

Reference No.																	
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SELF-ASSESSMENT GUIDE

Qualification Title:	MOBILE PHONES AND HANDHELD GADGETS SERVICING NC III		
Units of Competency Covered:	<ul style="list-style-type: none"> • Prepare Workplace for Servicing Mobile Phone Unit and Handheld Gadget • Diagnose and Identify Hardware and Software Related Problems • Troubleshoot and Repair Mobile Phone Unit and Handheld Gadget • Perform Functionality Testing and Documentation 		
Instruction: Read each question and check the appropriate box to indicate your answer.			
Can I?	YES	NO	
PREPARE WORKPLACE FOR SERVICING MOBILE PHONE UNIT AND HANDHELD GADGET			
<i>Organize workplace, equipment/instrument, tools and materials for servicing</i>			
• Set/Prepare workplace in line with the service/repair center requirements*			
• Prepare necessary equipment/instrument, and tools used for servicing of mobile phone unit/handheld gadget in line with job requirements*			
• Prepare materials and consumables in line with job requirements*			
• Obtain hard/soft copies of service manuals and service information required prior to servicing activity			
• Plan task to ensure OH&S guidelines and procedures are followed*			
• Check internet service requirements for stability and readiness*			
• Familiarize laws, ordinances and regulations related to mobile devices servicing in line with service/repair center's administrative and business guidelines*			
<i>Set-up ESD and other safety procedures</i>			
• Follow electro-static discharge (ESD) procedure in accordance with current industry standards*			
• Prepare Personal Protective Equipment (PPE) in accordance with Occupational Health and Safety practices*			
• Identify and isolate faulty material or components related to work			
• Identifies and marks unsafe or faulty tools according to safety procedure			

<i>Review customers related information</i>		
• Obtain work instructions and perform work preparation in accordance with job requirements		
• Check job order for customers concern and other related issues*		
• Resolve customers related inquiries in accordance with job requirement		
• Identify relevant sources of information in accordance with workplace/client requirements		
DIAGNOSE AND IDENTIFY HARDWARE AND SOFTWARE RELATED PROBLEMS		
<i>Assess customer's concern</i>		
• Determine pre-history trouble of the unit/gadget according to the customer's concern*		
• Advise/Inform customers regarding the status and serviceability of the unit/gadget*		
• Ensure customer's approval prior to servicing		
<i>Check the condition of the unit/gadget</i>		
• Determine task requirement according to job specifications*		
• Perform visual checking based on established procedures*		
• List and document defect and faults in accordance with service center guidelines		
<i>Determine the hardware status of the unit/gadget</i>		
• Use PPE in accordance with OHS practices*		
• Check actual troubled/damaged part using diagnostic tools to identify the problem*		
• Document and complete results of diagnosis and testing within the specified time		
<i>Determine the software status of the unit/gadget</i>		
• Install specific driver based on unit/gadget model and brand as necessary*		
• Identify chipset on unit/gadget model and brand*		
• Verify unit/gadget status based on the appropriate software tools "READ" information results/logs*		
• Perform firmware backup to identify the appropriate firmware versions as per standard procedure*		
• Check actual troubled/damaged part using 3 rd party software diagnostic tools to identify the problem*		

<ul style="list-style-type: none"> Document and complete results of software diagnosis and testing within the specified time 		
TROUBLESHOOT AND REPAIR MOBILE PHONE UNIT AND HANDHELD GADGET		
<i>Disassemble unit/gadget</i>		
<ul style="list-style-type: none"> Use PPE in accordance with OHS practices* 		
<ul style="list-style-type: none"> Prepare necessary tools and instruments used for disassembly of unit/gadget in line with job requirements 		
<ul style="list-style-type: none"> Detach accessories to the unit/gadget as per user's guide 		
<ul style="list-style-type: none"> Perform disassembly procedures in accordance with OH&S policies and work instructions* 		
<ul style="list-style-type: none"> Organize properly the parts and accessories in accordance with its functionality and purpose* 		
<i>Troubleshoot unit/gadget hardware related problem</i>		
<ul style="list-style-type: none"> Use PPE in accordance with OHS practices* 		
<ul style="list-style-type: none"> Follow ESD procedure in accordance with current industry standards* 		
<ul style="list-style-type: none"> Observe systematic pre-testing procedure in accordance with user's manual* 		
<ul style="list-style-type: none"> Identify system defects/fault symptoms in accordance with basic troubleshooting techniques* 		
<ul style="list-style-type: none"> Check and isolate chips and components using specified testing procedures* 		
<ul style="list-style-type: none"> Check input/output components using specified testing procedures* 		
<ul style="list-style-type: none"> Explain identified defects and faults to the responsible person in accordance with service center guidelines, whenever applicable 		
<ul style="list-style-type: none"> Document and complete results of diagnosis and testing within specified time 		
<ul style="list-style-type: none"> Advise/Inform customers regarding the status and serviceability of the unit 		
<i>Repair unit/gadget hardware related problem</i>		
<ul style="list-style-type: none"> Replace/Swap defective parts/components with original/compatible parts according to diagnostic results* 		
<ul style="list-style-type: none"> Solder/Mount repaired/replaced parts/components in accordance with the current industry standards* 		
<ul style="list-style-type: none"> Perform repair activity within the required timeframe* 		
<ul style="list-style-type: none"> Check repaired/replaced parts/components for proper mounting and tested for its functionality* 		

<ul style="list-style-type: none"> Observe care and extreme precaution in handling the unit/gadget as per procedures* 		
<i>Repair unit/gadget software related problem</i>		
<ul style="list-style-type: none"> Prepare identified unit/gadget firmware based on phone and mobile device settings' hardware specifications* 		
<ul style="list-style-type: none"> Ensure battery life of 50% higher prior to installation of unit/gadget firmware and other related software* 		
<ul style="list-style-type: none"> Inform client for possible loss of user data 		
<ul style="list-style-type: none"> Perform formatting of user data based on unit/gadget factory default settings* 		
<ul style="list-style-type: none"> Install compatible firmware version based on unit/gadget model/brand and standard procedures* 		
<ul style="list-style-type: none"> Restore unit/gadget backup and default settings based on standard procedures 		
<i>Reassemble unit/gadget</i>		
<ul style="list-style-type: none"> Perform reassembly procedure in accordance with OH&S policies and in conformity with user's manual* 		
<ul style="list-style-type: none"> Check and verify internal components if in placed based on standard procedures* 		
<ul style="list-style-type: none"> Install accessories to the unit/gadget as per user's guide* 		
<ul style="list-style-type: none"> Clean repaired unit/gadget in accordance with standard procedures 		
<ul style="list-style-type: none"> Dispose waste materials in accordance with environmental requirements 		
<ul style="list-style-type: none"> Prepare and document service completion report as per service/repair center's guidelines and procedures 		
PERFORM FUNCTIONALITY TESTING AND DOCUMENTATION		
<i>Check the functionality of the unit/gadget</i>		
<ul style="list-style-type: none"> Verify full functionality of the repaired unit/gadget in conformity with the customer's concern* 		
<ul style="list-style-type: none"> Verify unit's/gadget's functionality based on default settings* 		
<ul style="list-style-type: none"> Test accessories in accordance with manufacturer's specification* 		
<ul style="list-style-type: none"> Check completeness and accuracy of documents in accordance to service requirements and specifications 		
<i>Turnover repaired unit/gadget for customer's approval</i>		
<ul style="list-style-type: none"> Observe proper etiquette in handling customer in accordance to workplace procedures 		
<ul style="list-style-type: none"> Endorse unit/gadget to customer in accordance with service/repair center procedures and guidelines* 		

<ul style="list-style-type: none"> • Provide orientation and technical assistance to customer based on service/repair center procedures and guidelines 		
<ul style="list-style-type: none"> • Monitor performance of operation or quality of service to ensure customer satisfaction 		
<i>Document/Record service information</i>		
<ul style="list-style-type: none"> • Record information on the quality and other indicators of service performance in accordance with workplace procedures 		
<ul style="list-style-type: none"> • Comply service completion procedures and documentations in accordance with service center guidelines* 		
<ul style="list-style-type: none"> • Document and report deviations from specified quality standards causes in accordance with the workplace' standards operating procedure 		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's Name & Signature:	Date:	

*NOTE: * Critical Aspects of Competency*