



सत्यमेव जयते
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP
GOVERNMENT OF INDIA



Skill India
कौशल भारत - कुशल भारत

PMKVY
PRADHAN MANTRI KAUSHAL VIKAS YOJANA

PLACEMENT OPPORTUNITIES



JOB ROLE OVERVIEW

Handset Repair Engineer- II (TEL/ Q2201)

Role Description	Handset repair engineer(Level II) is responsible for performing handset repair including hardware and software components, testing the handset for adequacy post repair and maintaining inventory levels of the hardware components.
Version	1.0
NSQF Level	4
Minimum Educational Qualifications	10+2 / ITI / Diploma / Certification in repairing services
Maximum Educational Qualifications	Bachelor in Technology (Electronics, Computer Science, IT and related field)
Training (Suggested but not mandatory)	Trainings on Digital electronics, handset(general), Operating system.
Minimum Job Entry Age	18 years
Experience	Fresher (For Entrepreneur career) Minimum 2 years in handset repair (For Industry career)

Applicable National Occupational Standards (NOS)

1. **TEL/N2203:** Perform handset repair- hardware
2. **TEL/N2204:** Perform handset repair- software
3. **TEL/N2205:** Perform tablet repair- hardware & software

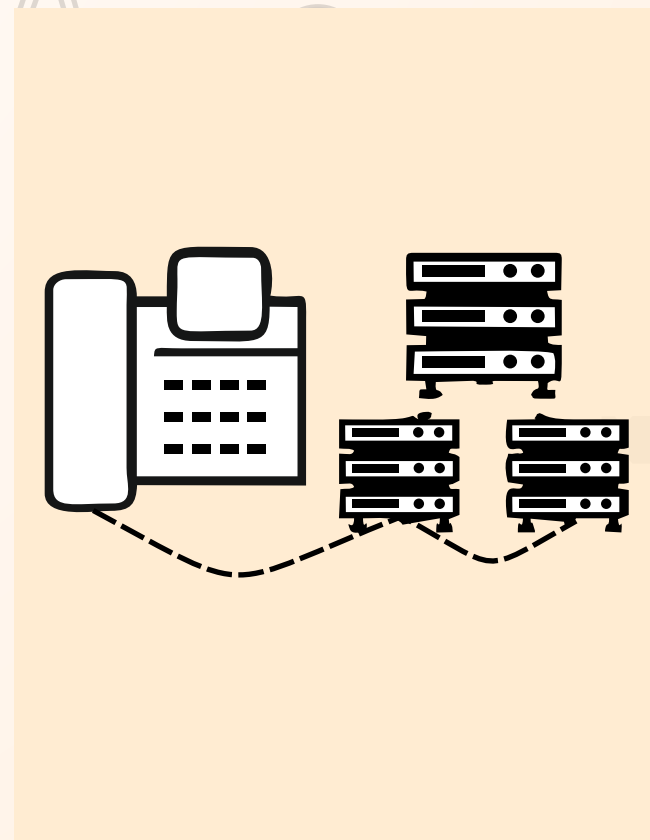
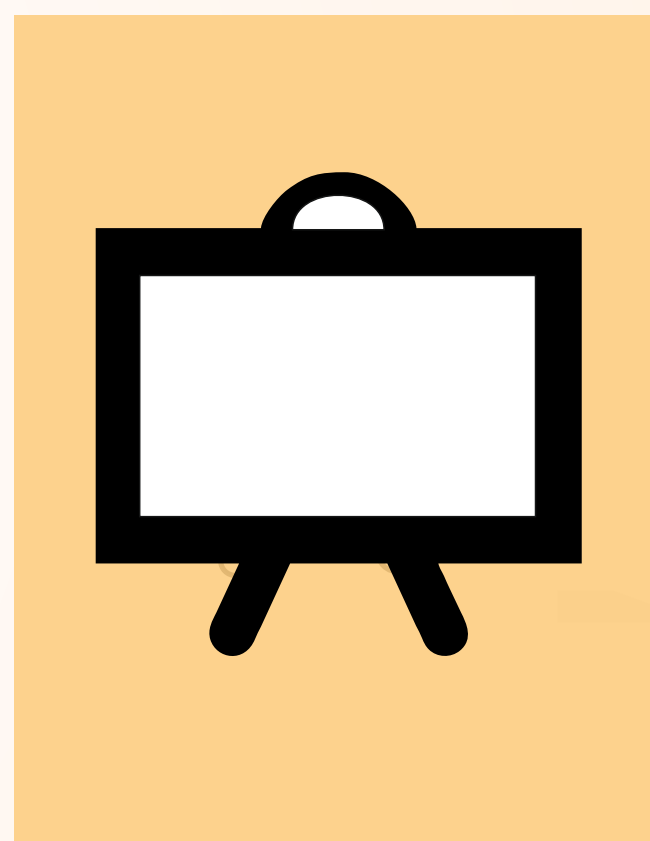
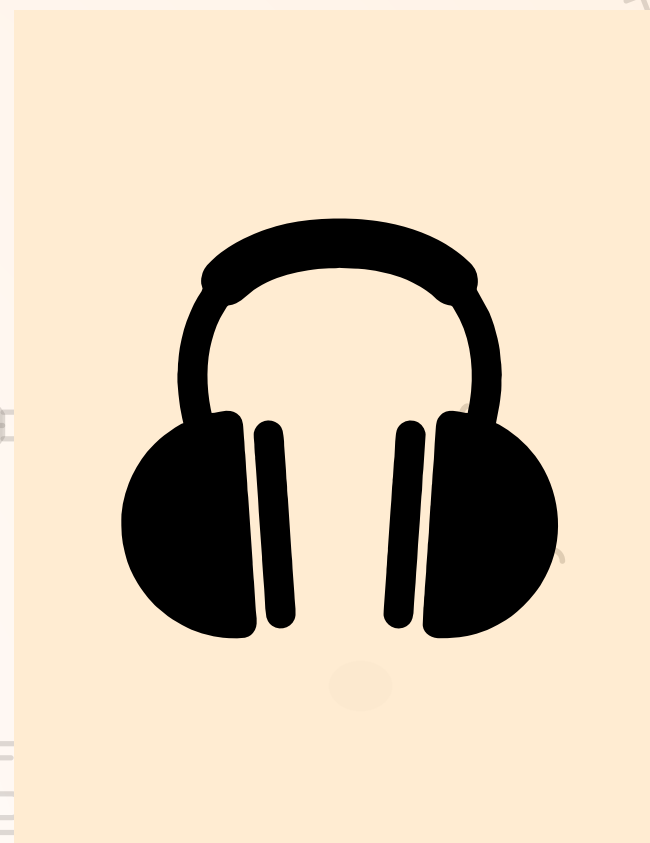
Assessment Guidelines

1. Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The Assessment for the theory part will be based on Knowledge bank of questions created by SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable on the selected option NOS/ set of NOS.
4. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/ training centre.
5. To pass the Qualification Pack, every trainee should score minimum 70% of aggregate marks to successfully clear the assessment.
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification pack.

EQUIPMENT LIST

Handset Repair Engineer- II (TEL/ Q2201)

1.	Computers	x10
2.	Headsets	x10
3.	Mic	x10
4.	Crm Tool/Equivalent Software	x1
5.	Voice/Accent Trainer Tool/Software	x1
6.	Call Receiving & Distribution Setup (Epabx Or Server Based)	x1
7.	Black/White Board	x1
8.	Projection System With Pc/Laptop	x1





CAREER MAP FOR HANDSET REPAIR ENGINEER

