



Maqaa Mana Hojii/
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Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
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Oromia Occupational Competency Assurance Agency

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Document No.

SC/OOCOA/005

Mata-duree/Title:

Iskiimii Mirkaneessa Ogummaa Hardware and Network Servicing Level-V
Hardware and Network Servicing Level-V Certification Scheme

Lakk.Maxxansaa/
Issue No. **01**

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ISSUE HISTORY

Issue	Description of Change	Status	Originator	Effective Date
1				
2				

REFERENCE DOCUMENTS

Document Number	Document Title
EX/OOCOA/001	ES ISO/IEC 17024:2013 Conformity assessment - General requirements for bodies operating certification of persons.
EX/OOCOA/002	ES ISO/IEC 17000:2020, Conformity assessment — Vocabulary and general principles
EX/OOCOA/005	Federal Democratic Republic of Ethiopia Occupational Standard Hardware and Network Servicing NTQF Level - V

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1. BARBAACHISUMMAA/PURPOSE

This certification scheme is designed to ensure that certified Hardware and Network Servicing (Certified Hardware and Network Servicing Level-V (HNS Level-V) demonstrate the required competence to Install, Configure and Test Router; Install and manage complex ICT networks safely, effectively, and in accordance with applicable technical specifications.

It ensures that individuals consistently meet relevant industry standards, occupational health and safety requirements, and quality expectations, thereby protecting public health and property.

2. DAANGAA/SCOPE

This certification scheme applies to individuals who demonstrate competence in Installing, Configuring and testing router; Installing and managing complex ICT networks; Matching IT needs with the strategic direction of the enterprise; Researching and reviewing hardware technology options for organizations; Preparing disaster recovery and contingency plan; Assisting with policy development for client support; Establishing and maintaining client user liaison; and planning and monitoring the system pilo effectively.

Furthermore, the scope includes the application of appropriate occupational health and safety measures and environmental practices in compliance with relevant industry standards to ensure safe, reliable, and quality Network services.

3. Jechootaa fi Hiikkaawwan/Terms and Definitions

3.1. Hiika Jechootaa/Terms and Definitions

Assessment: is the process of gathering, evaluating, and interpreting information to determine a person's knowledge, skills, abilities, or performance in a specific area.

Assessor: An Assessor is a person who evaluates or judges someone's skills, knowledge, or performance against set standards or criteria.

Competence is the ability to perform a task or role effectively, combining the necessary knowledge, skills, and attitudes to achieve the required standard.

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Certification Scheme: A Certification Scheme is a structured system or program that sets standards, assesses competence, and awards formal recognition (certification) to individuals who meet those standards.

3.2. Gabaajeewwan/Abbreviations

OS	Occupational Standard
OOCAA	Oromia occupational Competence Assurance Agency
KSA	Knowledge, Skill, and Attitude
JTA	Job Task Analysis
CPL	Certified Person List
CR	Competence Requirement
WHS	Workplace Health and Safety
UC	Unit of Competency
TVET	Technical & Vocational Education Training
OHS	Occupational Health and Safety

4. Xiinxala Hojii fi Dalagaa/JOB TASK ANALYSIS (JTA)

The Job Task Analysis (JTA) provides a systematic breakdown of the essential tasks and responsibilities performed by a Level V certified Hardware and Networking Service profesional.

Main Task	Sub-task	Critical ity	Frequen cy	Risk Level	Description
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Installing configuring and testing a router	Prepare to install a router	High	Frequent	High	This unit describes the performance outcomes, skills and knowledge required to undertake router installation and configuration as part of the upgrade in an existing network or the implementation of a new network.
Installing configuring and testing a router	Install and configure a router	High	Frequent	High	Includes assembling router and peripherals; Connecting communication cables and WAN connectors; Configuring router; and using and working on <i>Simulation</i> software at the absence of real router
Installing configuring and testing a router	Test the router and reconfigure the network	High	Frequent	High	Include testing the router for connectivity; Adapting or modifying the predetermined router configuration, Reviewing router in line with organisational requirements; Test router and peripherals according to manufacturer's instructions and technical requirements; Testing <i>hardware</i> and router to ensure full functionality and interoperability; Reconfiguring additional hardware as required; Make adjustments to network depending on test results

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Installing configuring and testing a router	Complete documentation and clean-up worksite	High	Frequent	High	Include Tabulating test results; Reporting and notifying client; Cleaning up and restore worksite; and Securing sign off from <i>appropriate person</i> .
Installing and managing complex ICT networks	Plan and design a complex network to meet business requirements	High	Frequent	High	Reviewing network design, business requirements and latest vendor technical specifications for <i>network components</i> ; Planning network implementation to provide <i>network services</i> and <i>resources</i> to meet business requirements
	Design and implement a security strategy	High	Frequent	High	Analysing requirements for internal and external security; Designing <i>security strategy</i> ; Implementing security strategy; Undertaking ongoing monitoring of the viability and reliability of network security; and Continually monitoring internal and external network access for security breaches
	Install and configure a complex network to meet business requirements	High	Frequent	High	Includes checking and installing cabling and associated components according to industry standards; Installing and configuring servers, routers, switches or other devices to provide name resolution; Installing and configuring

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					servers, routers, switches or other devices to provide network services; Installing and configuring remote access services; Installing and configuring devices to provide <i>data management services</i>
	Providing integrated network services across a complex network	High	Frequent	High	<i>Includes integrating multiple network services across network; Analysing and resolving interoperability issues; Optimising performance; Rectifying security conflicts arising from integrating services</i>
	Planning designing and implementing voice and video business communication system	High	Frequent	High	Includes Installing software , configuring and testing voice over internet protocol (VoIP) and videoconferencing services; Incorporating the use of a communications server to provide real-time multimedia communications; and Selecting common voice and videoconferencing codecs according to standards and practices
	Manage and support a complex network	High	Frequent	High	This includes Identifying and evaluating appropriate network management tools to assist in the administration of the complex network; Selecting and

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					installing network management tools according to industry and organisational standards; Setting and monitoring alerts and logs; Capturing and analysing network performance data; Implementing automated server updates; Implementing desktop management policies; Implementing automated virus checking; and Using remote management tools
	Testing network functionality and obtaining sign-off	High	Frequent	High	Testing network functionality and record results; Recording results of network functionality test; and Completing network documentation according to organisational standards
Researching and Reviewing Hardware Technology Options for Organizations	Researching vendors, suppliers and IT industry specialists	High	Frequent	High	Includes establishing Organizational needs and selection criteria; determining Suitable suppliers and vendors; and Sourcing information from suppliers and vendors
	Evaluating and reporting on options	High	Frequent	High	Includes Reviewing and testing Hardware against organizational requirements; reporting Findings to appropriate person according to their suitability for organizational requirements;

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					documenting and submitting Information in a report to appropriate person.
Preparing Disaster Recovery and Contingency Plan	Evaluating impact of system on business continuity	High	Frequent	High	Includes Identifying <i>Business-critical functions</i> and the security environment from documentation discussion with business area and <i>project team</i> ; identifying Critical data and <i>software</i> from <i>documentation</i> ; Assessing Potential impacts of business risk and <i>threats</i> on IT <i>systems</i> ; Identifying and evaluating <i>Statutory requirements</i> , commercial requirements and contingency possibilities are according to specifications and cost constraints
	Evaluating threats to system	High	Frequent	High	Includes Identifying Threats to the system with consideration of security analysis and internal and external business environment; evaluating Risk minimisation alternatives against specifications and cost constraints.
	Formulating prevention and recovery strategy	High	Frequent	High	Includes evaluating Prevention and recovery options to support critical business functions against business specifications

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					and cost constraints; reviewing Current operational procedures to ensure adequate risk safeguards and contingency plan are in place; submitting Disaster recovery and prevention strategy to appropriate person for approval
	Developing disaster recovery plan to support strategy	High	Frequent	High	Includes Identifying and documenting Resources required for disaster recovery according to specifications and cost constraints; Identifying and documenting Processes required for disaster strategy according to project standards; Identifying Cut-over criteria before initiating disaster plan; documenting and submitting Disaster recovery plan to appropriate person for review and sign-off.
Assisting with Policy Development for Client Support	Reviewing change requests	High	Frequent	High	Includes receiving and documenting Requests for hardware and software changes, utilizing a change management system and according to organizational help desk procedures; gathering and organizing System data relevant to the change requests, using

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					available diagnostic tools; Reviewing the proposed changes against current and future business requirements; Examining system data, with work team, in order to select appropriate changes to be carried out; Discussing and e clarifying; Selected changes with client.
	Modifying system according to requested changes	High	Frequent	High	Includes Potential solution to solve problems; Developing, documenting, ranking and presenting recommendations about possible solutions to the appropriate person for decision; Planning Implementation and evaluation of solutions; Documenting and submitting recommended solutions technically to appropriate person for confirmation.
	Training on the use of modified system	High	Frequent	High	Includes preparing training to meet the needs of client in using the changed system; Delivering Prepared training is appropriately for client; Evaluating the given training to confirm the expected result has been achieved

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Establishing and Maintaining Client User Liaison	Determining support areas	High	Frequent	High	Includes identifying and recording Information technology used in the organisational unit; identifying <i>Stakeholders</i> of the <i>system</i> ; /Identifying Organisational structure, culture and politics in relation to support requirements; Determining Level of support required by each organisational unit
	Developing support procedures	High	Frequent	High	Includes Contacting Organisational units as required, to verify support needs; Establishing Procedures for providing required support, including method of contact, frequency of meetings and reports; Documenting Agreed procedure, <i>service-level agreement</i>
	Assigning support personnel	High	Frequent	High	Includes Identifying IT skills required to assist each organisational unit with support activities; Assigning Personnel according to human resource processes; Verifying availability of selected personnel; Providing support using agreed procedures; Obtaining feedback

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					from the <i>appropriate person</i> on a regular basis.
Matching IT Needs with the Strategic Direction of the Enterprise	Evaluating current business strategy	High	Frequent	High	Includes Analyzing Current strategic plan of organization to understand the industry environment and current organizational goals; Comparing Information related to current operational practices and the strategic plan to determine possible IT gaps and improvement opportunities; Reporting Information regarding the impact of IT developments to appropriate person(s)
	Evaluating impact of changes	High	Frequent	High	Includes Reviewing Information on current IT systems supported by the organization; Comparing and documenting Advantages and disadvantages of current and proposed IT systems; Determining the objectives and implications of introducing changes; Documenting and forwarding Findings to appropriate person(s) for feedback.
	Developing action plans	High	Frequent	High	Includes ensuring developing action plans for the proposed

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					changes that can be implemented according to organizational policies and procedures; Action plans that take account of appropriate operational, financial, legal, human relations, internal and external operating environments and other relevant considerations; Detailing document action plans, ensuring that standards, targets and implementation methods; forwarding documentation to appropriate person for feedback/approval.
Planning and Monitoring the System Pilot	Preparing for pilot system	High	Frequent	High	Includes establishing and confirming Objectives, success criteria and <i>acceptance criteria</i> for pilot implementation; identifying and securing technical and <i>organizational resources</i> required for <i>pilot</i> implementation; establishing and confirming executive support for pilot; Completing project plan for pilot and project documentation is referred to appropriate person for approval
	Installing pilot system	High	Frequent	High	Includes Installing pilot and configuring according to <i>project</i>

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					<i>plan</i>; Verifying and recording technical readiness of pilot; Taking necessary actions to ascertain accuracy of data; Preparing and submitting a status report to appropriate person for sign-off.
	Monitoring implementation of pilot system	High	Frequent	High	Includes reviewing,Pilot and support documentation to ensure complete understanding; Identifying Pilot and system procedures; supervising System functionality and integrity tests; Documenting findings; Providing appropriate technical support as required.
	Evaluating pilot system	High	Frequent	High	Includes reviewing Pilot objectives and success criteria against pilot operation; reviewing Client and executive feedback on pilot against <i>acceptance criteria</i>; Identifying and prioritizing areas of success and improvement; Assessing the impact of changes on the pilot; Document reviewing process and submit to appropriate person

5. COMPETENCE REQUIREMENTS

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This section defines the **competence framework** for Level V Hardware & Network Servicing, describing the **knowledge, skills, and attitudes** required to perform Hardware & Network Servicing tasks safely, efficiently, and in compliance with industry standards.

5.1. Knowledge (K)

The knowledge component defines what the candidate **must understand and be able to recall** to perform Hardware & Network Servicing tasks effectively. It forms the theoretical foundation for skills and safe practice.

Code	Description	Detailed Explanation
K1	Research and Review Hardware Technology Options for Organizations	Candidate must Demonstrates knowledge of: • Current industry and technology information sources (e.g. vendor seminars, expert email groups, etc, as mentioned above) • Current business practices in relation to preparing reports • Components of the business planning process relevant to the development of IT business solutions • Current industry-accepted hardware and software products, including broad knowledge of general features and capabilities, with particular reference to emerging trends and product design • Broad knowledge of vendor product directions such as self-configuring ADSL or cable modem-router-switch for the Small Office Home Office (SOHO) market • General knowledge of the client business needs, with a view to expanding into new possibilities, as presented by new technology • Basic knowledge of quality assurance practices, to promote reliable investigation processes • Basic knowledge of information gathering techniques • Industry networks • Key individuals and organizations within the IT industry
K2	Prepare Disaster Recovery and Contingency Plan	Candidate must demonstrates knowledge of: • Broad knowledge of basic engineering (e.g. when evaluating threats) • Broad knowledge of fire/safety knowledge (e.g. when formulating prevention and recovery strategy)

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		- Detailed knowledge of back-up methodologies (e.g. when formulating prevention and recovery strategy) - Broad knowledge of systems engineering (e.g. when evaluating threats) - Specific components of the business planning process relevant to the development of IT business solutions (e.g. when evaluating impact of system on business continuity) - Broad knowledge of the client business domain (e.g. when evaluating impact of system on business continuity) - Detailed knowledge of the system's current functionality (e.g. when evaluating impact of system on business continuity)
K3	Assist with Policy Development for Client Support	Candidate must demonstrates knowledge of: - Federal and Regional Government legislative requirements affecting business operations, especially in regard to occupational health and safety (OHS), equal employment opportunity (EEO), industrial relations and anti-discrimination - technical or specialist skills relevant to the business operation - relevant industry code of practice - planning techniques to establish realistic timelines and priorities - identification of relevant performance measures - quality assurance principles and methods - relevant marketing, management, sales and financial concepts - methods for monitoring performance and implementing improvements - structured approaches to problem solving, idea management and time management
K4	Establish and Maintain Client User Liaison	Candidate must know: - General knowledge of the role that IT plays in the client's business domain. Knowing what equipment supplies business-critical services (e.g. web server for e-business, internet file transaction security for client accounts) - Awareness of who the stakeholders are, what role they play in the organisation and how dependent they are on the IT infrastructure (e.g. salespeople and other mobile workforces may need a remote access communication service while travelling.) - Detailed knowledge of the IT system's current functionality in supplying the essential and desirable services to the organisation. (e.g. what servers are

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		engaged in providing the services such as email, web, proxy, firewall, back-up) • Broad knowledge of quality assurance practices in relation to how the service is supplied (e.g. are response times for help desk issues adequate for maintaining the organisation's desired business activity level?) • Current industry-accepted hardware and software products, capabilities of IT devices, and detailed knowledge of areas related to the organisation's services, (e.g. specialised knowledge of website security, dynamic data exchange or on-line open file back-up system).
K5	Match IT Needs with the Strategic Direction of the Enterprise	Candidate must demonstrate knowledge of: • Broad knowledge of technology and product directions for evaluating and forecasting vendor and technology trends • Analysis and planning approaches to technical problems or management requirements, taking into account the hardware platform used by the organization, and network and security guidelines • Broad knowledge for evaluating current system functionality to forecast for planning • Broad knowledge for evaluating internal and external operating environments • Broad knowledge for evaluating the operating systems supported by the organization to forecast for planning
K6	Install, configure and test a router	Candidate must demonstrate knowledge of: Australian Computer Society Code of Ethics effect of a router on delimiting broadcast traffic and on conserving bandwidth how dynamic routing algorithms or protocols create and maintain routing tables providing the network with redundant paths for reliability and the way routers manage these paths router: 1) basic router commands 2) configuration: 1. clock rate 2. password protection of router 3. routing protocol 3) dynamic routing 4) firewalls 5) functions

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K7	Install and manage complex ICT networks	Candidate must demonstrates knowledge of: • firewall configuration • IP addressing and network configuration • network: • infrastructure • load-balancing for applications • security • server operating systems • service configuration, including: • DNS • dynamic host configuration protocol (DHCP) • file transfer protocol (FTP) • mail network time protocol (NTP) • proxy • server messages block (SMB) • web service management • troubleshooting tools and techniques, including network diagnostic utilities • user authentication and directory services • VoIP • VPN
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5.2. Skills (S)

Skills define the **practical abilities** required to carry out plumbing tasks. Each skill is associated with **performance criteria** to assess whether the candidate can perform tasks correctly in a real-world setting.

Code	Description	Performance Criteria	Detailed Explanation
S1	Research and Review	Problem Solving, Planning Skills.	Candidate must demonstrates skills to:

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	Hardware Technology Options for Organizations	Reporting & Analysis.Communicati Effectively.and Communication: Effectively	- Solving unknown problems in a range of contexts, particularly in developing new approaches with new technology (this includes problem solving skills for resolving unpredictable problems, with reference to the new technology) - Basic planning skills in relation to scope, time, cost, quality, communications and risk management - Participating in the development of reports and summary findings Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information, such as when presenting the results of testing new technology and proposing new potential directions as a result of this - Teamwork skills, involving the contribution to solutions and goals of a non-routine or developmental process, such as investigating new technology for new roles in the workplace - Group facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts and new proposals - Communication skills to convey complex and abstract concepts and information
S2	Prepare Disaster Recovery and	Develop and document a disaster recovery and contingency plan to	Candidate must Demonstrates skills to: Logistic management skills for identified resources and procedures skills (e.g. when IT hardware, software and resources

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	Contingency Plan	ensure system continuity and quick recovery from disruptions.	required for disaster recovery are identified and documented according to project specifications and cost constraints) • Negotiation skills in relation to self and other team members and applied to a defined range of predictable problems (e.g. when business-critical functions are identified from project documentation and discussion with client business area and project team) • Project planning skills in relation to scope, time, cost, quality, communications, risk analysis and management (e.g. when business-critical functions are identified from project documentation and discussion with client business area and project team, and when contingency possibilities are identified and evaluated according to project specifications and cost constraints) • Research skills for specifying, analysing and evaluating broad features of a particular business domain and best practice in system development (e.g. when threats to the system are identified, taking into consideration security analysis and internal and external business environment) • Facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts (e.g. when business-critical
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			functions are identified from project documentation and discussion with client business area and project team, and when disaster recovery plan is documented and submitted to higher authorities for review and sign-off
S3	Assist with Policy Development for Client Support	Assist in developing client support policies by contributing to clear, effective procedures that meet organizational and user needs.	Candidate must Demonstrates skills to: • Candidate must literacy skills to interpret legal requirements, company policies and procedures and immediate, day-to-day demands • communication skills including questioning, clarifying, reporting, and giving and receiving constructive feedback • numeracy skills for performance information, setting targets and interpreting financial documents and reports • technical and analytical skills to interpret business documents, reports and financial statements and projections • ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities • problem solving skills to develop contingency plans • using computers and software packages to record and manage data and to produce reports • evaluation skills for assessing work and outcomes

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			• observation skills for identifying appropriate people, resources and to monitor work
S4	Establish and Maintain Client User Liaison	Effectively establish and maintain communication with clients to support user needs and ensure ongoing collaboration.	Candidate must Demonstrates skills to: • Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information such as reporting on service history issues are necessary. These could be in response to particular problems or in response to an approach to quality assurance processes aimed at a general improvement. • Teamwork skills involve the contribution to solutions and goals of a non-routine or contingency nature (e.g. when a major system upgrade is needed and a workgroup approach is employed to implement it). • Group facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts, such as when there are alternatives to decide upon, in installing new technology or in altering the service process for the current system. • Project planning skills in relation to how to deliver on scope, time, cost and quality, and how to promote communications and manage risk. • Negotiation skills in relation to other team members and applied to a defined range of predictable problems, such as organising

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			equitable workloads for each team member when extra (weekend or night) work is necessary for a major network upgrade. • Report writing skills for business, requiring depth in some areas, analysis and evaluation of information in a defined range of areas (e.g. outlining possible alternatives in technology or equipment changes). • Customer service skills, including a semi-educational role when dealing with end-user problems, so that, by explaining relevant concepts, the learner can empower the end-user to attempt remedial action, the next time a similar problem occurs.
S5	Match IT Needs with the Strategic Direction of the Enterprise	Align IT solutions and initiatives with the enterprise's strategic goals to support business objectives effectively.	• Candidate must Demonstrates skills to: • Negotiation skills in relation to planning and selecting appropriate equipment and services for self and others, such as when planning for client support service delivery within quality, time and cost parameters • Evaluation and report writing skills involving analysis for evaluating IT changes, documenting recommendations and developing action plans • Evaluation skills to determine possible IT client support gaps • Broad strategic planning skills in relation to current operational practices and future requirements and the implications of introducing IT changes

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			• Planning and analysis skills for reviewing objectives and performance measures • Time management skills in relation to planning the management of client support services • Organizing and presenting information in relation to business report writing requirements
S6	Install, configure and test a router	Install, configure, and test a router to ensure correct setup, connectivity, and network functionality.	• Candidate must Demonstrates skills to: • Communication skills to liaise with internal and external personnel on technical, operational and business related matters • Literacy skills to interpret technical documentation and write reports in required formats • Numeracy skills to take test measurements, interpret results and evaluate performance and interoperability of network • Planning and organisational skills to plan, prioritise and monitor own work and coordinate the process in liaison with others • Problem solving and contingency management skills to adapt configuration procedures to requirements of network and reconfigure depending on differing operational contingencies, risk situations and environments • Research skills to interrogate vendor databases and websites to implement different configuration requirements to meet security levels

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			- Technical skills to select and use router test software and hardware to suit different network applications - Routing protocols and how they operate tables router-based network architectures - Use of routing tables in intelligent packet routing and switching
S7	Install and manage complex ICT networks	Install, configure, and manage complex ICT networks to ensure reliable, secure, and efficient operation.	Candidate must Demonstrates skills to: - Analytical skills to use complex technical data to develop network designs - Communication skills to consult with customers - Literacy skills to: - Interpret technical documentation - Write reports - Numeracy skills to: - Take test measurements - Interpret results - Evaluate performance and interoperability of network services - Problem-solving skills to solve a range of predictable network problems - Research skills to identify, analyse and evaluate broad features of a particular business domain and best practice in networking technologies, including hardware and software to be installed - Technical skills to:

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			■ Implement dynamic name system (DNS), IP addressing and secure virtual private network (VPN) tunnels ■ Install and configure application software to provide specific services ■ Install, configure and secure server operating systems ■ Install, configure and secure switches and routers ■ Integrate multiple network services without conflict ■ Set up and use network monitoring and management tools ■ Test network functionality.
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5.2. Attitudes (A)

Attitudes define the **professional behaviors and mindset** required to ensure safety, reliability, and quality in plumbing work. They are critical for both workplace effectiveness and certification validity.

Code	Description	Observable Behavior	Detailed Explanation
A1	Safety awareness	Always uses PPE, follows safety procedures	Candidate demonstrates a proactive approach to safety, preventing accidents, injuries, and damage during Hardware and Network Servicing operations.
A2	Quality focus	Ensures precise measurements and alignment	Candidate consistently performs work accurately, maintains high standards, and ensures durable, leak-free installations.

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A3	Responsibility	Follows procedures and meets deadlines	Candidate takes ownership of tasks, adheres to work plans, and ensures timely completion without compromising safety or quality.
A4	Environmental awareness	Minimizes waste and follows regulations	Candidate demonstrates responsible handling of materials and compliance with environmental guidelines to reduce waste and contamination.
A5	Professionalism	Communicates effectively with colleagues and clients	Candidate maintains professional behavior, clear communication, and ethical conduct while working with team members and clients.

6. ELIGIBILITY REQUIREMENTS

To ensure that candidates possess the foundational knowledge, practical experience, and physical capability to perform Hardware & Network Servicing safely and effectively, the following eligibility criteria apply:

Requirement	Criteria	Description / Rationale
Education	TVET Level IV Hardware & Network Servicing	Candidates must have completed a recognized vocational or technical training program in Hardware & Network Servicing or an equivalent qualification, ensuring a basic understanding of Hardware & Network Servicing principles and practices.
Experience	Minimum 1 years Recognition of Prior Learning (RPL)	Candidates shall not bring of practical work experience in plumbing to demonstrate exposure to real workplace tasks and develop proficiency in standard Hardware & Network Servicing.
Training	Recognized training program OR	Candidates should have undergone formal training recognized by industry or regulatory bodies, or provide documented evidence of prior learning and workplace

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	Recognition of Prior Learning (RPL)	competence that meets the Level IV Hardware & Network Servicing standards.
Health	Physically fit	Candidates must be physically capable of performing Hardware & Network Servicing tasks, including lifting, working in confined spaces, and handling tools safely, to prevent accidents and ensure safe work practices.

7. ASSESSMENT SYSTEM

The assessment system is designed to evaluate the **competence of candidates** based on the defined knowledge, skills, and attitudes necessary to perform Hardware & Network Servicing (Level-V) tasks safely, effectively, and in accordance with industry standards.

7.1 Practical Assessment

Practical assessment is a part of assessment that used to measure the skill of a candidate in an occupation based on the given occupational standard to award in the world of work. Practical assessment of Hardware & Network Servicing level -V shall be developed by comprise all the demonstrable UCs found in Hardware & Network Servicing from level I-V

7.2 Knowledge Assessment

It is part of assessment that used to measure the knowledge of candidates in one occupation based on the given occupational standard. The knowledge assessment for Hardware & Network Servicing level V shall include all **Level I up to level V** knowledge questions. It will be developed from **level V forty (40)**, from **Level IV thirty (30)**, from **Level III twenty (20)**, from **Level II five (5)** and from **Level I five (5)** questions will be taken. Totally it is **hundred (100)** knowledge questions for level V.

7.3 Passing Criteria

Knowledge assessment tool has been developed in the form of written or oral question. For Hardware & Network Servicing from **level V 100 multiple choice** question where developed and the passing rate shall be **at least 55 points or (55%) and above**. For practical Assessment the passing rate should be the candidate should perform all given projects and tasks according to given Industry standard.

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7.1. Assessment Methods

Assessment methods for Hardware & Network Servicing Level V should be designed to evaluate knowledge, practical skills, and attitudes. Common assessment methods include:

- **Written Examination**
Used to assess theoretical knowledge, technical principles, **fault diagnosis procedures, safety requirements, and workshop management concepts.**
- **Oral Interview**
Used to assess communication skills, understanding of technical procedures, problem-solving ability, and decision-making.
- **Practical Demonstration**
Used to assess the candidate's ability to diagnose faults, repair systems, use tools, and perform Hardware and Network maintenance tasks.
- **Direct Observation**
Used to observe the candidate performing work tasks in an actual workplace or simulated workshop environment.
- **Workplace Assessment**
Used to assess performance under normal working conditions using Hardware & Networking, tools, and customer service situations.
- **Simulation Exercise**
Used when real workplace assessment is not possible. Candidates perform tasks in a controlled environment using simulated faults or equipment.
- **Case Study**
Used to assess the candidate's ability to analyze Hardware & Networking system problems, identify causes, and recommend solutions.

The assessment process should combine more than one method to ensure that competence is measured accurately and fairly.

8. Certification Process

9.1 Initial certification criteria

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All Initial certification criteria shall be applied accordance with the Assessment Procedure documented in **OP/OCAPD/004**

9.2 Recertification requirement

Individuals can request rectification if;

- ❖ Occupational Standard (OS) is changed by Industry
- ❖ When the candidate was NOT YET COMPETENT on initial certification assessment
- ❖ After 3 year If occupational standard does not changed the individual has the right to renew the certificate.

9.3 Suspension and Withdrawal

All Suspension and Withdrawal shall be applied accordance with Policy of Suspension, Withdrawal and Reduction of Scope documented in **PL/OOCOA/007**

1. Appeals and Complaints References

All Appeals and Complaints shall be applied according to appeals and complaints Procedure **OP/OOCOA/008**

2. Record keeping and Confidentiality

Record keeping and confidentiality requirements should ensure that all candidate information, assessment records, and certification decisions are securely maintained and protected from unauthorized access. In order to keep the all record and confidentiality of Individuals **Record keeping and Confidentiality PL/OOCOA/005** policy will be applied accordingly.

3. Scheme integrity and security

Scheme Development: This scheme was reviewed and validated by a committee of Subject Matter Experts (SMEs) to ensure it remains fair and valid for the industry.

Assessor Requirements: Assessors must be independent of the candidate's training process to prevent conflicts of interest (as per ISO/IEC 17024:2012, Clause 7).

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Assessment Security: "All assessment materials, including written examination banks and practical scoring rubrics, are secured and managed in strict accordance with the **Security Policy (PL/OOCOA/002)**."

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