

Model Curriculum

Field Technician (Computing and Peripherals)

SECTOR: ELECTRONICS
SUB-SECTOR: IT HARDWARE
OCCUPATION: AFTER SALES SERVICE
REF. ID: ELE/4601 VERSION 1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

ELECTRONICS SECTOR SKILLS COUNCIL OF INDIA

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: '**Field Technician (Computing & Peripherals)**'
QP No. '**ELE/Q4601 NSQF Level 4**'

Date of Issuance: **December, 2015**

Valid up to: **March, 2016**

* Valid up to the next review date of the Qualification Pack


Authorised Signatory
(Electronics Sector Skills Council of India)

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Field Technician (Computing and Peripherals)

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Field Technician Computing And Peripherals”, in the “Electronics” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Field Technician (Computing and Peripherals)		
Qualification Pack Name & Reference ID.	Field Technician (Computing and Peripherals) ELE/Q4601version 1.0		
Version No.	1.0	Version Update Date	14-03-2015
Pre-requisites to Training	Diploma Graduate		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Ability to build interpersonal relationships, and have a customer centric approach • Develop critical thinking and conduct root cause analysis – Problem solving • Business Communication, email etiquette • Working with office package for reporting and documentation – MS-Word, Excel, PowerPoint • Installing and configuring the networking, servers and storage systems • Attending to field calls from client and Handle Complaints for system trouble shooting and repairs • Knowing the importance of SLAs and Company Processes 		

This course encompasses 4 out of 4 National Occupational Standards (NOS) of **Field Technician (Computing & Peripherals)** Qualification Pack issued by Electronic Sector Skill Council of India.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Hardware Essentials</p> <p>Theory Duration (hh:mm) 13:00</p> <p>Practical Duration (hh:mm) 32:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> Understanding the different component of computer , Assembly of system Troubleshooting of the system To understand layout, Components and from factors of mother board. To understand the form factors ,slot types and different memory types To identify the types of Storage. To Recognize the methods of storage and different hardware components used storage. To identify the types of hardware components in the computer and differentiate it. To understand the methods of troubleshooting storage, power supplies To understand types of printer and scanner To recognize features used Recognize the types of laptop devices and to understand note book concepts. Recognize of the component of computer, troubleshooting and installing and configuring of operating system and it drives. To understand importance of work etiquette. To understand the methods safty measure to be used This will be Multiple question type. Presenting their learnt knowledge 	<p>Computers Laptops Laser Printers Ink Jet Printers Dot Matrix Printers</p>
2	<p>Network Essentials</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 18:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> To understand the networking ,OSI Concepts Recognize the Network technologies. To understand the types of application functionality To understand the colour coding for the Ethernet cable to be crimping. Recognize network adaptor configuration Recognize the network designed structure. To understand the different configuration methods of device To understands method of self-motivation, self confidence. This will be Multiple question type. Presenting their learnt knowledge 	<p>Post cards Screw Driver Cabels Network switch</p>
3	<p>Windows 7</p> <p>Theory Duration (hh:mm) 08:00</p>	<ul style="list-style-type: none"> To understand features of windows client ,performance information ,tools configuration To understand the methods installation, Upgrading and its features To understand the method Configuring .maintaining, backup and recovery Recognize the methods of installation, configuration, system security, maintaining of backup, recovery and backup. 	<p>Videos, PPT's, Laptop, Projector, Projector Screen, White Board,</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Practical Duration (hh:mm) 18:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> To understand the method basic functions to be done, service to be provided, communicate effectively in formal situations. This will be Multiple question type. Presenting their learnt knowledge 	
4	<p>Windows Server</p> <p>Theory Duration (hh:mm) 07:00</p> <p>Practical Duration (hh:mm) 18:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> To understand Directory services and different functional levels To understand methods of installing configuring Directory services. To understand the methods of disaster recovery and backup. Recognize the method of implementing secure domain, administrating and creation of user, maintaining group policies. To understand the goals set,improving the reading skills This will be multiple question type. Presenting their learnt knowledge 	Videos, PPT's, Laptop, Projector, Projector Screen, White Board,
5	<p>Linux Server</p> <p>Theory Duration (hh:mm) 07:00</p> <p>Practical Duration (hh:mm) 18:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> Recognize the liunxfeatures,basic commands To understand the methods of installing ,configuring server and services To understand the method of faultanalysis,filesystem corruption. To understand method of installing, configuring network adaptor, basic services, managing of storage. To understand the impact, body language, verbal communication, comprehension. This will be Multiple question type. Presenting their learnt knowledge 	Videos, PPT's, Laptop, Projector, Projector Screen, White Board,
6	<p>IT Security</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 22:00</p> <p>Corresponding NOS Code ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> To understand the method of installing, configuring , outlook and concepts of anti-virus. To understand the methods of identifying types and indication of virus, worms, Trojan To understand the compatibility issues and common errors. Recognize basic security risks To understand method s of system vulnerability and fixing them and methods of measure to prevent them. To understand methods of having positive attitude, awareness, prioritize. This will be Multiple question type. Presenting their learnt knowledge 	Videos, PPT's, Laptop, Projector, Projector Screen, White Board,

Sr. No.	Module	Key Learning Outcomes	Equipment Required
7	<p>Concepts of ITIL</p> <p>Theory Duration (hh:mm) 09:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N4601 ELE/N0009</p>	<ul style="list-style-type: none"> To understand the method of monitoring, measuring and reporting To understand the Method of CSF,KPIs and Activity. To understand the methods of SLA, timeliness, response and resolution data To understand the problem management process flow, Determination resolution To Understand the methods Problem management, tracking report and control measures To understand the methods for learning new things at your work. This will be Multiple question type. Presenting their learnt knowledge 	Videos, PPT's, Laptop, Projector, Projector Screen, White Board,
8	<p>Final Assessment</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code ELE/N4601 ELE/N0009 ELE/N4602 ELE/N4603</p>	<ul style="list-style-type: none"> This will be Multiple question type Scenario based 	
	<p>Total Duration</p> <p>Theory Duration (hh:mm) 60:00</p> <p>Practical Duration (hh:mm) 140:00</p>	<p>Unique Equipment Required:</p> <ol style="list-style-type: none"> 1. Computers 2. Laptops 3. Laser Printers 4. Ink Jet Printers 5. Dot Matrix Printers 6. Scanners 7. Soldering irons 8. Multimeters 9. Post cards 10. Screw Driver 11. Cabels 12. Network switch 	

Grand Total Course Duration: 200 Hours 00 Minutes

(This syllabus/ curriculum has been approved by ELECTRONIC SECTOR SKILL COUNCIL OF INDIA)

Trainer Prerequisites for Job role: Field Technician (Computing and Peripherals) mapped to Qualification Pack: "ELE/Q4601version 1.0"

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack " ELE/Q4601version 1.0 ".
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for Earn and keep oneself updated with the latest in the mentioned field quality and for developing others; well-organised and focused, eager to learn.
3	Minimum Educational Qualifications	12 th Standard Pass with 2 Years Industry Experience.
4a	Domain Certification	Certified for Job Role: "Field Technician – Computing & Peripherals" mapped to QP: " ELE 4601 ". Minimum accepted score 70 %
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "SSC/Q1402". Minimum accepted score =70%
5	Experience	2 year of relevant Industrial and Trainer Exp.

Annexure: Assessment Criteria

Assessment Criteria for Field Technician (Computing and Peripherals)	
Job Role	Field Technician (Computing and Peripherals)
Qualification Pack :	ELE/Q4601version 1.0
Sector Skill Council : Electronics Sector Skill of India	Electronics Sector Skill of India

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack , every trainee should score a minimum of 70% in every NOS
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Sr. No.	NOS No.	NOS Name	Total Marks	Marks Allocation: Skills	Marks Allocation: Knowledge	Marks Allocation: Behavior
1	ELE/N4601	Engage with customers	100	60	40	
2	ELE/N4602	Install, configure and setup Hardware System	100	60	40	
3	ELE/N4603	Troubleshoot and replace faulty module	100	60	40	
4	ELE/N9909	Coordinate with colleagues and co-workers	100	60	40	
Total:			400	240	160	
Percentage Weightage:				60%	40%	
Minimum Pass% to qualify:				70%	70%	



Electronics Sector Skill Council of India

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