



COURSE NAME: Handset Repair Engineer

NSQF LEVEL: 4

REFERENCE ID: TEL/Q2201

ALIGNED TO: NCO-2015/7422.0203

Brief Job Description:

Handset repair engineer is responsible for performing handset repair including hardware and software components and testing the handset for adequacy post repair.

Personal Attributes:

This job requires the individual to be analytical and be able to handle high pressure situations to successfully perform the assigned responsibilities. He should have basic written and oral communication skills and should be able to apply practical judgement to successfully perform the assigned responsibilities.

Module 1 : Introduction

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| • Explain and outline the growth and opportunities in the Indian telecom industry |
| • List some popular mobile phone vendors in the country |
| • Explain and outline the role of a "Handset Repair Engineer" |
| • List and outline the changes in technology of a cell phone over the years |
| • Explain and outline how a mobile phone work over a network |
| • Explain what goes on inside the handset during mobile communication |
| • List and explain common features and uses of mobile phone |
| • List and explain some popular mobile phone platforms |
| • Basic of Computer |
| • Basic of Internet |
| • Story / Case Study Based Brain Storming Session |

Assessment for Module 1

Module 2 : Perform Handset Repair - Hardware

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| • Identify and classify various electronic components that are used in mobile handsets |
| • Identify and make use of common mobile handsets repair tools |
| • Disassemble a mobile phone using the common hardware repair tools |
| • Identify and troubleshoot common handset problems |
| • Understand and follow standard safety precautions while repairing a handset |
| • Understand and follow radiation compliance standards for mobile phones in India |
| • Basic of MS Office |
| • Basic of Email Writing |
| • Group Discussion |

Assessment for Module 2



Module 3 : Perform Handset Repair - Hardware

- Recall and demonstrate steps to reset a phone to its original factory settings
- Recall and demonstrate steps to download apps and set-up email accounts on a handset
- Outline and explain the role of firmware in a mobile handset
- Recall and demonstrate steps to install a new firmware
- Identify and troubleshoot common software related issues in phones
- Create back up data from the handset
- Understand and follow common safety precautions to be undertaken while repairing a handset
- Basic of MS Word
- Basic of Con call
- Interaction With SME

Assessment for Module 3

Module 4 : Perform Tablet Repair

- Outline and explain a tablet and compare it with a traditional computer
- Recall and demonstrate steps to replace parts like battery, camera and LCD in a tablet
- Recall and demonstrate steps to troubleshoot common software related issues in mobile phones
- Recall and demonstrate steps to update the software of popular tablets and create a backup of data from tablet to a computer
- Understand and follow common safety precautions while repairing a tablet
- Basic of MS Excel
- Basic of Video call
- Interaction With Corporate

Assessment for Module 4



Module 5 : Reporting and Documentation

- Identify and fill-up a job-card, a daily activity report and a customer feedback form
- Basic of MS power Point
- Conflict Management
- Interpersonal Skill

Assessment for Module 5

Module 6 : Soft Skills

- Outline and explain grooming guidelines with respect to a handset repair engineer
- Understand the importance of grooming
- Demonstrate professional grooming guidelines with respect to a handset repair engineer
- Identify and understand the need for effective communication as a handset repair engineer
- Understand and demonstrate effective process of communication at your work place
- Demonstrate different types of communication
- Demonstrate effective listening skills in your day-to-day life
- Outline and explain and effective time management techniques and its benefits
- Identify and time wasters time wasters from you daily schedule
- Demonstrate effective time management skills by using building blocks
- Importance of Team
- Objection / Rejection Handling

Assessment for Module 6

Interaction with Subject Matter Expert

Certification