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# **Skills for Employment Investment Program (SEIP)**

## **ASSESSMENT TOOL FOR MOBILE PHONE SERVICING (IT SECTOR)**

**Finance Division, Ministry of Finance  
Government of the People's Republic of Bangladesh**

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## **PART A – THE ASSESSOR**

### **Instructions to Assessor**

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Assessment is the process of identifying a candidate's skills and knowledge set against the industry established standards in the workplace. It requires the candidate to consistently and over time demonstrate skills, knowledge and attitude that enable confident completion of workplace tasks in a variety of situations.

In judging assessment evidence, the assessor must ensure that the evidence is:

- authentic (the candidate's own work)
- valid (directly related to the current version of the endorsed competency standard)
- reliable (show that the candidate consistently meets the endorsed unit of competency)
- current (reflects the candidate's current capacity to perform the aspect of work covered by the endorsed unit of competency)
- sufficient (covers the full range of elements in the relevant unit of competency)

There are a number of assessment methods that may be employed including but not limited to:

- written examination
- oral questioning
- practical demonstration

A single unit of competency may be assessed or a group of units of competency may be assessed, either in an actual workplace or a simulated workplace environment.

### **Conducting Assessment**

Prior to commencement of assessment, candidates must have the tasks clearly explained to them. Also, the assessor should provide candidates with clear advice and information about the:

- date, time and place for assessment
- structure of assessment
- number of times performance must be demonstrated or observed
- amount or type of assistance candidates can expect
- assessment environment
- resources required for assessment
- performance standards or benchmarks relevant to the qualification

As well as informing the candidate of what they will be required to do during the assessment, the assessor will also need to explain what evidence they will need to provide in response to the various assessment tasks.

If a candidate is required to submit evidence, any explanation must include specific guidance on:

- what to include as evidence
- how to present the evidence
- how to submit the evidence and to whom

## **Assessing Competence**

Competency-based assessment does not award grades, but simply identifies if the candidate has the skills, knowledge and attitudes to undertake the required task to the specified standard.

Therefore, when assessing competency an assessor has two possible results (assessment decisions) that can be awarded:

- Competent (C)
- Not Yet Competent (NYC)

### Competent (C)

If the candidate is able to successfully answer and demonstrate what is required to the expected standard of the assessment criteria, they will be deemed as 'Competent'.

The assessor will award 'Competent' if they feel the candidate has the necessary skills, knowledge and attitudes in all assessment tasks for a given package.

### Not Yet Competent (NYC)

If the candidate is unable to answer and demonstrate competency to the expected standard, they will be deemed to be 'Not Yet Competent'.

This does not mean the candidate will need to complete all the assessment tasks again. When applying for reassessment, the focus will be on the specific assessment tasks that were not performed to the required standard.

The candidate may be required to:

- (a) undertake further training or instruction
- (b) undertake the specific assessment task again until they are deemed to be competent

## **Recording Assessment Information**

When all assessment tasks are concluded, the evidence summary sheet should be completed, signed by all parties, and any outstanding activities or issues actioned.

The assessor should ensure that all appropriate forms are completed and signed by all parties.

<b>CHECKLIST FOR ASSESSOR</b>		
<b>Prior to the assessment I have:</b>	<b>Tick (✓)</b>	<b>Remarks</b>
Ensured the candidate is informed about the venue and schedule of assessment.		
Received current copies of the assessment criteria to be assessed, assessment plan and evidence plan.		
Reviewed the assessment criteria and evidence plan to ensure I clearly understood the instructions and the requirements of the assessment process.		
Identified and accommodated any special needs of the candidate.		
Checked the set-up and resources for the assessment.		
<b>During the assessment I have:</b>		
Introduced myself and confirmed identities of candidates.		
Collected the admission slips.		
Put candidates at ease by being friendly and helpful.		
Checked completed self-assessment guide.		
Explained to candidates the purpose, context and benefits of the assessment.		
Ensured candidates understood the assessment process and the assessment procedure.		
Provided candidates with an overview of the assessment criteria to be used.		
Gave specific and clear instructions to the candidates.		
Observed carefully the specified time limits provided in the assessment package.		
Stayed at the assessment area during the entire duration of the assessment activity.		
Ensured notes are made on unusual conditions or situations during the assessment and include these in the report.		
Did not provide any assistance during the assessment or indicated in any way whether the candidate is or is not performing the activity correctly (intervened only for health and safety reasons).		

Implemented the evidence gathering process and ensured its validity, reliability, fairness and flexibility.		
Collected appropriate evidence and matched relevance to the elements, performance criteria, range of variables and evidence guide in the relevant units of competency.		
Explained the results reporting procedure to the candidate.		
Encouraged candidates to seek clarifications if in doubt about the pre- and post-assessment activity procedures.		
Asked candidates for feedback on the assessment.		
Explained legal, health and safety, and ethical issues, if applicable.		
<b>After the assessment I have:</b>		
<p>Provided feedback on the assessment decision. This includes the following:</p> <ul style="list-style-type: none"> <li>▪ clear and constructive feedback on the assessment decision</li> <li>▪ information on ways of addressing any identified gaps in competency revealed by the assessment</li> <li>▪ opportunity to discuss the assessment process and outcome</li> <li>▪ information on reassessment process (if necessary)</li> <li>▪ information on appeal (if necessary)</li> </ul>		
<p>Prepared the necessary assessment reports. This includes the following:</p> <ul style="list-style-type: none"> <li>▪ record the assessment decision using the prescribed rating sheet</li> <li>▪ maintain records of the assessment procedures, evidence collected and assessment decision</li> <li>▪ endorse assessment decision to BTEB</li> <li>▪ prepare recommendations for the issuance of certificate</li> </ul>		
Thanked candidate for participating in the assessment.		

## Assessment Evidence Guide

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The purpose of assessment is to confirm that an individual can perform to the standards expected by in the workplace, as expressed in the competency standards.

To attain the certificate of **Mobile Phone Servicing**, a candidate must demonstrate competent skill and knowledge in all the units of competency listed below. Upon successful completion of all assessment activities, a candidate shall be awarded with a certificate.

CODE	UNIT OF COMPETENCY
<b>Generic Competencies</b>	
SEIP-IT-MPS-01-G	Carry out workplace interaction in English
SEIP-IT-MPS-02-G	Operate in a team environment
SEIP-IT-MPS-03-G	Apply basic IT skills
<b>Sector-specific Competencies</b>	
SEIP-IT-MPS-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-MPS-02-S	Use internet and social network
SEIP-IT-MPS-03-S	Comply with ethical standards in the workplace
<b>Occupation-specific Competencies</b>	
SEIP-IT-MPS-01-O	Apply basic knowledge of mobile phone servicing
SEIP-IT-MPS-02-O	Read and interpret schematic diagrams
SEIP-IT-MPS-03-O	Use tools and equipment for servicing
SEIP-IT-MPS-04-O	Perform troubleshooting
SEIP-IT-MPS-05-O	Implement business practices

## Assessment Evidence Plan

An assessment evidence plan is a document that assists in establishing what evidence needs to be collected by the assessor to ensure that the candidate meets all the appropriate requirements of the competency standard. It usually contains a record of:

- evidence requirements as set out in the competency standard
- who will collect the evidence
- time period needed to collect the evidence

<b>Occupation:</b>	Mobile Phone Servicing					
<b>Unit Name:</b>	Carry out workplace interaction in English					
<b>Unit Code:</b>	SEIP-IT-MPS-01-G					
<b>Assessment Method:</b>	<b>P</b>	<b>O</b>	<b>W</b>			
	Performance <i>(including demonstration and observation)</i>	Oral questioning	Written examination <i>(including short-answer, multiple choice, and true or false questions)</i>			
<b>Element</b>	<b>Performance Criteria</b>			<b>P</b>	<b>O</b>	<b>W</b>
1. Interpret workplace communication and etiquette	1.1. Workplace codes of conduct are interpreted as per organisational guidelines.			√		
	1.2. Appropriate lines of communication are maintained with supervisors and colleagues.	√				
	1.3. Workplace interactions are conducted in a courteous manner to gather and convey information.	√				
	1.4. Workplace procedures and matters are comprehended.			√		
2. Read and understand workplace documents	2.1. Workplace documents are interpreted correctly.	√				
	2.2. Visual information/symbols/signage are understood correctly and followed.	√			√	
	2.3. Specific and relevant information are accessed from appropriate sources.	√				√
	2.4. Appropriate medium is used to transfer information and ideas.	√				√
3. Participate in workplace meetings and discussions	3.1. Team meetings are attended on time.			√		
	3.2. Meeting procedures and etiquette are followed.					√
	3.3. Active participation is ensured, opinions are expressed and heard.			√		
	3.4. Inputs are provided and interpreted in line with the meeting purpose.			√		
4. Practice professional ethics at work	4.1. Responsibilities as a team member are performed.	√				
	4.2. Tasks are performed in accordance with workplace procedures.	√				



	4.3. Confidentiality is maintained.		√	
	4.4. Inappropriate and conflicting situations are avoided.		√	

<b>Occupation:</b>	Mobile Phone Servicing					
<b>Unit Name:</b>	Operate in a team environment					
<b>Unit Code:</b>	SEIP-IT-MPS-02-G					
<b>Assessment Method:</b>	<b>P</b>	<b>O</b>	<b>W</b>			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
<b>Element</b>	<b>Performance Criteria</b>			<b>P</b>	<b>O</b>	<b>W</b>
1. Identify team goals and work processes	1.1. Roles and objectives of the team are identified and interpreted.			√		
	1.2. Roles and responsibilities of team members are identified and interpreted.			√		
2. Identify own role and responsibilities within team	2.1. Personal role and responsibilities are identified within the team environment.			√		
	2.2. Reporting relationships are interpreted within team and external to team.			√		
3. Communicate and co-operate with team members	3.1. Other teammates' tasks are identified and support provided when necessary.			√		
	3.2. The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	√			√	
	3.3. Views and opinions of other team members are interpreted and respected.	√				
4. Practice problem solving within the team	4.1. Problems faced at the individual and team level are identified and showed insight into the root-causes of the problems.			√		
	4.2. A range of solutions and courses of action are identified together with benefits, costs, and risks associated with each.			√		
	4.3. The good ideas of others to help develop solutions are recognised and advice sought from those who have solved similar problems.			√		
	4.4. It is looked beyond the obvious and not stopped at the first answers.			√		

<b>Occupation:</b>	Mobile Phone Servicing				
<b>Unit Name:</b>	Apply basic IT skills				
<b>Unit Code:</b>	SEIP-IT-MPS-03-G				

Assessment Method:	P	O	W			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
Element	Performance Criteria			P	O	W
1. Identify and use most commonly used IT tools	1.1. History of information technology (IT) is identified and summarised.		√			
	1.2. Commonly used IT tools are identified and described.		√			
2. Comprehend use of computer	2.1. Basic parts of a computer are identified.				√	
	2.2. Turning on and off technique of a computer is performed.	√				
	2.3. Working environment, functions and features of operating system is interpreted.		√			
	2.4. Simple trouble-shooting techniques are applied.	√				
3. Work with word processing application	3.1. Word processing application appropriate to perform activity is operated.				√	
	3.2. Basic typing technique to document is applied.				√	
	3.3. Word processing techniques to document are employed.		√			
	3.4. Personal CV writing using suitable word processing technique is practiced.				√	
	3.5. Saving and retrieving technique of a document are used.		√			
4. Work with spread sheet	4.1. Spreadsheet working environment, functions and features are identified and interpreted.				√	
	4.2. Data entry on spreadsheet appropriate to perform activity is performed.				√	
	4.3. Data manipulation techniques to spreadsheet are applied.				√	
	4.4. Spreadsheet document is created and saved.				√	
5. Access email and search the internet	5.1. Use of email account in online environment is explained.		√			
	5.2. Writing and sending workplace emails is completed.				√	
	5.3. Different browsers to work online are identified and selected.	√				
	5.4. Browse different web portals and apply proper search techniques.	√			√	

<b>Occupation:</b>	Mobile Phone Servicing					
<b>Unit Name:</b>	Apply occupational health and safety (OHS) in the workplace					
<b>Unit Code:</b>	SEIP-IT-MPS-01-S					
<b>Assessment Method:</b>	<b>P</b>	<b>O</b>	<b>W</b>			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
<b>Element</b>	<b>Performance Criteria</b>			<b>P</b>	<b>O</b>	<b>W</b>
1. Identify OHS policies and procedures	1.1. OHS policies and safe operating procedures are interpreted.		√			
	1.2. Safety signs and symbols are identified and followed.	√				
	1.3. Response, evacuation procedures and other contingency measures are interpreted correctly.				√	
2. Apply personal health and safety practices	2.1. OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	√				
	2.2. Common health issues are recognised.				√	
	2.3. Common safety issues are identified.	√				
3. Report hazards and risks	3.1. Hazards and risks are identified.	√				
	3.2. Hazards and risks assessment and controls are interpreted.				√	
4. Respond to emergencies	4.1. Responded to alarms and warning devices.		√			
	4.2. Emergency response plans and procedures are responded to.		√			
	4.3. First aid procedures during emergency situations are identified.		√			

<b>Occupation:</b>	Mobile Phone Servicing					
<b>Unit Name:</b>	Use internet and social network					
<b>Unit Code:</b>	SEIP-IT-ITS-02-S					
<b>Assessment Method:</b>	<b>P</b>	<b>O</b>	<b>W</b>			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
<b>Element</b>	<b>Performance Criteria</b>			<b>P</b>	<b>O</b>	<b>W</b>
1. Interpret internet and social network	1.1. The internet and how it works is explained.		√			
	1.2. Appropriate social networks are identified.				√	

2. Use audio and video messaging applications	2.1. Audio and video equipment appropriate to work activity is identified.		√	
	2.2. Audio and video applications appropriate to work activity are identified.		√	
	2.3. Video conferencing with appropriate application is carried out.			√
	2.4. Audio conferencing with appropriate application is carried out.			√
3. Use social network	3.1. Account on social network is created.		√	
	3.2. Social network is used effectively.			√

<b>Occupation:</b>	Mobile Phone Servicing					
<b>Unit Name:</b>	Comply with ethical standards in the workplace					
<b>Unit Code:</b>	SEIP-IT-MPS-03-S					
<b>Assessment Method:</b>	<b>P</b>	<b>O</b>	<b>W</b>			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
<b>Element</b>	<b>Performance Criteria</b>			<b>P</b>	<b>O</b>	<b>W</b>
1. Interpret the interests of clients	1.1. Client's view is interpreted and respected.			√		
	1.2. Confidentiality of information is upheld in accordance with organisational policies, national legislation and workplace policies.			√		
	1.3. Potential conflicts of interests are identified and informed to proper authority.				√	
2. Deliver quality products and services	2.1. Benchmark of product and service quality is identified.			√		
	2.2. Necessity of quality product and service delivery is identified and followed.		√			
	2.3. Quality process for products and services is implemented.		√			
3. Apply professionalism at work	3.1. Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.		√			
	3.2. Professional image in the workplace is maintained.				√	
	3.3. Negotiate effectively with clients.			√		
4. Comply with workplace code of conduct	4.1. IT security requirements are complied with.		√		√	
	4.2. Workplace code of conduct is identified and interpreted.			√		

	4.3. Workplace code of conduct is followed as stated in company guidelines.	√		
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<b>Occupation:</b>	Mobile Phone Servicing			
<b>Unit Name:</b>	Apply basic knowledge of mobile phone servicing			
<b>Unit Code:</b>	SEIP-IT-MPS-01-O			
<b>Assessment Method:</b>	<b>P</b>	<b>O</b>	<b>W</b>	
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)	
<b>Element</b>	<b>Performance Criteria</b>	<b>P</b>	<b>O</b>	<b>W</b>
1. Describe mobile phone servicing	1.1. Evolution of mobile phone is described.		√	
	1.2. Brands of mobile phone are identified and described.		√	
	1.3. Basic functions of a mobile phone are identified and explained.			√
	1.4. Required tools, equipment, and materials for phone servicing are identified.	√		
	1.5. Mobile phone servicing process is explained.		√	
2. Use electronics parts and components	2.1. Ohm's law is explained.			√
	2.2. Series and parallel circuits are described.			√
	2.3. Electronic components and circuit symbols are identified and function explained.	√		
	2.4. Measuring instruments are used for testing parts, components and electrical quantities.	√		
	2.5. Electronic components are applied to mobile phone circuits.	√		

<b>Occupation:</b>	Mobile Phone Servicing			
<b>Unit Name:</b>	Read and interpret schematic diagrams			
<b>Unit Code:</b>	SEIP-IT-MPS-02-O			
<b>Assessment Method:</b>	<b>P</b>	<b>O</b>	<b>W</b>	
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)	
1. Interpret schematic diagrams	1.1. Schematic diagram of mobile phone is identified and explained.		√	

	1.2. Components of power section, control section and network section are identified.			√
	1.3. Symbols and layout of all sections are identified and described.			√
2. Use schematic diagrams	2.1. Hazard due to failure of component is identified.	√		
	2.2. Fault is identified on schematic diagram.	√		
	2.3. Solution is marked on schematic diagram.	√		

<b>Occupation:</b>	Mobile Phone Servicing			
<b>Unit Name:</b>	Use tools and equipment for servicing			
<b>Unit Code:</b>	SEIP-IT-MPS-03-O			
<b>Assessment Method:</b>	<b>P</b>	<b>O</b>	<b>W</b>	
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)	
<b>Element</b>	<b>Performance Criteria</b>	<b>P</b>	<b>O</b>	<b>W</b>
1. Use tools and equipment	1.1. Mobile phone disassembling and assembling steps are identified and explained.		√	
	1.2. Tools and equipment are correctly identified as per job requirements and used to dismantle mobile phone.	√		
	1.3. Testing procedures are implemented and performed on mobile phone components.	√		
	1.4. Mobile phone components are cleaned using cleaning tools.	√		
	1.5. Mobile phone is properly reassembled.	√		
2. Carry out soldering	2.1. Soldering process is identified and explained.		√	
	2.2. Hand soldering process is carried out as per job requirements.	√		
	2.3. Mobile phone components are de-soldered and soldered as per job requirements.	√		
3. Work with major components	3.1. Major integrated circuits of mobile phones are identified.		√	
	3.2. Integrated circuit operation in the circuitry is explained.			√
	3.3. Integrated circuits are disassembled, inspected and reassembled.	√		
	3.4. BGA chips in mobile phones are re-balled manually.	√		
	3.5. LCD and touch screen panels are disassembled, inspected, cleaned and reassembled.	√		

<b>Occupation:</b>	Mobile Phone Servicing					
<b>Unit Name:</b>	Perform troubleshooting					
<b>Unit Code:</b>	SEIP-IT-MPS-04-O					
<b>Assessment Method:</b>	<b>P</b>	<b>O</b>	<b>W</b>			
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)			
<b>Element</b>	<b>Performance Criteria</b>			<b>P</b>	<b>O</b>	<b>W</b>
1. Repair liquid damage	1.1. Types of liquid damage are identified and described.					√
	1.2. Process of repairing liquid damage is explained.					√
	1.3. Tools and equipment to repair damage are identified and selected.			√		
	1.4. Cleaning methods used in liquid damage repair are identified.				√	
	1.5. Repair and cleaning process is carried using appropriate tools and equipment as per job requirements.			√		
	1.6. Work area is cleaned and waste materials are disposed of properly.			√		
2. Resolve hardware issues	2.1. Hardware issues are identified and explained.				√	
	2.2. Hardware issues are resolved as per standard operating procedure.			√		
3. Resolve software issues	3.1. Mobile phone setting issues are identified and explained.					√
	3.2. Setting issues are resolved as per standard operating procedure.			√		
	3.3. Software issues are identified and explained.				√	
	3.4. Software issues are resolved as per standard operating procedure.			√		
	3.5. Data is transferred to and/or from mobile phone.			√		

<b>Occupation:</b>	Mobile Phone Servicing				
<b>Unit Name:</b>	Implement business practices				
<b>Unit Code:</b>	SEIP-IT-MPS-05-O				
<b>Assessment Method:</b>	<b>P</b>	<b>O</b>	<b>W</b>		
	Performance (including demonstration and observation)	Oral questioning	Written examination (including short-answer, multiple choice, and true or false questions)		

Element	Performance Criteria	P	O	W
1. Apply business practice	1.1. Idea of entrepreneurship is explained.			√
	1.2. Visual communication skills are identified and described.		√	
	1.3. Time management skills are identified and described.			√
	1.4. Financial issues are identified and interpreted.		√	
	1.5. Legal issues are identified and interpreted.		√	
2. Understand customer service	2.1. Customer service operation is identified and described.			√
	2.2. Duties of a service provider are identified.			√
	2.3. Customer service skills are identified and defined.		√	
	2.4. Soft skills required in customer service are identified.		√	
3. Perform required gesture and posture during customer service	3.1. Correct body language and posturing is employed during customer service interaction.			√
	3.2. Do's and don'ts of body language and posture during customer service interaction are identified.			√



## PART B – THE CANDIDATE

### Instructions to Candidate

---

To be assessed as competent, you must provide evidence which demonstrates that you can perform to the necessary standard the various elements of these units of competency that comprise of the Certificate in **Mobile Phone Servicing**. Assessment of competency requires you to consistently demonstrate skill, knowledge and aptitude (through a variety of assessment tools such as multiple choice, short-answer questions, oral questioning, workplace observation, and practical demonstration) that enables confident completion of workplace tasks in a variety of situations.

In judging the evidence, your assessor must ensure that the evidence is:

- authentic (your own work)
- valid (directly related to the current version of the units of competency)
- reliable (consistently demonstrates of your knowledge and skill)
- current (shows your current capacity to perform the work)
- sufficient (covers the full range of elements comprised within the units of competency)

Furthermore, the assessment process must:

- provide for valid, reliable, flexible and fair assessment
- provide for judgment to be made on the basis of sufficient evidence
- offer valid, authentic and current evidence
- include workplace requirements

There are two types of assessment:

1. **Knowledge Assessment** - is designed to enable assessment against the various *elements* contained within the units of competency through a variety of activities such as multiple choice, short-answer questions, oral questioning. It is essentially examining your theoretical knowledge.

This provides the assessor with substantial evidence of your knowledge and aptitude to perform the work relating to the specific unit of competency, in conjunction with other assessment tools such as workplace observation.

You should complete the knowledge assessment as directed by the assessor and follow all instructions as and when given. If you are unable to complete the knowledge assessment, please speak to the assessor about alternative assessment solutions.

2. **Skill Assessment** - is designed to enable assessment against the various *performance criteria* contained within the units of competency through, for example, demonstration of skill in a simulated or actual work environment. In essence, it is an examination of your practical ability.

This provides the assessor with substantial evidence of your ability to perform the work relating to the specific unit of competency to the standard expected by industry (the benchmark).

You should complete the skill assessment as directed by the assessor and follow all instructions as and when given, ensuring your own health and safety.

Once you have been assessed as competent against all of the units of competency comprising of the qualification being undertaken, you will be awarded your certificate.

Your assessor will discuss in more detail the requirements for assessment for each unit of competency at the appropriate time.

And please do not panic if you are not assessed as competent on any part of your qualification at your first attempt. Your assessor will discuss with you any identified skill and knowledge gaps, work through those with you and assist you as much as possible in attaining competency.

## Self-Assessment Guide

Before undertaking any assessment, you should review the list of skills, knowledge and aptitudes relating to the assessment (drawn from the units of competency, its various elements and performance criteria) to determine whether you have current competency in these areas.

If you believe you can demonstrate the skills and knowledge required and can successfully complete the various assessment activities, you should then proceed to discuss your assessment with the assessor and complete Assessment Agreement.

However, should you not believe, for whatever reason, that you are not able to successfully complete the various assessment activities, then speak with the assessor. The assessor will assist you in identifying any skill and knowledge gaps, work through those with you and assist you as much as possible in attaining competency.

Please complete the self-assessment checklist below and discuss with the assessor.

<b>Qualification:</b>	<b>Mobile Phone Servicing</b>	
<b>Units of competency:</b>	<p><b>Generic units:</b></p> <p>Carry out workplace interaction in English</p> <p>Operate in a team environment</p> <p>Apply basic IT skills</p> <p><b>Sector-specific units:</b></p> <p>Apply occupational health and safety (OHS) in the workplace</p> <p>Use internet and social network</p> <p>Comply with ethical standards in the workplace</p> <p><b>Occupation-specific units:</b></p> <p>Apply basic knowledge of mobile phone servicing</p> <p>Read and interpret schematic diagrams</p> <p>Use tools and equipment for servicing</p> <p>Perform troubleshooting</p> <p>Implement business practices</p>	
<b>Instructions:</b>		
<ul style="list-style-type: none"> <li>▪ Read each of the questions in the left-hand column of the chart</li> <li>▪ Place a tick (√) in the appropriate box opposite each question to indicate your answer</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
▪ Interpret workplace code of conducts as per organisational guidelines?		
▪ Maintain appropriate lines of communication with supervisors and colleagues?		
▪ Conduct workplace interactions in a courteous manner to gather and convey information?		
▪ Comprehend workplace procedures and matters?		
▪ Interpret workplace documents correctly?		

▪ Understand visual information/symbols/signage correctly?		
▪ Access specific and relevant information from appropriate sources?		
▪ Use appropriate medium to transfer information and ideas?		
▪ Attend team meetings on time?		
▪ Follow meeting procedures and etiquette?		
▪ Ensure active participation, express opinions and hear?		
▪ Provide inputs and interpret in line with the meeting purpose.		
▪ Perform responsibilities as a team member?		
▪ Perform tasks in accordance with workplace procedures?		
▪ Maintain confidentiality?		
▪ Avoid inappropriate and conflicting situations?		
▪ Identify and interpret roles and objectives of the team?		
▪ Identify and interpret roles and responsibilities of team members?		
▪ Identify personal role and responsibilities within the team environment?		
▪ Interpret reporting relationships within team and external to team?		
▪ Identify other teammates' tasks and provide support?		
▪ Encourage the team through sharing information or expertise, working together to solve problems, and putting team success first?		
▪ Interpret views and opinions of other team members?		
▪ Identify problems faced at the individual and team level?		
▪ Identify a range of solutions and courses of action?		
▪ Recognize the good ideas of others to help develop solutions?		
▪ Look beyond the obvious and not stopped at the first answers?		
▪ interpret the context of IT in Bangladesh?		
▪ Identify and describe commonly used IT tools?		
▪ identify basic parts of a computer?		
▪ demonstrate turning on and off technique of a computer?		
▪ interpret the working environment of operating system?		
▪ interpret simple trouble-shooting techniques?		
▪ Operate word processing application appropriate to perform activity?		
▪ Apply basic typing technique to document?		
▪ Employ word processing techniques to document?		
▪ Practice personal CV writing using suitable word processing technique?		
▪ Use saving and retrieving technique of a document?		

▪ Identify and interpret spreadsheet working environment, functions and features?		
▪ Perform data entry on spreadsheet appropriate to perform activity?		
▪ Apply data manipulation techniques to spreadsheet?		
▪ Create and save spreadsheet document?		
▪ Explain use of email account in online environment?		
▪ Complete writing and sending workplace emails?		
▪ Identify and select different browsers to work online?		
▪ Browse different web portals and apply proper search techniques?		
▪ interpret OHS policies and safe operating procedures?		
▪ Identify and follow safety signs and symbols?		
▪ Interpret response, evacuation procedures and other contingency measures correctly?		
▪ Apply OHS policies and procedures in the workplace?		
▪ Recognize common health issues?		
▪ Identify common safety issues?		
▪ Check for OSH hazards in the workplace prior to commencing and during work?		
▪ Identify hazards and unacceptable performance in the workplace?		
▪ identify and respond to warning alarms?		
▪ respond to emergency response plans?		
▪ identify first aid procedures during emergency?		
▪ Explain the internet and how it works?		
▪ Identify appropriate social networks?		
▪ Identify Audio and video equipment appropriate to work activity?		
▪ Identify audio and video applications appropriate to work activity?		
▪ Carry out video conferencing with appropriate application?		
▪ Carry out audio conferencing with appropriate application?		
▪ Create account on social network?		
▪ Use social network effectively?		
▪ Interpret client's view is interpreted?		
▪ Paraphrase confidentiality of information?		
▪ Identify potential conflicts of interests?		
▪ Identify benchmark of product and service quality?		
▪ Interpret need of quality product and service delivery?		
▪ Implement quality process to develop quality products and services implemented following Industry and international standards?		

▪ Follow agreed standards to deliver product or services and commitment to deadlines?		
▪ Project professional image in the workplace?		
▪ Negotiate clients effectively?		
▪ Achieve IT security compliance?		
▪ Interpret workplace code of conduct?		
▪ Follow code of conduct as stated in company guidelines in the workplace?		
▪ Describe evolution of mobile phone?		
▪ Identify and describe brands of mobile phone?		
▪ Identify and explain basic functions of a mobile phone?		
▪ Identify required tools, equipment, and materials for phone servicing?		
▪ Explain mobile phone servicing process?		
▪ Explain Ohm's law?		
▪ Describe series and parallel circuits?		
▪ Identify electronic components and circuit symbols and explain functions?		
▪ Use measuring instruments for testing parts, components and electrical quantities?		
▪ Apply electronic components to mobile phone circuits?		
▪ Identify and explain schematic diagram of mobile phone?		
▪ Identify components of power section, control section and network section?		
▪ Identify and describe symbols and layout of all sections?		
▪ Identify hazard due to failure of component?		
▪ Identify fault on schematic diagram?		
▪ Mark solution on schematic diagram?		
▪ Identify and explain mobile phone disassembling and assembling steps?		
▪ Identify tools and equipment correctly as per job requirements and used to dismantle mobile phone?		
▪ Implement testing procedures and perform on mobile phone components?		
▪ Clean mobile phone components using cleaning tools?		
▪ Reassemble mobile phone properly?		
▪ Identify and explain soldering process?		
▪ Carry out hand soldering process as per job requirements?		
▪ Dr-solder and solder mobile phone components as per job requirements?		
▪ Identify major integrated circuits of mobile phones?		

▪ Explain integrated circuit operation in the circuitry?		
▪ Disassemble, inspect and reassemble integrated circuits?		
▪ Re-balled BGA chips in mobile phones manually?		
▪ Disassemble, inspect, clean and reassemble LCD and touch screen panels?		
▪ Identify and describe types of liquid damage?		
▪ Explain process of repairing liquid damage?		
▪ Identify and select tools and equipment to repair damage?		
▪ Identify cleaning methods used in liquid damage repair?		
▪ Carry repair and cleaning process using appropriate tools and equipment as per job requirements?		
▪ Dispose work area is cleaned and waste materials of properly?		
▪ Identify and explain hardware issues?		
▪ Resolve hardware issues as per standard operating procedure?		
▪ Identify and explain mobile phone setting issues?		
▪ Resolve setting issues as per standard operating procedure?		
▪ Identify and explain software issues?		
▪ Resolve software issues as per standard operating procedure?		
▪ Transfer data to and/or from mobile phone?		
▪ Explain idea of entrepreneurship?		
▪ Identify and describe visual communication skills?		
▪ Identify and describe time management skills?		
▪ Identify and interpret financial issues?		
▪ Identify and interpret legal issues?		
▪ Identify and describe customer service operation?		
▪ Identify duties of a service provider?		
▪ Identify and define customer service skills?		
▪ Identify soft skills required in customer service?		
▪ Employ correct body language and posturing during customer service interaction?		
▪ Identify do's and don'ts of body language and posture during customer service interaction?		
I agree to undertake assessment in the knowledge that the information gathered will only be used for educational and professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
<b>Candidate's signature:</b>		<b>Date:</b>

## PART C – THE ASSESSMENT

### Assessment Agreement - Mobile Phone Servicing

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The purpose of assessment is to confirm that you can perform to the standards expected in the workplace of an occupation, as expressed in the competency standards (after completion of self-assessment and in agreement with assessor).

To help achieve this, an assessment agreement is required to navigate both you and the assessor through the assessment process.

The assessment agreement is designed to provide a clear understanding of what and how you will be assessed and to nominate the tools that may be used to collect the assessment evidence.

You, the assessor and/or workplace supervisor should agree on the assessment requirements, dates and deadlines.

Therefore, to attain the Certificate of **Mobile Phone Servicing**, you must demonstrate competence in the following units, as established in the assessment agreement:

CODE	UNIT OF COMPETENCY
<b>Generic Competencies</b>	
SEIP-IT-MPS-01-G	Carry out workplace interaction in English
SEIP-IT-MPS-02-G	Operate in a team environment
SEIP-IT-MPS-03-G	Apply basic IT skills
<b>Sector-specific Competencies</b>	
SEIP-IT-MPS-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-MPS-02-S	Use internet and social network
SEIP-IT-MPS-03-S	Comply with ethical standards in the workplace
<b>Occupation-specific Competencies</b>	
SEIP-IT-MPS-01-O	Apply basic knowledge of mobile phone servicing
SEIP-IT-MPS-02-O	Read and interpret schematic diagrams
SEIP-IT-MPS-03-O	Use tools and equipment for servicing
SEIP-IT-MPS-04-O	Perform troubleshooting
SEIP-IT-MPS-05-O	Implement business practices

After successful completion of learning and assessment, you shall be awarded with a certificate.

<b>Assessment Agreement</b>	
<b>Occupation:</b>	Mobile Phone Servicing
<b>Assessment Centre:</b>	
<b>Candidate Name:</b>	
<b>Assessor Name:</b>	
<b>Unit of Competency</b>	
<b>Generic Competencies</b>	
SEIP-IT-MPS-01-G	Carry out workplace interaction in English
SEIP-IT-MPS-02-G	Operate in a team environment
SEIP-IT-MPS-03-G	Apply basic IT skills
<b>Sector-specific Competencies</b>	
SEIP-IT-MPS-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-MPS-02-S	Use internet and social network
SEIP-IT-MPS-03-S	Comply with ethical standards in the workplace
<b>Occupation-specific Competencies</b>	
SEIP-IT-MPS-01-O	Apply basic knowledge of mobile phone servicing
SEIP-IT-MPS-02-O	Read and interpret schematic diagrams
SEIP-IT-MPS-03-O	Use tools and equipment for servicing
SEIP-IT-MPS-04-O	Perform troubleshooting
SEIP-IT-MPS-05-O	Implement business practices
<b>Resources Required for Assessment</b>	
<p>Candidates must have access to the following:</p> <ul style="list-style-type: none"> <li>▪ copies of activities, questions, projects nominated by the assessor</li> <li>▪ relevant organisational policies, protocols and procedural documents (if required)</li> <li>▪ devices or tools to record answers</li> <li>▪ appropriate actual or simulated workplace</li> <li>▪ all necessary tools and equipment used in performance of the work-based task</li> <li>▪ any other resources normally used in the workplace</li> </ul>	
<b>Assessment Instructions</b>	
<p>Candidates should respond to the formative and summative assessments either verbally or in writing as agreed with the assessor. Written responses can be recorded in the spaces provided (if more space is required attach additional pages) or submitted in a word-processed document.</p> <p>If candidates answer verbally, the assessor should record their answers in detail.</p> <p>Candidates should also undertake observable tasks that provide evidence of performance. The assessor must provide instruction to candidates on what is expected during observation and arrange a suitable time and location for demonstration of these skills.</p>	



Candidates must fully understand what they are required to do to complete these assessment tasks successfully, then sign the declaration.

### Performance Standards

To receive a **satisfactory** result for the assessments, candidates must complete all activities, questions, projects, and tasks nominated by the assessor, to the required standard.

Completion of all tasks for a unit of competency, to a satisfactory level, will contribute to an assessment of competence for that specific individual unit (or units if holistic assessment approach is taken).

Successful completion of all units of competency that comprise of the qualification **Mobile Phone Servicing**, will result in the candidate will be issued with the relevant, nationally recognised certificate.

Assessors must clearly explain the required performance standards.

### Declaration

I declare that:

- the assessment requirements have been clearly explained to me
- all the work completed towards assessment will be my own
- cheating and plagiarism are unacceptable

<b>Candidate Name:</b>		<b>Date:</b>	
<b>Assessor Name:</b>		<b>Date:</b>	

## PART D – ASSESSMENT TOOLS

### Specific Instructions to Assessor

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Please read carefully and prepare as necessary:

1. The assessor shall (practical demonstration assessment activities):
  - provide the candidate with the necessary tools, equipment, machinery and materials for completion of one (1) set of the following practical demonstration activities:
    - Set A:
      - **Perform** ringer fault service
      - **Carry out** “locked phone” service
    - Set B:
      - **Perform** touchscreen fault **service**
      - **Carry out** “mobile frequently restarts automatically” **service**
    - Set C:
      - **Perform** display fault **service**
      - **Carry out** “SIM card not accepted message showing in display” **service**
  - provide the candidate with the copy of the specific instruction to candidate
  - allow each practical demonstration to be performed within two (2) hours including preparation of the materials
  - ensure that the candidate **FULLY** understands the instructions before proceeding to the performance of the assessment activity
  - allow fifteen (15) minutes for the candidate to familiarise themselves with the resources to be used during the practical demonstrations
  - ensure that the candidate is wearing appropriate personal protective equipment (PPE) before allowing them to proceed with the assessment activity
2. Assessment shall be based on the performance criteria in each of the units of competency. The evidence gathering method shall be comprised of:
  - (a) Written Test (1 hour) – **knowledge evidence**
  - (b) Practical Demonstration (4 hours) – **performance evidence**The practical demonstration activities will be divided into two (2) tasks (contained in one set):
  - (i) Practical Demonstration 1 (2 hours)
  - (ii) Practical Demonstration 2 (2 hours)
3. Final assessment is your responsibility as the accredit/certified assessor.
4. At the conclusion of each assessment activity, you will provide feedback to the candidate of the assessment result. The feedback will indicate whether the candidate is:

**COMPETENT**

**NOT YET COMPETENT**

5. The list of tools, equipment, machinery and materials to be provided for completion of the practical demonstration assessment activities can be found at:
- Set A – Practical Demonstration 1: page 37
  - Set A – Practical Demonstration 2: page 42
  - Set B – Practical Demonstration 1: page 47
  - Set B – Practical Demonstration 2: page 52
  - Set C – Practical Demonstration 1: page 57
  - Set C – Practical Demonstration 2: page 62

## Specific Instructions to Candidate

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You should respond to the assessment either in writing or verbally as agreed with the assessor. Written responses can be recorded in the spaces provided; if more space is required attach additional pages or submit a word-processed document.

If you answer verbally, the assessor should record your answers in detail. Please check your recorded answers carefully and thoroughly to ensure that they are accurate.

You may also be undertaking observable activities (i.e. practical demonstration) that provide evidence of performance. The assessor must provide you with clear instructions on what is expected during this type of assessment, and arrange a suitable time and location for demonstration of these skills.

To receive a satisfactory result for the assessments, you must complete all of the assessment activities; including questions, projects and tasks nominated by the assessor, to the required standard.

This assessment is based upon the units of competency in Mobile Phone Servicing. Using the performance criteria as a benchmark, evidence will be gathered through:

1. Written Test (1 hour) – a variety of multiple-choice, true or false and short answer theory questions to support your competence with regard to the required knowledge (**knowledge evidence**).
2. Practical Demonstration (4 hours) – observable tasks outlined in the elements and performance criteria of the units of competency, completed to support a judgement of satisfactory performance to the required standard (**performance evidence**).

There will be one (1) set of practical demonstration activities to complete. The assessor will direct you as to which 'set' you will be required to complete out of the following:

- Set A:
    - Perform ringer fault service
    - Carry out "locked phone" service
  - Set B:
    - Perform touchscreen fault service
    - Carry out "mobile frequently restarts automatically" service
  - Set C:
    - Perform display fault service
    - Carry out "SIM card not accepted message showing in display" service
3. The assessor will provide all necessary tools, equipment, machinery and materials required to complete each assessment activity.
  4. These assessments cover all units of competency for Mobile Phone Servicing. The assessor will provide you with feedback of your performance after completion of each assessment activity. This feedback shall indicate whether you are:

**COMPETENT**

**NOT YET COMPETENT**

5. Complete of all assessment activities, to a satisfactory level, will contribute to a final assessment of competence.

## Written Test

WRITTEN TEST - INSTRUCTIONS	
<b>Candidate Name:</b>	
<b>Assessor Name:</b>	
<b>Qualification:</b>	Certificate in Mobile Phone Servicing
<b>Unit of Competency</b>	
<b>Generic Competencies</b>	
SEIP-IT-MPS-01-G	Carry out workplace interaction in English
SEIP-IT-MPS-02-G	Operate in a team environment
SEIP-IT-MPS-03-G	Apply basic IT skills
<b>Sector-specific Competencies</b>	
SEIP-IT-MPS-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-MPS-02-S	Use internet and social network
SEIP-IT-MPS-03-S	Comply with ethical standards in the workplace
<b>Occupation-specific Competencies</b>	
SEIP-IT-MPS-01-O	Apply basic knowledge of mobile phone servicing
SEIP-IT-MPS-02-O	Read and interpret schematic diagrams
SEIP-IT-MPS-03-O	Use tools and equipment for servicing
SEIP-IT-MPS-04-O	Perform troubleshooting
SEIP-IT-MPS-05-O	Implement business practices
<b>Assessment Centre:</b>	
<b>Date of Assessment:</b>	
<b>Time of Assessment:</b>	
<b>Instructions:</b>	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> <li>▪ this written examination is based on the performance criteria from all the units of competency in Mobile Phone Servicing</li> <li>▪ this assessment activity will be used to measure your underpinning knowledge</li> <li>▪ write your answers on the paper provided</li> <li>▪ answer all the questions as best as possible</li> <li>▪ you have 1 (one) hour to complete this test</li> </ul>	

WRITTEN TEST		
Multiple Choice		
This is a <b>multiple-choice</b> of test. Choose the appropriate answer and circle the letter that corresponds with your answer.		
1.	What does a visual workplace improve?	a. Communication b. Facility operation c. Both a and b d. None of the above
2.	When discussing reporting relationships, what important organisational principle of reporting needs to be taken into consideration?	a. Chain of command b. Chain reaction c. Designation list d. None of the above
3.	In Excel, which function is used to find a minimum value of a data range?	a. Min b. Lowest c. Max d. Smallest
4.	What potentially hazardous situation which, if not avoided, may result in minor or moderate injury?	a. Danger b. Caution c. Warning d. Emergency
5.	While working with computers, how frequently should your eyes need a break from screen?	a. Every 60 minutes b. Every 40 minutes c. Every 30 Minutes d. Every 20 minutes
6.	How will you demonstrate service mindset and organizational culture at work?	a. Always greet with a genuine smile b. Listen to customers complains/queries/comments attentively and actively c. Have patience while dealing with colleagues and customers d. All of the above
7.	Which is a basic function or functions of a mobile?	a. Message b. Storage c. Both a and b d. None of the above
8.	If there shows no network, the possible cause is?	a. Fault with antenna switch b. The PFO is faulty c. Crystal is faulty d. All of the above
True or False Quiz		
Tick (√) the box corresponding to the correct answer.		
9.	Generally, a CV is saved in .xls format.	True <input type="checkbox"/> False <input type="checkbox"/>
10.	Facebook is an American online social media and networking service company.	True <input type="checkbox"/> False <input type="checkbox"/>
11.	Effective security requires threat identification, risk assessment and threat intelligence as well as active monitoring and analysis of your network environment.	True <input type="checkbox"/> False <input type="checkbox"/>

12.	Ohm's Law states that the current in a circuit is directly proportional to the applied potential (voltage) and inversely proportional to the resistance.	True <input type="checkbox"/> False <input type="checkbox"/>
13.	Time management skills are not important for mobile phone servicing.	True <input type="checkbox"/> False <input type="checkbox"/>
<b>Fill in the Missing Blanks</b>		
Write the word or group of words needed to complete the following sentences.		
14.	Skype is a _____ application software product that specializes in providing video chat and voice calls.	
15.	Creating formal reporting policies allows employees to have an open channel of _____ where they are able to ask questions about conflict of interest.	
16.	Body language is defined as the _____ between two individuals or a group of individuals.	
<b>Short Answer</b>		
Write a short answer in the space provided (not to exceed more than approximately twenty-five (25) words).		
17.	What are chemical hazards?	
18.	How can you use Facebook?	
19.	It is found that <b>the</b> speaker and microphone of a mobile phone are not working. On which section of the schematic diagram of the mobile you will mark the problem?	
20.	What are 5 <b>common</b> types of liquid damage?	
21.	<b>What is the function of an oscillator?</b>	
22.	<b>What is the function of diode?</b>	
23.	<b>What is the function of capacitor?</b>	

24.	What is the function of coupler?	
25.	What is the measuring unit of resistance?	
26.	Name of 5 items of PPE.	
27.	Name 3 items of PPE commonly used in mobile phone servicing.	
28.	Name 5 SMD components.	
29.	Name 5 connectors.	
30.	What voltage is required to turn on a smart phone?	
<b>Feedback to candidate:</b>		
Assessment decision for this assessment activity:		
<input type="checkbox"/> <b>Competent</b> <input type="checkbox"/> <b>Not Yet Competent</b>		
<b>Candidate Signature:</b>		<b>Date:</b>
<b>Assessor Signature:</b>		<b>Date:</b>



## Written Test - Answers

Answers are highlighted in **bold** and *italics*.

Multiple Choice		
1.	What does a visual workplace improve?	a. Communication b. Facility operation. <b>c. Both a and b</b> d. None of the above
2.	When discussing reporting relationships, what important organisational principle of reporting needs to be taken into consideration?	<b>a. Chain of command</b> b. Chain reaction c. Designation list d. None of the above
3.	In Excel, which function is used to find a minimum value of a data range?	a. <b>Min</b> b. Lowest c. Max d. Smallest
4.	What potentially hazardous situation which, if not avoided, may result in minor or moderate injury?	a. Danger <b>b. Caution</b> c. Warning d. Emergency
5.	While working with computers, how frequently should your eyes need a break from screen?	a. Every 60 minutes b. Every 40 minutes c. Every 30 Minutes <b>d. Every 20 minutes</b>
6.	How will you demonstrate service mindset and organizational culture at work?	a. Always greet with a genuine Smile. b. Listen to customers' (internal & external) complains/queries/comments attentively and actively c. Have patience while dealing with colleagues and customers <b>d. All of the above</b>
7.	Which is a basic function or functions of a mobile?	a. Message b. Storage <b>c. Both a and b</b> d. None of the above
8.	If there shows no network, the possible cause is?	a. Fault with antenna switch b. The PFO is faulty c. Crystal is faulty <b>d. All of the above</b>
True or False Quiz		
9.	Generally, a CV is saved in .xls format.	True <input type="checkbox"/> <b>False</b> <input checked="" type="checkbox"/>
10.	Facebook is an American online social media and networking service company.	<b>True</b> <input checked="" type="checkbox"/> False <input type="checkbox"/>
11.	Effective security requires threat identification, risk assessment and threat intelligence as well as active monitoring and analysis of your network environment.	<b>True</b> <input checked="" type="checkbox"/> False <input type="checkbox"/>

12.	Ohm's Law states that the current in a circuit is directly proportional to the applied potential (voltage) and inversely proportional to the resistance.	<b>True</b> ✓ <b>False</b> □
13.	Time management skills are not important for mobile phone servicing.	True □ <b>False</b> ✓
<b>Fill in the Missing Blanks</b>		
Write the word or group of words needed to complete the following sentences.		
14.	Skype is a <b>telecommunications</b> application software product that specializes in providing video chat and voice calls.	
15.	Creating formal reporting policies allows employees to have an open channel of <b>communication</b> where they are able to ask questions about conflict of interest.	
16.	Body language is defined as the <b>non-verbal communication</b> between two individuals or a group of individuals.	
<b>Short Answer</b>		
Write a short answer in the space provided (not to exceed more than approximately sixty (60) words).		
17	What are chemical hazards?	<b>Hazards arise from inhaling chemical agents in the form of vapors, gases, dusts, fumes, mists, or by skin contact with these materials.</b>
18	How can you use Facebook?	<ul style="list-style-type: none"> <li>▪ <b>Sharing and post</b></li> <li>▪ <b>Chatting on Facebook</b></li> <li>▪ <b>Uploading photos/videos</b></li> <li>▪ <b>Creating an event</b></li> <li>▪ <b>Advertising products and services</b></li> </ul>
19	It is found that <b>the</b> speaker and microphone of a mobile phone are not working. On which section of the schematic diagram of the mobile you will mark the problem?	<b>This is caused for faults on Audio IC. It is found in the power section of a mobile phone.</b>
20.	What are 5 <b>common</b> types of liquid damage?	<ul style="list-style-type: none"> <li>▪ <b>Toilet</b></li> <li>▪ <b>Fresh</b></li> <li>▪ <b>Drink</b></li> <li>▪ <b>Salt</b></li> <li>▪ <b>Food</b></li> </ul>
21	<b>What is the function of an oscillator?</b>	<b>Produce frequency</b>
22	<b>What is the function of diode?</b>	<b>Convert AC to pulsating DC</b>
23	<b>What is the function of capacitor?</b>	<b>Store charges and filtering</b>
24	<b>What is the function of coupler?</b>	<b>Connecting 2 sections by impedance matching</b>
25	<b>What is the measuring unit of resistance?</b>	<b>Ohm</b>
26	<b>Name of 5 items of PPE.</b>	<b>May include:</b> <ul style="list-style-type: none"> <li>▪ <b>Antistatic apron</b></li> </ul>

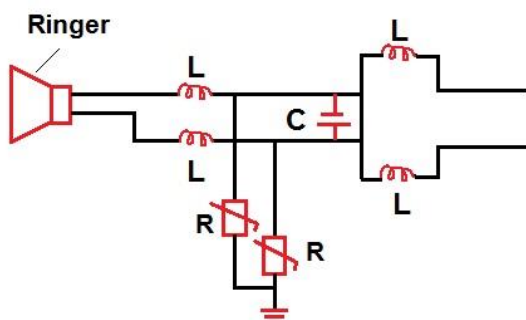
		<ul style="list-style-type: none"> <li>▪ <b>Antistatic mat</b></li> <li>▪ <b>Wrist belt</b></li> <li>▪ <b>Safety goggles</b></li> <li>▪ <b>Mask</b></li> </ul>
27	Name 3 items of PPE commonly used in mobile phone servicing.	<b>May include:</b> <ul style="list-style-type: none"> <li>▪ <b>Screwdriver</b></li> <li>▪ <b>Opener</b></li> <li>▪ <b>Tweezer</b></li> <li>▪ <b>PCB stand</b></li> <li>▪ <b>Brush</b></li> </ul>
28	Name 5 SMD components.	<ul style="list-style-type: none"> <li>▪ <b>Resistor</b></li> <li>▪ <b>Capacitor</b></li> <li>▪ <b>Diode</b></li> <li>▪ <b>Inductor</b></li> <li>▪ <b>Transistor</b></li> </ul>
29	Name 5 connectors.	<ul style="list-style-type: none"> <li>▪ <b>Charging</b></li> <li>▪ <b>Air phone</b></li> <li>▪ <b>Touch</b></li> <li>▪ <b>Display</b></li> <li>▪ <b>Battery</b></li> </ul>
30	What voltage is required to turn on a smart phone?	<b>4.2</b>

## Set A: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
<b>Candidate Name:</b>	
<b>Assessor Name:</b>	
<b>Qualification:</b>	Certificate in Mobile Phone Servicing
<b>Task:</b>	Perform ringer fault service
<b>Assessment Centre:</b>	
<b>Date of Assessment:</b>	
<b>Time of Assessment:</b>	
<b>Instructions:</b>	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> <li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Mobile Phone Servicing</li> <li>▪ this assessment activity will be used to measure your underpinning skills</li> <li>▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used</li> <li>▪ you have two (2) hours to complete this demonstration</li> </ul>	
<b>Procedure:</b>	
<ul style="list-style-type: none"> <li>▪ Observe and apply OHS issues as required for the task to be performed</li> <li>▪ Read the specification information provided</li> <li>▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor)</li> <li>▪ Perform the task within the given time</li> </ul>	
<b>Job Specification Information:</b>	
<p>A customer comes in with a mobile phone and advises you that it has the following problems:</p> <p>(a) vibrating function is not working</p> <p>(b) vibrator hanged earlier several times</p> <p>You will need to:</p> <ol style="list-style-type: none"> <li>1. Identify, read and interpret job specifications and/or schematic diagrams.</li> <li>2. Identify and collect required tools, equipment and materials.</li> <li>3. Inspect workplace for hazards and implement appropriate controls (if necessary).</li> <li>4. Identify and collect appropriate PPE.</li> <li>5. Check vibrator settings on mobile phone.</li> <li>6. Check if vibrator is ON or OFF.</li> <li>7. Open mobile phone and clean vibrator tips connector.</li> <li>8. Check vibrator by keeping the multimeter in buzzer mode (value must be 8~16 Ohm; if the value is not between 8~16 Ohm then change the vibrator/motor).</li> <li>9. Check track of vibrator section and complete jumper (if required).</li> <li>10. UEM/logic IC/power IC: heat, reball or change.</li> <li>11. CPU: heat, reball or change.</li> <li>12. Record completed work using Word or Excel formatted document.</li> <li>13. Clean, maintain and store tools, equipment and materials.</li> <li>14. Clean workplace and dispose of waste materials.</li> </ol>	

**Drawing, Plan, Diagram or Sketch:**

*General Circuit of Ringer*



Ref: <http://mobilerepairingbook.blogspot.com/2017/08/mobile-ringer-problem.html>

**Resources Required:**

Tools:	Blade/point/nose cutter Screwdriver (T6,T5,T4,+,-) kit Case and screen opener Tweezers Brush Multimeter P.C.B stand
Equipment:	Blower (S.M.D rework station) BGA kit Magnifying lamp Regulated DC power supply Soldering iron
Materials:	Solder wire Thinner Jumper wire Job specification sheet
PPE:	Protective glasses Adjustable chair with desk

## Set A: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST		
<b>Candidate Name:</b>		
<b>Assessor Name:</b>		
<b>Qualification:</b>	Certificate in Mobile Phone Servicing	
<b>Task:</b>	Perform ringer fault service	
<b>Assessment Centre:</b>		
<b>Date of Assessment:</b>		
<b>Instructions:</b>	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> <li>▪ fit industry requirements in which the assessment will be conducted</li> <li>▪ adhere, where possible, to reasonable adjustment practices</li> <li>▪ ensure that suitable performance benchmarks are applied and explained to the candidate</li> </ul>	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools, equipment, and materials for phone servicing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Measuring instruments are used for testing parts, components and electrical quantities.	<input type="checkbox"/>	<input type="checkbox"/>
Testing procedures are implemented and performed on mobile phone components.	<input type="checkbox"/>	<input type="checkbox"/>
Electronic components and circuit symbols are identified and function explained.	<input type="checkbox"/>	<input type="checkbox"/>
Necessity of quality product and service delivery is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>

Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Electronic components are applied to mobile phone circuits.	<input type="checkbox"/>	<input type="checkbox"/>
Hand soldering process is carried out as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are de-soldered and soldered as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Integrated circuits are disassembled, inspected and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Hazard due to failure of component is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Fault is identified on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
Solution is marked on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
BGA chips in mobile phones are re-balled manually.	<input type="checkbox"/>	<input type="checkbox"/>
LCD and touch screen panels are disassembled, inspected, cleaned and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Repair and cleaning process is carried using appropriate tools and equipment as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone is properly reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are cleaned using cleaning tools.	<input type="checkbox"/>	<input type="checkbox"/>
Software issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Hardware issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Data is transferred to and/or from mobile phone (if required).	<input type="checkbox"/>	<input type="checkbox"/>
Simple troubleshooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Work area is cleaned and waste materials are disposed of properly.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Other teammates' tasks are identified and provided support.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Feedback to candidate:</b>		

Assessment decision for this assessment activity:			
<input type="checkbox"/> <b>Competent</b>		<input type="checkbox"/> <b>Not Yet Competent</b>	
<b>Candidate Signature:</b>		<b>Date:</b>	
<b>Assessor Signature:</b>		<b>Date:</b>	

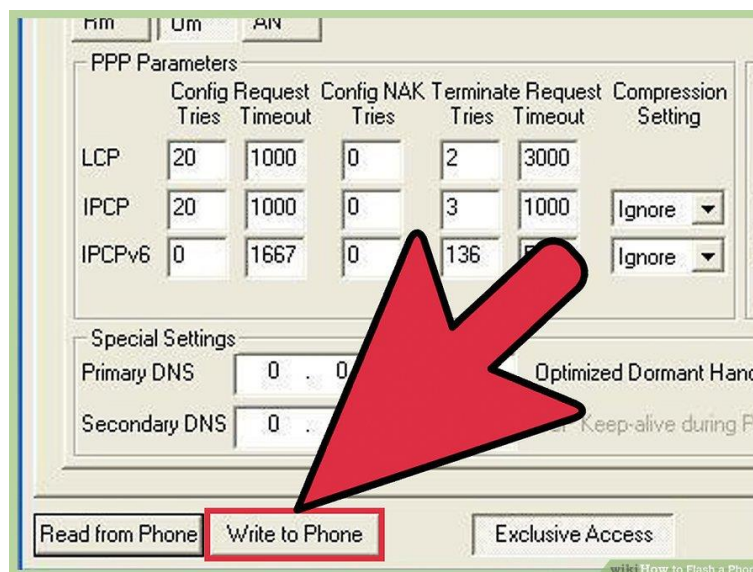


## Set A: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
<b>Candidate Name:</b>	
<b>Assessor Name:</b>	
<b>Qualification:</b>	Certificate in Mobile Phone Servicing
<b>Task:</b>	Carry out “locked phone” service
<b>Assessment Centre:</b>	
<b>Date of Assessment:</b>	
<b>Time of Assessment:</b>	
<b>Instructions:</b>	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> <li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Mobile Phone Servicing</li> <li>▪ this assessment activity will be used to measure your underpinning skills</li> <li>▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used</li> <li>▪ you have two (2) hours to complete this demonstration</li> </ul>	
<b>Procedure:</b>	
<ul style="list-style-type: none"> <li>▪ Observe and apply OHS issues as required for the task to be performed</li> <li>▪ Read the specification information provided</li> <li>▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor)</li> <li>▪ Perform the task within the given time</li> </ul>	
<b>Job Specification Information:</b>	
<p>A <b>child</b> was playing with a smart phone. During this time, he <b>accidentally</b> changed the phone lock code <b>without realising and is now unable to access the phone.</b></p> <p>You will need to:</p> <ol style="list-style-type: none"> <li>1. Identify, read and interpret job specifications and/or schematic diagrams.</li> <li>2. Identify and collect required tools, equipment and materials.</li> <li>3. Inspect workplace for hazards and implement appropriate controls (if necessary).</li> <li>4. Identify and collect appropriate PPE.</li> <li>5. Adjust seating arrangement of workplace.</li> <li>6. Detect valid reason for conducting flashing of the phone.</li> <li>7. Find type of phone - CDMA or GSM.</li> <li>8. Try flashing for CDMA phone sets and seek support of the service providers for GSM sets.</li> <li>9. Get out your USB cord.</li> <li>10. Search <b>online</b> for compatible flashing software <b>using multiple browsers.</b></li> <li>11. Download flashing program of your choice onto computer and unzip the files.</li> <li>12. Check for drivers.</li> <li>13. Check basics - MEID and ESN.</li> <li>14. Detect the phone.</li> <li>15. Choose “write” and check phone for workability.</li> <li>16. Close the application software.</li> <li>17. <b>Record completed work using Word or Excel formatted document.</b></li> <li>18. <b>Clean, maintain and store tools, equipment and materials.</b></li> <li>19. <b>Clean workplace and dispose of waste materials.</b></li> </ol>	

### Drawing, Plan, Diagram or Sketch:

The following picture may be an example of the look of the flashing software interface:



Picture ref: <https://www.wikihow.com/Flash-a-Phone#/Image:Flash-a-Phone-Step-10.jpg>

### Resources Required:

Tools:	Flashing software interface
Equipment:	PC (with current operating system Windows 7/8/10 installed) Keyboard Monitor Power supply Internet USB cables
Materials:	Log in information
PPE:	Protective glasses Adjustable chair with desk Adjustable monitor

## Set A: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST		
<b>Candidate Name:</b>		
<b>Assessor Name:</b>		
<b>Qualification:</b>	Certificate in Mobile Phone Servicing	
<b>Task:</b>	Carry out “locked phone” service	
<b>Assessment Centre:</b>		
<b>Date of Assessment:</b>		
<b>Instructions:</b>	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> <li>▪ fit industry requirements in which the assessment will be conducted</li> <li>▪ adhere, where possible, to reasonable adjustment practices</li> <li>▪ ensure that suitable performance benchmarks are applied and explained to the candidate</li> </ul>	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools, equipment, and materials for phone servicing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Measuring instruments are used for testing parts, components and electrical quantities.	<input type="checkbox"/>	<input type="checkbox"/>
Testing procedures are implemented and performed on mobile phone components.	<input type="checkbox"/>	<input type="checkbox"/>
Electronic components and circuit symbols are identified and function explained.	<input type="checkbox"/>	<input type="checkbox"/>
Necessity of quality product and service delivery is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>

Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Electronic components are applied to mobile phone circuits.	<input type="checkbox"/>	<input type="checkbox"/>
Hand soldering process is carried out as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are de-soldered and soldered as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Integrated circuits are disassembled, inspected and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Hazard due to failure of component is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Fault is identified on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
Solution is marked on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
BGA chips in mobile phones are re-balled manually.	<input type="checkbox"/>	<input type="checkbox"/>
LCD and touch screen panels are disassembled, inspected, cleaned and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Repair and cleaning process is carried using appropriate tools and equipment as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone is properly reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are cleaned using cleaning tools.	<input type="checkbox"/>	<input type="checkbox"/>
Software issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Hardware issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Setting issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Data is transferred to and/or from mobile phone (if required).	<input type="checkbox"/>	<input type="checkbox"/>
Simple troubleshooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Account on social network is created and used effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Computer is used to record work completed.	<input type="checkbox"/>	<input type="checkbox"/>
Record is maintained using Word or Excel.	<input type="checkbox"/>	<input type="checkbox"/>
Work area is cleaned and waste materials are disposed of properly.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Other teammates' tasks are identified and provided support.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>

Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Feedback to candidate:</b>			
Assessment decision for this assessment activity:  <div style="text-align: center;"> <input type="checkbox"/> <b>Competent</b>      <input type="checkbox"/> <b>Not Yet Competent</b> </div>			
<b>Candidate Signature:</b>		<b>Date:</b>	
<b>Assessor Signature:</b>		<b>Date:</b>	

## Set B: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
<b>Candidate Name:</b>	
<b>Assessor Name:</b>	
<b>Qualification:</b>	Certificate in Mobile Phone Servicing
<b>Task:</b>	Perform touchscreen fault service
<b>Assessment Centre:</b>	
<b>Date of Assessment:</b>	
<b>Time of Assessment:</b>	
<b>Instructions:</b>	
Read and understand the directions carefully:	
<ul style="list-style-type: none"><li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Mobile Phone Servicing</li><li>▪ this assessment activity will be used to measure your underpinning skills</li><li>▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used</li><li>▪ you have two (2) hours to complete this demonstration</li></ul>	
<b>Procedure:</b>	
<ul style="list-style-type: none"><li>▪ Observe and apply OHS issues as required for the task to be performed</li><li>▪ Read the specification information provided</li><li>▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor)</li><li>▪ Perform the task within the given time</li></ul>	
<b>Job Specification Information:</b>	
A customer came to you with following problems:	
(a) touchscreen not working	
(b) only half of the touchscreen works	
(c) one key is pressed and some other key works instead	
You will need to:	
<ol style="list-style-type: none"><li>1. Identify, read and interpret job specifications and/or schematic diagrams.</li><li>2. Identify and collect required tools, equipment and materials.</li><li>3. Inspect workplace for hazards and implement appropriate controls (if necessary).</li><li>4. Identify and collect appropriate PPE.</li><li>5. Check settings on mobile phone.</li><li>6. Clean and re-solder PDA tips and PDA connector.</li><li>7. Change PDA (if necessary).</li><li>8. Check track of PDA section and complete jumper (if required).</li><li>9. PDA IC: heat or change.</li><li>10. CPU: heat, reball or change.</li><li>11. If problem persists, install software.</li><li>12. Record completed work using Word or Excel formatted document.</li><li>13. Clean, maintain and store tools, equipment and materials.</li><li>14. Clean workplace and dispose of waste materials.</li></ol>	
<b>Resources Required:</b>	

Tools:	Blade/point/nose cutter Screwdriver (T6,T5,T4,+,-) kit Case and screen opener Tweezers Brush Multimeter P.C.B stand
Equipment:	Blower (S.M.D rework station) BGA kit Magnifying lamp Regulated DC power supply Soldering iron
Materials:	Solder wire Thinner Jumper wire Job specification sheet
PPE:	Protective glasses Adjustable chair with desk

## Set B: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST		
<b>Candidate Name:</b>		
<b>Assessor Name:</b>		
<b>Qualification:</b>	Certificate in Mobile Phone Servicing	
<b>Task:</b>	Perform touchscreen fault service	
<b>Assessment Centre:</b>		
<b>Date of Assessment:</b>		
<b>Instructions:</b>	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> <li>▪ fit industry requirements in which the assessment will be conducted</li> <li>▪ adhere, where possible, to reasonable adjustment practices</li> <li>▪ ensure that suitable performance benchmarks are applied and explained to the candidate</li> </ul>	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools, equipment, and materials for phone servicing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Measuring instruments are used for testing parts, components and electrical quantities.	<input type="checkbox"/>	<input type="checkbox"/>
Testing procedures are implemented and performed on mobile phone components.	<input type="checkbox"/>	<input type="checkbox"/>
Electronic components and circuit symbols are identified and function explained.	<input type="checkbox"/>	<input type="checkbox"/>
Necessity of quality product and service delivery is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>



Electronic components are applied to mobile phone circuits.	<input type="checkbox"/>	<input type="checkbox"/>
Hand soldering process is carried out as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are de-soldered and soldered as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Integrated circuits are disassembled, inspected and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Hazard due to failure of component is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Fault is identified on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
Solution is marked on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
BGA chips in mobile phones are re-balled manually.	<input type="checkbox"/>	<input type="checkbox"/>
LCD and touch screen panels are disassembled, inspected, cleaned and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Repair and cleaning process is carried using appropriate tools and equipment as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone is properly reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are cleaned using cleaning tools.	<input type="checkbox"/>	<input type="checkbox"/>
Software issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Hardware issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Data is transferred to and/or from mobile phone (if required).	<input type="checkbox"/>	<input type="checkbox"/>
Simple troubleshooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Work area is cleaned and waste materials are disposed of properly.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Other teammates' tasks are identified and provided support.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Feedback to candidate:</b>		

Assessment decision for this assessment activity:			
<input type="checkbox"/> <b>Competent</b>		<input type="checkbox"/> <b>Not Yet Competent</b>	
<b>Candidate Signature:</b>		<b>Date:</b>	
<b>Assessor Signature:</b>		<b>Date:</b>	

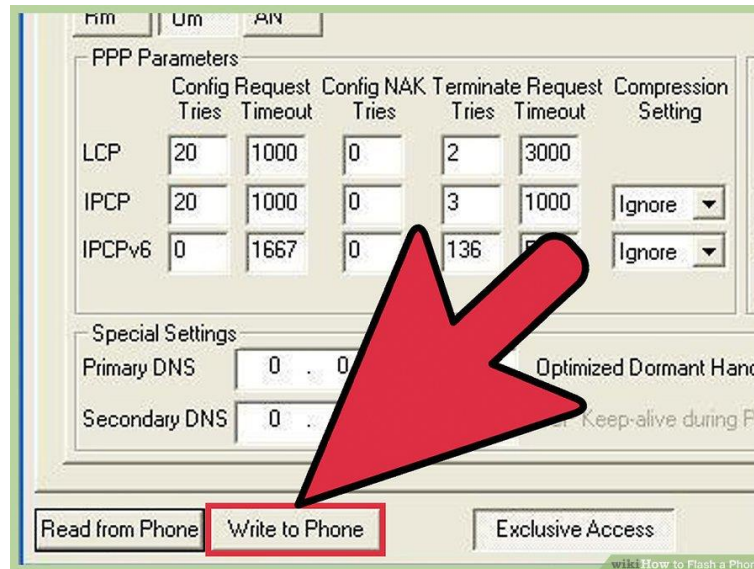
## Set B: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
<b>Candidate Name:</b>	
<b>Assessor Name:</b>	
<b>Qualification:</b>	Certificate in Mobile Phone Servicing
<b>Task:</b>	Carry out “mobile frequently restarts automatically” service
<b>Assessment Centre:</b>	
<b>Date of Assessment:</b>	
<b>Time of Assessment:</b>	
<b>Instructions:</b>	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> <li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Mobile Phone Servicing</li> <li>▪ this assessment activity will be used to measure your underpinning skills</li> <li>▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used</li> <li>▪ you have two (2) hours to complete this demonstration</li> </ul>	
<b>Procedure:</b>	
<ul style="list-style-type: none"> <li>▪ Observe and apply OHS issues as required for the task to be performed</li> <li>▪ Read the specification information provided</li> <li>▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor)</li> <li>▪ Perform the task within the given time</li> </ul>	
<b>Job Specification Information:</b>	
<p>A customer comes in with a mobile phone purchased only 3-4 months ago. It now experiences dramatic fall of charge.</p> <p>You will need to:</p> <ol style="list-style-type: none"> <li>1. Identify, read and interpret job specifications and/or schematic diagrams.</li> <li>2. Identify and collect required tools, equipment and materials.</li> <li>3. Inspect workplace for hazards and implement appropriate controls (if necessary).</li> <li>4. Identify and collect appropriate PPE.</li> <li>5. Adjust seating arrangement of workplace.</li> <li>6. Turn off phone.</li> <li>7. Remove battery.</li> <li>8. Reset the battery and check if the problem is solved.</li> <li>9. If not resolved, proceed to flashing the mobile phone.</li> <li>10. Find type of phone - CDMA or GSM.</li> <li>11. Try flashing for CDMA phone sets and seek support of the service providers for GSM sets.</li> <li>12. Get out your USB cord.</li> <li>13. Search online for compatible flashing software using multiple browsers.</li> <li>14. Download flashing program of your choice onto computer and unzip the files.</li> <li>15. Check for drivers.</li> <li>16. Check basics - MEID and ESN.</li> <li>17. Detect the phone.</li> <li>18. Choose "write" and check phone for workability.</li> <li>19. Close the application software.</li> </ol>	

- 20. Record completed work using Word or Excel formatted document.
- 21. Clean, maintain and store tools, equipment and materials.
- 22. Clean workplace and dispose of waste materials.

**Drawing, Plan, Diagram or Sketch:**

The following picture may be an example of the look of the flashing software interface:



Picture ref: <https://www.wikihow.com/Flash-a-Phone#/Image:Flash-a-Phone-Step-10.jpg>

**Resources Required:**

Tools:	Flashing software interface
Equipment:	PC (with current operating system Windows 7/8/10 installed) Keyboard Monitor Power supply Internet USB cables
Materials:	Log in information
PPE:	Protective glasses Adjustable chair with desk Adjustable monitor

## Set B: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST		
<b>Candidate Name:</b>		
<b>Assessor Name:</b>		
<b>Qualification:</b>	Certificate in Mobile Phone Servicing	
<b>Task:</b>	Carry out “mobile frequently restarts automatically” service	
<b>Assessment Centre:</b>		
<b>Date of Assessment:</b>		
<b>Instructions:</b>	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> <li>▪ fit industry requirements in which the assessment will be conducted</li> <li>▪ adhere, where possible, to reasonable adjustment practices</li> <li>▪ ensure that suitable performance benchmarks are applied and explained to the candidate</li> </ul>	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools, equipment, and materials for phone servicing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Measuring instruments are used for testing parts, components and electrical quantities.	<input type="checkbox"/>	<input type="checkbox"/>
Testing procedures are implemented and performed on mobile phone components.	<input type="checkbox"/>	<input type="checkbox"/>
Electronic components and circuit symbols are identified and function explained.	<input type="checkbox"/>	<input type="checkbox"/>
Necessity of quality product and service delivery is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>

Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Electronic components are applied to mobile phone circuits.	<input type="checkbox"/>	<input type="checkbox"/>
Hand soldering process is carried out as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are de-soldered and soldered as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Integrated circuits are disassembled, inspected and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Hazard due to failure of component is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Fault is identified on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
Solution is marked on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
BGA chips in mobile phones are re-balled manually.	<input type="checkbox"/>	<input type="checkbox"/>
LCD and touch screen panels are disassembled, inspected, cleaned and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Repair and cleaning process is carried using appropriate tools and equipment as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone is properly reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are cleaned using cleaning tools.	<input type="checkbox"/>	<input type="checkbox"/>
Software issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Hardware issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Setting issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Data is transferred to and/or from mobile phone (if required).	<input type="checkbox"/>	<input type="checkbox"/>
Simple troubleshooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Account on social network is created and used effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Computer is used to record work completed.	<input type="checkbox"/>	<input type="checkbox"/>
Record is maintained using Word or Excel.	<input type="checkbox"/>	<input type="checkbox"/>
Work area is cleaned and waste materials are disposed of properly.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Other teammates' tasks are identified and provided support.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>

Views and opinions of other team members are interpreted and respected.		<input type="checkbox"/>	<input type="checkbox"/>
<b>Feedback to candidate:</b>			
Assessment decision for this assessment activity:  <input type="checkbox"/> <b>Competent</b> <input type="checkbox"/> <b>Not Yet Competent</b>			
<b>Candidate Signature:</b>		<b>Date:</b>	
<b>Assessor Signature:</b>		<b>Date:</b>	

## Set C: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
<b>Candidate Name:</b>	
<b>Assessor Name:</b>	
<b>Qualification:</b>	Certificate in Mobile Phone Servicing
<b>Task:</b>	Perform display fault service
<b>Assessment Centre:</b>	
<b>Date of Assessment:</b>	
<b>Time of Assessment:</b>	
<b>Instructions:</b>	
Read and understand the directions carefully: <ul style="list-style-type: none"><li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Mobile Phone Servicing</li><li>▪ this assessment activity will be used to measure your underpinning skills</li><li>▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used</li><li>▪ you have two (2) hours to complete this demonstration</li></ul>	
<b>Procedure:</b>	
<ul style="list-style-type: none"><li>▪ Observe and apply OHS issues as required for the task to be performed</li><li>▪ Read the specification information provided</li><li>▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor)</li><li>▪ Perform the task within the given time</li></ul>	
<b>Job Specification Information:</b>	
A customer comes to see you and advises that: <ul style="list-style-type: none"><li>▪ display is cracked</li><li>▪ display only works occasionally</li></ul> <p>You will need to:</p> <ol style="list-style-type: none"><li>1. Identify, read and interpret job specifications and/or schematic diagrams.</li><li>2. Identify and collect required tools, equipment and materials.</li><li>3. Inspect workplace for hazards and implement appropriate controls (if necessary).</li><li>4. Identify and collect appropriate PPE.</li><li>5. Check display tips and connector and reset the display.</li><li>6. Re-solder the display connector.</li><li>7. Change the display (if necessary).</li><li>8. Check display track.</li><li>9. Re-solder or change display IC.</li><li>10. CPU: heat, reball or change.</li><li>11. If display is upside down or only half the display is working, or if the display is broken, then change the display.</li><li>12. If problem persists, install software.</li><li>13. Record completed work using Word or Excel formatted document.</li><li>14. Clean, maintain and store tools, equipment and materials.</li><li>15. Clean workplace and dispose of waste materials.</li></ol>	
<b>Resources Required:</b>	



Tools:	Blade/point/nose cutter Screwdriver (T6,T5,T4,+,-) kit Case and screen opener Tweezers Brush Multimeter P.C.B stand
Equipment:	Blower (S.M.D rework station) BGA kit Magnifying lamp Regulated DC power supply Soldering iron
Materials:	Solder wire Thinner Jumper wire Job specification sheet
PPE:	Protective glasses Adjustable chair with desk

## Set C: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST		
<b>Candidate Name:</b>		
<b>Assessor Name:</b>		
<b>Qualification:</b>	Certificate in Mobile Phone Servicing	
<b>Task:</b>	Perform display fault service	
<b>Assessment Centre:</b>		
<b>Date of Assessment:</b>		
<b>Instructions:</b>	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> <li>▪ fit industry requirements in which the assessment will be conducted</li> <li>▪ adhere, where possible, to reasonable adjustment practices</li> <li>▪ ensure that suitable performance benchmarks are applied and explained to the candidate</li> </ul>	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools, equipment, and materials for phone servicing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Measuring instruments are used for testing parts, components and electrical quantities.	<input type="checkbox"/>	<input type="checkbox"/>
Testing procedures are implemented and performed on mobile phone components.	<input type="checkbox"/>	<input type="checkbox"/>
Electronic components and circuit symbols are identified and function explained.	<input type="checkbox"/>	<input type="checkbox"/>
Necessity of quality product and service delivery is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>

Electronic components are applied to mobile phone circuits.	<input type="checkbox"/>	<input type="checkbox"/>
Hand soldering process is carried out as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are de-soldered and soldered as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Integrated circuits are disassembled, inspected and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Hazard due to failure of component is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Fault is identified on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
Solution is marked on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
BGA chips in mobile phones are re-balled manually.	<input type="checkbox"/>	<input type="checkbox"/>
LCD and touch screen panels are disassembled, inspected, cleaned and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Repair and cleaning process is carried using appropriate tools and equipment as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone is properly reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are cleaned using cleaning tools.	<input type="checkbox"/>	<input type="checkbox"/>
Software issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Hardware issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Data is transferred to and/or from mobile phone (if required).	<input type="checkbox"/>	<input type="checkbox"/>
Simple troubleshooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Work area is cleaned and waste materials are disposed of properly.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Other teammates' tasks are identified and provided support.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>
Views and opinions of other team members are interpreted and respected.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Feedback to candidate:</b>		

Assessment decision for this assessment activity:			
<input type="checkbox"/> <b>Competent</b>		<input type="checkbox"/> <b>Not Yet Competent</b>	
<b>Candidate Signature:</b>		<b>Date:</b>	
<b>Assessor Signature:</b>		<b>Date:</b>	

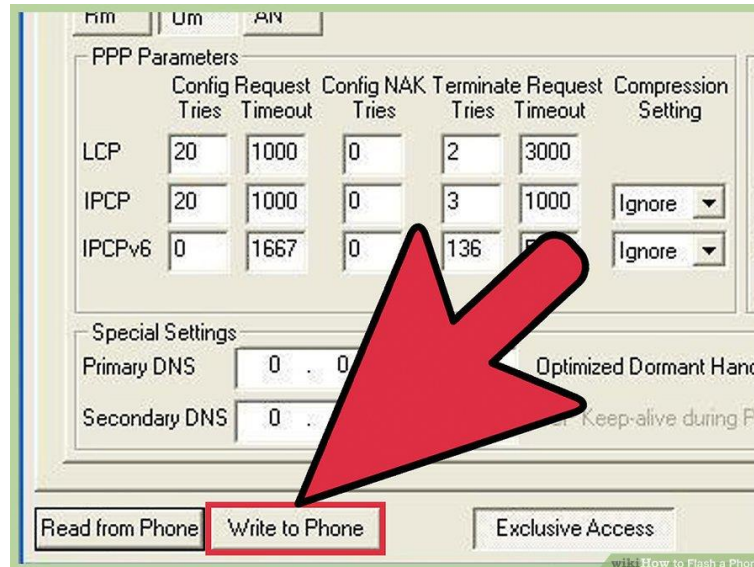
## Set C: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
<b>Candidate Name:</b>	
<b>Assessor Name:</b>	
<b>Qualification:</b>	Certificate in Mobile Phone Servicing
<b>Task:</b>	Carry out "SIM card not accepted message showing in display" service
<b>Assessment Centre:</b>	
<b>Date of Assessment:</b>	
<b>Time of Assessment:</b>	
<b>Instructions:</b>	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> <li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Mobile Phone Servicing</li> <li>▪ this assessment activity will be used to measure your underpinning skills</li> <li>▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used</li> <li>▪ you have two (2) hours to complete this demonstration</li> </ul>	
<b>Procedure:</b>	
<ul style="list-style-type: none"> <li>▪ Observe and apply OHS issues as required for the task to be performed</li> <li>▪ Read the specification information provided</li> <li>▪ Collect required tools, equipment, machinery and materials required for the task (refer to the list provided to you by the assessor)</li> <li>▪ Perform the task within the given time</li> </ul>	
<b>Job Specification Information:</b>	
<p>A mobile phone was flashed. The customer was a novice. The customer could call, take pictures and watch videos. However, when the customer was trying to access Facebook or YouTube, it shows app problem.</p> <p>You will need to:</p> <ol style="list-style-type: none"> <li>1. Identify, read and interpret job specifications and/or schematic diagrams.</li> <li>2. Identify and collect required tools, equipment and materials.</li> <li>3. Inspect workplace for hazards and implement appropriate controls (if necessary).</li> <li>4. Identify and collect appropriate PPE.</li> <li>5. Adjust seating arrangement of workplace.</li> <li>6. Turn off phone.</li> <li>7. Remove battery and SIM card and reset.</li> <li>8. Turn on phone and check if same message appears.</li> <li>9. If same message appears, proceed to flashing.</li> <li>10. Find type of phone - CDMA or GSM.</li> <li>11. Try flashing for CDMA phone sets and seek support of the service providers for GSM sets.</li> <li>12. Get out your USB cord.</li> <li>13. Search online for compatible flashing software using multiple browsers.</li> <li>14. Download flashing program of your choice onto computer and unzip the files.</li> <li>15. Check for drivers.</li> <li>16. Check basics - MEID and ESN.</li> <li>17. Detect the phone.</li> <li>18. Choose "write" and check phone for workability.</li> </ol>	

19. Close the application software.
20. Record completed work using Word or Excel formatted document.
21. Clean, maintain and store tools, equipment and materials.
22. Clean workplace and dispose of waste materials.

**Drawing, Plan, Diagram or Sketch:**

The following picture may be an example of the look of the flashing software interface:



Picture ref: <https://www.wikihow.com/Flash-a-Phone#/Image:Flash-a-Phone-Step-10.jpg>

**Resources Required:**

Tools:	Flashing software interface
Equipment:	PC (with current operating system Windows 7/8/10 installed) Keyboard Monitor Power supply Internet USB cables
Materials:	Log in information
PPE:	Protective glasses Adjustable chair with desk Adjustable monitor

## Set C: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST		
<b>Candidate Name:</b>		
<b>Assessor Name:</b>		
<b>Qualification:</b>	Certificate in Mobile Phone Servicing	
<b>Task:</b>	Carry out “SIM card not accepted message showing in display” service	
<b>Assessment Centre:</b>		
<b>Date of Assessment:</b>		
<b>Instructions:</b>	<p>The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.</p> <p>Performance can be observed in an actual workplace or in a simulated working environment.</p> <p>If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.</p> <p>The assessment activity (practical demonstration) should:</p> <ul style="list-style-type: none"> <li>▪ fit industry requirements in which the assessment will be conducted</li> <li>▪ adhere, where possible, to reasonable adjustment practices</li> <li>▪ ensure that suitable performance benchmarks are applied and explained to the candidate</li> </ul>	
OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	No
Workplace documents are interpreted correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Accessed specific and relevant information from appropriate sources.	<input type="checkbox"/>	<input type="checkbox"/>
OHS policies and procedures are applied in the workplace including personal protective equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>
Common safety issues are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Required tools, equipment, and materials for phone servicing are identified.	<input type="checkbox"/>	<input type="checkbox"/>
Measuring instruments are used for testing parts, components and electrical quantities.	<input type="checkbox"/>	<input type="checkbox"/>
Testing procedures are implemented and performed on mobile phone components.	<input type="checkbox"/>	<input type="checkbox"/>
Electronic components and circuit symbols are identified and function explained.	<input type="checkbox"/>	<input type="checkbox"/>
Necessity of quality product and service delivery is identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>
Quality process for products and services is implemented.	<input type="checkbox"/>	<input type="checkbox"/>

Agreed standards to deliver product or services and commitment to delivery deadlines is maintained.	<input type="checkbox"/>	<input type="checkbox"/>
Electronic components are applied to mobile phone circuits.	<input type="checkbox"/>	<input type="checkbox"/>
Hand soldering process is carried out as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are de-soldered and soldered as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Integrated circuits are disassembled, inspected and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Hazard due to failure of component is identified.	<input type="checkbox"/>	<input type="checkbox"/>
Fault is identified on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
Solution is marked on schematic diagram.	<input type="checkbox"/>	<input type="checkbox"/>
BGA chips in mobile phones are re-balled manually.	<input type="checkbox"/>	<input type="checkbox"/>
LCD and touch screen panels are disassembled, inspected, cleaned and reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Repair and cleaning process is carried using appropriate tools and equipment as per job requirements.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone is properly reassembled.	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone components are cleaned using cleaning tools.	<input type="checkbox"/>	<input type="checkbox"/>
Software issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Hardware issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Setting issues are resolved as per standard operating procedure.	<input type="checkbox"/>	<input type="checkbox"/>
Data is transferred to and/or from mobile phone (if required).	<input type="checkbox"/>	<input type="checkbox"/>
Simple troubleshooting techniques are applied.	<input type="checkbox"/>	<input type="checkbox"/>
IT security requirements are complied with.	<input type="checkbox"/>	<input type="checkbox"/>
Account on social network is created and used effectively.	<input type="checkbox"/>	<input type="checkbox"/>
Computer is used to record work completed.	<input type="checkbox"/>	<input type="checkbox"/>
Record is maintained using Word or Excel.	<input type="checkbox"/>	<input type="checkbox"/>
Work area is cleaned and waste materials are disposed of properly.	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate lines of communication are maintained with supervisors and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
Workplace interactions are conducted in courteous manner to gather and convey information.	<input type="checkbox"/>	<input type="checkbox"/>
Used appropriate medium to transfer information and ideas.	<input type="checkbox"/>	<input type="checkbox"/>
Responsibilities as a team member are performed.	<input type="checkbox"/>	<input type="checkbox"/>
Tasks are performed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
Other teammates' tasks are identified and provided support.	<input type="checkbox"/>	<input type="checkbox"/>
The team is encouraged through sharing information or expertise, working together to solve problems, and putting team success first.	<input type="checkbox"/>	<input type="checkbox"/>



Views and opinions of other team members are interpreted and respected.		<input type="checkbox"/>	<input type="checkbox"/>
<b>Feedback to candidate:</b>			
Assessment decision for this assessment activity:  <input type="checkbox"/> <b>Competent</b> <input type="checkbox"/> <b>Not Yet Competent</b>			
<b>Candidate Signature:</b>		<b>Date:</b>	
<b>Assessor Signature:</b>		<b>Date:</b>	

## Oral Questions (Optional)

ORAL QUESTIONS - INSTRUCTIONS	
<b>Candidate Name:</b>	
<b>Assessor Name:</b>	
<b>Qualification:</b>	Certificate in Mobile Phone Servicing
<b>Unit of Competency</b>	
<b>Generic Competencies</b>	
SEIP-IT-MPS-01-G	Carry out workplace interaction in English
SEIP-IT-MPS-02-G	Operate in a team environment
SEIP-IT-MPS-03-G	Apply basic IT skills
<b>Sector-specific Competencies</b>	
SEIP-IT-MPS-01-S	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-MPS-02-S	Use internet and social network
SEIP-IT-MPS-03-S	Comply with ethical standards in the workplace
<b>Occupation-specific Competencies</b>	
SEIP-IT-MPS-01-O	Apply basic knowledge of mobile phone servicing
SEIP-IT-MPS-02-O	Read and interpret schematic diagrams
SEIP-IT-MPS-03-O	Use tools and equipment for servicing
SEIP-IT-MPS-04-O	Perform troubleshooting
SEIP-IT-MPS-05-O	Implement business practices
<b>Assessment Centre:</b>	
<b>Date of Assessment:</b>	
<b>Time of Assessment:</b>	
<b>Instructions:</b>	
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> <li>▪ these oral questions are based on the performance criteria from all the units of competency in Mobile Phone Servicing</li> <li>▪ oral questions are designed to enable additional assessment of your underpinning knowledge</li> <li>▪ you should present your responses as directed by the assessor</li> <li>▪ answer all the questions asked by the assessor as best as possible</li> </ul>	

ORAL QUESTIONS			
Question		Place a ✓ in the appropriate box to show if evidence has been demonstrated competently	
		Yes	No
1.	What type of tool is a Code of Conduct?	<input type="checkbox"/>	<input type="checkbox"/>
2.	What can be one of the positive benefits of a visual workplace?	<input type="checkbox"/>	<input type="checkbox"/>
3.	What factors should be considered when planning for a meeting?	<input type="checkbox"/>	<input type="checkbox"/>
4.	Is it true that a person's character is not subject to ethics?	<input type="checkbox"/>	<input type="checkbox"/>
5.	Give an example of a people-oriented team role.	<input type="checkbox"/>	<input type="checkbox"/>
6.	Developing a project plan is a task of who?	<input type="checkbox"/>	<input type="checkbox"/>
7.	Name the tool that clearly shows the reporting relationships within an organisation.	<input type="checkbox"/>	<input type="checkbox"/>
8.	Why should a conflict be dealt with immediately?	<input type="checkbox"/>	<input type="checkbox"/>
9.	Explain troubleshooting.	<input type="checkbox"/>	<input type="checkbox"/>
10.	What is a file?	<input type="checkbox"/>	<input type="checkbox"/>
11.	Explain the use of the subject line in emails.	<input type="checkbox"/>	<input type="checkbox"/>
12.	Why is the use of symbols on precautionary labels is recommended?	<input type="checkbox"/>	<input type="checkbox"/>
13.	Hazards due to transfer of energy between an object and a worker is termed as?	<input type="checkbox"/>	<input type="checkbox"/>
14.	Explain alarm signals.	<input type="checkbox"/>	<input type="checkbox"/>
15.	Explain benchmarking.	<input type="checkbox"/>	<input type="checkbox"/>
16.	Name of three tools used for mobile servicing.	<input type="checkbox"/>	<input type="checkbox"/>
17.	What is the process of soldering?	<input type="checkbox"/>	<input type="checkbox"/>
18.	Give five examples of hardware issues.	<input type="checkbox"/>	<input type="checkbox"/>
19.	State three mandatory legal papers for a business.	<input type="checkbox"/>	<input type="checkbox"/>
20.	State five customer service skills.	<input type="checkbox"/>	<input type="checkbox"/>
21.	What is the measuring unit of capacitance?	<input type="checkbox"/>	<input type="checkbox"/>
22.	What is the measuring unit of inductance?	<input type="checkbox"/>	<input type="checkbox"/>
23.	What is the name of the middle pin of a battery connector?	<input type="checkbox"/>	<input type="checkbox"/>
24.	What type of battery is generally used in a mobile phone?	<input type="checkbox"/>	<input type="checkbox"/>
25.	The issue "network not found" can be found in which section of a mobile phone?	<input type="checkbox"/>	<input type="checkbox"/>
26.	What voltage do we generally get from the output of a charging port?	<input type="checkbox"/>	<input type="checkbox"/>
27.	What is the number of pins of a diode?	<input type="checkbox"/>	<input type="checkbox"/>
28.	What is the number of pins of a transistor?	<input type="checkbox"/>	<input type="checkbox"/>
29.	Name of five mobile applications.	<input type="checkbox"/>	<input type="checkbox"/>
30.	Name five mobile operating systems.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Feedback to candidate:</b>			

Assessment decision for this assessment activity:			
<input type="checkbox"/> <b>Competent</b>		<input type="checkbox"/> <b>Not Yet Competent</b>	
<b>Candidate Signature:</b>		<b>Date:</b>	
<b>Assessor Signature:</b>		<b>Date:</b>	

## Oral Questioning Guideline

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<b>General Guidelines for Effective Questioning</b>	
▪	Keep questions short and focused on one key concept
▪	Ensure that questions are structured
▪	Test the questions to check that they are not ambiguous
▪	Use `open-ended questions such as `what if...?' and `why...?' questions, rather than closed questions
▪	Keep questions clear and straight forward and ask one at a time
▪	Use words that the candidate is able to understand
▪	Look at the candidate when asking questions
▪	Check to ensure that the candidate fully understands the questions
▪	Ask the candidate to clarify or re-phrase their answer if the assessor does not understand the initial response
▪	Confirm the candidate's response by repeating the answer back in his/her own words
▪	Encourage a conversational approach with the candidate when appropriate, to put him or her at ease
▪	Use questions or statements as prompts for keeping focused on the purpose of the questions and the kind of evidence being collected
▪	Use language at a suitable level for the candidate
▪	Listen carefully to the answers for opportunities to find unexpected evidence
▪	Follow up responses with further questions, if useful, to draw out more evidence or to make links between knowledge areas
▪	Compile a list of acceptable responses to ensure reliability of assessments

## Oral Questions (Optional) - Answers

Answers are highlighted in **bold** and *italics*.

ORAL QUESTIONS	
Question	Answer
1. What type of tool <b>is</b> a Code of Conduct?	<b><i>Management tool</i></b>
2. What can be one of the positive benefits of a visual workplace?	<b><i>Improved safety</i></b>
3. What factors should be considered when planning for a meeting?	<b><i>Following factors must be consider during planning a meeting:</i></b> <ul style="list-style-type: none"> <li>▪ <b><i>Is this meeting necessary?</i></b></li> <li>▪ <b><i>What do I want to achieve?</i></b></li> <li>▪ <b><i>Who needs to be there to achieve it?</i></b></li> <li>▪ <b><i>Do I have the physical space and materials to run a meeting?</i></b></li> <li>▪ <b><i>Is the timing right?</i></b></li> </ul>
4. Is it true that a person's character is not subject to ethics?	<b><i>False</i></b>
5. Give an example of a people-oriented team role.	<b><i>Coordinator</i></b>
6. Developing a project plan is a task of who?	<b><i>Project Manager</i></b>
7. Name the tool that clearly shows the reporting relationships within an organisation.	<b><i>Organizational chart</i></b>
8. Why should <b>a</b> conflict <b>be dealt with</b> immediately?	<b><i>To avoid it escalating.</i></b>
9. Explain troubleshooting.	<b><i>Troubleshooting will always be a process of trial and error — in some cases, you may need to use several different approaches before you can find a solution; other problems may be easy to fix.</i></b>
10. What is a file?	<b><i>A file is the common storage unit in a computer. All programs and data are contained in a file, and the computer reads and writes files.</i></b>
11. Explain the use of <b>the</b> subject line <b>in</b> emails.	<ul style="list-style-type: none"> <li>▪ <b><i>The subject line provides an opportunity to inform the receiver of the purpose of the email.</i></b></li> <li>▪ <b><i>A subject line ideally should describe exactly what the email is about.</i></b></li> <li>▪ <b><i>An appropriate subject line will maximize the possibility of a message being read.</i></b></li> </ul>
12. Why <b>is the</b> use <b>of</b> symbols on precautionary labels is recommended?	<b><i>The use of symbols on precautionary labels is optional, and is recommended for the following reasons:</i></b> <ul style="list-style-type: none"> <li>▪ <b><i>Symbols may show and help to explain the hazards quickly</i></b></li> <li>▪ <b><i>Symbols can be understood by both readers and non-readers</i></b></li> <li>▪ <b><i>Symbols may be multilingual and usually translate directly into all languages</i></b></li> </ul>

13.	Hazards due to transfer of energy between an object and a worker is termed as?	<b>Physical hazard</b>
14.	Explain alarm signals.	<p><b>The warning alarm and the evacuation alarm trigger a number of (simultaneous or successive) actions.</b></p> <ul style="list-style-type: none"> <li>▪ <b>The warning alarm:</b> <ul style="list-style-type: none"> <li>○ <b>consists of a three-second tone or an announcement</b></li> <li>○ <b>alerts occupants that a fire has been detected</b></li> <li>○ <b>alerts the First Intervention Team</b></li> <li>○ <b>does not equal an evacuation order</b></li> </ul> </li> <li>▪ <b>The evacuation alarm:</b> <ul style="list-style-type: none"> <li>○ <b>consists of a steady tone lasting 5 minutes or a direct announcement</b></li> <li>○ <b>instructs all occupants to leave the building (or a particular part of the building) immediately and proceed to the designated assembly points</b></li> </ul> </li> </ul>
15.	Explain benchmarking.	<b>Benchmarking is a technique in which a company measures its performance against that of best in class companies, determines how those companies achieved their performance levels and uses the information to improve its own performance. Subjects that can be benchmarked include strategies, operations and processes.</b>
16.	Name of three tools used for mobile servicing.	<ul style="list-style-type: none"> <li>▪ <b>Opening tools and tweezers</b></li> <li>▪ <b>Soldering and de-soldering tools</b></li> <li>▪ <b>SMD workstation</b></li> </ul>
17.	What is the process of soldering?	<p><b>There are two types of soldering:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Hand</b></li> <li>▪ <b>Machine</b></li> </ul>
18.	Give five examples of hardware issues.	<ul style="list-style-type: none"> <li>▪ <b>Charging</b></li> <li>▪ <b>Keypad</b></li> <li>▪ <b>LED light</b></li> <li>▪ <b>Ringer</b></li> <li>▪ <b>Touch problem</b></li> </ul>
19.	State three mandatory legal papers for a business.	<ul style="list-style-type: none"> <li>▪ <b>Registration from related authority (i.e. trade licence)</b></li> <li>▪ <b>Tax index number</b></li> <li>▪ <b>VAT registration</b></li> </ul>
20.	State five customer service skills.	<ul style="list-style-type: none"> <li>▪ <b>Patience</b></li> <li>▪ <b>Attentiveness</b></li> <li>▪ <b>Respectfulness</b></li> <li>▪ <b>Clear communication</b></li> <li>▪ <b>Product or service knowledge</b></li> </ul>
21.	What is the measuring unit of capacitance?	<b>Farad</b>
22.	What is the measuring unit of inductance?	<b>Henry</b>
23.	What is the name of the middle pin of a battery connector?	<b>BSI</b>

24.	What type of battery is generally used in a mobile phone?	<b>Lithium Ion</b>
25.	The issue “network not found” can be found in which section of a mobile phone?	<b>Network</b>
26.	What voltage do we generally get from the output of a charging port?	<b>6 Volt</b>
27.	What is the number of pins of a diode?	<b>2</b>
28.	What is the number of pins of a transistor?	<b>3</b>
29.	Name of five mobile applications.	<ul style="list-style-type: none"> <li>▪ <b>Facebook</b></li> <li>▪ <b>Imo</b></li> <li>▪ <b>Messenger</b></li> <li>▪ <b>Tweeter</b></li> <li>▪ <b>Viber</b></li> </ul>
30.	Name five mobile operating systems.	<ul style="list-style-type: none"> <li>▪ <b>Android</b></li> <li>▪ <b>BlackBerry</b></li> <li>▪ <b>iPhone</b></li> <li>▪ <b>Symbian</b></li> <li>▪ <b>Windows</b></li> </ul>



## Assessment Evidence Summary Sheet

EVIDENCE SUMMARY SHEET			
<b>Candidate Name:</b>			
<b>Assessor Name:</b>			
<b>Qualification:</b>	Certificate in Mobile Phone Servicing		
<b>Assessment Centre:</b>			
<b>Date(s) of Assessment:</b>			
The performance of the candidate in the following unit or units of competency and the methods engaged to assess performance are as follows:			
Unit of Competency	Assessment Method	Competent	Not Yet Competent
All units of competency comprising of the qualification	Written Test	<input type="checkbox"/>	<input type="checkbox"/>
	Practical Demonstration 1 (Set ....)	<input type="checkbox"/>	<input type="checkbox"/>
	Practical Demonstration 2 (Set ....)	<input type="checkbox"/>	<input type="checkbox"/>
	Oral Questioning (optional)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Note:</b> Issuance of a certificate will only be given to a candidate who has successfully been assessed as competent for <b>ALL</b> units of competency.			
Recommendation			
<input type="checkbox"/> Issuance of Statement of Achievement ( <i>indicate title of SOA, if full Certificate is not met</i> )	<input type="checkbox"/> Submission of additional documents Specify:	<input type="checkbox"/> Reassessment Specify:	
Did the candidate overall performance meet the required evidence/standard?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Overall Evaluation:	<input type="checkbox"/> <b>Competent</b> <input type="checkbox"/> <b>Not Yet Competent</b>		
General Comments:			
Candidate Signature:		Date:	
Assessor Signature:		Date:	
Institution Manager Signature:		Date:	

CANDIDATES COPY  
(Please presents this form when you claim your Certificate)

ASSESSMENT RESULTS SUMMARY			
<b>Qualification:</b>	Certificate in Mobile Phone Servicing		
<b>Name of Candidate:</b>		<b>Date:</b>	
<b>Name at Assessment Centre:</b>		<b>Date:</b>	
<b>Assessment Results:</b>	<input type="checkbox"/> <b>Competent</b> <input type="checkbox"/> <b>Not Yet Competent</b>		
<b>Recommendation:</b>	<input type="checkbox"/> Issuance of SOA ( <i>indicate title of SOA, if full certificate is not met</i> )		
	<input type="checkbox"/> Submission of additional documents – specify:		
	<input type="checkbox"/> Reassessment - specify:		
<b>Assessed by:</b> (name and signature)		<b>Date:</b>	
<b>Attested by:</b> (name and signature):		<b>Date</b>	

## Assessment Validation Map

This identifies how the assessment tools in this resource may assess:

- elements and performance criteria
- critical aspects of assessment
- skills and knowledge
- employability skills

<b>Unit of Competency:</b>		SEIP-IT-MPS-01-G – Carry out workplace interaction		
<b>Element</b>	<b>Assessment Evidence Method</b>			
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>	
1. Interpret workplace communication and etiquette			1	
2. Read and understand workplace documents	1	A1, A2, B1, B2, C1, C2	2	
3. Participate in workplace meetings and discussions			3	
4. Practice professional ethics at work		A1, A2, B1, B2, C1, C2	4	
<b>Unit of Competency:</b>		SEIP-IT-MPS-02-G – Operate in a team environment		
<b>Element</b>	<b>Assessment Method</b>			
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>	
1. Identify team goals and work processes			5, 6	
2. Identify own role and responsibilities within team			7	
3. Communicate and cooperate with team members	2	A1, A2, B1, B2, C1, C2		
4. Practice problem solving within the team			8	
<b>Unit of Competency:</b>		SEIP-IT-MPS-03-G – Apply basic IT skills		
<b>Element</b>	<b>Assessment Method</b>			
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>	
1. Identify and use most commonly used IT tools.		A1, A2, B1, B2, C1, C2		
2. Comprehend use of computer.		A1, A2, B1, B2, C1, C2	9	
3. Work with word processing application.	9	A1, A2, B1, B2, C1, C2	10	
4. Work with spreadsheet.	3	A1, A2, B1, B2, C1, C2		

5. Access email and search the internet.			A2, B2, C2	11
<b>Unit of Competency:</b>	SEIP-IT-MPS-01-S – Apply occupational health and safety (OHS) in the workplace			
<b>Element</b>	<b>Assessment Method</b>			
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>	
1. Identify OHS policies and procedures.	4	A1, A2, B1, B2, C1, C2	12	
2. Apply personal health and safety practices.	5	A1, A2, B1, B2, C1, C2		
3. Report hazards and risks.	17	A1, A2, B1, B2, C1, C2	13	
4. Respond to emergencies.			14	
<b>Unit of Competency:</b>	SEIP-IT-MPS-02-S – Use internet and social network			
<b>Element</b>	<b>Assessment Method</b>			
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>	
1. Interpret internet and social network.	10		4	
2. Use audio and video messaging applications.	14	A1, A2, B1, B2, C1, C2		
3. Use social network.	18			
<b>Unit of Competency:</b>	SEIP-IT-MPS-03-S – Comply with ethical standards in the workplace			
<b>Element</b>	<b>Assessment Method</b>			
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>	
1. Interpret the interests of clients.	15	A1, A2, B1, B2, C1, C2		
2. Deliver quality products and services.		A1, A2, B1, B2, C1, C2	15	
3. Apply professionalism at work.	6	A1, A2, B1, B2, C1, C2		
4. Comply with workplace code of conduct.	11	A1, A2, B1, B2, C1, C2		
<b>Unit of Competency:</b>	SEIP-IT-MPS-01-O – Apply basic knowledge of mobile phone servicing			
<b>Element</b>	<b>Assessment Method</b>			
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>	
1. Describe mobile phone servicing	7		16	
2. Use electronics parts and components	12	A1, B1, C1		

<b>Unit of Competency:</b>	SEIP-IT-MPS-02-O – Read and interpret schematic diagrams		
<b>Element</b>	<b>Assessment Method</b>		
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>
1. Interpret schematic diagrams.	8	A1, A2, B1, B2, C1, C2	
2. Use schematic diagrams.	19	A1, A2, B1, B2, C1, C2	
<b>Unit of Competency:</b>	SEIP-IT-MPS-03-O – Use tools and equipment for servicing		
<b>Element</b>	<b>Assessment Method</b>		
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>
1. Use tools and equipment		A1, A2, B1, B2, C1, C2	
2. Carry out soldering		A1, B1, C1	17
3. Work with major components		A1, B1, C1	
<b>Unit of Competency:</b>	SEIP-IT-MPS-04-O – Perform troubleshooting		
<b>Element</b>	<b>Assessment Method</b>		
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>
1. Repair liquid damage.	20	A1, B1, C1	
2. Resolve hardware issues.		A1, B1, C1	18
3. Resolve software issues		A2, B2, C2	
<b>Manage difficult customers</b>	SEIP-IT-MPS-05-O – Implement business practices		
<b>Element</b>	<b>Assessment Method</b>		
	<b>Written</b>	<b>Practical</b>	<b>Oral</b>
1. Apply business practice.	13		19
2. Understand customer service.		A1, A2, B1, B2, C1, C2	20
3. Perform required gesture and posture during customer service.	16	A1, A2, B1, B2, C1, C2	