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	Mata-duree/Title: Sadarkaa Ogummaa Ogummaa Hardware and Network Servicing Level-I Hardware and Network Servicing Level-I Certification Scheme		Issue No. 2	Page No. Page 1 of 4

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/006	Federal Democratic Republic of Ethiopia Occupational Standard Hardware and Network Servicing NTQF Level - I

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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 I (HNS-L1)) 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
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 I certified Hardware and Networking Service.

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Main Task	Sub-task	Critical ity	Frequen cy	Risk Level	Description
Connect Hardware Peripherals	Confirming requirements of client	High	Frequent	High	Client peripherals are identified requirements and confirmed in accordance with organizational standards. Client requirements and peripherals needed are documented in line with organizational standards and findings are reported to the appropriate person. Client requirements are verified with appropriate person in line with organizational standards and reporting procedures. Action must be taken to ensure client support expectations are covered by vendor warranty and support services.
	Obtaining required peripherals	High	Frequent	High	Peripherals are obtained under instruction from appropriate person Peripherals are entered into equipment inventory according to organizational standards Validate those contents of delivered components and physical contents match the packing list and resolve discrepancies, if necessary

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					Peripherals are stored according to vendor/manual guidelines
	Connecting hardware peripherals	High	Frequent	High	Timeframe for installation schedule is verified with the client in accordance with the organization requirements. Old peripherals are removed and/or replaced with minimum disruption to clients taking into account environmental considerations and OHS standards. New peripherals are connected with minimum disruption to clients and taking into account the operating system procedures. The computer is configured to accept the new peripherals. Hardware peripherals are tested and confirm client satisfaction, particular attention must be paid to possible impact on other systems and adjustments are made as required
	Connecting workstation to the internet	High	Frequent	High	Workstations are connected to the internet through the existing internet connection and functionality confirmed. Internet browser software is launched to enable access to the internet and functionality confirmed.

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Operate Personal Computer	Starting and Shutdown the computer	High	Frequent	High	Peripheral device connections for correct position are checked. Input voltage for the device based on the OHS standards are checked. Power at both the power button and computer are switched on. Save important documents and programs to minimize risk of data loss. Save any work to be retained and close open application programs. Shut down computer and switch off any unused peripheral Devices.
	Accessing basic system information	High	Frequent	High	User name and password are inserted as prompted and noted access, privacy, security and related conditions of use displayed on introductory screens. Operating system are navigated to access system information to identify system configuration and application versions in operation. help and support functions are used as required.
	Navigating and Manipulating desktop environment	High	Frequent	High	Desktop icons are created and customized. Desktop icons are selected, opened and closed to access application programs.

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					Application windows are manipulated and desktop returned to original conditions.
	Organizing basic directory/ folder structure and files	High	Frequent	High	Directories and subdirectories are created and named. Attributes of directories are identified. Subdirectories between directories are copy and moved. Directories as required are renamed, Hide/show. Directories and subdirectories are accessed via different paths.
	Organize files for user and/or organization requirements	High	Frequent	High	System browser are used to search drives for specific files. Most commonly used types of files in the directories are accessed. Groups of files are selected, opened and renamed as required. Files between directories are moved. Files to disks are copied/backup. Deleted files are restored as necessary. Disks are erased and formatted as necessary.

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	Printing information	High	Frequent	High	Printers are added if required and ensured to have correct printer settings . Default printer are changed if appropriate. Information is printed from an installed printer
	Operating application software	High	Frequent	High	Documents and customize basic settings are created to meet page layout conventions. Document and create tables are formatted. Images and use mail merge are added. Basic print settings and print documents are selected.
Protect Application or System Software	Ensuring user accounts are controlled	High	Frequent	High	Check whether you logon by Administrator or not. Modify default user settings to ensure that they conform to security policy. Previously created user settings are modified to ensure they conform to updated security policy. Ensure legal notices displayed at logon are appropriate. Appropriate utilities are used to check strength of passwords and consider tightening rules for password complexity.

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					Emails are monitored to uncover breaches in compliance with legislation. Information services are accessed to identify security gaps and take appropriate action using hardware and software or patches.
	Detect and remove destructive software	High	Frequent	High	Common types of destructive software are defined and identified. Virus protection compatible with the operating system in use are selected and installed. Advanced systems of protection are described in order to understand allow/disable and further options. Software updates on a regular basis are installed. Software security settings are configured to prevent destructive software from infecting computer. Virus protection software are run and/or scheduled on a regular basis. Detected destructive software are reported to appropriate person and remove the destructive software.

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	Identify and take action to stop spam	High	Frequent	High	Common types of spam are defined and identified. Appropriate action is taken in order to protect unauthorized access of spammers. Spam filters are configured and used Spams are reported and documented to identify the security threats and be able to perform recommended
Install Software Application	Determining software and upgrade requirements	High	Frequent	High	Client requirements are documented and reported to appropriate person in accordance with the workplace standard, Act on instructions to meet client requirements in line with organizational requirements.
	Obtaining software or software upgrade	High	Frequent	High	Application program that best conforms to requirements and organizational policies are investigated and selected. Application program under instruction is obtained from appropriate person. Licensing requirements and record are determined in line with organizational guidelines. Target computer is ensured to conform with the minimum hardware and operating

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					system requirements of the application program.
	Installing or upgrade software	High	Frequent	High	New or upgraded software are installed in accordance with appropriate person or organizational instructions. Installation process is completed efficiently and effectively with minimal disruption. Testing and acceptance are carried out in line with corporate guidelines, paying particular attention to possible impact on other systems. Ensure client requirements are satisfied in accordance with the organizational standard. Outstanding client issues are referred to appropriate person as necessary.
Develop Keyboard Skills	Using safe work practices	High	Frequent	High	Workspace, furniture and equipment are adjusted to suit user ergonomic requirements. Work organization is ensured to meet organizational and Occupational Health and Safety (OHS) requirements for computer operation. Established safety procedures are followed when conducting work.

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	Identifying and developing keyboard skills	High	Frequent	High	Keyboard functions are identified and applied for both alpha and numeric keyboard functions. <i>Touch typing technique</i> is applied to complete a task <i>Speed and accuracy</i> are developed in accordance with workplace requirements for level of responsibility.
		High	Frequent	High	
	Checking accuracy	High	Frequent	High	Document is proofread carefully to identify errors. Document and correct errors are amended. A final document accuracy check is completed.
Create and Use Spreadsheets	Selecting and preparing resources	High	Frequent	High	Workspace, furniture and equipment are adjusted to suit user <i>ergonomic, work organization</i> and Occupational Health and Safety (OHS) <i>requirements</i> . Energy and resource <i>conservation techniques</i> are used to minimise wastage in accordance with organizational and statutory requirements. <i>Spreadsheet task requirements</i> are identified and clarified with relevant personnel as required.

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	Creating spreadsheets	High	Frequent	High	Ensure data is entered, checked and amended in accordance with organizational and task requirements, to maintain consistency of design and layout. Spreadsheet is formatted using software functions, to adjust page and cell layout to meet information requirements, in accordance with organizational style and presentation requirements Ensure formulae are used and tested to confirm output meets task requirements, in consultation with appropriate personnel as required. Manuals, user documentation and online help are used to overcome problems with spreadsheet design and production.
	Producing simple charts	High	Frequent	High	Chart type and design that enables valid representation of numerical data are selected and organizational and task requirements are met. Chart is created using appropriate data range in the spreadsheet Chart type and layout are modified using formatting features.

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	Finalising spreadsheets	High	Frequent	High	Spreadsheet and any accompanying charts are previewed, adjusted and printed in accordance with organizational and task requirements. Ensure data input meets designated time lines and organizational requirements for speed and accuracy. Spreadsheet is named and stored in accordance with organizational requirements and exit the application without data loss/damage.
Maintain Inventories of Equipment, Software and Documentation	Documenting and updating inventory	High	Frequent	High	Hardware inventory is maintained that creates a profile or description of each piece of equipment specification. Software inventory and licenses are maintained and updated, as required, particularly when upgrading software. Storage of user documentation or technical manuals are recorded and organized.
	Storing technical documentation	High	Frequent	High	Action is taken to ensure software, hardware and equipment not in use, stored in a manner as recommended by technical manuals.

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					Ensure technical documentation is stored securely. Technical documentation are accessed and disseminated as required by clients.
Identify and Use Network Hand Tools	Basic network Overviewing	High	Frequent	High	General network will be introduced. Types of networks are identified. Forms of ethernet cables are identified.
	Identifying and Using of basic Network hand-tools	High	Frequent	High	Identify appropriate Network hand tools. Identify appropriate Power tools. Uses and functions of network hand tools. Appropriate use of network hand tools. Review OHS requirements for tool use.
	Work with others	High	Frequent	High	Assistance is sought from workgroup when difficulties arise and addressed through discussions.. Support is provided to team members to ensure workgroup goals are met. Information relevant to work is shared with team members

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					to ensure designated goals are met.
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5. COMPETENCE REQUIREMENTS

This section defines the **competence framework** for Level I 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	Connecting Hardware Peripherals	Candidate must demonstrates knowledge of: • OHS procedures for electrical equipment • inventory procedures • organizational guidelines relating to external suppliers and vendors • technical systems • operating systems • creating communication with ISP and telecom service organizations • help desk and maintenance practices • current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas • input/output devices the range of internet service providers (ISPs) and the varying plans, technologies and services they offer
K2	Operating Personal Computer	Candidate must demonstrates knowledge of: • Organizational benchmarks for minimum typing skills, including speed and accuracy • Creating and opening documents • Formatting documents • Inserting tables and images

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		• Saving, printing and closing documents • Mail merge function • Basic keyboarding skills • Computer functions • Basic parts of a computer and various hardware components • Storage devices and basic categories • Basic software operation
K3	Protecting Application or System Software	Candidate must demonstrates knowledge of: • General OH&S principles and responsibilities • OH&S principles specific to equipment powered by mains electricity • Viruses, worms and other security issues • System hardware and associated peripherals functions • Potential environmental effects of common types of hardware • Importance of maintenance • Handling of high-impedance devices • Communication skills • Span of quality levels in common hardware • Software related to hardware operations • Basic knowledge of identification of spam and virus intrusions and appropriate remedial action • Broad general knowledge of operating systems supported by the organization • Broad general knowledge of computer hardware • Basic knowledge types protective applications used against viruses and spam • Spam Act and associated guidelines
K4	Installing Software Application	Candidate must demonstrates knowledge of: • organizational guidelines for purchasing • licensing arrangements and responsibilities • software copyright responsibilities • operating systems supported by the organization • hardware storage devices • input/output devices • client business domain • technical writing and reporting

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K5	Developing Keyboard Skills	Candidate must demonstrates knowledge of: - key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as OHS - Organizational benchmarks for keyboarding.
K6	Creating and Using Spreadsheets	Candidates must demonstrates knowledge of: - Formatting of workplace documents - organizational requirements for ergonomic standards, work periods and breaks, and conservation techniques - organizational guidelines on spreadsheet manipulation and processing - purpose and range of use of spreadsheet functions
K7	Maintaining Inventories of Equipment, Software and Documentation	Candidates must demonstrates knowledge of: - Basic understanding of software licensing requirements - Broad knowledge of inventory principles and procedures - Storage of equipment and software - Inventory principles and concept; techniques and procedures
K8	Identifying and Using network hand tools	Candidates must demonstrates knowledge of: - current network hand-tools(toolkits), such as Cutter, Crimper, cable, stripper, cable testers - how to use network hand-tools, with network cable - organizational guidelines relating to external suppliers and vendors - general understanding of technical systems current industry-accepted network hand-tools products
K9	Accessing and Using Internet	Candidates must demonstrates knowledge of: - General OHS principles and responsibilities - Makeup and structure of web addresses - Basic technical terminology in relation to reading help files and prompts - Logging procedures relating to accessing a PC - Modem speed, traffic loads in relation to times of accessing the internet - Evaluating and assessing the authority, reliability and authenticity of information - Organizational guidelines on internet and webettique/netiquette - Security, viruses, privacy legislation, copyright

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		• Different types of search engines Types of software
K10	Applying Procedures 5S	Candidates must demonstrates knowledge of: • Kaizen principle, pillars and concept • Key characteristic of Kaizen • Elements of Kaizen • Wastes/MUDA • Basics of KPT • Aims, benefits and principles of KPT • Stages of KPT • Structure and role of the components of Junior KPT • Concept and parts of Kaizen board • Concept and benefits of 5S • The pillars of 5S • Three stages of 5S application • Benefits and procedure of sorting activities • The concept and application of Red Tag strategy • Relevant Occupational Health and Safety (OHS) and environment requirements • Benefits and procedure of set in order activities • Set in order methods/techniques • Benefits and procedure of shine activities • Inspection methods • Planning and reporting methods • Method of Communication • Benefits of standardizing and sustaining 5S • Tools and techniques to sustain 5S • Ways to improve Kaizen elements • Benefits of improving kaizen elements Relationship between Kaizen elements

4.2 Skills (S)

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Skills define the **practical abilities** required to carry out Hardware & Network Servicing 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	Connecting hardware peripherals & workstation	No leakage in joints	Demonstrates skills to: - Connect hardware peripherals - Connect workstation to the internet
S2	Accessing & Operating application software	Proper access & operation of software	Candidate must Demonstrates skills to: - Access basic system information - Operate application software
S3	Establishing location requirements & maintenance practices	Accurate location & maintenance	Candidate must demonstrates skills to: - Establish location requirements for hardware and peripherals - Establish maintenance practices
S4	Performing decision making & Problem solving	Correct execution of installation	Demonstrates skills to: - determine software or software upgrade requirements - provide general customer service - perform decision making in a limited range of options - problem solving of known problems in routine procedures - plain English literacy and communication skills in relation to the presentation of information - report writing skills for business requiring some analysis and evaluation of information in a defined range of areas
S5	developing basic keyboard skills using	Successful communication	Candidate must demonstrates skills to: communication skills to identify lines of communication, to request advice, to

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	touch typing techniques.	& problem solving	effectively question, to follow instructions and to receive feedback - literacy skills to identify work requirements, to comprehend basic workplace documents, and to produce and proofread simple documents - problem-solving skills to solve routine problems in the workplace, while under direct supervision - technology skills to use equipment safely while under direction, and to use basic keyboard, touch typing and mouse skills to produce simple documents
S6	Operating spreadsheet applications and performing basic operations		Candidate must demonstrates skills to: - communication skills to clarify requirements of spreadsheet - editing and proofreading skills to check own work for accuracy - keyboarding skills to enter text and numerical data - literacy skills to read and understand organization's procedures, and to use basic models to produce a range of spreadsheets - numeracy skills to create and use spreadsheet formulae
S7	Recording and storing details of software, hardware and technical documentation.		Candidate must demonstrates skills to: - perform inventory activities - document and update inventory - store technical documentation - writing reports and documentation - literacy skills in regard to workplace documentation and technical manuals
S8	Using basic network tools		Candidate must demonstrates skills to: - Use network hand-tools - Technology skills to use hand-tools safely, properly, timely

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S9	Accessing internet and complete basic web search tasks		Candidate must demonstrates skills to: • Basic analysis in relation to a limited range of routine areas • Low level decision making in relation to a limited range of routine areas • Problem solving skills in known areas during normal routine • Reading and writing at a level where basic workplace documents are understood • Communication is clear and precise • Interpretation of user manuals • Cultural understanding
S10	Applying 5S techniques to his/her workplace.		Candidate must demonstrates skills to: • Participating actively in KPT • Technical drawing • Communication skills • Planning and reporting own tasks in implementation of 5S • Following procedures to implement 5S in own workplace • Using sorting formats to identify necessary and unnecessary items • Improving workplace layout following work procedures • Preparing labels, slogans, etc. • Reading and interpreting documents • Observing situations • Gathering evidence by using different means • Recording activities and results using prescribed formats • Working with others • Solving problems by applying 5S • Preparing and using kaizen board

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			• Preparing and using tools and equipment to implement and sustain 5S • Improving Kaizen elements by applying 5S • Standardizing and sustaining procedures and techniques to avoid problems • Procedures to standardizing 5S activities • Analysing and preparing shop layout of the workplace • Standardizing and sustaining checklists
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4.3 Attitudes (A)

Attitudes define the **professional behaviors and mindset** required to ensure safety, reliability, and quality in Hardware & Network servicing. 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 & Network servicing operation.
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.

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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
Experience	Minimum 1 years Recognition of Prior Learning (RPL)	Candidates must have at least one year of practical work experience in Hardware & Network Servicing 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 documented evidence of prior learning and workplace competence that meets the Level I 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.

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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-I) 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 -I shall be developed by comprise all the demonstrable UCs found in Hardware & Network Servicing level I.

7.2 Knowledge Assessment

Knowledge and attitude of Hardware & Network Srvicing Level I candidate shall be assessed using competency-based methods. Knowledge shall be evaluated through oral questioning, or interviews to verify the candidate's understanding of basic Hardware & Network Srvicing principles, tools and equipment, occupational health and safety (OHS), workplace procedures, and environmental requirements. Attitude shall be assessed through direct observation during practical activities using a standardized checklist to evaluate the candidate's compliance with safety rules, proper use of personal protective equipment (PPE), responsibility, honesty, teamwork, communication, cleanliness, and willingness to follow instructions. The candidate shall be judged as competent when both the required knowledge and positive workplace attitudes are consistently demonstrated throughout the assessment.

7.3 Passing Criteria

To be declared Competent, the candidate shall achieve all oral question and attitude assessment, demonstrate 100% compliance with all critical safety requirements, based on the standardized observation checklist. The candidate must also successfully complete all mandatory practical tasks without committing any critical safety violations. Failure to meet any of these minimum requirements shall result in a Not Yet Competent (NYC) decision, and the candidate shall be eligible for reassessment in accordance with the certification body's procedures.

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7.1. Assessment Methods

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

- **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

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

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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**).

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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