

	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme	Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 1 of 50

Maxxansa/ Issue History				
Maxxansa/ Issue	Ibsa Jijjiiramaa/ Description of Change	Sadarkaa/ Status	Ka'umsa/ Originator	Guyyaa Hojiirra Oole/ Effective Date
01	Maxxansa Jalqabaa/ Initial Release	Wixinee/ Draft	Task force	Feb 02, 2026
02				

Sanada Wabii/ Reference Documents	
Lakk. Sanadaa/ Document Number	Mata-duree Sanadaa/ Document Title
EX/XXXX/001	ES ISO/IEC 17024:2013 Conformity assessment - General requirements for bodies operating certification of persons.
EX/XXXX/002	ES ISO/IEC 17000:2020, Conformity assessment — Vocabulary and general principles
EX/XXX/003	Federal Democratic Republic of Ethiopia OCCUPATIONAL STANDARD FOR HARDWARE AND NETWORK SERVICING NTQF LEVEL-II

Itti fayyadama too'annoo sanadaaf qofa/ For Document Control Use Only

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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCAA/014	
Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme		Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 2 of 50

1. Barbaachisummaa/Purpose

The purpose of the certification scheme for hardware and network servicing level-II is to, ensure competence, standardize hardware and network servicing, provide objective assessment, support workforce development, facilitate recognition of competence, promote accountability and ethics, meet national and international requirements and support certification bodies and audits of accreditation processes based on ES ISO 19011:2018.

2. Daangaa/Scope,

This certification scheme applies to the assessment and certification of individuals who perform hardware and network servicing level-II tasks in accordance with Scheme/Occupational Standards(OS). It defines the competence requirements, assessment methods, certification process, re-certification, withdrawal, reducing or suspension requirements for hardware and network servicing level-II personnel.

3. Jechootaa fi Hiikkaawwan/Terms and Definitions

3.1 Hiika Jechootaa/Definition of terms

1. Basic Hardware and Network Servicing Terms

- **Hardware** – The physical components of a computer system, such as the CPU, monitor, keyboard, mouse, motherboard, hard drive, and RAM.
- **Software** – Programs and applications that instruct computer hardware to perform tasks.
- **Network**-A group of computers and devices connected to share resources and information.
- **Network Servicing**-The installation, configuration, maintenance, troubleshooting, and repair of computer networks and related devices.
- **Hardware Servicing**- The installation, maintenance, repair, upgrading, and troubleshooting of computer hardware components.
- **CPU (Central Processing Unit)**-The main processor that executes instructions and performs calculations.
- **Motherboard**-The primary circuit board that connects all computer components.
- **RAM (Random Access Memory)**-Temporary memory used by the computer to store data currently being processed.
- **Hard Disk Drive (HDD)**-A storage device that permanently stores operating systems, software, and user data.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCA/014	
Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme		Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 3 of 50

- **Solid-State Drive (SSD)**-A faster storage device that uses flash memory instead of spinning disks.
- **Power Supply Unit (PSU)**-Converts electrical power from an outlet into usable power for the computer.
- **Network Interface Card (NIC)**-A hardware component that allows a computer to connect to a network.
- **Router**-A networking device that forwards data packets between different networks, including the Internet.
- **Switch**-A device that connects multiple devices within a local area network (LAN) and forwards data efficiently.
- **Hub**-A basic networking device that broadcasts incoming data to all connected devices.
- **Modem**-A device that connects a local network to an Internet Service Provider (ISP).
- **Access Point (AP)**-A device that provides wireless network connectivity to clients.
- **Ethernet Cable**-A cable used to connect computers and networking devices in a wired network.
- **IP Address**-A unique numerical address assigned to each device on a network.
- **MAC Address**-A unique physical identifier assigned to a network interface card by the manufacturer.
- **LAN (Local Area Network)**-A network covering a small geographic area, such as an office or school.
- **WAN (Wide Area Network)**-A network that covers a large geographic area, connecting multiple LANs.
- **Wi-Fi**- A wireless networking technology that allows devices to connect without cables.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCAA/014	
Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme		Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 4 of 50

- **Server-** A computer that provides services, resources, or data to other computers (clients) on a network.
- **Client-** A computer or device that requests services from a server.
- **Firewall-** Hardware or software that protects a network by filtering incoming and outgoing traffic.
- **Antivirus-** Software that detects, prevents, and removes malicious software (malware).
- **Troubleshooting-** The systematic process of identifying, diagnosing, and resolving hardware or network problems.
- **Preventive Maintenance-** Routine inspection, cleaning, testing, and updating of hardware and network equipment to prevent failures.
- **Corrective Maintenance-** Repairing or replacing faulty hardware or network components after a failure occurs.
- **Backup-** Creating copies of data so it can be restored if the original data is lost or damaged.
- **Data Recovery-** The process of retrieving lost, corrupted, or inaccessible data from storage devices.
- **Patch Panel-** A panel used to organize and manage network cable connections.
- **RJ-45 Connector-** The standard connector used for Ethernet network cables.
- **Crimping Tool-** A tool used to attach RJ-45 connectors to Ethernet cables.
- **Cable Tester-** A device used to verify the continuity and correct wiring of network cables.
- **Bandwidth-** The maximum amount of data that can be transmitted over a network in a given period.
- **Ping-** A network utility used to test connectivity and measure the response time between devices and
- **Latency-** The time it takes for data to travel from one point on a network to another.

A. Importance of Hardware and Network Servicing

- Ensures reliable computer and network performance.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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 Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme	Lakk.Maxxansaa/ Issue No. 01

- Reduces system downtime and maintenance costs.
- Protects data and network security.
- Improves the lifespan of computer hardware.
- Enables efficient communication and resource sharing.
- Supports business continuity through regular maintenance and troubleshooting.

◆ These terms form the basic vocabulary used in computer hardware maintenance, networking, IT support, and hardware/network servicing courses.

3.2Gabaajeewwan/Abbreviations

ISO	International Organization for Standardization
ISO/IEC	International Organization for Standardization/International Electrotechnical Commission
OS	Occupational Standards/Operating System
CPU	Central Processing Unit
JTA	Job Task Analysis
KSA	Knowledge, Skills and Attitudes
RAM	Random Access Memory
NOS	National and International Occupational Standards
HDD	Hard Disk Drive
SSD	Solid-State Drive
PSU	Power Supply Unit
NIC	Network Interface Card
AP	Access Point
LAN	Local Area Network
WAN	Wide Area Network
ISP	Internet Service Provider
K	Knowledge
A	Attitude
KA	Knowledge and Attitude
S	Skill

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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 Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme	
	Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 6 of 50

OHS	Occupational Health and Safety
GUI	Graphical User Interface
MUDA	Waste (Non-Value-Adding Activity)
4M1E	Man, Machine, Material, Method, and Environment
KPT	Kaizen Promotion Team
5W1H	What,Why,Where,When,Who and How
	What – What is the problem, activity, or issue?
	Why – Why does it happen? Why is it needed?
	Where – Where does it occur?
	When – When does it happen?
	Who – Who is responsible or involved?
	How – How does it happen? How can it be done or improved?
SOPs	Standard Operating Procedures
CLI	Command Line Interface
QA	Quality Assurance
3MU	MUDA-Waste, MURA–Unevenness or Variation and MURI–Overburden
QC	Quality Control
PDCA	Plan, Do, Check , Act.
QCC	Quality Control Circle

4. Job Task Analysis (JTA)

It is the systematic process of used to identifying, documenting, and analyzing the duties, tasks, knowledge, skills, abilities, and tools required for a competent person to perform the job of a hardware and network servicing Level-II technician effectively practicing of professional ethics, for the outcomes of identified duties and tasks, competency framework (KSA), examination blueprint(test specification), assessment methods selection, performance criteria and evidence requirements, competency standards alignment, certification decision criteria, training and curriculum input, quality assurance and continuous improvement of the national and international occupational standards(NOS)aligned with ES ISO/IEC 17024:2013.

Main Task	Sub-task	Criticality	Frequency	Risk Level	Description
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Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 7 of 50

Operate Database Application	Create database objects	High	Frequent	Medium	These includes:- ●Database application is opened and designed incorporating basic design principles; ●Database object is created according to database usage, as well as user requirements; ●Database object is modified as required; ●Data in a table are added and modified according to information requirements ●Records are added, modified and deleted as required and ●Database objects are saved and compiled.
Operate Database Application	Customize basic settings	High	Frequent	Medium	These includes:- ●Page layout is adjusted to meet user requirements ; ●Different tool-bars are opened and viewed and ●Font is formatted as appropriate for the purpose of the database entries.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ

Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 8 of 50

Operate Database Application	Create forms	High	Frequent	High	These includes:- ●Use the Wizard to create a simple form; ●Existing database opened and records through a simple form modified; and ●Objects within the form rearranged to accommodate information requirements.
Operate Database Application	Retrieve information	Critical	Medium	High	These includes:- ●Access the existing database and locate the required records; ●Create a simple query and retrieve the required information; ●Develop a query with multiple criteria and retrieve the required information; and ●Select and display data appropriately .
Operate Database Application	Create reports	Critical	Continuous	Very High	These includes:- ●Design reports that present data in a logical sequence or manner; ●Modify reports to include or exclude additional requirements; and

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 9 of 50

					●Distribute reports to the appropriate person in the approved format.
Install and Optimizes Operating system Software	Determine function of operating system	Critical	Continuous	Very High	These includes:- ●Identify operating system purposes and demonstrate understanding of their functions; ●Distinguish between batch systems, real-time systems, and multitasking systems; ●Compare and contrast different operating systems and their features; ●Identify basic operating system functions and demonstrate knowledge of file systems, memory management, and process scheduling and ●Identify virtual memory concepts and demonstrate virtual memory management.
Install and Optimizes Operating system Software	Obtain operating system	Critical	Continuous	Very High	These includes:- ●Contact operating system vendors to obtain technical specifications and system requirements; ●Identify the processes and steps required to install and configure an operating system using installation components;

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 10 of 50

					●Document adjustment recommendations and provide them to the appropriate person and ●Determine and apply knowledge of licensing, hardware and security requirements.
Install and Optimizes Operating system Software	Install, configure and optimize operating system	Critical	Continuous	Very High	These includes:- ●Install, configure and test operating system using installation components and boot-utility options; ●Use the relevant operating system user interface to correctly configure the installation; ●Configure the system to meet organisational requirements; ●Document the system according to organisational requirements and ●Install the operating system with minimal disruption to client or users.
Install and Optimizes Operating system Software	Provide instruction to meet new software requirements	Critical	Continuous	Very High	These includes:- ●Provide one-to-one instruction to clients or users regarding system changes, as required and ●Obtain client evaluation about new system to ensure requirements are met, using appropriate feedback mechanism.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 11 of 50

Administrative Network and Hardware Peripherals	Confirm requirements of client	Critical	Continuous	Very High	These includes:- ●Client peripheral requirements are identified and confirmed in accordance with organizational standards; ●Client requirements and peripherals needed are documented in line with organizational standards and report findings to the appropriate person; ●Client requirements are verified with appropriate person in line with organizational standards and reporting procedures and ●Ensure client support expectations are covered by vendor warranty and support services.
Administrative Network and Hardware Peripherals	Obtain required peripherals	Critical	Continuous	Very High	These includes:- ●Obtain peripherals under the instruction of the appropriate person; ●Enter peripherals into the equipment inventory according to organizational standards; ●Validate the contents of delivered components against the packing list and resolve discrepancies, if necessary and ●Store peripherals according to vendor/manual guidelines.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ

Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 12 of 50

Administrate Network and Hardware Peripherals	Connect hardware peripherals	Critical	Continuous	Very High	These includes:- ●Verify the installation schedule timeframe against the client requirements ; ●Remove old peripherals, where replacement is required, with minimal disruption to clients while complying with environmental considerations and OHS standards; ●Connect new peripherals with minimum disruption to clients while following operating system procedures; ●Configure the computer to accept the new peripherals based on business requirements and ●Test hardware peripherals, confirm client satisfaction, assess possible impacts on other systems, and make adjustments as required.
Administrate Network and Hardware Peripherals	Install and Configure peripherals to a network	Critical	Continuous	Very High	These includes:- ●Plan the location of peripherals to provide appropriate services to users while considering OHS standards; ●Connect peripherals to the network using vendor-approved methods and technology; ●Connect peripherals to network computers using parallel, serial, or

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 13 of 50

other appropriate direct connection methods according to the job order;
●Test peripherals for correct operation based on client specifications;
●Install required software to manage local and network-connected peripherals according to business requirements;
●Configure security and access settings to allow authorized users to use peripherals and
●Configure the workstation for peripherals to allow applications to operate with peripherals.

Administrate
Network and
Hardware
Peripherals

Administer and
support
peripheral
services

Critical

Continuous

Very
High

These includes:-
●Assign priority to control queues based on organizational requirements;
●Configure network settings to create maintenance schedules, usage logs, and cost center usage statistics and
●Demonstrate methods to users for using peripheral services from their applications or workstations.

Administrate
Network and
Hardware
Peripherals

Use command
line tools

Critical

Continuous

Very
High

These includes:-
●Outline the command-line environment and explain its features, functions, and usage;

Mirkaneessaa/

Approval:_____

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Name:_____

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Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCOA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 14 of 50

					●Differentiate between command-line and graphical user interface (GUI) systems based on their features, functions, and methods of operation; ●List command-line tools and describe their functions and applications and ●Apply command-line tools within a graphical user interface (GUI) environment to perform system operations.
Administrate Network and Hardware Peripherals	Maintain peripherals and fix common problems	Critical	Continuous	Very High	These includes:- ●Establish and follow a regular maintenance schedule according to peripheral manufacturer recommendations; ●Replace consumables and components when required; ●Fix peripheral mishaps (unfortunate accidents) and malfunctions based on the procedure; ●Monitor peripheral utilization and traffic, and recommend additional peripherals when required and ●Identify and rectify failures of peripheral services or devices as required.
Administrate Network and	Use and maximize	Critical	Continuous	Very High	These includes:-

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 15 of 50

Hardware Peripherals	operating system				●Configure operating system settings and variables to meet the working environment requirements; ●Install, update, upgrade, and remove application software according to working environment requirements; ●Operate graphical user interface (GUI) and command line interface (CLI) to perform basic client tasks; ●Configure and use operating system and third-party utilities based on system needs and ●Configure and personalize the graphical user interface according to client needs.
Administrate Network and Hardware Peripherals	Support input and output devices	Critical	Continuous	Very High	These includes:- ●Install, configure, and test input and output devices according to requirements; ●Install, configure, and test device drivers according to vendor manuals and

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ

Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 16 of 50

					●Verify that drivers are functioning properly.
Implement Maintenance Procedures	Determine best practices for equipment and software maintenance	Critical	Continuous	Very High	These includes:- ●Identify maintenance requirements for equipment and software and establish processes for future acquisitions; ●Review vendor manuals, peer organization resources, and research information to apply best practices that improve system performance and reliability ; ●Collect and analyze user requirements related to equipment maintenance and reliability and ●Develop and document maintenance procedures according to best practices.
Implement Maintenance Procedures	Revise practices, where appropriate	Critical	Continuous	Very High	These includes:- ●Monitor, evaluate, and review maintenance operations to ensure effectiveness; ●Detect maintenance issues, evaluate impacts, and improve maintenance

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
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Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 17 of 50

					procedures according to service-level agreements. ●Evaluate proposed changes by consulting users, support staff, and third-party suppliers and ●Develop and apply improvements to maintenance procedures.
Implement Maintenance Procedures	Identify and analyze IT system components to be maintained	Critical	Continuous	Very High	These includes:- ●Verify and document the warranty status of components and/or software in accordance with vendor, project, or organizational requirements; ●Review system architecture and configuration documentation for currency status and ●Identify critical components and/or software, and document recommendations regarding possible service arrangements.
Implement Maintenance Procedures	Apply maintenance procedures	Critical	Continuous	Very High	These includes:- ●Create a preventative maintenance schedule based on cost, business, and service-level agreement requirements ; ●Identify and apply a specific and appropriate maintenance procedure based on cost, business, and service-level agreement requirements ;

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

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Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 18 of 50

					●Document and submit recommended procedures for approval in accordance with organizational requirements and the service-level agreement ; ●Orient implementing staff on the procedures and ensure they follow the maintenance schedule and ●Observe OHS throughout the process.
Maintain Equipment and Consumables	Clean equipment	Critical	Continuous	Very High	These includes:- ●Access and verify cleaning supplies for usability on the selected equipment; ●Record and document maintenance actions undertaken according to organizational procedures and ●Clean equipment according to manufacturer specifications and organizational manuals.
Maintain Equipment and Consumables	Replace and maintain consumables and supplies	Critical	Continuous	Very High	These includes:- ●Access consumables from storage points and record usage information in line with organizational procedures; ●Replace consumables when needed and log the action undertaken; ●Dispose of consumables following environmental guidelines and

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 19 of 50

					●Test equipment to ensure it is in working order at set time periods and in line with organizational procedures.
Maintain Equipment and Consumables	Maintain equipment	Critical	Continuous	Very High	These includes:- ●Identify equipment that requires maintenance; ●Maintain equipment according to organizational guidelines and manufacturer specifications; ●Document maintenance procedures according to organizational guidelines; ●Exercise care to prevent interruption of business activities during maintenance procedures and ●Store unused equipment devices according to manufacturer specifications and organizational guidelines.
Connect Internal Hardware Component	Identify, categorize and distinguish the different types of internal hardware components	Critical	Continuous	Very High	These includes:- ●Identify and categorise the different internal hardware components and ●Explain and distinguish the purpose and characteristics of the different internal hardware component categories.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

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Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 20 of 50

Connect Internal Hardware Component	Determine components required	Critical	Continuous	Very High	These includes:- ●Identify and clarify user internal hardware component requirements according to organisational guidelines and ●Organize and record user component requirements and pass them on to the appropriate person for evaluation and vendor selection.
Connect Internal Hardware Component	Obtain components	Critical	Continuous	Very High	These includes:- ●Contact vendors to obtain technical specifications for the proposed components; ●Assess the options and provide recommendations to the appropriate person for final analysis and ●Obtain components and prepare them for installation.
Connect Internal Hardware Component	Install components	Critical	Continuous	Very High	These includes:- ●Develop plans with prioritised tasks and contingency arrangements for installing selected components with minimum disruption to clients; ●Liaise with the appropriate person to obtain approval for the plans; ●Install and configure components according to the plan, installation

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 21 of 50

procedures, and organisational requirements;

●Test components for error-free performance using available technology;

●Identify and resolve identified problems;

●Test and enhance system performance using knowledge of the system to meet organisational benchmarks and

●Document the installation and configuration process according to organisational guidelines.

Connect
Internal
Hardware
Component

Evaluate
modified system

Critical

Continuous

Very
High

These includes:-

●Collect client or user feedback and analyse it against client requirements and

●Correct identified shortcomings in the system and record actions taken.

Apply Problem -
Solving
Techniques to
Routine
Malfunction

Identify
problems

Critical

Continuous

Very
High

These includes:-

●Identify hardware, software, user, or procedural problem areas and report them to the appropriate person in the organization;

●Define and determine problems to be investigated and

Mirkaneessaa/

Approval:_____

Maqaa/

Name:_____

Mallattoo/

Signature:_____

Guyyaa/

Date:_____



Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

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Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 22 of 50

					●Identify and document the current conditions of the hardware, software, users, and problems objectively.
Apply Problem - Solving Techniques to Routine Malfunction	Determine fundamental / root causes of the problem	Critical	Continuous	Very High	These includes:- ●Identify possible causes based on experience and the use of diagnostic tools and analytical techniques; ●Develop possible cause statements based on findings and ●Identify fundamental causes based on the results of diagnosis and investigation conducted.
Apply Problem - Solving Techniques to Routine Malfunction	Recommend solutions to problem	Critical	Continuous	Very High	These includes:- ●Identify potential solutions to problems; ●Develop, document, rank, and present recommendations about possible solutions to the appropriate person for decision; ●Plan the implementation and evaluation of solutions and ●Document and submit recommended solutions to the appropriate person for confirmation.
Apply Problem - Solving Techniques to	Participate in Workplace Communication	Critical	Continuous	Very High	These includes:-

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 23 of 50

Routine Malfunction					●Use effective questioning, active listening, and speaking skills to gather and convey information; ●Use defined workplace procedures for the location and storage of information; ●Record workplace data on standard workplace forms and documents and ●Use basic mathematical processes for routine calculations.
Care for Network and Computer Hardware	Identify computer hardware components	Critical	Continuous	Very High	These includes:- ●Identify external hardware components and peripherals based on business requirements; ●Identify internal hardware components as needed; ●Review, record and apply requirements specified by hardware manufacturers where appropriate; ●Determine and record quality standards of hardware components and associated peripherals; ●Determine and establish the relationship between computer

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

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Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 24 of 50

					hardware and software for proper system functioning and
					●Determine, record and apply safe work practices, taking into account legal and manufacturer requirements.
Care for Network and Computer Hardware	Establish location requirements for hardware and peripherals	Critical	Continuous	Very High	These includes:- ●Determine and apply suitable environmental conditions for hardware and peripherals; ●Consider general orientation and proper functioning of different computer platforms when locating computers; ●Determine and apply system protection devices to keep hardware from damage; ●Determine and apply requirements when moving hardware; ●Determine and apply suitable storage principles for hardware, associated peripherals, and media; ●Business requirements are considered and applied in respect of hardware location and ●Functions of computer hardware and associated OHS standards and

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

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Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 25 of 50

environmental concerns are considered.

Care for
Network and
Computer
Hardware

Monitor threats
to the network

Critical

Continuous

Very
High

These includes:-

- Use third-party software or utilities to evaluate and report on system security;
- Review logs and audit reports to identify security threats;
- Carry-out spot checks and other security strategies to ensure that procedures are being followed;
- Investigate and implement inbuilt or additional encryption facilities;
- Prepare and present an audit report and recommendations to appropriate person and
- Obtain approval for recommended changes to be made.

Care for
Network and
Computer
Hardware

Establish
maintenance
practices

Critical

Continuous

Very
High

These includes:-

- Maintenance requirements specified by the equipment manufacturer are determined;

Mirkaneessaa/

Approval:_____

Maqaa/

Name:_____

Mallattoo/

Signature:_____

Guyyaa/

Date:_____



Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCOA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 26 of 50

- Maintenance schedules including removal of dust and grease build-up are produced;
- Diagnostic functions including replacing suspect components with other serviceable components and reloading of associated software are performed;
- Software security settings to prevent destructive software from infecting the computer are configured;
- Unserviceable components are determined whether replaceable through warranty, replacement or upgrade and
- Diagnostic functions are performed using the operating system and third-party diagnostic tools.

Update and Document Operational Procedures	Assess technical and user documentation	Critical	Continuous	Very High	These includes:- ●Current version of technical and user documentation is reviewed based on the latest operational procedures; ●Accuracy of technical and user documentation is compared with current system functionality and ●Inaccuracies are identified and documented for future reference.
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Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

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Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 27 of 50

Update and Document Operational Procedures	Update procedures	Critical	Continuous	Very High	These includes:- ●Operational procedure requirements are determined using review outcomes; ●Operating procedures are developed/updated for the system and ●What is the action verb of the sentence.
Update and Document Operational Procedures	Update documentation	Critical	Continuous	Very High	These includes:- ●Proposed operating procedures are submitted to the appropriate person; ●Technical and user documentation are updated to incorporate changes; ●Technical and user documentation are submitted to the appropriate person for final approval and ●Technical and user documentation are distributed as agreed with the appropriate person.
Update and Document Operational Procedures	Work in Team Environment	Critical	Continuous	Very High	These includes:- ●Role and objective of the team is identified from available sources of information; ●Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources;

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
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Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCOA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 28 of 50

- Individual role and responsibilities within the team environment is identified;
- Roles and responsibilities of other team members are identified and recognized;
- Reporting relationships within the team and external to the team are identified;
- Effective and appropriate forms of communication are used and interactions are undertaken with team members who contribute to known team activities and objectives and
- Contribution is made to the development of team work plans based on understanding of the team's role and objectives and individual competencies of the members.

Record Client Support Requirements	Log requests for support	Critical	Continuous	Very High	These includes:- ●Client support requests and requirements are recorded according to organizational standards; ●Client support history and details are reviewed and ●The information is checked and requested for accuracy and urgency according to organizational standards.
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Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 29 of 50

Record Client Support Requirements	Prioritize support requests with appropriate personnel	Critical	Continuous	Very High	These includes:- ●Relevant guidelines are identified for prioritizing or rating client requests ; ●Client requests are prioritized based on its criticality or impact on the business; ●Requests are referred to an appropriate person or department for assistance and ●Appropriate persons involved with client support are to be communicated.
Record Client Support Requirements	Receive and Respond to Workplace Communication	Critical	Continuous	Very High	These includes:- ●Required information is gathered by listening attentively and correctly interpreting or understanding information/instructions; ●Instructions/information are properly recorded; ●Instructions are acted upon immediately in accordance with information received; ●Written notices and instructions are read and interpreted correctly in accordance with organizational guidelines ; ●Routine written instruction is followed in sequence and

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCOA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 30 of 50

					●Feedback is given to workplace supervisor based on the instructions/information received.
Prevent and Eliminate MUDA	Prepare for work	Critical	Continuous	Very High	These includes:- ●Work instructions are used to determine job requirements, including method, material and equipment; ●Job specifications are read and interpreted following working manual; ●OHS requirements, including dust and fume collection, breathing apparatus and eye and ear personal protection needs are observed throughout the work; ●Appropriate material is selected for work and ●Safety equipment and tools are identified and checked for safe and effective operation.
Prevent and Eliminate MUDA	Identify MUDA and problem	Critical	Continuous	Very High	These includes:- ●Plan of MUDA and problem identification is prepared and implemented; ●Causes and effects of MUDA are discussed;

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 31 of 50

- All possible problems related to the process/Kaizen elements are listed using statistical tools and techniques;
- All possible problems related to Kaizen elements are identified and listed on Visual Management Board/Kaizen Board;
- Tools and techniques are used to draw and analyze current situation of the workplace;
- Wastes/MUDA are identified and measured based on relevant procedures and
- Identified and measured wastes are reported to relevant personnel.

Prevent and Eliminate MUDA	Analyze causes of a problem	Critical	Continuous	Very High	These includes:- ●All possible causes of a problem are listed; ●Cause relationships are analyzed using 4M1E; ●Causes of the problems are identified ; ●The root cause which is most directly related to the problem is selected;
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Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 32 of 50

					●All possible ways are listed using creative idea generation to eliminate the most critical root cause; ●The suggested solutions are carefully tested and evaluated for potential complications and ●Detailed summaries of the action plan are prepared to implement the suggested solution.
Prevent and Eliminate MUDA	Eliminate MUDA and Assess effectiveness of the solution	Critical	Continuous	Very High	These includes:- ●Plan of MUDA elimination is prepared and implemented by medium KPT members; ●Necessary attitude and the ten basic principles for improvement are adopted to eliminate waste/MUDA; ●Tools and techniques are used to eliminate wastes/MUDA based on the procedures and OHS; ●Wastes/MUDA are reduced and eliminated in accordance with OHS and organizational requirements ; ●Tangible and intangible results are identified;

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 33 of 50

					●Tangible results are compared with targets using various types of diagrams. and ●Improvements gained by elimination of waste/MUDA are reported to relevant bodies.
Prevent and Eliminate MUDA	Prevent occurrence of wastes and sustain operation	Critical	Continuous	Very High	These includes:- ●Plan of MUDA prevention is prepared and implemented; ●Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement are discussed and prepared; ●Occurrences of wastes/MUDA are prevented by using visual and auditory control methods; ●Waste-free workplace is created using 5W and 1H sheet; ●The completion of required operation is done in accordance with standard procedures and practices; ●The updating of standard procedures and practices is facilitated and ●The capability of the work team that aligns with the requirements of the

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme	Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 34 of 50

					procedure is ensured and trained on the new Standard Operating Procedures (SOPs).
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5. Competence Requirements

This section defines the **competence framework** for Level-II Hardware and Network Servicing describing the **knowledge, skills and attitudes** required to perform Hardware and 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 and Network Servicing tasks effectively. It forms the theoretical foundation for skills and safe practice.

Code	Description	Detailed Explanation
K1A1	Using database software effectively to create, access, manage, update, organize, and maintain data in accordance with organizational procedures, security requirements, and user needs.	Must Demonstrate knowledge of: • Basic database design • Basic settings and context • Relationships between tables (cardinality) • Forms, reports and queries for retrieving and displaying information

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮጌና የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme	Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 35 of 50

K2A2	Preparing, installing, configuring, updating, and tuning an operating system (OS) so that a computer functions efficiently, securely, and reliably while meeting user and organizational requirements.	Must demonstrate knowledge on: • Current industry-accepted hardware and software products; • Functions and features of operating systems used by the organisation; • Installation and configuration of systems software; • Architecture of current technical systems; • Deployment of current organisational systems; • Organisational requirements for operating system software; • Prerequisites for system software installation; • Set-up and configuration procedures ; • Software packages supported by the organisation ; • System's current functionality; • System's diagnostic software and • Vendor specifications and requirements for installation.
K3A3	Planning, installing, configuring, managing, monitoring, maintaining, and troubleshooting computer networks and peripheral devices to ensure optimal performance, availability, security, and compliance with	Must Demonstrate knowledge of: • Current peripheral devices, such as scanners, multi-use devices, external modems; • How to configure peripherals for network use, with drivers and cable connections; • Organizational guidelines relating to external suppliers and vendors; • General understanding of technical systems; • General knowledge of operating systems; • General knowledge of help desk and maintenance practices; • Current industry-accepted hardware and software products and • Broad knowledge of input/output devices.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency		Lakk.Sanadaa/ Document No. SC/OOCOA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme		Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 36 of 50

	organizational requirements.	
K4A4	Applying approved maintenance procedures to inspect, service, repair, test, and maintain computer hardware, software, network systems, and peripheral devices in accordance with organizational policies, manufacturer specifications, service-level agreements, and occupational health and safety (OHS) requirements.	Demonstrate knowledge of: • Client business domain ; • Current industry-standard hardware and software products and its features ; • Equipment and software maintenance; • Safety procedures and practices in computer maintenance ; • Techniques and procedure in determining system's current; functionality; • System performance and maintenance procedures and • Operation and use of diagnostic tools.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

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Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCOA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 37 of 50

K5A5	Inspecting, cleaning, servicing, handling, storing, monitoring, and replenishing equipment and consumable items to ensure they are safe, functional, reliable, and available for operational use.	Must demonstrate knowledge of: • OHS principles and concept; • Equipment and consumables uses and characteristics; • Maintenance procedures and techniques ; • Chemical storage, control and disposal; • Basic understanding of organizational systems, in relation to storage and retrieval of information and equipment and • Basic knowledge of current industry-accepted hardware and software and manufacturer maintenance guides .
K6A6	Installing, connecting, securing, and verifying internal computer hardware components according to technical specifications, manufacturer instructions, and organizational procedures.	Must Demonstrate knowledge of: • Areas of the operating system relevant to configuration and testing; • Current industry-accepted hardware and software products; • Environmental considerations in e-waste disposal; • Organizational guidelines and organizational requirements with regard to safety, recycling and component installation; • System's diagnostic software and current functionality and • Vendor specifications and requirements for component installation.
	Using logical and systematic	Demonstrate knowledge on: • Broad knowledge of help desk and maintenance practices;

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

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Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCAA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 38 of 50

K7A7	troubleshooting methods to identify, diagnose, analyze, and resolve routine equipment, hardware, software, or network malfunctions.	• Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas; • Broad knowledge of the operating system; • Broad knowledge of current industry practices; • Broad knowledge of diagnostic tools; • Decision making within a limited range of options; • Clear and precise communication that varies according to audience; • Team participation; • Time management as applied to self-management; • Analytical skills in relation to routine malfunctions; • Customer service skills and • Questioning and active listening.
K8A8	Inspecting, cleaning, handling, maintaining, monitoring, and protecting computer hardware and network equipment to ensure they remain safe, functional, reliable, and efficient.	Demonstrate knowledge of: • Ergonomic principles to avoid back, wrist and eye strain; • Basic knowledge of current industry-accepted hardware and software products, with broad knowledge of general features and capabilities; • OHS principles and responsibilities; and 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;

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency		Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme		Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 39 of 50

		- Span of quality levels in common hardware; - Systems technologies, with broad knowledge of general features and capabilities and substantial depth in some areas; - Risk analysis, with broad knowledge of general features; - Broad knowledge of specific security technology and - Broad knowledge of privacy issues and legislation.
K9A9	Reviewing, revising, documenting, and maintaining operational procedures to reflect current practices, organizational requirements, technological changes, and regulatory standards.	Must demonstrate knowledge of: - Documentation standards and tools ; - Client business domain ; - Role of stakeholders and the degree of stakeholder involvement ; - Current industry-accepted hardware and software products and - Current business practices in relation to preparing reports.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa
የአድሚኒስትራሽን ብቃት ማረጋገጫ ኤጀንሲ
Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCOA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa
Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 40 of 50

K10A10	Identifying, gathering, documenting, and maintaining accurate information about a client's technical support needs, service requests, system issues, and operational requirements.	Demonstrate knowledge of: - Organizational procedures for rating and prioritizing client requests; - Broad knowledge of escalation procedures; - Roles and responsibilities of it division; - Broad knowledge of maintenance procedures; - Business scheduling requirements; - Current business practices in relation to preparing reports and documents and - Broad knowledge of diagnostic tools.
K11A11	Identifying, reducing, and removing all forms of waste (non-value-added activities) from work processes to improve efficiency, productivity, quality, safety, and customer satisfaction through continuous improvement practices.	Must demonstrate knowledge on: - Targets of customers and manufacturer/service provider; - Traditional and kaizen thinking of price setting; - Kaizen thinking in relation to targets of manufacturer/service provider and customer; - Value; - The three categories of operations; - The 3“MU”; - Wastes occur in the workplace; - The 7 types of MUDA; - QC story/PDCA cycle; - QC story/Problem solving steps; - QCC techniques;

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme	Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 41 of 50

		• 7 QC tools; • The Benefits of identifying and eliminating waste; • Causes and effects of 7 MUDA; • Procedures to identify MUDA; • Necessary attitude and the ten basic principles for improvement; • Procedures to eliminate MUDA; • Prevention of wastes; • Methods of waste prevention; • Definition and purpose of standardization; • Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement • Methods of visual and auditory control; • TPM concept and its pillars; • Relevant OHS and environment requirements; • Method and Lines of communication; • Methods of making/recommending improvements; • Reporting procedures; • Workplace procedures associated with the candidate's regular technical duties and • Organizational structure of the enterprise.
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5.2 Skills (S)

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአድራሻ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency		Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme		Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 42 of 50

Skills define the **practical abilities** required to carry out **Hardware and 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	Operate Database Application.	For delivers for suitable competency-based assessment in ICT, Computer Applications, and Database Operations training programs, Customize basic settings, Retrieve information, ensuring that an individual can operate database applications accurately, securely, and efficiently.	Candidates must demonstrate and adherence to Compassionate, competent ability to use database management software effectively to create, organize, store, retrieve, update, analyze, and maintain data in a secure, accurate, and efficient manner. It involves applying the functions and tools of a database application to support business operations, decision-making, and information management while following organizational policies and procedures.
S2	Install and Optimizes Operating system Software	This criteria focus on the measurable actions that demonstrate a person can successfully install, configure, optimize, and maintain an operating system.	Must Demonstrates skills to: • Liaise with people working across different levels and in different contexts, such as operating system vendors and clients; • Literacy skills; • Interpret technical computer installation manuals; • Obtain written and verbal feedback from clients; • Present information, such as the use of diagnostic tools; • Provide verbal instructions to client technical skills; • Install and configure operating system software & • Write instructions for clients.

Mirkaneessaa/ Approval: _____	Maqaa/ Name: _____	Mallattoo/ Signature: _____	Guyyaa/ Date: _____
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 Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme	
Lakk.Maxxansaa/ Issue No. 01		Fuula/Page No. Page 43 of 50

S3	Administrate Network and Hardware Peripherals.	The criteria focus on describe the observable tasks required to effectively manage, configure, maintain, and secure network devices and computer peripherals.	Must Demonstrate skills to: • Connect hardware peripherals; • Use operating system and • Configure peripheral Services to manage peripherals.
S4	Implement Maintenance Procedures	This focus on the observable and measurable actions that demonstrate effective implementation of maintenance activities for computer systems, network equipment, and peripherals.	Demonstrate skills of: • Identify and analyze maintenance needs; • Analyze IT system components to be maintained; • Determine and apply best practices for equipment and software maintenance and • Use diagnostic tools.
S5	Maintain Equipment and Consumables	It focus on safe, observable and measurable actions that demonstrate the ability to properly maintain equipment and manage consumable materials.	Must demonstrate skills to: • Clean equipment; • Maintain equipment; • Interpreting manufacturer's instructions and • Writing maintenance reports.
S6	Connect Internal Hardware Component	It emphasize proper assessment of the observable and measurable actions that demonstrate the ability to correctly install, connect, and verify internal	Demonstrates and communication skills to: • Consult with peers and supervisors, and internal and external clients; • Interpret technical computer installation manuals • Interpret user manuals and help functions literacy skills to:

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme	Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 44 of 50

		computer hardware components.	- Organise resources for one-to-one instruction plan, prioritise and organise work write technical reports and maintain records planning and organisational skills to address technical issues problem-solving skills to anticipate and respond to a range of driver-related errors that may arise technical skills to: - Comprehend how the operating system will communicate with the installed component install components test components using available technology test system performance.
S7	Apply Problem - Solving Techniques to Routine Malfunction	It focus on the observable actions required to identify, analyze, resolve, and document common hardware, software, and network problems.	Demonstrate skills to: - Identify problems; - Using range of formal problem solving techniques; - Identifying and clarifying the nature of the problem; - Devising and recommending the best solution to the problem and - Evaluating the solution.
S8	Care for Network and Computer Hardware	It focus on the observable and measurable actions that demonstrate the ability to protect, maintain, and ensure the reliable operation of network and computer hardware.	Demonstrate skills to: - Determine best location for hardware and peripherals; - Determine hardware quality standards; - Identify computer Hardware components and - Report writing skills for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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Maqaa Mana Hojii/
Company Name

Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa

የአሮጌና የሙያ ብቃት ማረጋገጫ ኤጀንሲ

Oromia Occupational Competency Assurance Agency

Lakk.Sanadaa/
Document No.

SC/OOCOA/014

Mata-duree/Title:

Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa

Hardware and Network Servicing Level-II Certification Scheme

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

Fuula/Page No.
Page 45 of 50

S9	Update and Document Operational Procedures	It focuses on the observable actions required to review, improve, maintain, and accurately record operational procedures.	Must demonstrate skills to: - Review and update technical and user documentation; - Update procedures and - Update documentation.
S10	Record Client Support Requirements	It focuses on the observable actions required to accurately identify, document, manage, and maintain client support information.	Demonstrate skills in: - Log requests for support; - Perform questioning and active listening in clarifying client requirements and gathering important information; - Customer service skills in relation to receiving requests for support; - Skills in handling difficult clients in relation to receiving requests for support; - Conflict resolution skills in relation to receiving requests for support and - Writing reports and workplace documentation
S11	Prevent and Eliminate MUDA	It describe the observable actions required to identify, reduce, and eliminate waste or non-value-adding activities in the workplace.	Must demonstrate skills on: - Draw & analyze current situation of the work place - Use measurement apparatus (stop watch, tape, etc.); - Calculate volume and area; - Apply statistical analysis tools; - Use and follow checklists to identify, measure and eliminate wastes/MUDA; - Identify and measure wastes/MUDA in accordance with OHS and procedures; - Use tools and techniques to eliminate wastes/MUDA in accordance with OHS procedure;

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency		Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme		Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 46 of 50

			• Apply 5W and 1H sheet; • Update and use standard procedures for completion of required operation; • Apply Visual Management Board/Kaizen Board; • Detect non-conforming products or services in the work area; • Work with others; • Read and interpret documents; • Observe situations; • Solve problems; • Communicate information; • Gather evidence by using different means; • Report activities and results using report formats & • Implement and monitor improved practices and procedures.
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5.3 Attitudes (A)

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

5. Eligibility requirements

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

Requirement	Criteria	Description / Rationale
Education	TVET Level II Hardware and Network Servicing or equivalent	Candidates must have completed a recognized vocational or technical training program in Hardware and Network Servicing or an equivalent qualification, ensuring a basic understanding of Hardware and Network Servicing principles and practices.

Mirkaneessaa/ Approval: _____	Maqaa/ Name: _____	Mallattoo/ Signature: _____	Guyyaa/ Date: _____
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 Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme	
	Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 47 of 50

Experience	Zero experience	Candidates must have at least two years of practical work experience in Hardware and Network Servicing to demonstrate exposure to real workplace tasks and develop proficiency in standard nursing operations.
Training	Recognized training program	Candidates should have undergone formal training recognized by industry or regulatory bodies, or provide documented evidence of workplace competence that meets the Level II Hardware and Network Servicing standards.
Health	Physically fit	Candidates must be physically capable of performing Hardware and Network Servicing tasks, including lifting, working in confined spaces and handling tools safely, to prevent accidents and ensure safe work practices.

6. 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 and Network Servicing** tasks safely, effectively and in accordance with industry standards.

7.1 Practical assessment

It is a type of evaluation that measures an individual's ability to perform specific tasks or skills in a real or simulated work environment, rather than just testing theoretical knowledge.

Method	Weight	Purpose	Description
Practical Assessment	=100%	Skills	Focuses on the hands-on competencies expected of a technician who can perform routine installation, configuration, maintenance, and troubleshooting of computer hardware and basic network systems under established procedures. Involves performing practical tasks to install, configure, operate, maintain, troubleshoot, and support computer hardware, operating systems, software applications, peripheral devices, and basic computer networks. The technician assembles and disassembles computer systems, installs and optimizes operating systems, configures hardware and software, connects internal and

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date:_____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency		Lakk.Sanadaa/ Document No. SC/OOCAA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme		Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 48 of 50

			external devices, installs and tests network equipment, performs preventive and corrective maintenance, diagnoses and resolves routine hardware and network faults, and provides technical support to users. All work is carried out in accordance with manufacturer specifications, organizational procedures, Occupational Health and Safety (OHS) requirements, cybersecurity practices, and quality standards.
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7.2 Knowledge Assessment

It indicates the ability of a candidate for **Hardware and Network Servicing Level-II** shall demonstrate knowledge of the principles, concepts, standards, and procedures required to install, configure, maintain, troubleshoot, and support computer hardware, operating systems, software applications, peripheral devices, and basic computer networks. The candidate shall also demonstrate knowledge of occupational health and safety (OHS), cybersecurity, quality assurance, documentation, customer service, and continuous improvement practices applicable to hardware and network servicing.

7.3 Passing Criteria

Passing Criteria refers to the minimum standard or benchmark that a learner, candidate, or professional must achieve in an assessment, exam/Assessment or evaluation to be considered successful or competent.

Assessment Type	Description of Passing Criteria
Knowledge Assessment	The candidate shall also demonstrate knowledge of occupational health and safety (OHS), cybersecurity, quality assurance, documentation, customer service, and continuous improvement practices applicable to hardware and network servicing.
Practical Assessment	The candidates must score 100% in practical skills. Demonstrates safe, accurate, and complete performance of required tasks.
Critical Competences (Mandatory Tasks)	Must be 100% competent (no critical error allowed), especially in safety, consistently demonstrate to perform hardware and network servicing tasks safely, effectively, and in accordance with organizational and industry standards.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCOA/014	
	Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme	Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 49 of 50

Overall Competence	Candidate must be competent in practical ; failure in practical = Overall Not Yet Competent .
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7. Assessment Methods

Assessment combines theory (written/oral) and practice (observation, demonstration, simulation) to ensure full competence.

8. Certification Process

The certification process is the formal procedure by which a recognized authority assesses, verifies and confirms that a candidate has achieved the required knowledge, skills and competencies based on occupational standards and then awards a certificate as proof of competence.

9.1 Initial certification criteria

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

9.2 Re-certification Requirement:-

Re-certification refers to the process of renewing a professional certification after its initial validity period has expired. It ensures that the certified individual continues to meet the required standards of knowledge, skills and competence in their field. When a candidate has not met the required standard or performance criteria(**Not Yet Competent**)for a specific skill, unit or task as well as the status of a candidate, certificate or assessment record has been updated or modified (**OS changed**)in the system.

Re-certification ensures the professional remains competent, updated and actively practicing in their field.

9.3 Suspension ,Withdrawal and Reduction of Scope

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

9. Appeals and Complaints References

All appeals and compliants shall be applied accordance with Procedure of appeals and compliants documented in OP/OOCOA/008.

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የአሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCOA/014	
Mata-duree/Title: Sadarkaa Ogummaa “HNS” Gulantaa 2ffaa Hardware and Network Servicing Level-II Certification Scheme		Lakk.Maxxansaa/ Issue No. 01	Fuula/Page No. Page 50 of 50

10. Re-cord 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.

11. Scheme integrity and security

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).

Varaabbii Mirkanaa'ee fi Too'atar

Mirkaneessaa/ Approval:_____	Maqaa/ Name:_____	Mallattoo/ Signature:_____	Guyyaa/ Date: _____
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