframes.</p> <p><b>P3.</b> Ensure written information meets required standards of style, format and detail.</p> <p><b>P4.</b> Seek assistance and/or feedback to aid communication skills development</p>
<b>CU4. Review Documents</b>	<p><b>P1.</b> Check draft for suitability of tone for audience, purpose, format and communication style</p> <p><b>P2.</b> Check draft for readability, grammar, spelling, sentence and paragraph construction and correct any inaccuracies or gaps in content.</p> <p><b>P3.</b> Check draft for sequencing and structure</p>





	<p><b>P4.</b> Check draft to ensure it meets organizational requirements</p> <p><b>P5.</b> Ensure draft is proofread, where appropriate, by supervisor or colleague</p>
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### Knowledge and Understanding

- K1:** Key provisions of relevant regulations that may affect aspects of business operations, such as privacy laws
- K2:** Organizational policies, plans and procedures.
- K3:** Barriers to communication
- K4:** Communication model
- K5:** Verbal and written communication techniques

### Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

### 001100851 Perform Basic Communication (Specific)

**Overview:** This unit describes the skills and knowledge required to assist in the development of communication competence by providing information regarding different forms of communication and their appropriate use.



By the end of this program, learners will be able, to communicate more effectively and efficiently by: working in a team, follow supervisor’s instructions and develop generic communication work skills at workplace

Competency Units	Performance Criteria
<b>CU1. Communicate in a team to achieve intended outcomes</b>	<b>P1.</b> Treat team members with respect <b>P2.</b> Maintain positive relationships to achieve common organizational goals <b>P3.</b> Get work related information from team <b>P4.</b> Identify interrelated work activities to avoid confusion <b>P5.</b> Adopt communication skills, which are designed in a team. <b>P6.</b> Identify problems in communication with a team <b>P7.</b> Resolve Communication barrier through discussion and mutual agreement
<b>CU2. Follow Supervisor’s instructions as per organizational SOPs</b>	<b>P1.</b> Receive the instructions from Supervisor <b>P2.</b> Carry out the instructions of the supervisor <b>P3.</b> Report to the supervisor as per organizational SOPs
<b>CU3. Develop Generic communication skills at workplace</b>	<b>P1.</b> Develop basic reading skills <b>P2.</b> Develop Basic writing Skills <b>P3.</b> Develop basic listening skills

### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Basic Learn and understand Types of communication
- K2:** Basic Reading Skills
- K3:** Basic Writing skills
- K4:** Basic Verbal communication skills
- K5:** Basic Problem-solving skills
- K6:** Basic Self-Management Skills
- K7:** Basic Technology Skills



**K8:** Basic Interview Skills

**K9:** Basic Workplace dress code

**K10:** Basic The role of team members and functionality of the teams

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Make a list of appropriate communication skills with colleagues and supervisors



### 061100856 Perform Basic Computer Application (Specific)

**Overview:** This unit describes the skills and knowledge required to use spreadsheet to prepare a page of document, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility.

Competency Units	Performance Criteria
<b>CU1. Create Word Documents</b>	<p><b>P1.</b> Open word processing application</p> <p><b>P2.</b> Create a word document</p> <p><b>P3.</b> Customize page layout with relevant name setting</p> <p><b>P4.</b> Set up page in a word document</p> <p><b>P5.</b> Edit word document as required</p> <p><b>P6.</b> Use simple formatting tools when creating the document</p> <p><b>P7.</b> Save word document to directory</p> <p><b>P8.</b> Insert table in a word document</p> <p><b>P9.</b> Insert appropriate images into document as necessary</p> <p><b>P10.</b> Insert header/footer in a word document</p> <p><b>P11.</b> Insert section break in a word document</p> <p><b>P12.</b> Set style in word document</p> <p><b>P13.</b> Select basic Print settings</p> <p><b>P14.</b> Print the document</p>
<b>CU2. Use internet for Browsing</b>	<p><b>P1.</b> Use search engines to open website</p> <p><b>P2.</b> Search data on different topics</p> <p><b>P3.</b> Refine search to increase relevance of information or content</p> <p><b>P4.</b> Navigate a website to access the information or content required</p>



## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Describing formatting styles and their effect on formatting, readability and appearance of documents
- K2:** Outline purpose, use and function of word-processing software.
- K3:** Editing in MS Word
- K4:** Formatting in MS word
- K5:** Use of different search engines
- K6:** Use of different web pages

## Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify the components of computer
- Follow organizational ergonomic work health and safety (WHS) requirements and practices
- Create, open and retrieve documents using customized basic settings
- Format documents by creating tables and adding text, objects and images
- Save and prints documents.
- Download data through web browser



### 071400634 Identify Incoming Quality Problems with Mobile Phones

**Overview:** This competency standard covers the skills and knowledge required to check physical condition of Mobile Phone, Check Battery Condition of a Mobile Phone, Check Phone Charger, check basic Hardware fault, check basic Software fault and Prepare invoice

Competency Units	Performance Criteria
<b>CU1. Check physical condition of Mobile Phone</b>	<b>P1.</b> Inspect casing of mobile phone for physical damage <b>P2.</b> Detect cracks of mobile phone screen <b>P3.</b> Check Pre-scratches on mobile unit and record
<b>CU2. Check Battery Condition of a Mobile Phone</b>	<b>P1.</b> Check physical condition of battery for swollen <b>P2.</b> Check charge status of the battery <b>P3.</b> Inspect battery connectors and Terminals for connectivity
<b>CU3. Check Phone Charger</b>	<b>P1.</b> Check output voltage of the charger by voltmeter <b>P2.</b> Check continuity of the charger cable
<b>CU4. Check basic Hardware fault</b>	<b>P1.</b> Arrange tools and equipment as per requirement <b>P2.</b> Check power ON-Off status <b>P3.</b> Check charging status of the charging base
<b>CU5. Check basic Software fault</b>	<b>P1.</b> Check mobile for corrupt software <b>P2.</b> Check mobile for abnormal restart <b>P3.</b> Check freezing on logo <b>P4.</b> Check specific voltage on power supply
<b>CU6. Prepare invoice</b>	<b>P1.</b> Document list of faults with incoming quality <b>P2.</b> Estimate material cost and service charges <b>P3.</b> Verify invoice from the customer



## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Define Incoming Quality Control
- Types of mobile phones
- Types of display screens
- Types of operating systems
- Battery types and uses
- Types and components of mobile charger
- Types and uses of basic Tools and instrument

## Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Check Hardware fault
- Check Software fault

## Tools and Equipment

- Safety Gloves,
- Multi-meter,
- Screw Driver kit,
- Digital DC Power Supply,
- Universal Battery Charger (0-7v)



### 071400635 Diagnose fault in Power Section

**Overview:** This competency standard covers the skills and knowledge required to Dismantle Phone set, check supply Voltage, Check ON, OFF Switch, Check Charging Section, and Check power supply section of the mobile phone

Competency Units	Performance Criteria
<b>CU1. Dismantle Phone set</b>	<b>P1.</b> Select tools and equipment as per requirement <b>P2.</b> Remove back cover without damaging the phone <b>P3.</b> Remove screen without damaging
<b>CU2. Check supply Voltage</b>	<b>P1.</b> Check specific Voltage by power supply <b>P2.</b> Check for short circuit in the power supply section
<b>CU3. Check ON, OFF Switch</b>	<b>P1.</b> Check power switch for faulty contacts /connector <b>P2.</b> Check On- Off switch flex (ribbon cable) connectivity <b>P3.</b> Check power value on circuit through multi meter
<b>CU4. Check Charging Section</b>	<b>P1.</b> Check charging port for connectivity <b>P2.</b> Check charging flex cable for connectivity <b>P3.</b> Check battery terminal for voltage
<b>CU5. Check power supply section</b>	<b>P1.</b> Check physical condition of power IC for damage <b>P2.</b> Check power supply components for rated voltage

### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Describe Procedure of disassembling and assembling

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Check Charging Section
- Check power supply IC.





## Tools and Equipment

- Safety Gloves,
- Multi-meter,
- Screw Driver kit,
- Digital DC Power Supply,
- Magnifying Glass,
- Opener kit



## 071400636 Diagnose fault in Display Panel

**Overview:** This competency standard covers the skills and knowledge required to check display Glass, Check LCD Light Panel, Check Digitizer/soft keys and Check display Strip of mobile phone.

Competency Units	Performance Criteria
<b>CU1. Check display Glass</b>	<b>P1.</b> Remove glass protector from display glass without damage the screen <b>P2.</b> Check physical condition of display glass for damage
<b>CU2. Check LCD Light Panel</b>	<b>P1.</b> Check LCD light panel for liquid damage <b>P2.</b> Check LCD light panel for fused lights
<b>CU3. Check Digitizer/Soft Keys</b>	<b>P1.</b> Check physical condition of digitizer for damage <b>P2.</b> Check digitizer strip for connectivity <b>P3.</b> Check polarizer paper for spots <b>P4.</b> Check soft keys for continuity
<b>CU4. Check display Connector</b>	<b>P1.</b> Check input connectors for connectivity <b>P2.</b> Check output connectors for connectivity
<b>CU5. Check display Strip</b>	<b>P1.</b> Check physical condition of display strip for connectivity <b>P2.</b> Check display strip components for connectivity

### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

**K1:** Describe Types of display panel

**K2:** Describe Types and uses of digitizers

**K3:** Define Display strips

**K4:** Describe Types of display connectors



### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Check LCD Light Panel
- Check Digitizer
- Check LCD Connector
- Check display Strip

### Tools and Equipment

- Safety Gloves,
- LCD/LED Checker,
- Magnifying Lamp,
- Digital Multi-meter,
- Hot Plate LCD Separator



### 102200846 Apply Work Health and Safety Practices (WHS)

**Overview:** This unit describes the skills to work with safety and participate in hazard assessment activities, follow emergency procedures and participate OHS practices in process.

Competency Units	Performance Criteria
<b>CU1. Implement safe work practices at work place</b>	<b>P1.</b> Implement relevant rules and procedures of WHS at work place. <b>P2.</b> Comply with duty of care requirements <b>P3.</b> Use personal protective equipment according to safe work practices <b>P4.</b> Contribute to WHS consultative activities <b>P5.</b> Raise WHS issues with relevant personnel
<b>CU2. Participate in hazard assessment activities a work place</b>	<b>P1.</b> Identify hazards or WHS issues in the workplace to relevant personnel <b>P2.</b> Assess and control risks according to own level of responsibility, in line with workplace procedures <b>P3.</b> Report hazards or WHS issues in the workplace to relevant personnel <b>P4.</b> Document risk control actions as required
<b>CU3. Follow emergency procedures at workplace</b>	<b>P1.</b> Report emergencies or incidents promptly to relevant personnel <b>P2.</b> Deal with emergencies in line with own level of responsibility <b>P3.</b> Implement evacuation procedures as required
<b>CU4. Participate in OHS consultative processes</b>	<b>P1.</b> Contribute to workplace meetings, inspections or other consultative activities <b>P2.</b> Raise OHS (Occupational Health and Safety) issues with designated persons in accordance with organizational procedures <b>P3.</b> Take actions to eliminate workplace hazards or to reduce risks



## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

- K1:** Outline the WHS rights and responsibilities that apply to own role
- K2:** Explain the term duty of care
- K3:** Describe typical health and safety roles in the workplace
- K4:** List and describe common safety signs and symbols
- K5:** Explain procedures for reporting hazards, risks, incidents and accidents
- K6:** Identify and describe common hazards and major causes of accidents relevant to the workplace
- K7:** Explain what the term risk control means
- K8:** List and describe potential emergency situations and how to respond to them

## Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Demonstrate evidences of the Health and safety Processes to avoid any incident.



**041700840 Identify and Implement Workplace Policy and Procedures**

**Overview:** This unit describes the skills and knowledge required to develop and implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

<b>Competency Units</b>	<b>Performance Criteria</b>
<b>CU1. Identify workplace policy &amp; procedures</b>	<b>P1.</b> Identify the workplace policy & procedures <b>P2.</b> Apply appropriate strategies that can be used to measure whether your workplace health and safety obligations are being met. <b>P3.</b> Assure the policies are realistic, resources and personnel to implement <b>P4.</b> Implement the policy & procedures that reflects the organizations commitments <b>P5.</b> Ensure the appropriate methods of implementation, outcomes and performance indicators
<b>CU2. Implement workplace policy &amp; procedures</b>	<b>P1.</b> Apply and assign responsibility for recording systems to track continuous improvements in policy & procedures <b>P2.</b> Implement strategies for continuous improvement in effective and efficient information
<b>CU3. Communicate workplace policy &amp; procedures</b>	<b>P1.</b> Communicate procedures to help implement workplace policy <b>P2.</b> Inform those involved in implementing the policy about expected outcomes, activities to be undertaken and assigned responsibilities
<b>CU4. Review the implementation of workplace policy &amp; procedures</b>	<b>P1.</b> Identify the trends that may require remedial actions <b>P2.</b> Record the trends that may require remedial actions. <b>P3.</b> Ensure policy and procedures as required are made for continuous improvement of performance



## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

- K1:** Legislation, regulations and codes of practice applicable to the organization
- K2:** internal and external sources of information and organizational policy & procedures
- K3:** Typical barriers to implementing policies and procedures in an organization.

## Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Identify evidences of the ability to implement work place policy and procedures. briefly identify work place procedures to avoid incident.



## 001100852 Communicate at Workplace

**Overview:** This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision.

Competency Units	Performance Criteria
<b>CU1. Communicate within the organization</b>	<b>P1.</b> Communicate within a department <b>P2.</b> Communicate with other departments. <b>P3.</b> Use various media to communicate effectively <b>P4.</b> Communicate orally and written
<b>CU2. Communicate outside the organization</b>	<b>P1.</b> Deal with vendors <b>P2.</b> Deal with clients/customers <b>P3.</b> Interact with other organisations <b>P4.</b> Use various media to communicate effectively <b>P5.</b> Work with people of different cultures / backgrounds
<b>CU3. Communicate effectively in workgroup</b>	<b>P1.</b> Assess the issues to provide relevant suggestion to group members <b>P2.</b> Resolve the issues/ problems /conflicts within the group <b>P3.</b> Arrange group working sessions to increase the level of participation in the group processes <b>P4.</b> Communicate messages to group members clearly to ensure interpretation is valid <b>P5.</b> Communicate style /manner to reflect professional standards/ awareness of appropriate cultural practices <b>P6.</b> Act upon constructive feedback
<b>CU4. Communicate in writing</b>	<b>P1.</b> Identify relevant procedures for written information <b>P2.</b> Use strategies to ensure correct communication in writing. i.e. <ul style="list-style-type: none"><li>• correct composition</li><li>• clarity</li><li>• comprehensiveness</li><li>• accuracy</li><li>• appropriateness</li></ul>





	<p><b>P3.</b> Draft assigned written information for approval, ensuring it is written within designated timeframes</p> <p><b>P4.</b> Ensure written information meets required standards of style, format and detail</p> <p><b>P5.</b> Seek assistance / feedback to aid communication skills development</p>
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### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Importance of intra and inter organizational communication
- K2:** Basics of business communication
- K3:** Defining Modes of communication
- K4:** Effective communication in workgroup
- K5:** Communicating through writing
- K6:** The importance of teamwork

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

In your current position, what types of written communication do you use most often? (List them all).



## 061100858 Perform Computer Application Skills

**Overview:** This unit describes the skills and knowledge required to use spreadsheet applications, prepare in page documents, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility.

Competency Units	Performance Criteria
<b>CU1. Prepare In-page documents as per required information</b>	<b>P1.</b> Set keyboard preferences according to information requirements <b>P2.</b> Layout Page according to information requirements <b>P3.</b> Toggle between Languages <b>P4.</b> Identify the usage of tool bar <b>P5.</b> Insert Columns as per requirement <b>P6.</b> Print the document
<b>CU2. Prepare Spreadsheets as per required information</b>	<b>P1.</b> Create workbook according to information requirements <b>P2.</b> Insert sheet according to information requirements <b>P3.</b> Enter basic formulae / functions using cell referencing when required <b>P4.</b> Correct formulas when error messages occur <b>P5.</b> Use a range of common tools during spreadsheet development <b>P6.</b> Edit columns and rows within the spreadsheet Filter data <b>P7.</b> Save the spreadsheet to a folder on a storage device <b>P8.</b> Format spreadsheet using formatting features as required <b>P9.</b> Incorporate object and chart in spreadsheet <b>P10.</b> Print spreadsheet
<b>CU3. Use MS Office as per required information</b>	<b>P1.</b> Use Microsoft Word for documentation <b>P2.</b> Use Microsoft Excel for documentation <b>P3.</b> Use Microsoft PowerPoint for presentation <b>P4.</b> Perform OneNote



	<p><b>P5.</b> Perform Outlook for emails</p> <p><b>P6.</b> Perform Publisher applications</p>
<p><b>CU4. Perform computer graphics in basic applications</b></p>	<p><b>P1.</b> Perform graphic fundamentals in basic applications</p> <p><b>P2.</b> Draw Points and lines to make images</p> <p><b>P3.</b> Draw Dots in space to make images</p> <p><b>P4.</b> Draw lightening blot Shapes to make images</p> <p><b>P5.</b> Enlarge circles and rectangles to block in forms</p>
<p><b>CU5. Create Email account for communications</b></p>	<p><b>P1.</b> Make email account for communications</p> <p><b>P2.</b> . Compose text of an email message according to organizational guidelines as required</p> <p><b>P3.</b> Create an automatic signature for the user</p> <p><b>P4.</b> Attach files to email message where required</p> <p><b>P5.</b> Send email message</p> <p><b>P6.</b> Reply to / forward a received message using available features</p> <p><b>P7.</b> Save an attachment to the relevant folder</p> <p><b>P8.</b> Save email message using available settings</p> <p><b>P9.</b> Adjust email accounts to restrict and quarantine possible email security problems</p> <ul style="list-style-type: none"><li>• Print email message as per requirements</li></ul>



## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** List basic technical terminology related to reading help files and prompts
- K2:** Explain the effect of formatting and appearance on the readability and usability of spreadsheets
- K3:** Outline log-in procedures relating to accessing a personal computer (PC)
- K4:** Describe the purpose, use and function of spreadsheet applications.
- K5:** Understand **MS Word** to create documents, flyers, publications
- K6:** Understand **MS PowerPoint** to create presentations
- K7:** Understand **MS Excel** to store, organize, and manipulate data
- K8:** Understand **OneNote** to organize data you collect including handwritten notes, drawings, screen captures, audio clips, and more
- K9:** Understand of **Publisher** to create extensive publications, posters, flyers, menus
- K10:** Understand **Outlook** to manage email and calendars, to do lists, and contacts

## Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Create spreadsheets
- Customize basic settings
- Format spreadsheets
- Apply basic formulas
- Insert objects and charts in spreadsheets
- Save and print spreadsheets.



## 041300867 Manage Personal Finances

**Overview:** This unit of competency describes the outcomes required to manage develop, implement and monitor a personal budget in order to plan regular savings and manage debt effectively.

Competency Units	Performance Criteria
<b>CU1. Develop a personal budget</b>	<p><b>P1.</b> Calculate current living expenses using available information to prepare a personal budget.</p> <p><b>P2.</b> Keep a record of all income and expenses for a short period of time to help estimate ongoing expenses.</p> <p><b>P3.</b> Subtract total expenses from total income to determine a surplus or deficit budget for the specified period.</p> <p><b>P4.</b> Find reasons for a deficit budget and ways to reduce expenditure identified.</p> <p><b>P5.</b> Identify ways to increase income</p>
<b>CU2. Develop long term personal budget</b>	<p><b>P1.</b> Analyze income and expenditure and set long term personal financial goals.</p> <p><b>P2.</b> Develop a long-term budget based on the outcomes of short-term budgeting.</p> <p><b>P3.</b> Identify obstacles that might affect the business</p> <p><b>P4.</b> Formulate a regular savings plan based on budget</p>
<b>CU3. Identify ways to maximize future finances</b>	<p><b>P1.</b> Determine sources to maximize personal income,</p> <p><b>P2.</b> Get further education or training to maintain or improve future income.</p> <p><b>P3.</b> Identify the need for debt to finance living and other expenses,</p> <p><b>P4.</b> Determine the appropriate levels of debt and repayment.</p> <p><b>P5.</b> Consolidate existing debt, where possible, to minimize interest costs and fees.</p> <p><b>P6.</b> Seek professional money management services.</p>



## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain the abilities to plan and organize to keep records and monitor a personal budget
- K2:** Describe abilities to set and review goals
- K3:** Explain basic financial management and record keeping to enable development and management of a personal budget
- K4:** Describe benefits of financial goal setting and personal budgeting to enable effective management of personal finances
- K5:** Outline numeracy skills to compare income and expenditure

## Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

Demonstrates competency to provide evidence of the ability to manage personal finances. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

## 071400638 Diagnose fault in Data Section

**Overview:** This competency standard covers the skills and knowledge required to Diagnose fault nature, Check Key Pad Connector, Check Key Pad IC, Check SIM Connector, Check SIM IC, check camera, check memory Card Connector & Slot, Check RAM, ROM, and CPU.



<b>Competency Units</b>	<b>Performance Criteria</b>
<b>CU1. Diagnose fault's nature</b>	<b>P1.</b> Check mobile phone for software fault <b>P2.</b> Check mobile phone for hardware fault
<b>CU2. Check Key Pad Connector</b>	<b>P1.</b> Check physical condition of key pad connector for damage <b>P2.</b> Check physical condition of key pad circuit for damage <b>P3.</b> Check metallic plate tags for discontinuity
<b>CU3. Check Key Pad IC</b>	<b>P1.</b> Check physical condition of key pad IC for damage <b>P2.</b> Check physical condition of key pad IC prints on PCB for worn out
<b>CU4. Check SIM Connector</b>	<b>P1.</b> Check physical condition of SIM connector for damage <b>P2.</b> Check physical condition of SIM connector on PCB for connectivity
<b>CU5. Check SIM IC</b>	<b>P1.</b> Check physical condition of SIM IC for damage <b>P2.</b> Check physical condition of PCB SIM connector for connectivity
<b>CU6. Check camera</b>	<b>P1.</b> Check physical condition of camera for damage <b>P2.</b> Check camera lens and focus for proper function <b>P3.</b> Check Camera Connector for connectivity
<b>CU7. Check memory Card Connector and slot</b>	<b>P1.</b> Check physical condition of memory card slot for damage <b>P2.</b> Check memory card IC for damage
<b>CU8. Check RAM, ROM and CPU</b>	<b>P1.</b> Check RAM, ROM and CPU-IC for physical damage <b>P2.</b> Check RAM, ROM and CPU-IC pin connections for continuity with PCB



## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

**K1:** Types of keypad and keypad-connectors, keypad IC, SIM connector, SIM IC

**K2:** Types of camera, camera connectors

**K3:** Types of memory card connector

**K4:** Types and uses RAM, ROM and CPU

## Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Check Key Pad IC
- Check SIM IC
- Check Camera Connector
- Check RAM / ROM / CPU

## Tools and Equipment

- Safety Gloves,
- Digital Multi-meter,
- Screw Driver kit,
- Tweezers,
- Openers,
- Variable DC Power Supply



**071400639 Diagnose fault in Network Section**

**Overview:** This competency standard covers the skills and knowledge required to check voltage, Check Antenna, Check Network filters, Check Power Amplifier/PFO and Check Blue Tooth & Wi Fi section.

Competency Units	Performance Criteria
<b>CU1. Check voltage</b>	<p><b>P1.</b> Check physical condition of network-section components for damage</p> <p><b>P2.</b> Check rated Voltage at network-section with voltmeter</p>
<b>CU2. Check Antenna</b>	<p><b>P1.</b> Check antenna connection for signals</p> <p><b>P2.</b> Check antenna wire for connectivity</p> <p><b>P3.</b> Check antenna switch IC for networking</p>
<b>CU3. Check Network filters</b>	<p><b>P1.</b> Check burn out components of Rx/Tx filters</p> <p><b>P2.</b> Check filter components with LCR meter / Oscilloscope for proper function</p> <p><b>P3.</b> Check Power Frequency Oscillator for network signals</p>
<b>CU4. Check Power Amplifier / PFO</b>	<p><b>P1.</b> Check burn out components at amplifier section</p> <p><b>P2.</b> Check burn out components of Power Frequency Oscillator (PFO) / Power Amplifier for rated output</p> <p><b>P3.</b> Check Baseband IC for damage</p> <p><b>P4.</b> Check Voltage Controlled Oscillator (VCO) for rated signals</p>
<b>CU5. Check Bluetooth &amp; Wi Fi section</b>	<p><b>P1.</b> Check Bluetooth and WIFI antenna for signals</p> <p><b>P2.</b> Check Bluetooth and Wi-Fi___33 connectors for continuity</p> <p><b>P3.</b> Check Bluetooth and Wi-Fi___33 circuit section for signals</p>

**Knowledge and Understanding**

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

**K1:** Describe Types and functions of antenna, amplifier, filter, frequency crystals (RF Crystals) and Bluetooth/Wi-Fi



### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Check Antenna Switch IC
- Check Network filter
- Check Power Amplifier
- Check frequency Crystals.
- Check Blue Tooth / Wi Fi IC.

### Tools and Equipment

- Safety Gloves,
- Digital Multi-meter,
- Screw Driver kit,
- Tweezers,
- Openers,
- Oscilloscope,
- LCR meter,
- DC variable Power Supply



## 071400641 Diagnose fault in Audio Section

**Overview:** This competency standard covers the skills and knowledge required to Check Ear Piece, Check Micro Phone, Check Speaker (Ringer), Check Hand free Section, Check Vibrator and Check Audio IC

Competency Units	Performance Criteria
<b>CU1. Check Ear Piece</b>	<b>P1.</b> Check dust for blockage <b>P2.</b> Check Ear piece terminals for continuity <b>P3.</b> Check Ear piece coil for rated resistance
<b>CU2. Check Micro Phone</b>	<b>P1.</b> Check dust for blockage <b>P2.</b> Check Micro Phone terminals for continuity <b>P3.</b> Check Micro Phone for rated resistance
<b>CU3. Check Speaker (Ringer)</b>	<b>P1.</b> Check dust for blockage <b>P2.</b> Check Speaker terminals for continuity <b>P3.</b> Check Speaker coil for rated resistance
<b>CU4. Check Hand free Section</b>	<b>P1.</b> Check dust for blockage <b>P2.</b> Check Hand free terminals for continuity
<b>CU5. Check Vibrator</b>	<b>P1.</b> Check Vibrator connectivity with PCB <b>P2.</b> Check Vibrator coil for rated resistance <b>P3.</b> Check connectivity between Vibrator and Vibrator IC
<b>CU6. Check Audio IC</b>	<b>P1.</b> Check Audio IC for Physical damage <b>P2.</b> Check audio-section components for burn out <b>P3.</b> Check audio IC points connectivity with PCB

## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

**K1:** Describe Types and functions of audio parts (earpiece, microphone, speaker, hand free, vibrator and audio IC)



### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Check Ear Piece
- Check Micro Phone
- Check Speaker (Ringer)
- Check Audio IC

### Tools and Equipment

- Safety Gloves,
- Digital Multi-meter,
- Screw Driver kit,
- Tweezers,
- Openers



## 071400642 Repair/ Replace Hardware Parts

**Overview:** This competency standard covers the skills and knowledge required to Perform chemical washing, Replace Fix Battery, Replace Charging Connector/Base/NFC, Change Display/Glass, replace display Light IC, Replace Key Pad Connector, Replace SIM Card Connector, Replace Audio Components, Replace Camera, Replace Flash Light, Replace Antenna Components, Replace Blue Tooth and Wi Fi IC, Replace Sensors, Repair/Replace Mother Board and Replace Housing.

Competency Units	Performance Criteria
<b>CU1. Perform chemical washing</b>	<b>P1.</b> Arrange tools for cleaning and washing <b>P2.</b> Select chemicals for washing <b>P3.</b> Clean PCB from dust and moisture <b>P4.</b> Cover microphone, sensors and remove cameras before washing <b>P5.</b> Wash PCB and its components <b>P6.</b> Dry PCB and its components
<b>CU2. Replace Fix Battery</b>	<b>P1.</b> Disassemble mobile phone without damage <b>P2.</b> Replace fix Battery Connectors if required <b>P3.</b> Replace fix battery as per requirement
<b>CU3. Replace Charging Connector / Base / NFC</b>	<b>P1.</b> Remove existing charging port / base without damage of PCB <b>P2.</b> Replace new charging port / base as per standard <b>P3.</b> Replace Near Field Communication (NFC) antenna and its connectors <b>P4.</b> Check rated voltage as per specification
<b>CU4. Replace Display / Glass</b>	<b>P1.</b> Arrange tools and equipment as per requirement <b>P2.</b> Remove glass without damaging display <b>P3.</b> Remove display <b>P4.</b> Install display / glass as per standard
<b>CU5. Replace display Light IC</b>	<b>P1.</b> Remove faulty display light IC without damaging other components on PCB <b>P2.</b> Install new display light IC as per standard
<b>CU6. Replace Key-pad / Connector</b>	<b>P1.</b> Remove key-pad / connector / ribbon as per requirement <b>P2.</b> Install new key-pad / connector / ribbon as per standard



<b>CU7. Replace SIM Card Connector / Slot</b>	<b>P1.</b> Remove Sim Card slot / Connector as per requirement <b>P2.</b> Install new Sim Card slot / Connector as per standard
<b>CU8. Replace Audio Components</b>	<b>P1.</b> Remove Ear Piece / Microphone / Ringer / Head phone Jack / Vibrator as per requirement <b>P2.</b> Install new /Ear Piece / Microphone / Ringer / Head phone Jack / Vibrator as per standard
<b>CU9. Replace Camera</b>	<b>P1.</b> Remove Camera as per requirement <b>P2.</b> Remove camera-connector if required <b>P3.</b> Install camera / connector as per standard
<b>CU10. Replace Flash Light</b>	<b>P1.</b> Remove Flash light as per requirement <b>P2.</b> Install new flash light as per standard
<b>CU11. Replace Antenna Components</b>	<b>P1.</b> Remove Antenna / Cable / Connector as per requirement <b>P2.</b> Install Antenna / Cable / Connector as per standard
<b>CU12. Replace Blue-Tooth and Wi-Fi IC</b>	<b>P1.</b> Remove Blue-Tooth / WIFI IC as per requirement <b>P2.</b> Install Blue-Tooth / WIFI IC as per standard
<b>CU13. Replace Sensors.</b>	<b>P1.</b> Remove light sensor / sound sensor / proximity sensor / Finger Print sensor as per requirement <b>P2.</b> Install light sensor / sound sensor / proximity sensor / Finger Print sensor as per standard
<b>CU14. Repair / Replace Mother Board</b>	<b>P1.</b> Repair Motherboard for connectivity <b>P2.</b> Replace new Motherboard as per standard if required
<b>CU15. Replace Housing</b>	<b>P1.</b> Remove Housing as per requirement <b>P2.</b> Install new Housing as per standard

### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

**K1:** Types and uses of chemicals for mobile phone washing

**K2:** Types of display glasses, housing, battery connector, motherboard, audio components, charging connector, Bluetooth, WIFI, antenna components, flash light, finger print sensor, display light IC, various sensors, eye scanner etc.



### Critical Evidence(s) Required

- The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:
- Perform chemical washing
- Replace Fix Battery
- Replace Battery Connector
- Replace Charging Connector
- Change Display Glass
- Replace Display,
- Replace display Light IC.
- Replace Key pad Connector
- Replace SIM Card Connector
- Replace Audio Components
- Replace Camera
- Replace Flash Light
- Replace Antenna Components
- Replace Blue Tooth and Wi Fi IC.
- Replace various Sensors.
- Replace Finger Print Sensor.
- Replace Mother Board
- Replace Housing

### Tools and Equipment

- Precision screw driver
- Screw driver kit
- Tweezers
- Blade cutter
- Nose cutter
- Point cutter
- Cutter plier
- Nose plier
- PCB holder
- Hard tweezers



- Magnifying glass.
- Needle File set
- Openers kit
- Suction openers
- Magnifying lamp
- Wrist wire
- Scissors
- Equipment
- Soldering Iron
- Soldering Station
- Digital variable Power supply
- Ultrasonic PCB Cleaner
- B. G. A. Kit
- Universal battery charger (0 – 24v)
- Heat gun
- Microscope
- Smoke Absorber
- Test / Measuring Instruments
- Oscilloscope
- Universal Battery Checker
- LCD checker





**102200848 Contribute to Work Related Health and Safety (WHS) Initiatives**

**Overview:** This unit describes the skills and knowledge required to manage the identification, review, development, implementation and evaluation of effective participation and consultation processes as an integral part of managing work health and safety (WHS).

Competency Units	Performance Criteria
<p><b>CU1. Contribute to initiate work-related health and safety measures</b></p>	<p><b>P1.</b> compile database on work-related health and safety</p> <p><b>P2.</b> Identify measures that address legal obligations.</p> <p><b>P3.</b> Consult with individuals/ parties to formulate measures and initiatives</p> <p><b>P4.</b> Consult with individuals/parties to identify factors impacting on work-related health and safety</p> <p><b>P5.</b> Participate in consultative meetings.</p>
<p><b>CU2. Contribute to establish work-related health and safety measures</b></p>	<p><b>P1.</b> Assist in planning of work-related health and safety measures</p> <p><b>P2.</b> Contribute to the development of work-related health and safety measures</p> <p><b>P3.</b> Identify to implement work-related health and safety measures i.e.</p> <ul style="list-style-type: none"> <li>• resourcing requirements,</li> <li>• timelines</li> <li>• responsibilities</li> </ul> <p><b>P4.</b> Assist to implement work-related health and safety measures and initiatives i.e.</p> <ul style="list-style-type: none"> <li>• scheduling</li> <li>• liaison</li> <li>• administering resources</li> <li>• communication</li> </ul>
<p><b>CU3. Contribute to ensure legal requirements of WHS measures</b></p>	<p><b>P1.</b> Identify WHS legal requirements</p> <p><b>P2.</b> Apply knowledge of all aspects of WHS measures to</p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• workplace policies</li> <li>• participation processes</li> </ul>



	<b>P3.</b> Ensure, WHS measures are in accordance with legal requirements
<b>CU4. Contribute to review WHS measures</b>	<b>P1.</b> Develop effective practices to review work-related health and safety measures <b>P2.</b> Assist individuals and parties related to WHS measures in following activities <ul style="list-style-type: none"><li>• preparing reports</li><li>• communicating review</li><li>• evaluating outcomes</li></ul>
<b>CU5. Evaluate the organization's WHS system</b>	<b>P1.</b> Assess ongoing compliance with OHS (Occupational Health and safety) <b>P2.</b> Take feedback from concerned persons regarding WHS measures. <b>P3.</b> Assess the overall effectiveness of WHS management practices <b>P4.</b> Assist the development process of WHS measures in following ways <ul style="list-style-type: none"><li>• Suggest amendments</li><li>• Document amendments</li><li>• Implement amendments</li></ul> <b>P5.</b> Take feedback from concerned persons regarding WHS measures. <b>P6.</b> Communicate improvements in WHS Measures

### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain the application of relevant mandatory health monitoring, including biological monitoring, to help secure work health and safety



- K2:** Explain the difference between work-related health and safety measures and initiatives designed to meet specific legislative requirements and obligations, and those designed to support non-statutory health promotion programs, and give examples of each
- K3:** List factors that impact on work-related health and safety and their potential effects
- K4:** Identify internal and external sources of WHS information and data, and how to access them
- K5:** Outline organizational WHS and other relevant policies, procedures, processes and systems, including human resources
- K6:** Summarize relevant WHS legislation, other legislation (such as privacy and workers compensation) and common law rights and duties specific to work-related health and safety measures and initiatives
- K7:** Describe work-related health and safety measures and initiatives that either address specific legislative requirements and obligations, or support non-statutory health prevention programs, including:
  - The factors impacting on worker health and safety that they address
  - Effectiveness
  - Costs and benefits
  - Criteria for decisions regarding their implementation in a specific workplace
  - How they should be implemented.

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to contribute work-related health and safety measures and initiatives. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

### 041700841 Comply with Workplace Policy and Procedures

**Overview:** This unit describes the skills and knowledge required to implement a workplace policy & procedures and to modify the policy to suit changed circumstances. It



applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

Competency Units	Performance Criteria
<b>CU1. Manage work timeframes</b>	<p><b>P1.</b> Complete work tasks within deadlines in according to order of priority</p> <p><b>P2.</b> Supervisors are informed of any delays in work times or projects</p>
<b>CU2. Manage to convene meeting</b>	<p><b>P1.</b> Develop agenda in line with meeting purpose</p> <p><b>P2.</b> Select participants and notify them accordingly</p> <p><b>P3.</b> Carryout meeting arrangements according to the time</p> <p><b>P4.</b> Record the minutes of the meeting</p>
<b>CU3. Decision making at workplace</b>	<p><b>P1.</b> Identify the problem, challenge or opportunity</p> <p><b>P2.</b> Generate an array of possible solutions or responses</p> <p><b>P3.</b> Evaluate the costs and benefits associated with each option</p> <p><b>P4.</b> Assess the impact of the decision and modify the course of action as needed</p>
<b>CU4. Set and meet own work priorities at instant</b>	<p><b>P1.</b> Take initiative to prioritize and facilitate competing demands to achieve organizational goals and objectives</p> <p><b>P2.</b> Use technology efficiently and effectively to manage work priorities and commitments</p> <p><b>P3.</b> Maintain appropriate work-life balance</p>
<b>CU5. Develop and maintain professional competence</b>	<p><b>P1.</b> Assess personal knowledge and skills against competency</p> <p><b>P2.</b> Participate in networks to enhance personal knowledge, skills and work relationships</p> <p><b>P3.</b> Seek feedback from employees, clients and colleagues to develop and improve competence</p>
<b>CU6. Follow and implement work safety requirements</b>	<p><b>P1.</b> Identify and report emergency incidents</p> <p><b>P2.</b> Practice organizational policy and procedures for responding to emergency incidents</p> <p><b>P3.</b> Identify and implement workplace procedures and work instructions for controlling risks</p>



## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard.

This includes the knowledge of:

**K1:** Healthy work life balance

**K2:** Meeting terminologies, structures and arrangements

**K3:** Relevant organizational procedures and policies regarding meetings, chairing and minutes.

**K4:** Barriers to implement policies and procedures in an organization and possible strategies to address them.

## Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to understand workplace policy and procedures. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments

## 001100853 Perform Advanced Communication

**Overview:** This unit describes the performance outcomes, skills and knowledge required to develop communication skills used professionally. It covers plan and organise work and conduct trainings at workplace, along with demonstrating professional skills independently.



Competency Units	Performance Criteria
<b>CU1. Demonstrate professional skills</b>	<p><b>P1.</b> Use different modes of communication to communicate</p> <ul style="list-style-type: none"><li>• Speaking</li><li>• Reading</li><li>• Writing</li><li>• Listening</li><li>• Presentation</li><li>• visual representation etc.</li></ul> <p><b>P2.</b> Develop CV Skills according requirements</p> <p><b>P3.</b> Upgrade professional skills by attending trainings, webinars, conferences etc.</p> <p><b>P4.</b> Perform Continuous professional development as required at workplace</p> <p><b>P5.</b> Develop interview skills</p>
<b>CU2. Plan and Organize work</b>	<p><b>P1.</b> Identify task requirements.</p> <p><b>P2.</b> Plan steps to complete tasks.</p> <p><b>P3.</b> Review planning and organizing process.</p> <p><b>P4.</b> Organize work.</p>
<b>CU3. Provide trainings at workplace</b>	<p><b>P1.</b> Assess the need for training</p> <p><b>P2.</b> Prepare trainees for the learning experience</p> <p><b>P3.</b> Present training session</p> <p><b>P4.</b> Support trainees in managing their own learning</p> <p><b>P5.</b> Facilitate group learning</p> <p><b>P6.</b> Provide opportunity for practice</p> <p><b>P7.</b> Provide feedback on progress on trainees</p> <p><b>P8.</b> Review delivery experience</p>

### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explaining the training skills
- K2:** Identification of the professional skills



- K3:** Describing the advanced language skills
- K4:** Understanding of the assessment and trainees feedback methods
- K5:** Direct and indirect communication methods
- K6:** Explaining the need of the training type at the work place

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Job sheet
- Office emails and coordination reports
- Feedback proforma



## 061100858 Develop Advance Computer Application Skills

**Overview:** This unit provides an overview of Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards, i.e. Data Entry, Power Point Presentation and managing data base and graphics for Design

It applies to individuals employed in a range of work environments who need to be able to present a set range of data in a simple and direct forms

Competency Units	Performance Criteria
<b>CU1. Manage Information System to complete a task</b>	<b>P1.</b> Perform Data Entry in MS office <b>P2.</b> Manage File/folder in MS office <b>P3.</b> Perform Scanning of document <b>P4.</b> Maintain Office Record in drives <b>P5.</b> Perform Printing of document <b>P6.</b> Search required Files/Folders <b>P7.</b> Convert Files in required format. <b>P8.</b> Manage sizes of Files/Folders <ul style="list-style-type: none"><li>• Compress</li><li>• Zip /unzip</li></ul>
<b>CU2. Prepare Presentation using computers</b>	<b>P1.</b> Prepare presentation as per requirements, i.e. <ul style="list-style-type: none"><li>• Open blank presentation and add text / graphics</li><li>• Create a simple design for a presentation</li><li>• Apply existing styles within a presentation</li><li>• Use presentation template and slides to create a presentation</li><li>• Use various tools to improve the look of the presentation</li><li>• Save presentation to the appropriate storage device and folder with required name</li></ul> <b>P2.</b> Customize basic settings to meet user requirements <b>P3.</b> Format presentation as require <ul style="list-style-type: none"><li>• Develop organizational charts</li><li>• Add objects and manipulate to meet presentation purposes</li></ul>





	<ul style="list-style-type: none"><li>• Modify slide layout, including text and colors, to meet presentation requirements</li><li>• Save presentation in another format</li><li>• Save to storage device and close presentation</li></ul> <p><b>P4.</b> Add slide show effect into presentation as required to enhance the presentation</p> <ul style="list-style-type: none"><li>• Incorporate pre-set Animation</li><li>• Apply Multimedia effects</li><li>• Record Narration</li><li>• Apply hyperlink</li><li>• Apply video</li><li>• Rehearse Timings</li><li>• Test presentation for overall effect</li></ul> <p><b>P5.</b> Print the presentation</p> <ul style="list-style-type: none"><li>• Select appropriate print format for presentation</li><li>• Select preferred slide orientation</li><li>• Add notes and slide numbers</li><li>• Preview slides and run spell check before presentation</li><li>• Print selected slides and submit presentation to appropriate person for feedback</li></ul> <p><b>P6.</b> Practice verbal presentation</p> <p><b>P7.</b> Practice presentation through AV Aids</p>
<p><b>CU3. Use Microsoft Access to manage database</b></p>	<p><b>P1.</b> Collect the data using a standard data base package.</p> <p><b>P2.</b> Start access to manage database i.e.</p> <ul style="list-style-type: none"><li>• identify problem statement of Data</li><li>• Develop a table with fields /attributes according to database usage/ user requirements</li><li>• Create a primary key and establish an index for each table</li><li>• Modify table layout and field attributes as required</li><li>• Create a relationship between the two tables</li><li>• Add data in a table according to information requirements</li><li>• Add records as required</li></ul>



	<ul style="list-style-type: none"><li>• delete records as required</li><li>• Save database to storage area</li><li>• close down database to storage area</li><li>• Apply criteria in the following Query</li><li>• SQL view of Query</li><li>• Wildcards of query</li><li>• Query Criteria</li></ul> <p><b>P3.</b> Customize basic settings:</p> <ul style="list-style-type: none"><li>• Adjust page layout to meet user requirements</li><li>• Open and view different toolbars</li><li>• Format font as appropriate for the purpose of the database entries</li><li>• Create reports</li><li>• Design reports to present data in a logical sequence</li><li>• Modify reports to include or exclude additional requirements</li><li>• Distribute reports to appropriate person in a suitable format</li></ul> <p><b>P4.</b> Create forms</p> <ul style="list-style-type: none"><li>• Use a wizard to create a simple form</li><li>• Open existing database and modify records through a simple form</li><li>• Rearrange objects within the form to accommodate information requirements</li></ul>
<p><b>CU4. Develop graphics for Design</b></p>	<p><b>P1.</b> Develop graphic design concepts based on a thorough understanding of the communication need</p> <p><b>P2.</b> Use design techniques confidently to produce designs</p> <p><b>P3.</b> Integrate design tools skillfully to produce designs</p> <p><b>P4.</b> Evaluate the success of completed designs to meet objectives</p> <p><b>P5.</b> evaluate feedback from client / peers</p>



## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1:** List basic technical terminology to read help files and prompts
- K2:** Outline the different types of formal and informal presentations
- K3:** Explain Power point presentation
- K4:** Segregation of Data
- K5:** Define the relation among data
- K6:** Define criteria in the query
- K7:** Creates and modify reports and forms.
- K8:** Outline basic database design principles
- K9:** Current graphic design software
- K10:** Discuss features of current and emerging technologies used in graphic design practice and the options they present for effective graphic design solution

## Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Design and develop a simple database using a standard database package
- Create, format and prepare presentations for distribution and display
- Customize basic settings
- Add slide show effects.
- Generate employment report from given data by using Microsoft Access.



### 041300869 Manage Human Resource Services

**Overview:** This unit describes the skills and knowledge required to plan, manage and evaluate delivery of human resource services, integrating business ethics. It applies to individuals with responsibility for coordinating a range of human resource services across an organization. They may have staff reporting to them.

Competency Units	Performance Criteria
<b>CU1. Determine strategies for delivery of human resource services</b>	<b>P1.</b> Analyze business strategy and operational plans to determine human resource requirements <b>P2.</b> Review external business environment that likely impact on organization’s human resource requirements <b>P3.</b> Consult line and senior managers to identify human resource needs in their areas <b>P4.</b> Review organization’s requirements for diversity in the workforce <b>P5.</b> Deliver human resource services that comply with business



	<p>goals</p> <p><b>P6.</b> Develop strategic action plan for delivery of human resource services</p> <p><b>P7.</b> Develop roles and responsibilities of human resource team</p> <p><b>P8.</b> Develop quality assurance policy</p>
<b>CU2. Manage the delivery of human resource services</b>	<p><b>P1.</b> Communicate human resource strategies and services to internal and external stakeholders</p> <p><b>P2.</b> Develop and negotiate service agreements between</p> <ul style="list-style-type: none"> <li>• The human resource team,</li> <li>• Service providers</li> <li>• Client groups</li> </ul> <p><b>P3.</b> Document service specifications, performance standards and timeframes</p> <p><b>P4.</b> Document /communicate service</p> <ul style="list-style-type: none"> <li>• Specifications,</li> <li>• Performance standards</li> <li>• Timeframes</li> </ul> <p><b>P5.</b> Monitor Quality assurance processes</p> <p><b>P6.</b> Ensure that services are delivered by appropriate providers, according to service agreements and operational plans</p> <p><b>P7.</b> Identify underperformance of human resource team or service providers</p>
<b>CU3. Evaluate human resource service delivery</b>	<p><b>P1.</b> Establish Management information system for human resource services</p> <p><b>P2.</b> Conduct survey to determine level of satisfaction</p> <p><b>P3.</b> Analyze feedback of survey</p> <p><b>P4.</b> Recommend changes to service delivery</p> <p><b>P5.</b> Support agreed change processes across the organization</p>
<b>CU4. Manage integration of business ethics in human resource practices</b>	<p><b>P1.</b> Ensure ethics in personal behavior</p> <p><b>P2.</b> Ensure code of conduct is observed across the organization,</p> <p><b>P3.</b> Observe confidentiality requirements in dealing with all human resource information</p> <p><b>P4.</b> Deal promptly with unethical behavior</p>



	<b>P5.</b> Ensure all persons responsible for human resource functions understand requirements regarding their ethical behavior
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### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Identify the key provisions of legal and compliance requirements that apply to managing human resources
- K2:** Summarize the organization’s code of conduct
- K3:** Explain human resource strategies and planning processes and their relationship to business and operational plans
- K4:** Describe performance and contract management
- K5:** Explain how feedback is used to modify the delivery of human resources.

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to manage human resource services. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

### Performance requirements

This competency is to be assessed using standard and authorized work practices, safety requirements and environmental constraints. Demonstrated evidence is required of the ability to:

- Plan and manage human resource delivery within legislative, organizational and business ethics frameworks
- Communicate effectively with a range of senior personnel
- Identify and arrange training support where appropriate



- Calculate human resource return on investment within the organization.

### 041300860 Develop Entrepreneurial Skills

**Overview:** This Competency Standard identifies the competencies required to develop entrepreneurial skills, in accordance with the organization’s approved guidelines and procedures. You will be expected to develop a business plan, collect information regarding funding sources, develop a marketing plan and develop basic business communication skills. Your underpinning knowledge regarding entrepreneurial skills will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
<b>CU1. Develop a business plan</b>	<p><b>P1.</b> Conduct a market survey to collect following information</p> <ul style="list-style-type: none"><li>• Customer /demand</li><li>• Tools, equipment, machinery and furniture with rates</li><li>• Raw material</li><li>• Supplier</li><li>• Credit / funding sources</li><li>• Marketing strategy</li><li>• Market trends</li><li>• Overall expenses</li><li>• Profit margin</li></ul> <p><b>P2.</b> Select the best option in terms of cost, service, quality, sales, profit margin, overall expenses</p> <p><b>P3.</b> Compile the information collected through the market survey, in the business plan format</p>



<b>CU2. Collect information regarding funding sources</b>	<b>P1.</b> Identify the available funding sources based on their terms and conditions, maximum loan limit, payback time, interest rate <b>P2.</b> Choose the best available option according to investment requirement <b>P3.</b> Prepare documents according to the loan agreement requirement <b>P4.</b> Include the information of funding sources in the business plan
<b>CU3. Develop a marketing plan</b>	<b>P1.</b> Make a marketing plan for the business including product, price, placement, promotion, people, packaging and positioning <b>P2.</b> Include the information of marketing plan in the business plan
<b>CU4. Develop basic business communication skills</b>	<b>P1.</b> Communicate with internal customers e.g.: labor, partners and external customers e.g.: suppliers, customers etc., using effective communication skills <b>P2.</b> Use different modes of communication to communicate internally and externally e.g.: presentation, speaking, writing, listening, visual representation, reading etc. <b>P3.</b> Use specific business terms used in the market

### Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Explain the 7ps of marketing including product, price, placement, promotion, people, packaging and positioning
- K2:** Describe 7Cs of business communication
- K3:** Define different modes of communication and their application in the industry
- K4:** Enlist specific business terms used in the industry





- K5:** Enlist the available funding sources
- K6:** Explain how to get loan to start a new business
- K7:** Explain market survey and its tools e.g.: questionnaire, interview, observation etc.
- K8:** Describe the market trends for specific product offering
- K9:** State the main elements of business plan
- K10:** Explain how to fill the business plan format
- K11:**

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop Entrepreneurial Skills.

### Performance requirements

- Conduct market survey and formulate business plans in terms of feasibility, investment potential, risk, and completeness.
- Demonstrate the use of both verbal and non-verbal business communication.
- Effectively present business ideas and profile



## 071400644 Repair Software

**Overview:** This competency standard covers the skills and knowledge required to Restore Factory Setting, Update Software/Flash, Recover /Repair own IMEI as per Rules, Convert File system, install application software and Deliver Mobile phone set

Competency Units	Performance Criteria
<b>CU1. Restore Factory Setting</b>	<b>P1.</b> Restore Factory settings through internal options (soft reset) <b>P2.</b> Reset factory settings through keys (Hard reset) <b>P3.</b> Reset factory setting through interface (Dongle reset)
<b>CU2. Update Software/Flash</b>	<b>P1.</b> Update software via internal options / Over The Air (OTA) <b>P2.</b> Update software via dongle
<b>CU3. Recover / Repair own IMEI. As per Rules</b>	<b>P1.</b> Update mobile software with the latest version <b>P2.</b> Repair own IMEI via dongle
<b>CU4. Convert File system</b>	<b>P1.</b> Install fresh stock ROM <b>P2.</b> Install Custom ROM
<b>CU5. Install application software</b>	<b>P1.</b> Install application software from internal software options <b>P2.</b> Install application software by personal computer
<b>CU6. Deliver Mobile phone set</b>	<b>P1.</b> Perform Outgoing Quality Control (OQC) <b>P2.</b> Prepare delivery report <b>P3.</b> Obtain confirmation from customer <b>P4.</b> Negotiate Price with customer <b>P5.</b> Prepare Invoice / Bill of quantity <b>P6.</b> Take feedback from customer

## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Enlist operating systems
- Describe Types of Dongle, Data cables,
- Describe Flashing procedure
- Describe Methods for recovering IMEI
- Describe PTA Rules & Regulations regarding IMEI



- Enlist Methods of data recovery and transfer
- Describe file systems and conversion methods and techniques
- Enlist Latest software updates and installation methods
- Describe Types and uses of different application software
- Describe Mobile phone handing taking over procedures
- Describe Documentation, verification and invoices for customers and record keeping

### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Flash mobile Phone.
- Recover own IMEI. As per Rules.
- Convert File system
- Install application software

### Tools and Equipment

- Digital Power supply
- Octopus Box (with cable Samsung + LG)
- J Tag
- EFT Dongle
- CM2 Dongle
- Sigma Key
- ATF Dongle
- ZXW (Hardware) Schematic diagram Dongle
- Test JIG Box



## 071400645 Manage Mobile Phone Storage

**Overview:** This competency standard covers the skills and knowledge required to Arrange Secure Storage, maintain constant Environment at Store, Adopt Identification System, Manage Inventory of Phone and Maintain Record of Repaired Phones

Competency Units	Performance Criteria
<b>CU1: Arrange Secure Storage</b>	<b>P1.</b> Establish locker for safe storage <b>P2.</b> Reserve each section for different stocks <b>P3.</b> Label each section of locker with tags
<b>CU2: Maintain constant Environment at Store</b>	<b>P1.</b> Ensure constant temperature in the storage area <b>P2.</b> Ensure comfortable humidity in the storage area <b>P3.</b> Ensure dust free environment in the storage
<b>CU3: Adopt Identification System</b>	<b>P1.</b> Record invoice data <b>P2.</b> Develop tags for received sets / items <b>P3.</b> Apply tags on items as per requirement
<b>CU4: Manage Inventory of Phone and accessories</b>	<b>P1.</b> Prepare list of items <b>P2.</b> Arrange items as per inventory list <b>P3.</b> Store tagged items
<b>CU5. Maintain Record of Repaired Phones</b>	<b>P1.</b> Keep record of repaired mobile phones. <b>P2.</b> Check record for the received mobile phones <b>P3.</b> Update record of the repaired mobile phones

## Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- K1:** Define Ideal temperature at mobile storage.
- K2:** Define humidity at storage of mobile phones and accessories
- K3:** Describe Inventory systems
- K4:** Describe Record keeping of mobile phones
- K5:** Describe Safety and security procedure.



### Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Maintain constant Environment at Store
- Adopt Identification System
- Manage Inventory of Phone.

### Tools and Equipment

- Scissors,
- Electrician Knife,
- Safe Locker,
- Tag Printing Machine,
- Price Roller



## 12. Complete List of Tools, Equipment, Machines and Consumables

### Tools

Sr. #	Description
1.	Precision screw driver
2.	Screw driver kit
3.	Tweezers
4.	Brushes
5.	Blade cutter
6.	Nose cutter
7.	Point cutter
8.	Cutter plier
9.	Nose plier
10.	PCB holder
11.	Hard tweezers
12.	Magnifying glass
13.	Openers kit
14.	Suction openers
15.	Magnifying lamp
16.	Wrist wire
17.	Scissors

### Equipment

Sr. #	Description
1.	Soldering Iron
2.	Soldering Station
3.	Digital variable Power supply
4.	Battery booster
5.	Ultrasonic PCB Cleaner
6.	B. G. A. Kit
7.	Universal battery charger (0 – 24v)
8.	Heat gun



9.	Octopas Box (with cable Samsung + LG)
10.	J Tag
11.	EFT Dongle
12.	CM2 Dongle
13.	Sigma Key
14.	ATF Dongle
15.	ZXW (Hardware) Schematic diagram Dongle
16.	Smoke Absorber

## Test / Measuring Instruments

Sr. #	Description
1.	Oscilloscope
2.	Test JIG Box
3.	Universal Battery Checker
4.	LCD checker
5.	LED checker
6.	Hot air blower
7.	Glass laminating machine
8.	De-bubbler machine
9.	PCB Owen
10.	Hot plate display separator
11.	Freezer for separation of OLED
12.	Flex binding machine
13.	Mini electric grinder kit (EMC)
14.	BGA Workstation
15.	Digital Multimeter
16.	LCR Meter

## Consumables

Sr. #	Description
1	Soldering wire
2	Gloves



3	Jumper wire
4	IC Paste
5	Solder paste
6	Cleaning sponge
7	Paste flux
8	Cleaning cloth
9	Chemical for washing mobile phone
10	UV Gum
11	Double tape
12	Heat tape
13	Adhesive Glue
14	Thinner
15	CTC
16	Shiner
17	Steel wire
18	Rubber adhesive glue





**List of Stationary**

Sr. #	Description
1.	Handbooks
2.	Design books
3.	Pencils
4.	Rubber
5.	Sharpeners
6.	Paper Cutter
7.	Seizers
8.	Colours
9.	White charts
10.	Brown sheets
11.	White board markers
12.	Permanent markers
13.	File cover and files

