**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

**Position in the organization** : Project Coordinator

**Tel number(s) :** 9717040651

**Website** : www.nmsenterprises.net

**E-mail address :** aman.choudhary@nmsenterprises.net

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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 services  Bachelor in Technology (Electronics, Computer Science, IT  and 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 from  customer/ relevant  teams, Arrange for tools and  spares, Undertake Handset  repair 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) 40:00  Practical Duration (hh:mm) 60:00 |
| **2** | Perform Handset Repair- Software | | Determine change  Requirement, Arrange for related  software, tools and  spares, Undertake repair  activities, 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) 40:00  Practical Duration (hh:mm) 60:00 |
| **3** | Perform Tablet Repair – Hardware & Software | | Obtain tablets from  customer/relevant  teams, Arrange for tools and  spares, Undertake tablet  repair 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) 40:00  Practical 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/N2203  TEL/N2204  TEL/N2205 | Multiple choice assessment | Computer, Laptop, Laser Printer, Ink Jet Pritner, Dot Matrix Printer | Theory Duration (hh:mm) 02:00  Practical Duration (hh:mm) 02:00 |

TrainingProgramme (QP Based) Duration : 340Hrs.

OJT Duration – 60 Hrs.

Total – 400 Hrs.