

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Electronics Sector Skills Council of India (ESSCI)
155, 2nd Floor, ESC House
Okhla Industrial Area - Phase 3,
New Delhi – 110020
Tel: 011 – 8447738501

Name and contact details of individual dealing with the submission

Name: Dr. Abhilasha Gaur

Position in the organisation: COO

Address if different from above: Same as above

Tel number(s):

E-mail address: ceo@essc-india.org

List of documents submitted in support of the Qualifications File

1. Model Curriculum

Model Curriculum to be added which will include the following:

- **Indicative list of tools/equipment to conduct the training**
- **Trainers qualification**
- **Lesson Plan**
- **Distribution of training duration into theory/practical/OJT component**

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

SUMMARY

1	Qualification Title: Mobile Phone Hardware Repair Technician
2	Qualification Code, if any: ELE/Q8104
3	NCO code and occupation: NCO-2015/7422.2301 and After Sales Service
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term): Responsible for rectifying faults in the mobile phone brought in by the customer. Long term.
5	Body/bodies which will award the qualification: Electronics Sector Skills Council of India
6	Body which will accredit providers to offer courses leading to the qualification: Electronics Sector Skills Council of India
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy): Yes
8	Occupation(s) to which the qualification gives access: After Sales Service
9	Job description of the occupation: The individual at work is responsible for rectifying faults in the mobile phone brought in by the customer. The individual receives the faulty mobile phone, diagnoses the problems, performs front end or hardware level repair as required, resolves software issues and ensures effective functioning before delivering back to customer.
10	Licensing requirements: NA
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided): N/A
12	Level of the qualification in the NSQF: Level 4
13	Anticipated volume of training/learning required to complete the qualification: 600 Hours
14	Indicative list of training tools required to deliver this qualification: Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguisher, first aid kit, fire extinguishers and warning signs. Anti-Static Pad, BGA Rework Station (Automatic), Compatible Software with variety of Handsets, Compatible Software with variety of Handsets,

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

	<p>Compatible Software with variety of Handsets, Connecting Wires, Digital Multimeter, ESD Brush, ESD Coat, ESD Gloves, ESD Wrist Band, ESD-Safe Tweezer – Flat, ESD-Safe Tweezer – Sharp, Isopropyl Solution (IP), LCD Opening Absorber, Magnifying Lens, Mobile Opener, Multi-Phone Charger, PCB Holder, Precision Screw Drivers, Regulated Dc Power Supply, Scrap Smart Phone, SMB Rework Station, Soldering Station, job sheets, report formats.</p> <p>Sample of escalation matrix, organization structure</p>		
15	<p>Entry requirements and/or recommendations and minimum age:</p> <p>8th Grade Pass + NTC (2 years after 8th) + 2 Year NAC/relevant Experience)</p> <p>OR</p> <p>10th Grade pass + 2 Year NTC/NAC/ relevant experience</p> <p>OR</p> <p>Certificate-NSQF (Level-3 in Maintenance Technician) with 2 Years of relevant Experience</p> <p>OR</p> <p>12th Class</p> <p>and</p> <p>18 Years</p>		
16	<p>Progression from the qualification (Please show Professional and academic progression): Mobile Phone Hardware Service Engineer</p>		
17	<p>Arrangements for the Recognition of Prior learning (RPL):</p> <p>RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack by Electronics Sector Skills Council of India (ESSCI)</p>		
18	<p>International comparability where known (research evidence to be provided) :</p> <p>Yet to establish</p>		
19	<p>Date of planned review of the qualification: 02.08.2025</p>		
20	<p>Formal structure of the qualification</p> <p>Mandatory components</p>		
	<p>Title of component and identification code/NOSs/Learning outcomes</p>	<p>Estimated size (learning hours)</p>	<p>Level</p>

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

(i)	Bridge Module (Introduction)	60	4
(ii)	Interact with customer and perform front end repair (ELE/N8104)	180	4
(iii)	Repair and rectify the faults in mobile Phone (ELE/N8107)	270	4
(iv)	Apply health and safety practices at the Workplace (ELE/N1002)	30	4
(v)	Employability Skills (60 Hours) (VSQ/DGT/N0102)	60	4
	Total	600	4

SECTION 1

ASSESSMENT

21	<p>Body/Bodies which will carry out assessment: Electronics Sector Skills Council of India</p>
22	<p>How will RPL assessment be managed and who will carry it out?</p> <p>Give details of how RPL assessment for the qualification will be carried out and quality assured.</p> <p>The RPL assessment will be carried out through pre assessment, identifying the skills gaps, provide bridge training to cover the competency gap and then conduct final assessment of the candidates.</p>
23	<p>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</p> <p>Assessment is done through third parties who are affiliated to ESSCI as Assessment Body. Assessors are trained & certified by ESSCI through Training of Assessors program. The assessment involves two processes. The first process is gathering the evidence of the competency of individuals. The second part of the assessment process is the judgement as to whether a person is competent or not. The assessment plan contains the following information:</p> <ul style="list-style-type: none"> • What will be assessed, i.e. the competency based on each NOS • How assessment will occur i.e. methods of assessment • When the assessment will occur • Where the assessment will take place i.e. context of the assessment (workplace/simulation) • The criteria for decision making i.e. those aspects that will guide judgements and <p>Where appropriate, any supplementary criteria used to make a judgement on the level of performance.</p> <p>The assessment is conducted through theory, viva voce and practical.</p>

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e. Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

Title of Component: Mobile Phone Hardware Repair Technician

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Provided in the above section	
Means of assessment 1	
<ol style="list-style-type: none"> Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below.) Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria. 	
Means of assessment 2	
Add boxes as required.	
Pass/Fail	
<ol style="list-style-type: none"> To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack. 	

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
ELE/N8104: Interact with customer and perform front end repair				
<i>Engaging with customers</i>	8	12	-	-
PC1. receive the customers and greet them as per companys norms	1	2	-	-
PC2. follow behavioural etiquettes whileinteracting with customers	2	2	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

PC3. ensure the customers are comfortable in the store	2	2	-	-
PC4. communicate in the language which the customers are comfortable with	1	2	-	-
PC5. understand the profile of the customers and offer service	1	2	-	-
PC6. inform about repair charges and warranty applicable	1	2	-	-
<i>Understanding the complaint</i>	6	14	-	-
PC7. interact with customers to understand the customers purpose of visit such as repair of phone, purchase of accessories, software upload, collection of repaired phone	1	2	-	-
PC8. listen to customers and understand the customer level complaint such as display not working, not switching on	1	3	-	-
PC9. interrogate the customers to assess the cause of problem such as physical damage, uploading of any unauthorised software or application	1	2	-	-
PC10. decide on the action to be performed, i.e., front end repair or hardware level repair is required	1	3	-	-
PC11. inform customers about the time taken and estimated cost for hardware level repair	1	2	-	-
PC12. provide document to customers for collecting the device after repair	1	2	-	-
<i>Documenting on computer</i>	9	13	-	-
PC13. use the system to identify the warranty coverage of the mobile phone and other terms and conditions	2	3	-	-
PC14. understand the customer relationship management policy of the mobile brand and inform customers about them	2	3	-	-
PC15. log into customer portal and enter the details of the customer and other details such as phone model, complaints, warranty coverage	2	3	-	-

NSQF QUALIFICATION FILE**Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022**

PC16. understand and use the interactive ERP system of the company and enter appropriate details	2	3	-	-
PC17. use the system to prepare invoice, stock management, order placement, accessories availability, etc.	1	1	-	-
<i>Performing front end repair</i>	9	9	-	-
PC18. Identify problem and decide the action to be taken	1	1	-	-
PC19. upload only licensed and brand approved applications as per customer requirement using system	1	1	-	-
PC20. understand the application and software compatibility with the mobile phone and suggest to customers accordingly	1	1	-	-
PC21. check the accessories and perform a demo with the customer to ensure their functionality (chargers, SD card, etc)	1	1	-	-
PC22. open the panel of the mobile phone without damaging them	1	1	-	-
PC23. replace the parts such as battery and clean the inner parts of the phone	1	1	-	-
PC24. ensure the functionality of the replaced part	1	1	-	-
PC25. provide necessary details on the warranty, terms and conditions of the replaced parts	1	1	-	-
PC26. educate customers on effective usage of mobile phone to save battery and to avoid any repeat problem	1	1	-	-
<i>Interacting with superior and meeting target</i>	8	12	-	-
PC27. understand the work requirement from superior, periodically	2	3	-	-
PC28. report to superior on the work completed	2	3	-	-
PC29. seek technical assistance from superior	2	3	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

whenever required				
PC30. document the work completed on the company ERP software for tracking and future references	2	3	-	-
NOS Total	40	60	-	-
ELE/N8107: Repair and rectify the faults in mobile phone				
<i>Following standard repair procedure</i>	4	6	-	-
PC1. follow the standard procedure as documented by the mobile phone brand for each model	1	1	-	-
PC2. take anti static precautions before work and wear ESD wrist straps or aprons	1	1	-	-
PC3. follow standard operating procedure while handling hardware modules such as handling PCB with ESD standards	1	1	-	-
PC4. use recommended tools for specific operation suggested by the brand	-	2	-	-
PC5. maintain zero-material defect during material handling by following standard operating procedure	1	1	-	-
<i>Assembling and disassembling the mobile phone</i>	5	5	-	-
PC6. open the outer panel of the mobile phone using metal / plastic case opening tools	1	1	-	-
PC7. use the brand recommended screwdrivers to remove the screws to open the inner casing	1	1	-	-
PC8. locate the connectors and release them to remove the motherboard from the device	1	1	-	-
PC9. use hot air gun and other devices to remove the LCD screen from the panel	1	1	-	-
PC10. follow similar process and use appropriate tools to assemble the mobile	1	1	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

phone				
<i>Diagnosing the problem</i>	5	10	-	-
PC11. understand the customer level complaint and confirm the issue	1	2	-	-
PC12. take preventive measures and identify if there are any other issues in the mobile phone	1	2	-	-
PC13. use the self diagnostic tools (similar to power on self test (POST) card) to perform standard diagnosis process and ensure functionality of different parts of the device	1	2	-	-
PC14. follow the standard diagnostic procedure as documented by the mobile phone brand for each model	1	2	-	-
PC15. check the recently installed application or software and verify the compatibility of the software with the mobile phone	1	2	-	-
<i>Fixing the software</i>	6	9	-	-
PC16. check the recently installed application or software and verify the compatibility of the software with the mobile phone	2	3	-	-
PC17. uninstall the applications that is not compatible or creating issues in the mobile phone	2	3	-	-
PC18. install the licensed and authorised softwares to resolve issues and suit the customer's requirement	2	3	-	-
<i>Repairing the component or module</i>	1	12	-	-
PC19. understand the scope of component level of repair as suggested by the brand	-	1	-	-
PC20. estimate the cost of repair and verify if it is within Beyond Economic	1	-	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

Repair (BER)				
PC21. heat the singled out component using hot air gun to melt the solder joints and remove fromPCB	-	1	-	-
PC22. clean the board by melting the old solderand removing	-	1	-	-
PC23. place the new component precisely on theboard at specified location	-	1	-	-
PC24. solder the component on the PCB usingsoldering stations	-	1	-	-
PC25. ensure the soldering is proper and thecomponent is fixed as per thespecification	-	1	-	-
PC26. operate automated BGA (ball grid array) work station to precisely remove the chip from theboard and repair them	-	1	-	-
PC27. perform reballing function by dismantling, heating the chip to be removed from the board, remove the solder remains, put new solder balls,place the chip and solder them with the PCB	-	1	-	-
PC28. check for functioning of the hardware afterrepairing	-	1	-	-
PC29. ensure that there is no damage ofPCBwhile removal and fixing of SMD components	-	1	-	-
PC30. ensure other components are notdamagedwhile using hot air gun for removal of a component which could cause damage	-	1	-	-
PC31. ensure adequate soldering for fixing thecomponent and no further reworkis required	-	1	-	-
<i>Replacing faulty component</i>	5	5	-	-
PC32. receive spare module / component fromstores or OEM	1	1	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

PC33. identify and decide on replacing the module or component as the appropriate solution	1	1	-	-
PC34. take adequate measures and follow procedures when replacing expensive or delicate components such as LCD	1	1	-	-
PC35. ensure that cost of replacing is justified as the repair cost is beyond economic repair (BER)	1	1	-	-
PC36. ensure that replaced module or component is working and no further rework is required	1	1	-	-
<i>Using equipment</i>	4	4	-	-
PC37. identify and use appropriate tools and manuals for repairing the specific issue	1	1	-	-
PC38. prevent any accidents while handling hazardous tools	1	1	-	-
PC39. achieve results using appropriate tools for specific rework activity	1	1	-	-
PC40. maintain zero-material defect during material handling by following standard operating procedure for tools handling	1	1	-	-
<i>Seeking assistance on unresolved faults</i>	4	6	-	-
PC41. seek technical assistance from engineer on faults that cannot be fixed	1	1	-	-
PC42. receive instruction from engineers on use of specific tools or new repair processes	1	2	-	-
PC43. discuss with superior if the cost estimate is found to be Beyond Economic repair (BER) and take recommended action	1	2	-	-
PC44. coordinate with superior for performing quality check on the repaired module	1	1	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

<i>Reporting and achieving productivity target</i>	6	3	-	-
PC45. report on the work load and completion status	1	-	-	-
PC46. submit the appropriate documentation on completion of task assigned	1	1	-	-
PC47. document the work completed on the company ERP software for tracking and future references	1	1	-	-
PC48. achieve 100% daily and weekly target of number of repairs	1	1	-	-
PC49. meet the target of quality as per the Service Level Agreement (SLA) of the brand and avoid rework	1	-	-	-
PC50. repair within the turnaround time (TAT) and deliver them	1	-	-	-
NOS Total	40	60	-	-
ELE/N9905: Work effectively at the workplace				
<i>Communicate effectively at the workplace</i>	5	13	-	-
PC1. exchange information and instruction with colleagues, and seek clarifications and feedback as necessary	1	3	-	-
PC2. assist colleagues where required	1	3	-	-
PC3. follow business communication etiquette in all interactions and communicative formats (online, digital, and in-person)	1	4	-	-
PC4. document and share all relevant information with stakeholders in agreed formats and as per agreed timelines	2	3	-	-
<i>Work effectively</i>	6	13	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

PC5. identify and obtain clarity regarding organisational, team and own goals and targets	1	2	-	-
PC6. prioritise and plan work in order to achieve goals and targets	1	2	-	-
PC7. monitor own and team performance as per agreed plan	1	2	-	-
PC8. complete duties accurately, systematically and within required timeframes	1	2	-	-
PC9. express emotions appropriately at the workplace and manage own response to heightened emotions	1	2	-	-
PC10. maintain orderliness and cleanliness in the work area	1	3	-	-
<i>Maintain and enhance professional competence</i>	8	7	-	-
PC11. identify own strengths and weaknesses in relation to goals and targets	1	1	-	-
PC12. adapt self, service, or product to meet success criteria	1	1	-	-
PC13. seek and select opportunities for continuous professional development	1	1	-	-
PC14. formulate a professional development plan to enhance capabilities	2	1	-	-
PC15. build or contribute to the organizational knowledge base of cases, clients, issues, solutions, and innovations	1	1	-	-
PC16. examine developments and trends in field of work and their potential impact on work	1	1	-	-
PC17. take feedback from peers, supervisors and clients to improve own performance and practices	1	1	-	-
<i>Work in a disciplined and ethical manner</i>	11	16	-	-
PC18. perform tasks as per workplace standards, organisational policies and legislative requirements	2	2	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

PC19. display appropriate professional appearance at the workplace and adhere to the organisational dress code	1	2	-	-
PC20. demonstrate responsible and disciplined behaviour at the workplace such as punctuality; completing tasks as per given time and standards; demonstrating professional behaviour at all times, adopting environment- friendly practices, etc.	1	2	-	-
PC21. identify the cause of conflict and options for resolution with peers or escalate grievances and problems to appropriate authority as per procedure for conflict resolution	2	2	-	-
PC22. protect the rights of the client and organisation when delivering services	1	2	-	-
PC23. ensure services are delivered equally to all clients regardless of personal and cultural beliefs	1	2	-	-
PC24. operate within an agreed ethical code of practice and report unethical conduct to the appropriate authorities	2	2	-	-
PC25. follow organisational guidelines and legal requirements on disclosure and confidentiality	1	2	-	-
<i>Uphold social diversity at the workplace</i>	10	11	-	-
PC26. recognize and evaluate biased practices against underrepresented groups like women and persons with disabilities, in workplace systems and processes	2	2	-	-
PC27. identify and report discrimination and harassment based on gender, disability, or cultural difference at the workplace	2	2	-	-
PC28. use inclusive or neutral language and gestures in all interactions	2	2	-	-
PC29. respect the personal and professional space of others	2	2	-	-
PC30. access grievance redressal mechanisms as per legislations	2	3	-	-
NOS Total	40	60	-	-

ELE/N1002: Apply health and safety practices at the workplace				
<i>Deal with workplace hazards</i>	20	31	-	-
PC1. identify job-site hazards and possible causes of accident in the workplace	2	3	-	-
PC2. perform work complying to organizational safeworking practices and observing hazard signs displayed on containers, equipment and in various work areas such as inside buildings, in open areas and public spaces, etc.	3	4	-	-
PC3. use appropriate personal protective equipment(PPE) for specific tasks and work conditions, contaminant (concentration w.r.t air) requirements and severity of hazard while conforming to the Indian/International standards	3	4	-	-
PC4. follow standard safety procedures while handling tool/ ,equipment, hazardous substances and while working in hazardous environments	3	4	-	-
PC5. dispose electronic waste (such as toxins; metals such as lead, cadmium, barium; flame retardant plastics, welding slag etc.) as per industry approved techniques	2	4	-	-
PC6. avoid damage of components due to negligence in electrostatic discharge (ESD) procedures	2	3	-	-
PC7. locate general health and safety equipment in the workplace such as fire extinguishers; first aid equipment; safety instruments, clothing and installations (fire exits, exhaust fans)	2	3	-	-
PC8. maintain appropriate posture while handling heavy objects	1	3	-	-
PC9. apply good housekeeping practices at all times	2	3	-	-
<i>Apply fire safety practices</i>	4	9	-	-
PC10. take preventive measures to prevent fire hazards	2	3	-	-
PC11. use appropriate fire extinguishers for different types of fires				

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no I	1	3	-	-
PC12. exhibit rescue and first-aid techniques in case of fire or electrocution	1	3	-	-
<i>Follow emergencies, rescue and first-aid procedures</i>	6	13	-	-
PC13. administer appropriate first aid to victims in case of bleeding, burns, choking, electric shock, poisoning etc.	1	3	-	-
PC14. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock,	1	2	-	-
PC15. participate regularly in emergency procedures such as raising alarm, safe/efficient, evacuation, correct means of taking shelter and escaping, correct assembly point, roll call, correct return to work	2	4	-	-
PC16. use correct method to move injured people and others during an emergency	2	4	-	-
<i>Effective waste management/recycling practices</i>	5	12	-	-
PC17. identify recyclable and non-recyclable, and hazardous waste generated	1	3	-	-
PC18. segregate waste into different categories	1	2	-	-
PC19. ensure disposal of non-recyclable waste appropriately	1	2	-	-
PC20. deposit non-recyclable and reusable material at identified location	1	3	-	-
PC21. follow processes specified for disposal of hazardous waste	1	2	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

NOS Total	35	65	-	-
------------------	-----------	-----------	----------	----------

DGT/VSQ/N0102: Employability Skills (60 Hours)				
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-

NSQF QUALIFICATION FILEApproved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

<i>Career Development & Goal Setting</i>	1	2	-	-
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

SECTION 2

25. EVIDENCE OF LEVEL

Title/Name of qualification/component: Mobile Phone Hardware Repair Technician			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>Demands a wide range of specialised technical skill, clarity of knowledge and practice in broad range of activity involving standard and non-standard practices.</p> <ul style="list-style-type: none">• Perform servicing and repairing of the mobile phone.• Perform testing of mobile phone.• Follow all guidelines and instructions.• Adhere to industry work practices to achieve productivity and quality standards.• Check the working of the mobile phone.	<p>A Mobile Phone Hardware Repair Technician is responsible for rectifying faults in the mobile phone brought in by the customer.</p>	4
Professional knowledge	<p>Factual and theoretical knowledge in broad contexts within a field of work or study.</p>	<p>A Mobile Phone Hardware Repair Technician should know the servicing and repairing process, and the guidelines to achieve productivity and</p>	4

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

Title/Name of qualification/component: Mobile Phone Hardware Repair Technician			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> Knowledge of servicing and repairing requirements, servicing and repairing process, function of various type of mobile phones. Know the instructions and guidelines to achieve productivity and quality standards 	<p>quality standards. Also able to test the components of the mobile phone.</p> <p>Hence Level 4</p>	
Professional skill	<p>A range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study.</p> <ul style="list-style-type: none"> Communicate with customer, team and supervisor to understand the work requirement Identify the errors in orders Maintain inventory Complete the documentation of servicing and repairing records 	<p>A Mobile Phone Hardware Repair Technician should be able to use basic tools in correct way to service and repair the mobile phone.</p> <p>Hence Level 4</p>	4
Core skill	<ul style="list-style-type: none"> Servicing and repairing procedures 	<p>A Mobile Phone Hardware Repair Technician needs to know the servicing and repairing procedures, working of mobile phones and testing</p>	4

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

Title/Name of qualification/component: Mobile Phone Hardware Repair Technician			Level: 4
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> Working and testing of various mobile phones Guidelines and instructions for repairing 	<p>the same. The technician should keep the workplace clean and managed</p> <p>Hence Level 4</p>	
Responsibility	<p>Responsibility of completing the work assigned and reporting the same as per standards.</p> <ul style="list-style-type: none"> Understand the job role and follow the organisational policy Record and report about the work status Follow safety regulations at work place Work along with colleagues and supervisors 	<p>A Mobile Phone Hardware Repair Technician should record the issues and report about the same to customer and also update the status of the work as per organisations policy.</p> <p>Hence Level 4</p>	4

SECTION 3

EVIDENCE OF NEED

26	What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?		
	Basis	In case of SSC	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)
	<p>Need of the qualification</p> <p>The Indian electronics industry is one of the largest and fastest-growing industries in the world.</p> <p>The market growth of consumer electronics is expected to be at a CAGR of 6.5% over the forecast period (2017-24)</p> <p>Global consumer electronics market was valued at \$66,543 million in 2015, and is expected to reach \$93,069 million by 2022, growing at a CAGR of 5.1% from 2016 to 2022.</p>	<p>The SSC would undertake market study and would enclosed demand forecast for the proposed job role both on short-term and long-term basis to substantiate the requirement of the Qualification proposed. The SSC can produce the data from primary or authorized secondary sources as well.</p>	<p>The Submitting Body would produce any reputable and reliable research reports, such as labour market information reports; occupational mapping or similar research carried out by Ministry/State/Any other authentic source forecasting the demand for the proposed qualification</p>
Industry Relevance	The SSC would undertake validation of the job roles with actual	The Submitting Body would submit the list of industry participation	

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

	<p>We are in the process of taking industry validation.</p>	<p>end-user industry where such employment are going to be generated and absorbed instead of generic validation of industry. The SSC would submit the endorsements from users/intended users of the qualification clearly supporting or otherwise the need for trained people against specific job role. <i>(The industry validation format to be used)</i></p>	<p>while preparation of the curriculum/ course content of the qualifications. These could include minutes of the meeting/ reports of these consultations</p>
	<p>Usage of the qualification: This Qualification Pack will be used across consumer electronics industry which is organised as well as unorganised</p>	<p>The SSC would submit details of the employment generated (wherever applicable) and realised by virtue of training in the Qualifications of the sector earlier submitted for NSQF alignment.</p> <p>In case of unorganized sector, case studies or evidences may be given</p>	<p>The submitting body would submit the details of trained and placed data in the proposed qualification (if an existing qualification is being proposed for NSQF alignment)</p> <p>Information about the success of the qualification should be given (e.g. uptake figures, examples of use in recruitment and placement rates (if known) should be given. However, many of the bodies that do not have placement tracking mechanism established in place would provide necessary endorsements by the state/ ministry stating that a tracking</p>

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting-NCVET-Dated 31st March, 2022

			mechanism would be institutionalized and placement records shall be provided annually or later, depending on length of qualification.
	<p>Estimated uptake</p> <p>The Indian consumer electronics market is driven by rapid growth of the automobile industry owing to various technologically advanced features implemented in vehicles.</p>	<p>The SSC would submit the estimated uptake of the qualification and What steps were carried out to test the likely uptake of the qualification? The basis of this estimate should include data about the number of jobs or places in courses of learning which will be available to people who are awarded the qualification.</p>	<p>The Submitting Body should submit the estimated uptake by reflecting the number of the takers for this qualification for at least two years from submission of the qualification</p>
27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences</p> <p>N/A</p>		
28	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <p>This is the first time that this Qualification is being made. The national qualification register as well as the Qualification Packs with NSDC have been checked.</p>		
29	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the</p>		

	<p>qualification(s) be revised or updated? Specify the review process here</p> <ul style="list-style-type: none">• Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation.• Monitoring of results of assessments• Employer feedback will be sought post-placement• A formal review is scheduled in a year
--	---

SECTION 4

EVIDENCE OF PROGRESSION

30	<p>What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?</p> <p><i>Career path in the electronics sector is generally in terms of activities done & ownership of responsibility because they are primarily salaried employee/ entrepreneurship roles.</i></p> <p>Annexure 1: Career Map of Mobile Phone Hardware Repair Technician</p> <div style="text-align: center;"><pre>graph BT; A[Mobile Phone Hardware Repair Technician] --> B[Mobile Phone Hardware Service Engineer];</pre><p>The diagram shows a vertical progression from 'Mobile Phone Hardware Repair Technician' at the bottom to 'Mobile Phone Hardware Service Engineer' at the top, connected by an upward-pointing arrow.</p></div>
-----------	--