**NMS Enterprises Ltd. Delhi**

**BIHAR SKILL DEVELOPMENT MISSION – 2018-19**

**FOUR MONTH TRAINING PROGRAM**

It’s Objective, learning outcomes, Modules, assessments and material list

**SHORT TERM INDUSTRY LINKED TRAINING PROGRAMME IN HANDSET REPAIR ENGINEER - II**

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| Submitted to **:-** **BIHAR SKILL DEVELOPMENT MISSION, BIHAR GOVERNMENT**  | Submitted By **:- NMS Enterprises Ltd., Delhi** |
| Session – 2018-19 |

 **Short Term Industry Linked Training Programme in Handset Repair Engineer - II**

* QPCode - TEL/Q2201
* Candidate Eligibility : **12TH/ITI/ Polytechnic/ B.E./ B. Tech**
* Course Duration: Four Months

**CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE**

**Name and address of submitting body:**

**NMS Enterprises Ltd. Delhi**

**Name and contact details of individual dealing with the submission**

**Name :** Mr. Aman Kumar Choudhary

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| **Curriculum and Session Plan Design** |
| Program Name: | **Handset Repair Engineer (Level – II)** |
| Qualification Pack Name & Ref. ID | TEL/Q2201 |
| Pre-requisites to Training | 10+2 / ITI / Diploma / Certification in repairing servicesBachelor in Technology (Electronics, Computer Science, ITand related field) |
| Training Outcomes | **By the end of this program, the participants would have achieved the following competencies:** |
|  | **1** Ability to build interpersonal relationships, and have a customer centric approach |
| **2** Develop critical thinking and conduct root cause analysis – Problem solving |
| **3.** Performing handset repair including hardware and software components,  |
| **4 .**Working with office package for reporting and documentation – MS-Word, Excel, PowerPoint |
| **5.** Testing the handset for adequacy post repair and maintaining inventory levels of the hardware components |
| **6.** Skills to learning and working in today's world |
| **7.** Knowing the importance of SLAs and Company Processes |
| **S.No.** | **Module** | **Sessions** | **Session Objectives** | **NOS Reference** | **Methodology** | **Training Tools/Aids** | **Duration** |
| **1** | Perform handset repair -hardware | Obtain handsets fromcustomer/ relevantteams, Arrange for tools andspares, Undertake Handsetrepair activities, Test effectiveness &close activity, Safety requirements(Equipment & Self), Report & Record | * ensure faulty handsets are received from the customer facing teamCheck system functionality
* obtain/ note fault details as mentioned by the customer facing team and other
* handset specificationsComplete the installation task and report
* Interact with customer
* determine components required based on fault diagnosis
* Ensure that tools, equipments and testing devices are in proper working condition and caliberated.
* Ensure compliance with lead free soldering techniques.
* isolate the cause of fault by conducting appropriate diagnostic test, in case
* details are not available
* Achieve productivity and quality as per company’s norms
 | TEL/N2203 | Instructor led Training; Activity | *Tools and its usage like Soldering iron, Soldering station, multimeter, PCB stand etc.* | Theory Duration (hh:mm) 40:00Practical Duration (hh:mm) 60:00 |
| **2** | Perform Handset Repair- Software | Determine changeRequirement, Arrange for relatedsoftware, tools andspares, Undertake repairactivities, Software Installation etc.  | * ensure faulty handsets are received from customer facing team.
* To understand the types of application functionality
* undertake fault diagnosis on software components
* refer the company (handset manufacturer) specific technical database for optimal rectification options
* Recognize the network designed structure.
* check availability of correct software versions/modules
* obtain and ensure all tools are available and diagnostic equipment operational.
* ensure that the software versions are current and ready to use.
* carry out necessary software fault rectification ( correction/Upgradation, software replacement)
* check handset performance to ascertain fault has been rectified
 | TEL/N2204  | Instructor led Training; Activity | *Tools and its usage like Soldering iron, Soldering station, multimeter, PCB stand etc.* | Theory Duration (hh:mm) 40:00Practical Duration (hh:mm) 60:00 |
| **3** | Perform Tablet Repair – Hardware & Software | Obtain tablets fromcustomer/relevantteams, Arrange for tools andspares, Undertake tabletrepair activities | * ensure faulty tablets are received from the customer facing team
* obtain/ note fault details as mentioned by the customer facing team and other tablet specifications
* obtain the committed repair timelines (SLAs)To understand the method Configuring .maintaining, backup and recovery
* determine hardware components & software required based on fault diagnosis.
* obtain hardware & software required( such as components, OS, Applications,
* ensure that tools, equipment and testing devices are in proper working condition and calibrated
* refer the company (tablet manufacturer) specific technical database to identify root cause of tablet fault and to determine rectification options
* ensure that protection equipment like ESD equipment, anti-static bands,
* clothes and gloves are appropriately used as required
* Presenting their learnt knowledge
 | TEL/N2205 | Instructor led Training; Activity | *Tools and its usage like Soldering iron, Soldering station, multimeter, PCB stand etc.* | Theory Duration (hh:mm) 40:00Practical Duration (hh:mm) 60:00 |
| **4.** | Digital Literacy and Soft Skill & Entrepreneurship | Knowledge of digital inclusion, personality development, working ethics and entrepreneurship skills  | * Knowledge of computers and digital sources
* Use of mobile apps required for day to day activity.
* Familiarization with usage of financial transaction activities such as Paytm, payment of bills, mobile recharge etc.
* Leadership Skills
* Conflict & Difficult People Management
* Management Skills Improvement
* Proactive Time Management
* Productive Communication in the Workplace
 | - | Instructor led Training; Activity | *Classroom training as well as computer classes with internet* | Duration (hh:mm) 40:00 |
| **5.** | OJT | Visit and process exposure in the relevant industries | * To facilitate the candidates for trailing during the operation of the industry to make them understand the functioning and working of handset equipment.
* Micro-level exposure to the candidates on process and etiquettes requisite for working in the industry.
 | - | Industry Visit | *Tools and its usage* | OJT Duration(hh:mm)60.00 |
| 6. | Final Assessment | Training Assessment | * This will be Multiple question type Final Assessment (Theory & Practical's)
* Scenario based
 | TEL/N2203TEL/N2204TEL/N2205 | Multiple choice assessment | Computer, Laptop, Laser Printer, Ink Jet Pritner, Dot Matrix Printer | Theory Duration (hh:mm) 02:00Practical Duration (hh:mm) 02:00 |

TrainingProgramme (QP Based) Duration : 340Hrs.

OJT Duration – 60 Hrs.

Total – 400 Hrs.