



NATIONAL SKILLS QUALIFICATIONS

LEVEL:

2

TITLE:

MOBILE PHONE REPAIRS AND MAINTENANCE

YEAR:

2024

NATIONAL SKILL QUALIFICATION

NSQ LEVEL 2- MOBILE PHONE REPAIRS AND MAINTENANCE

GENERAL INFORMATION

QUALIFICATION PURPOSE

This Qualification is designed to equip trainee with knowledge and skills to carry out Mobile phone repairs and maintenance.

QUALIFICATION OBJECTIVES

Learner should be able to:-

1. Observe Safety Precautions during Repairs
2. Communicate effectively in Mobile Phone Repairs and Maintenance work environment.
3. Identify Mobile Communication Technologies (GSM, CDMA, LTE, 5G, etc.)
4. Identify Mobile Phone Components
5. Understand Mobile Phone Repair Tools
6. Handle Mobile Phone Batteries
7. Troubleshoot Common Software and Hardware-Related Problems
8. Handle Data Backup and Recovery
9. Document Repair Processes
10. Apply Professional Standards and Ethics

Mandatory Units

Unit No.	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
1	ICT/GRM/2/001	Occupational Health and Safety	2	20	Level 2
2	ICT/GRM/2/002	Communication in the Mobile Phones World	2	20	Level 2
3	ICT/GRM/2/003	Teamwork	2	20	Level 2
4	ICT/GRM/2/004	Introduction to Mobile and Wireless Technologies	2	20	Level 2
5	ICT/GRM/2/005	Handling Mobile Phone Batteries	2	20	Level 2
6	ICT/GRM/2/006	Mobile Phone Repair Tools	2	20	Level 2
7	ICT/GRM/2/007	Diagnosing and Repairing Mobile Phone Hardware	4	40	Level 2
8	ICT/GRM/2/008	Diagnosing and Repairing Mobile Phone Software	4	40	Level 2
9	ICT/GRM/2/009	Data Privacy and Protection for Mobile Phones	2	20	Level 2
10	ICT/GRM/2/010	Components of a Mobile Phone	2	20	Level 2
		TOTAL	24	240	

Optional Units

Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
10	ICT/GRM/2/011	Advance Mobile Phones Spare Parts Business	3	30	Level 2
11	ICT/GRM/2/012	Advance Mobile Phone Workshop Business	3	30	Level 2

		TOTAL	6	60	
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NOTE: This is a 24 credit qualification, to achieve this qualification; Learners are required to achieve 24 credits. All units are compulsory for the learners. Each Credit is equivalent to 10 Guided LearningHours (GLH). The Total Learning Hours will therefore consist of the GLH *plus* the independent learning hours of the candidate, which is generally 50% – 150% of the GLH. ***The actual Total Learning Hours for each Credit will then be a minimum of 15 hours.***

NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

Unit 1: OCCUPATIONAL HEALTH AND SAFETY

Unit Reference Number: ICT/GRM/2/001

NSQ Level: 2

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This Unit aims to equip learner with knowledge to apply safety protocols to prevent accidents, injuries, and health hazards.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

UNIT 01: OCCUPATIONAL HEALTH AND SAFETY

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type				Evidence Ref. Page No.			
The learner will:		The learner can:								
LO 1: Understand Occupational Health and Safety (OHS) Regulations	1.1	Identify Relevant OHS Regulations								
	1.2	Use Relevant OHS Laws and Regulations								
	1.3	Identify potential hazards in a mobile phone repair setting, including risks from electrical equipment, toxic chemicals, ergonomic issues, and tools.								
	1.4	Use appropriate safety measures needed in mobile phone industry								
LO 2: Use safety equipment in mobile phone Industry	2.1	Identify safety equipment								
	2.2	Explain how to use each safety equipment								
	2.3	Demonstrate how to handle each safety equipment								
LO 3: Adhere to adequate safety precautions when using mobile phone equipment.	3.1	Identify standard operating procedures (SOP) that are in line with industry best practices when handling mobile phones repair and maintenance equipment								
	3.2	Use the standard operating procedures (SOP)								
	3.3	Explain how to maintain hygienic, safe and secure workplace.								
	3.4	Explain the importance of using the correct tools during mobile phone repairs								
LO 4: Safely Handle Mobile Phone Components and Tools	4.1	Use proper disassembly and reassembly techniques to avoid damage to mobile phones and components.								
	4.2	Use sharp tools (e.g., screwdrivers, prying tools) and heated equipment (e.g., soldering irons) safely								
	4.3	Use correct procedures for using electrical equipment like multi-meters and power supplies.								
	4.4	Use Safety Protocols for ESD (Electrostatic Discharge)								
LO 5: Understand emergency preparedness and first Aid	5.1	Define emergency								
	5.2	Define first aid								
	5.3	Explain how to provide first aid to handle cuts and electrical shock								
LO 6 Apply Personal Protective Equipment (PPE)	6.1	Define Personal Protective Equipment (PPE)								
	6.2	Demonstrate the correct use of personal protective equipment (PPE) such as anti-static wristbands, safety goggles, gloves, and heat-resistant gloves to protect against physical, electrical, or chemical risks.								

	6.3	Use PPE in various repair tasks, including when handling batteries, soldering, or disassembling devices									
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Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date Date: Date:
EQA Signature (if sampled)	Date:

NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

Unit 2: COMMUNICATION IN MOBILE PHONES WORLD

Unit Reference Number: ICT/GRM/2/002

NSQ Level: 2

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This Unit aims to equip learner with knowledge of relevant mobile phone terms and their emerging terminologies.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out. Simulation is/or is not allowed in this unit and level.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

UNIT 02: COMMUNICATION IN MOBILE PHONES WORLD

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type				Evidence Ref. Page No.			
			The learner can:							
LO 1: Understand terms and Terminologies used in mobile phones industry	1.1	Identify appropriate terms to use in mobile phone industry								
	1.2	Define mobile phone terms								
	1.3	Explain mobile phone terms								
	1.4	Use appropriate terms to communicate effectively								
LO 2: Apply the appropriate mobile phone acronyms used in the Mobile Phone industry	2.1	Identify common acronyms used in the industry such as GSM, SIM, etc								
	2.2	Explain the full meaning of each acronym								
	2.3	Use appropriate acronyms to communicate effectively								
LO 3: Understand Digital Etiquette (Netiquette)	3.1	Identify appropriate timing to call or text someone								
	3.2	Demonstrate professionalism in communication through the use of tone and content								
	3.3	Use of neutral language when discussing sensitive topics over the phone.								
LO 4: Understand Technical Communication Skills	4.1	Use mobile phones efficiently—such as making calls, sending messages, using mobile data, and managing apps								
	4.2	Use translation apps to facilitate multilingual communication								
	4.3	Use emojis and Media to communicate effectively								

UNIT 003: Teamwork

Unit reference number: ICT/IT/2/003

NSQ level: 2

Credit value: 2

Guided learning hours: 20

Unit Purpose: This unit is designed to equip the learner with the knowledge and skills required to relate cordially in the workplace.

Unit Assessment Requirements/Evidence Requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out. Simulation is allowed in this unit and level.

Assessment methods to be used include:

1. Direct Observation (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Personal statement (PS) or Reflective Practice (RP)
5. Assignment (ASS)
6. Recognition of Prior Learning (RPL)

UNIT 003: Teamwork

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO 1: Understand the benefits of Working in a Team at Workplace	1.1	List the advantages of working as a team.								
	1.2	Describe the attributes of a team player: <ul style="list-style-type: none"> • Mutual respect • Common goal • Discipline • Mutual understanding • Trust • Honesty and sincerity, etc. 								
	1.3	List members that constitute a team in the ICT work environment: <ul style="list-style-type: none"> • Systems Analysts • Software Developers • Database Administrators (DBAs) • Network Engineers • Security Analysts • Help Desk Technicians, etc. 								
	1.4	Identify team members in a environment.								
Lo 2: Understand how to relate with team members	2.1	Explain the need for good working relationship with team members at the workplace.								
	2.2	Identify the roles of other team members.								
	2.3	Discuss your own role in achieving the objectives of the team.								
	2.4	Explain the role of a Network Administrator in an ICT work environment.								
	2.5	Discuss the relationship between the Network Administrator and positions within the ICT team.								

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO3: Observe Positive Work Relationships with colleagues	3.1	State the qualities of a good Network Administrator: <ul style="list-style-type: none"> • Strong technical skills • Problem-solving abilities • Communication skills • Customer service orientation • Attention to detail • Adaptability • Teamwork 								
	3.2	Relate with other members at workplace								
	3.3	Explain the importance of effective communication and collaboration with other team members to ensure smooth operations								
	3.4	Communicate information that may affect other workers.								

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NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

Unit 3: INTRODUCTION TO MOBILE AND WIRELESS TECHNOLOGIES

Unit Reference Number: ICT/GRM/2/004

NSQ Level: 2

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This unit aims to equip learner with knowledge and skills of applications modern wireless communication systems.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out. Simulation is allowed in this unit and level.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

UNIT 4: INTRODUCTION TO MOBILE AND WIRELESS TECHNOLOGIES

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type				Evidence Ref. No.			
The learner will:		The learner can:								
LO 1: Understand Wireless Communication	1.1	Explain the basic principles of wireless communication, including signal propagation, frequency spectrum, and modulation techniques.								
	1.2	Discuss emerging trends in wireless technologies, such as 5G, the Internet of Things (IoT), and mobile edge computing								
	1.3	Discuss the potential future applications of emerging trends in wireless technologies								
LO 2: Know components of Mobile and wireless Network	2.1	Identify the components of mobile and wireless communication networks, including cellular networks (2G, 3G, 4G, and 5G), Wi-Fi, and Bluetooth.								
	2.2	Explain the functions of the components of mobile and wireless communication networks								
	2.3	Describe various types of network topologies								
LO 3: Understand Wireless Communication Standards	3.1	Identify key wireless communication standards such as GSM, CDMA, LTE, 5G, and Wi-Fi								
	3.2	Describe key wireless communication standards such as GSM, CDMA, LTE, 5G, and Wi-Fi								
	3.3	Explain the role of key wireless communication standards in enabling wireless communication								
LO4: Know mobile devices	4.1	Identify various types of mobile devices, including their hardware components and mobile operating systems								
	4.2	Design simple mobile applications								
	4.3	Develop simple mobile applications								

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date Date: Date:
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NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

Unit 5: HANDLING MOBILE PHONE BATTERIES

Unit Reference Number: ICT/GRM/2/005

NSQ Level: 2

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This unit aims to equip learners with knowledge and skills to safely handle various types of mobile phone batteries.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

5. Direct Observation/oral questions (DO)
6. Question and Answer (QA)
7. Witness Testimony (WT)
8. Assignment (ASS), etc.

UNIT 05: HANDLING MOBILE PHONE BATTERIES

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: Understand batteries used in mobile phones	1.1	Identify different types of phone batteries									
	1.2	Describe their characteristics									
	1.3	Explain battery specifications									
LO 2: Diagnose Common Battery Issues	2.1	Identify battery problems									
	2.2	Describe the cause of battery problem									
	2.3	Test battery health									
LO 3: Know tools used in handling and servicing batteries	3.1	Identify tools used in handling and servicing batteries									
	3.2	Explain the purpose of tools used in handling and servicing batteries									
	3.3	Handle battery with care									
	3.4	Demonstrate how to service a battery									
	3.5	Replace damaged battery									

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date Date: Date:
EQA Signature (if sampled)	Date:

NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

Unit 6: MOBILE PHONE REPAIR TOOLS

Unit Reference Number: ICT/GRM/2/006

NSQ Level: 2

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This unit aims to equip learners with the knowledge and skills of how to use mobile phones repair tools.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

5. Direct Observation/oral questions (DO)
6. Question and Answer (QA)
7. Witness Testimony (WT)
8. Assignment (ASS), etc.

UNIT 06: MOBILE PHONE REPAIR TOOLS

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: Know mobile phone Repair Tools	1.1	Identify hardware repair tools									
	1.2	Identify software repair tools									
	1.3	Explain the purpose of each tool									
LO 2: Use mobile phone Repair Tools	2.1	Use various repair tools effectively and efficiently									
	2.2	Practice safety while using repair tools									
	2.3	Conduct repairs without damaging delicate parts									
LO 3: Diagnose Common Mobile Phone Issues	3.1	Identify common types of issues (Hardware/Software)									
	3.2	Identify diagnostic tools and equipment to use									
	3.3	Diagnose an issue using systematic troubleshooting process									
	3.4	Repair the phone issue									
LO 4: Observe Safety Protocols in Mobile Repair	4.1	Identify Standard Operating Procedures (SOPs)									
	4.2	Use Appropriate Personal Protective Equipment (PPE)									
	4.3	Use Electrostatic Discharge (ESD) Prevention									
	4.4	Handle tools safely and appropriately									
	4.5	Use proper ventilation and chemical safety									
	4.6	Perform work in a clean and organized environment									
	4.7	Ensure device and data Security									
LO 5: Apply the tools to fix phone problems	5.1	Select appropriate tools for diagnosis									
	5.2	Use diagnostic software effectively									
	5.3	Troubleshoot Battery and Charging Issues									
	5.4	Resolve Connectivity Issues (Wi-Fi, Bluetooth, etc.)									
	5.5	Perform Software Reset and Reinstallation									
	5.6	Test and Verify Repair Success									
	5.7	Document the Troubleshooting and Repair Process									

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date Date: Date:
EQA Signature (if sampled)	Date:

NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

Unit 7: DIAGNOSING AND REPAIRING MOBILE PHONES HARDWARE

Unit Reference Number: ICT/GRM/2/007

NSQ Level: 2

Credit Value: 4

Guided Learning Hours: 40

Unit Purpose: *This unit aims to equip learner with the knowledge and skills of how to repair mobile phone hardware issues.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out. Simulation is/or is not allowed in this unit and level.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS),
5. e.t.c

UNIT 07: DIAGNOSING AND REPAIRING MOBILE PHONES HARDWARE

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type	Evidence Ref. No.	Page
The learner will:		The learner can:			
LO 1: Understand the Structure and Function of Mobile Phone Hardware	1.1	Identify the various components of a phone			
	1.2	Differentiate between internal components (e.g., processor, RAM, storage) and external components (e.g., screen, casing, buttons)			
	1.3	Describe the functions of each components			
	1.4	Recognize the various forms of each component			
LO 2: Diagnose Common Hardware Problems	2.1	Identify Hardware Issues			
	2.2	Identify the possible causes of a problem			
	2.3	Select appropriate repair tools			
	2.4	Use tools to diagnose the problem			
	2.5	Disassemble a phone			
	2.6	Repair a phone using the correct tools			
	2.7	Assemble a phone			
	2.8	Test the repaired phone			
	2.9	Document the solution			
LO 3: Enhance Troubleshooting Skills	3.1	Identify phone hardware issues/problems			
	3.2	Develop troubleshooting skills			
	3.3	Solve phone hardware related issues			
	3.4	Demonstrate to others what the problem is and how to repair it.			
	3.5	Demonstrate documentation skills			

Learners Signature: Assessors Signature: IQA Signature (if sampled)	Date Date: Date:
EQA Signature (if sampled)	Date:

NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

Unit 8: DIAGNOSING AND REPAIRING MOBILE PHONES SOFTWARE

Unit Reference Number: ICT/GRM/2/008

NSQ Level: 2

Credit Value: 4

Guided Learning Hours: 40

Unit Purpose: *This unit aims to equip learner with knowledge and skills of how to repair mobile phone software issues.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out. Simulation is/ or is not allowed in this unit and level.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS),

UNIT 08: DIAGNOSING AND REPAIRING MOBILE PHONES SOFTWARE

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO 1: Understand Mobile Operating Systems (OS)	1.1	Identify the major mobile phone OS platforms such as Andrios, iOS, etc...								
	1.2	Explain how the OS manage hardware, app and interfaces								
	1.3	Install mobile phone firmware and OS								
	1.4	Update mobile phone OS								
LO 2: Troubleshoot software Related Problems Mobile Phones	2.1	Identify Common Software Issues: <ul style="list-style-type: none"> Operating system crashes Slow performance Application errors and crashes Connectivity issues (Wi-Fi, Bluetooth, GSM network) Firmware corruption Security issues (malware, viruses) 								
	2.2	Identify the possible causes of the problem								
	2.3	Use appropriate repair tools to properly identify the root cause of a problem								
	2.4	Perform Data backup whenever necessary								
	2.5	Perform the repairs								
	2.6	Perform Firmware and OS Updates where necessary								
	2.7	Apply mobile phone-Specific Software Fixes where necessary								
	2.8	Perform Recovery whenever necessary								
	2.9	Test and Verify Software Repairs								
LO 3: Enhance Troubleshooting Skills	3.1	Identify phone software issues/problems								
	3.2	Develop troubleshooting skills								
	3.3	Solve phone software related issues								
	3.4	Demonstrate to others what the problem is and how to repair it.								
LO 4: Know Data Backup and Recovery Procedures	4.1	Define Backup and Recovery								
	4.2	Explain the importance of regularly backing up user data such as contacts, photos, messages, etc.								
	4.3	Describe the procedures for data backup and recovery								
	4.4	Identify the Data to backup								
	4.5	Use different backup methods such as cloud storage or local backups.								
	4.6	Perform Data Recovery								

Learners Signature:	Date
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

Unit 9: DATA PRIVACY AND PROTECTION FOR MOBILE PHONES

Unit Reference Number: ICT/GRM/2/009

NSQ Level: 2

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This unit aims to equip learner with knowledge and skills on how to safeguard confidential information from unauthorized access.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace/business environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS),

UNIT 09: DATA PRIVACY AND PROTECTION FOR MOBILE PHONES

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: Understand Data Privacy and Protection	1.1	Define Data Privacy									
	1.2	Define Data Protection									
	1.3	Explain why Data Privacy and Protection for mobile phones is important									
LO 2: Understand Professional Ethics	2.1	Define Professional Ethics									
	2.2	Identify Privacy Laws and Regulations									
	2.3	Use Privacy Laws and Regulations									
	2.4	Implement accountability practices									
	2.5	Use confidentiality									
	2.6	Demonstrate Responsible Data Usage and Ethical Practices									
	2.7	Implement Compliance with Laws and Regulations									
	2.8	Implement data retention policies									
LO 3: Safeguard Personal Information	3.1	Define Identity Theft									
	3.2	Identify Personal Data to Protect									
	3.3	Identify measures to Protect Personal Data									
	3.4	Implement measures to Protect Personal Data									
LO 4 Prevent Unauthorized Access and Data Breaches	4.1	Explain unauthorized access and data breaches									
	4.2	Use encryption and secure authentication techniques									
	4.3	Implement mitigation measure to minimize data breach risks									
LO 5 Prevent Surveillance and Monitoring	5.1	Identify unauthorized monitoring									
	5.2	Identify techniques to prevent unauthorized monitoring									
	5.3	Implement measures that will prevent unauthorized monitoring									

Learners Signature:	Date
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

UNIT 10: COMPONENTS OF A MOBILE PHONE

Unit Reference Number: ICT/GRM/2/010

NSQ Level: 2

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This unit aims to equip learner with knowledge of how hardware and software components work together to enable communication and other mobile functionalities.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

UNIT 010: COMPONENTS OF A MOBILE PHONE

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type	Evidence Ref. No.	Page
The learner will:		The learner can:			
LO 1: Understand the Components of a Mobile Phone	1.1	Identify the key hardware components of a mobile phone such as the motherboard, battery, screen, camera, speakers, antennas, e.t.c			
	1.2	Explain the roles of each component and how they contribute to the phone's overall functionality			
	1.3	Identify the key softwares of a mobile phone such as the operating system (OS), firmware, and applications			
	1.4	Explain how the hardware and software components interact to perform various tasks like calling, texting, and browsing the internet			
LO 2: Know Mobile Phone Repair and Maintenance	2.1	Identify faulty components			
	2.2	Determine necessary repairs or replacements.			
	2.3	Troubleshoot common problems, such as screen malfunctions, power issues, network problems, and software bugs			
LO 3: Assembly and Disassembly Mobile Phone	3.1	Disassemble mobile phones			
	3.2	Assemble mobile phones			
	3.3	Use specialized tools required for mobile phone repairs, such as screwdrivers, opening picks, suction cups, and anti-static equipment			

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NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

Unit 11: ADVANCE MOBILE PHONES SPARE PARTS BUSINESS

Unit Reference Number: ICT/GRM/2/011

NSQ Level: 2

Credit Value: 5

Guided Learning Hours: 50

Unit Purpose: *This Unit aims to equip learners with knowledge and skills to operate a business that specializes in sourcing, selling, and distributing mobile phone spare parts and accessories.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace/bussiness environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS),

UNIT 11: ADVANCE MOBILE PHONES SPARE PARTS BUSINESS

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: Understand the Mobile phone Industry	1.1	Identify the various spare parts of a Mobile Phone									
	1.2	Identify industry stakeholders (end user, manufacturers, etc) in the value chain									
	1.3	Identify industry trend									
LO 2: Understand Market Demand	2.1	Identify popular phone brands, models and their repair needs									
	2.2	Gather information about new phone models, discontinued models and availability of their parts									
	2.3	Determine spare parts that are in high demand									
LO 3: Know Sourcing Quality Spare Parts	3.1	Select reliable suppliers, manufacturer, or wholesalers who provide quality spare parts									
	3.2	Gather parts for common repairs such as screens, charging ports, SIM trays and other essential components.									
	3.3	Differentiate the different categories of spare parts via classification.									
LO 4 Understand Inventory Management	4.1	Identify a suitable Inventory Management System (IMS) software									
	4.2	Implement the IMS to track the availability of parts, restock popular items, and avoid overstocking of low-demand products									
	4.3	Use IMS software or point-of-sale (POS) systems that allow efficient tracking of inventory levels, order history, and supplier performance									
LO 5 Offer a wide range of products	5.1	Maintain a comprehensive variety of spare parts as well as accessories									
	5.2	Provide Mobile phone hardware repair tools									
	5.3	Provide Mobile phone software repair tools									
LO 6 Know Ensure quality control and testing	6.1	Test every spare part for functionality and quality before stocking.									
	6.2	Deliver high quality parts to customers									
LO 7 Know competitive pricing strategy	7.1	Deliver competitive pricing while maintaining quality									
	7.2	Provide discounts to bulk buyers									
	7.3	Deliver flexible pricing options for regular customers									
LO 8 Understand Customer	8.1	Explain to customers, especially repair technicians who may need guidance in selecting the correct parts for different phone models									

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
Service and Technical Support	8.2	Deliver excellent customer service by offering support before and after the sale and handling product inquiries								
	8.3	Address Customer Complaints Efficiently								
LO 9 Build an online and offline presence	9.1	Locate a suitable place to conduct the business								
	9.2	Maintain a well-organized retail shop or distribution center where local customers can browse and purchase parts in person.								
	9.3	Develop a user-friendly e-commerce platform where customers can easily find the parts they need, view technical specifications, and place orders								
LO 10 Know logistics and delivery	10.1	Explain what logistics and delivery are								
	10.2	Carry out same-day or next-day delivery to local repair shops								
	10.3	Operate logistics system to ensure fast and accurate delivery of spare parts to customers								
LO 11 Know warranty and return policy	11.1	Describe their warranty and return procedure								
	11.2	Provide warranties on spare parts to ensure customers feel confident in the products they purchase.								
	11.3	Implement a clear return and replacement policy to handle defective parts and customer complaints effectively.								
LO 12 Understand Compliance with legal and environmental regulations	12.1	Identify all relevant regulations regarding the sale of mobile phone parts, including warranties, trade laws, and consumer rights								
	12.2	Explain the relevant regulations								
	12.3	Implement environmentally friendly practices, such as recycling used parts and responsibly disposing of electronic waste								
LO 13 Understand the need to build partnership with repair technicians	13.1	Identify strategic partner such as mobile repair shops, technicians, and service centers to supply them with parts regularly.								
	13.2	Maintain relationship with the strategic partners								
	13.3	Discuss customized product requirement with partners.								
	13.4	Implement bulk discounts and loyalty programs to help foster long-term relationships.								
LO 14 Know Financial Management and planning	14.1	Identify financial sources for the business								
	14.2	Implement proper financial management, including cash flow, pricing strategies, and profit margins to sustain the business in a competitive market.								
	14.3	Operate the business to make profit								
	14.4	Plan for future expansion								

Learners Signature:	Date
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

NATIONAL SKILLS QUALIFICATION

LEVEL 2: *MOBILE PHONE REPAIRS AND MAINTENANCE*

Unit 12: ADVANCE MOBILE PHONES WORKSHOP BUSINESS

Unit Reference Number: ICT/GRM/2/012

NSQ Level: 2

Credit Value: 5

Guided Learning Hours: 50

Unit Purpose: *This Unit aims to equip learners with knowledge and skills of high-quality mobile phone repair services, maintenance, and technical support.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace/business environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS),

UNIT 12: ADVANCE MOBILE PHONES WORKSHOP BUSINESS

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO 1: Understand the Mobile phone Industry	1.1	Identify various Mobile Phones								
	1.2	Identify industry stakeholders (end user, manufacturers, etc) in the value chain								
	1.3	Identify industry trend								
LO 2: Know Professional Mobile Phone Repair Services	2.1	Identify Mobile Phone problem								
	2.2	Determine fixing the hardware and/or software issue/s								
	2.3	Repair the Mobile Phone								
LO 3: Know Specialize Mobile Technology Repairs	3.1	Select the right set of tools to repair hardware issues								
	3.2	Select the right set of tools to repair software issues								
	3.3	Use the tools to fix the issue								
LO 4 Understand Inventory Management	4.1	Identify a suitable Customer and Inventory Management System (IMS)								
	4.2	Implement the IMS to track the availability of parts, restock popular items, and avoid overstocking of low-demand products								
	4.3	Use IMS software or point-of-sale (POS) systems that allow efficient tracking of inventory levels, order and customer history, and supplier performance.								
LO 5 Apply Advanced Diagnostic Services	5.1	Identify Complex Hardware and Software issues that may not be easily detectable.								
	5.2	Use repair tools to diagnose the issue								
	5.3	Repair the device								
	5.4	Test the device for proper functionality								
LO 6 Know quality control and testing	6.1	Test every spare part for functionality and quality before using it for repairs								
	6.2	Deliver top-notch service to customers by ensuring that repairs are done accurately and efficiently								
LO 7 Know Longevity of Mobile Devices	7.1	Explain to the user best way to charge the devices								
	7.2	Use mindful charging								
	7.3	Use high quality phone charging cables								
	7.4	Provide timely repairs and maintenance services								
LO 8 Understand Customer Service and Technical Support	8.1	Explain to customers who may need guidance								
	8.2	Deliver excellent customer service by offering support before and after the repairs								
	8.3	Address Customer Complaints Efficiently								

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
LO 9 Build an online and offline presence	9.1	Locate a suitable place to conduct the business								
	9.2	Maintain a well-organized workshop where local customers can bring their devices for repairs								
	9.3	Develop a user-friendly web application customers can easily find information about the status of the repairs								
LO 10 Educate Customers on Mobile Phone Care and Maintenance	10.1	Explain the benefits of phone care and maintenance to customers								
	10.2	Demonstrate to the customer on how to care and maintain their phones								
	10.3	Maintain regular check-up with customers to remind them about their phone care and maintenance								
LO 11 Know warranty and return policy	11.1	Describe their warranty policy								
	11.2	Provide warranties on repairs								
	11.3	Implement a clear repair and replacement policy								
LO 12 Understand Compliance with legal and environmental regulations	12.1	Identify all relevant regulations including warranties, trade laws, and consumer rights								
	12.2	Explain the relevant regulations								
	12.3	Implement environmentally friendly practices, such as recycling used parts and responsibly disposing of electronic waste								
LO 13 Understand the need to build partnership with other repair technicians	13.1	Identify strategic partners such as mobile repair shops, technicians, and service centers								
	13.2	Develop and maintain relationship with strategic partners								
	13.3	Discuss customized product requirement with partners.								
	13.4	Implement bulk discounts and loyalty programs to help foster long-term relationships.								
LO 14 Know Financial Management and planning	14.1	Identify financial sources for the business								
	14.2	Implement proper financial management, including cash flow, pricing strategies, and profit margins to sustain the business in a competitive market.								
	14.3	Operate the business to make profit								
	14.4	Plan for future expansion								

Learners Signature:	Date
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

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