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Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

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Oromia Occupational Competency Assurance Agency

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Document No.

SC/OOCAA/006

Mata-duree/Title:

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

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ISSUE HISTORY

Issue	Description of Change	Status	Originator	Effective Date
1				
2				

REFERENCE DOCUMENTS

Document Number	Document Title
EX/OOCAA/001	ES ISO/IEC 17024:2013 Conformity assessment - General requirements for bodies operating certification of persons.
EX/OOCAA/002	ES ISO/IEC 17000:2020, Conformity assessment — Vocabulary and general principles
EX/OOCAA/006	Federal Democratic Republic of Ethiopia Occupational Standard Hardware and Network Servicing NTQF Level - IV

**FOR DOCUMENT CONTROL
USE ONLY**

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**Guyyaa/
Date: Feb 02, 2026**



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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 IV (HNS-L4)) 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.

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

-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
OOCOA	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 IV certified Hardware and Networking Service.

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Main Task	Sub-task	Critical ity	Frequen cy	Risk Level	Description
Providing network systems administration	Providing client access and security	High	Frequent	High	Includes Providing logons, passwords and applications file access to users and prepare documentation in line with organisational requirements ; Examining records of user accounts to determine access privileges and usage; Taking necessary action to ensure maintenance of system integrity and security
	Providing input into and disseminate disaster recovery plan	High	Frequent	High	Includes Providing input into the organisation's disaster recovery plan ; Disseminating disaster recovery plan to users as required
	Monitoring network performance	High	Frequent	High	Includes Performing diagnostic tests associated with administering the network or system; Analysing and respond to diagnostic information; Monitoring software usage, including inappropriate or illegal use; Deleting illegal software from the system; Monitoring hardware response time and other performance indicators;

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					Determining and action methods for improving network and systems efficiency according to organisational guidelines
	Migrating to New Technology	High	Frequent	High	Includes Identifying situations where existing knowledge can be used as the basis for developing new skills; Identifying, classifying and using new or upgraded technology skills are acquired and used to enhance learning and equipment where appropriate, for the benefit of the organization; Applying features of new or upgraded equipment and software within the organization; Using features and functions of new or upgraded equipment for solving organizational problems; Accessing and using sources of information relating to new or upgraded equipment Feedback is sought from users where appropriate.
Developing System Infrastructur	Specifying architecture requirements	High	Frequent	High	Includes Identifying Critical principles, functions and framework for the system to

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e Design Plan					operate across business units taking into account the project deliverables, acceptance criteria and current IT blueprint; organising functions into layers or wrappings and components to meet business requirements ; Identifying processing environment, the hardware , network and software required to support the operational environments; Refying the system topology model, templates and standards to guide development; Utilising the project guidelines, standards, models, acceptance criteria and general framework to develop the architecture
	Specifying hardware and software	High	Frequent	High	Includes evaluating various products and vendors against the requirements of the architecture to determine the best IT solution; Estimating and evaluating current and future capacity requirements against client future requirements; Identifying requirements for upgrade or change through analysis of software versions and interoperability status of

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					existing system and applications.
	Conducting walk-through and compare/contrast expected performance	High	Frequent	High	Includes comparing requirements model against technical specifications and acceptance criteria ; Comparing requirements model against vendor proposed offering; Benchmarking the requirements model against current industry standards and IT blueprint for performance, interoperability and expected future organisational requirements.
	Documenting and reporting on findings	High	Frequent	High	Includes preparing system infrastructure design plan including hardware, network, software and general infrastructure aspects; Documenting and referring recommendations to the appropriate person for improvement.
Building Internet Infrastructure	Planning and designing internet infrastructure	High	Frequent	High	Includes selecting Internet infrastructure in line with business and end-user requirements, within budget limitations; Evaluating the internet service for satisfactory

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					performance and confirmed that the service meets business and end-user requirements; Ensuring Hardware, software, network and security requirements in accordance with agreed business and end-user specifications; Determining Internet protocol address allocation based on the number of addresses needed.
	Installing and configuring internet infrastructure and services	High	Frequent	High	Includes installing and testing cables where appropriate according to the standard; Building and testing mail servers when needed; Installing and configuring workstation software to access services ; Installing necessary hardware and software to connect the internet to intranets or network if required; Configuring domain names and internet protocol addresses to make internet access possible; Setting up software to provide services as required; Installing and configuring software that provides internet links with

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					existing databases , documents and files.
	Testing security and internet access	High	Frequent	High	Includes testing and verifying security access levels based on security policy; Monitoring and evaluating capability and reliability of security systems based on security policy; Making changes to system to ensure protection against known and potential threats ; Confirming availability of the internet access to all clients
	Verifying ensure user accounts for security	High	Frequent	High	Verifying user settings to ensure that they conform to security policies; Displaying legal notices at appropriate locations for system users; Checking passwords in accordance with business policies and verifying with software utility tools.
	Managing and supporting internet	High	Frequent	High	Assisting management in developing procedures and policies for maintaining the internet infrastructure; Obtaining, installing and using Management or Monitoring tools to assist in internet administration; Monitoring traffic, appropriateness of

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					broadcasts, content access and hits over the internet; Optimizing internet performance in accordance with business need.
	Planning and Organizing Work	High	Frequent	High	Includes consistenting with and linking bjectives to work activities in accordance with organizational aims; Stating objectives as measurable targets with clear time frames; Identifying and prioritizing tasks/work activities to be completed as directe; Coordinating schedule of work activities with personnel concerned; Implementing work plans in accordance with set time frames, resources and standards.
Building a small wireless local area network	Confirming client and equipment requirements	High	Frequent	High	Includes identifying, clarifying and organising client requirements according to network needs and organisational requirements; ensuring an appropriate person has given the authority for wireless network access; evaluating requirements along with business needs and translate

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					into technical requirements; Identifying components to be installed in order to meet the technical requirements; Selecting position for access point, based on user requirements and environmental conditions; Arranging for preliminary work to be carried out to meet cabling and power requirements
	Selecting, installing and configuring wireless access point	High	Frequent	High	Includes selecting access point device based on current and future client needs; Installing and configuring access point to provide wireless access to network ; Configuring services; Testing access point and verifying wireless connection and security arrangements; Selecting, installing and configuring appropriate wireless card where necessary for legacy equipment
	Configuring network	High	Frequent	High	Includes configuring security and other key parameters consistent with commercial and business requirements ;

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					Testing security and firewall arrangements with appropriate test equipment; Testing the network with user equipment for general compatibility and access
	Training users	High	Frequent	High	Includes Determining devices to be connected to the network; Demonstrating how pairing and log-on arrangements are established to user; Informing users of wireless network etiquette and traffic capacity issues; Developing user documentation
	Monitoring and administering wireless network	High	Frequent	High	Includes Monitoring wireless network performance using diagnostic tools ; Debugging networking issues to maintain trouble-free wireless connection; Documenting current settings and store securely
Managing network security	Defining a process for designing security	High	Frequent	High	Includes defining planning phase for network security design; Defining building phase for network security design; Defining managing phase for network security design

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	Identifying threats to network security	High	Frequent	High	Includes Determining why attacks occur; Determining who the attack may come from; Analysing common types of network vulnerabilities ; Determining how attacks occur; Designing a threat model to categorize treats
	Analysing security risks	High	Frequent	High	Includes Determining elements of risk management; Determining assets that require protection; Categorising assets and calculate their value to the organisation; Creating a risk management plan
	Creating a security design	High	Frequent	High	Includes Determining attacker scenarios and threats; Designing security measures for network components ; Obtaining feedback and adjust if required; and Developping security policies
	Designing and implementing responses to security incidents	High	Frequent	High	Includes Designing auditing and incident response procedure; Documenting security incidents; Implementing configurations aligned with incident response procedure design; Testing and signing off.

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Determining Maintenance Strategy	Identifying and analyzing maintenance needs	High	Frequent	High	Includes identifying risks to business continuity due to system malfunction including quantification of possible loss; Reviewed Systems architecture and configuration documentation for currency; Conducting Equipment and/or software audit if appropriate information is not available; Determining and documenting warranty status of components and/or software according to vendor, project or organizational requirements; Identifying Critical components and/or software and document recommendations regarding possible service arrangements; Documenting Identified risks and problems; Developing recommended maintenance solutions to meet business needs and applied to deal with the client based on the document
	Developing service level agreements	High	Frequent	High	Includes determining the views and requirements of the client in order to identify maintenance requirements;

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					Preparing Service-level agreement to match client user and business requirements
	Formulating maintenance strategy	High	Frequent	High	Includes examining maintenance options against cost constraints, risks to business continuity and service-level agreements; Identifying a specific maintenance strategy based on cost, business and service-level agreements requirements; Creating a preventative maintenance schedule based on cost, business and service-level agreements requirements; Negotiating a maintenance strategy with client and changes to service-level agreements are made where necessary; Documenting recommended procedure for approval from appropriate person according to organizational requirements
	Defining client and supplier processes and standards	High	Frequent	High	Includes negotiating and creating reporting procedures for service requests with client and suppliers; Determining

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					response time standards with client and suppliers; Creating escalation procedures with client and suppliers; Helping desk or other support function is been set-up in accordance with agreed standards and procedures and in line with industry best
Conducting / Facilitating User Training	Planning ICT training system	High	Frequent	High	Includes researching and developing training procedures and aim according to the organizational needs; Developing IT training plan; Identifying staffs/employees, who will take training; Training staff and management in change management procedures and policies; Evaluating current IT training user or business patterns; Identifying key personnel responsible for training and implementing training plan
	Identifying IT system training needs	High	Frequent	High	Includes determining current IT training benchmarks ; comparing Identified needs against performance benchmarks to identify possible training; Assessing proposed training to determine

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					impact; Renotifying key personnel of necessary training
	Implementing training change	High	Frequent	High	Includes planning training schedule; Prioritizing and allocating training resources; Implementing training management plan and procedures; Involving High officials in the training process; Capturing new performance benchmarks to measure training; Identifying Training requirements
	Monitoring and reviewing implementation	High	Frequent	High	Includes measuring training performance against new benchmarks; Submitting Performance results to higher officials; Providing appropriate documentation and reporting of the training
	Preparing and delivering training on use of modified system	High	Frequent	High	Includes preparing training to meet the needs of client in using the changed system ; Delivering prepared training appropriate for the client
	Utilizing Specialized Communication Skills	High	Frequent	High	Identifying specific communication needs of trainees and met; using different approaches to meet

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communication needs of the trainees; Establishing and reviewing channels of communication regularly; Communication with trainee is appropriate to individual needs and institutional objectives; When participating in internal or external forums, presentation is relevant, appropriately researched and presented in a manner to promote the institution; Utilizing appropriate media to enhance presentation; Written Includes communication is consistent with institutional standards; using strategies which encourage all group members to participate routinely; undertaking evaluation of group communication strategies to promote participation of all parties; Using effective questioning, listening and nonverbal communication techniques to ensure that required message is communicated.

5. COMPETENCE REQUIREMENTS

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

4.1 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	Provision of network systems administration	Candidate must demonstrates knowledge of: - Approaches to backup and restoring computer data - Disaster recovery policy - Features and functions of file access - In-house and vendor support - OHS legislation relating to the use of equipment - Operating systems: - Functions and basic features - Supported by the organisation - Organisational access and security procedures - Organisational and technical systems - Organisational procedures for protection against and elimination of computer viruses - Policy and procedures - Advanced knowledge of software features supported by the organisation for deleting, restoring and archiving files - Procedures for creating logons - Security and network guidelines and procedures - Software copyright responsibilities.
K2	Development System	Candidate must demonstrates knowledge of: Current industry-accepted hardware and software products

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	Infrastructure Design Plan	• Broad general knowledge of the client business domain, particularly the business function and organisation (e.g. when specifying architecture requirements) • Basic knowledge of cabling and telecommunications technologies (e.g. when specifying architecture requirements) • Broad knowledge of vendor product directions and technology directions (e.g. when specifying hardware and software) • Networking technologies, including broad knowledge of general features and capabilities incorporating substantial depth in some areas (e.g. when specifying architecture requirements) • Broad knowledge of systems architectural design principles and methodologies (e.g. when specifying architecture requirements) • Broad knowledge of modelling techniques and methodologies (e.g. when specifying architecture requirements, and for comparing and contrasting after walk-through of expected performance criteria against vendor proposed offerings)
K3	Build Internet Infrastructure	Candidate must demonstrates knowledge of: • General knowledge of the organization's business needs and functions. • General understanding of LAN-based communications technologies. • Knowledge of internet technologies. • General knowledge of OH&S requirements in relation to working in a safe manner; environmental aspects of work that is undertaken and basic and ergonomic considerations relating in particular to the workstation environment. • Security knowledge, with understanding of general features and capabilities, with limited depth in some areas (e.g., when monitoring security and internet access) • General knowledge of vendor product and vendor directions (e.g., when installing and configuring internet infrastructure to meet business requirements)

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		• knowledge of open-source options and software (e.g., Linux-based systems) as well as proprietary software (e.g., Microsoft based systems)
K4	Build a small wireless local area network	Candidate must Demonstrates knowledge of: features of security threats overview knowledge of: • audit and intrusion detection systems • auditing and penetration testing techniques • authentication methods • network protocols and operating systems • security protocols, standards and data encryption detailed knowledge of: • bandwidth and quality of service • factors affecting signal quality • layer 2 and layer 3 design issues • SOHO • transmission control protocol or internet protocol (TCP/IP) protocols and applications • wireless security strategies • wireless topologies • WLAN solutions.
K5	Manage network security	Candidate must demonstrates knowledge of:

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		- detailed knowledge of: ✓ auditing and penetration testing techniques ✓ logging analysis techniques ✓ organisational network infrastructure ✓ related weaknesses of installed network infrastructure ✓ security technologies - broad knowledge of: ✓ capabilities of software and hardware solutions ✓ emerging security issues ✓ general features of emerging security policies, with depth in security procedures ✓ network management and security process controls - Network security implementation risk management plans and procedures.
K6	Determine Maintenance Strategy	Candidates must demonstrates knowledge of: - Broad knowledge of help desk and maintenance practices, such as general composition and operation of - Information database for tracking hardware, software and operational issues, such as troubleshooting, repair and warranty. Also, knowledge of determining level of support to a client (e.g. support levels one to four) - Current industry-accepted hardware and software products, with broad knowledge of general features and - Capabilities and detailed knowledge in areas pertaining to particular client business activity. (e.g. help desk software, including a database for storing hardware and software details, product warranty and service difficulty records, such as repair, replacement and reconfiguration) - General knowledge of the relationships between the stakeholders and the service provider. This includes

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		• knowing the rights of the stakeholder and the obligations of the learner inferred by the contract of service • Broad knowledge of the client business domain and of the features of the IT system that support the client's business activity • Detailed knowledge of how the system has been set up to process data and what data elements are stored • Broad knowledge of quality assurance practices with reference to maintenance, warranty and repair of network equipment and software
K7	Conducting / Facilitating User Training	Candidates must demonstrates knowledge of: • Information technology systems • Performance benchmarking • training principles • communication skill • training strategy • multimedia

4.2 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	Providing network systems administration	No leakage in joints	Demonstrates

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			- Communication skills to: - investigate and assess client needs - provide one-to-one instruction - customer-service skills to communicate with clients in a range of contexts at various levels - literacy skills to: - develop reports - interpret technical manuals - Planning and organisational skills to provide input into the disaster recovery plan - Technical skills to perform: - diagnostic tests to monitor network performance - System administration tasks.
S2	Developing System Infrastructure Design Plan	Proper alignment and secure fitting	Candidate must Demonstrates skills to: - Problem solving skills for a broad range of unpredictable problems involving analysis, diagnosis and evaluation (e.g. when specifying the critical principles, functions and framework for the system to operate across the enterprise or business units, taking into consideration the project deliverables, acceptance criteria and current IT blueprint) - Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information (e.g. when the initial statement of hardware needs is written) - Group facilitation and presentation skills in relation to transferring and collecting information (e.g. when estimating current and

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			future capacity requirements and evaluating against client's future requirements, and for documenting recommendations for improvement and referring them to appropriate technical specialists) • Questioning and active listening skills (e.g. when specifying the critical principles, functions and framework for the system to operate across the enterprise or business units, taking into consideration the project deliverables, acceptance criteria and current IT blueprint) • Technological capability assessment skills involving analysis, diagnosis and evaluation (e.g. when evaluating various products against architecture requirements to determine the best IT solution, and for estimating current and future capacity requirements and evaluating against client's future requirements) • Research skills for specifying, analysing and evaluating broad features of a particular business domain and best practice in system development (e.g. when evaluating various products against architecture requirements to determine the best IT solution, and for benchmarking requirements model against current industry standards and IT blueprint for performance, interoperability and expected future organisational needs) • Project planning skills in relation to set benchmarks and identified scope (e.g. when specifying the critical principles, functions and framework for the system to operate across the
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			enterprise or business units, taking into consideration the project deliverables, acceptance criteria and current IT blueprint) • Report writing skills for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas (e.g. when documenting recommendations for improvement and referring them to appropriate technical specialists)
S3	Building Internet Infrastructure	Accurate identification and repair	Candidate mustDemonstrates skills to: • establish internet connectivity based on the business requirements of the organization • build internet infrastructure
S4	Building a small wireless local area network	Correct execution of installation	Demonstrates skills to:

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			- communication skills to liaise with client to determine functional requirements of network - literacy skills to document client requirements - problem-solving skills to troubleshoot and debug: - connectivity issues - security issues - research skills to determine most suitable solution for client - technical skills to: - design, develop and implement various wireless network solutions - implement wireless networking strategies and configure wireless network software and hardware - Implement WLANs.
S5	Managing network security	Successful pressure and functional tests	Candidate must demonstrates skills to:

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			- analytical skills to: ✓ analyse network information ✓ plan approaches to technical problems or management requirements - communication skills to: ✓ convey and clarify complex information ✓ liaise with clients - literacy skills to interpret and prepare technical documentation, including recording security incidents and developing security policies - planning skills to plan control methods for managing system security - problem-solving skills to: ✓ apply solutions in complex networks, including systems processes ✓ deploy rapid deployment of solutions to problems involving failure and security incidents - Technical skills to apply best practice to systems security methodologies and technologies.
	Determining Maintenance Strategy		Candidate must demonstrates skills to: - Develop service level agreements - Formulate maintenance strategy - Define client and supplier processes and standards
	Conducting / Facilitating User Training		Candidate must demonstrates skills to: - Plan IT training system - Monitor and review implementation

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4.3 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 plumbing operations.
A2	Quality focus	Ensures precise measurements and alignment	Candidate consistently performs work accurately, maintains high standards, and ensures durable, leak-free installations.
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

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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 III Hardware & Network Servicing or equivalent	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 must have at least two years 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 Recognition of Prior Learning (RPL)	Candidates should have undergone formal training recognized by industry or regulatory bodies, or provide documented evidence of prior learning and workplace competence that meets the Level III 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-IV) 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.

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Practical assessment of Hardware & Network Servicing level -IV shall be developed by comprise all the demonstrable UCs found in Hardware & Network Servicing from level I-IV

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 IV shall include all **Level I up to level IV** knowledge questions. It will be developed from **level IV forty (40)**, from **Level III thirty (30)**, from **Level II five (5)** and from **Level I five (5)** questions will be taken. Totally it is **Eighty (80)** knowledge questions for level IV.

7.3 Passing Criteria

Knowledge assessment tool has been developed in the form of written or **oral question**. For Hardware & Network Servicing from **level IV 80 multiple choice** question where developed and the passing rate shall be **at least 44 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.

7.1. Assessment Methods

Assessment methods for Hardware & Network Servicing Level iV 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.

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- **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

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

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

1. Appeals and Complaints References

All Appeals and Complaints shall be applied according to appeals and complaints Procedure **OP/OOCA/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/OOCA/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**).

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/OOCA/002)**."

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