

Need Analysis Workshop for Media Enabled Learning (14/09/2016, Mohali)



CEMCA



Objective of the Workshop



The objective of the workshop was to discuss the need to integrate media enabled learning in mobile repair technician course so as to make it more learner centric, industry relevant and outcome oriented so that it can further result in increase in the interest of learner throughout the training program and encourage the trainee to setup his own mobile repair unit or join a mobile repair service center.

With this objective in mind CEMCA, along with Focal Skill, scheduled a workshop with a team of Media Experts, Instructional Design Experts, Technical experts and Learners, to discuss their viewpoints on the need for e-content in mobile repair learning.

List of Attendees

The workshop was attended by Maj. Gen. P.N Monga, Regional Head North, Telecom Sector Skill Council and Ms. Sanjogita Mishra, Programme Officer-Skills, CEMCA. It was also attended by the following members:

1. Focal Skill

i. Program Management Team:

- Mr. Parveen Bansal, CEO, Focal Skill Development Pvt. Ltd.
- Mr. Nikhil Garg, Assistant Manager, Focal Skill
- Mr. Sachin Mishra, Assistant Manager, Focal Skill

ii. Instructional Design Experts

- Dr. Latika Sharma, Department of Education, Punjab University.
- Mr. Gurjot Singh, Department of Education, Punjab University.



Technical Experts



Instructional Design Experts

- Ms. Bhavna Mittal, Instructional Design Expert, Focal Skill
- Mr. Shruti, Instructional Design Expert, Focal Skill
- iii. Domain Experts**
 - Mr. Vinay Sahu, Technical Expert and Entrepreneur
 - Mr. Sunil Sharma, Master Trainer and Head Operations, Focal Skill
 - Mr. Kulbhushan Gor, Master Trainer, Focal Skill
 - Mr. Rakesh, Trainer, Focal Skill
- iv. Media Expert**
 - Mr. Gurkeerat Singh, Media Expert
- v. Learners**
 - Mr. Ravi, Learner
 - Mr. Surender, Learner
 - Mr. Kapil, Learner
 - Mr. Sushil, Learner



Presentations



Presentation by Maj. Gen. P.N. Monga

Maj. Gen. P.N. Monga briefed the gathering about TSSC and its role till now. He told the members of the workshop how 30% of the total no. of candidates trained by TSSC, have undergone training under Mobile repair course under ESDM project already.

The eligibility criterion for mobile repair course was debated upon between

TSSC and practitioners. Whether a student who wants to undergo mobile repair training should be 10th pass or 12th pass, or if he should have some knowledge of physics or not was argued.

Practitioner Mr. Vinay Sahu who runs a Mobile Repair shop and trains young boys under him further added that despite having Bachelor of Arts as his education, he has an experience of more than 10 years

in mobile repair domain. It was recommended to TSSC to kindly relook at the eligibility criteria and if possible reduce it to class 10th for mobile repair course.



Presentation by Ms. Sanjogita Mishra, Program Officer, CEMCA

Ms. Sanjogita Mishra, Program Officer, Skills, CEMCA, then briefed the members of the workshop about CEMCA’s role and ongoing initiatives.

She discussed CEMCA’s expectation from this project so as to make it more learner centric and Industry relevant and showed a sample e-learning video developed for Power Sector Skill Council. She gave a precise description of the whole project and the level of expectations associated with the same.

Mr. Parveen Bansal then told the members of the workshop about Focal Skill, its ongoing initiatives to strengthen skill development and Entrepreneurship.

One of such models included Repair guru, an initiative started by Focal Skill which helped all the members of the workshop in understanding the concept of skill development and entrepreneurship more deeply.

Inputs of the Instructional design experts, technical experts and Learners were captured as well, which helped in outlining the course curriculum and required coverage. Finally a summarized chart with the number of hours and outcomes was finalized and it was emphasized to align the activity with the QP/NOS.



Presentation by Mr. Praveen Bansal, CEO, Focal Point Development, Pvt. Lmt.

The output of the workshop is as follows:

S.No.	Chapter Description	No. of Hours		Desired Learning Outcomes	Scope of E Content
		Theory	Practical		
1	Introduction of Mobile Devices	4	0	Understand different types of Devices, Knowledge of leading Market Players, current Telecom Scenario. Mobile technology like GSM & CDMA, functional differences between various	Template based e-module may be created for understanding

				Mobile Devices,	
1.1	Electronics Components in Handset	1	5	Types of display, Chipset, processors, battery, Combo/folder problems, speaker, mic, ringer, vibrator, SIM Tray, memory card tray, charging jack, battery connector, Camera, On/Off switch, sensor, head phone jack, home button, touch ID. Types of Operating systems,	Template based e-module may be created for understanding
1.2	Pre Repair testing fault diagnosis/self-diagnosis.	2	40	Identification of approx. 30 kinds of faults both Hardware and Software and estimating time and cost associated with each fault. Network [No Network - Change Antenna, No Access -Change PFO, Internal Antenna Change	Screen Combo Change, Phone Assemble, Folder Change based video content
1.2	Obtain Handset from Customer & related documents; Importance of Communication Skills	10	4	Dealing with Warranty/Out of Warranty sets. Establishing credentials of Authentic Customers. Checking IMEI No. of Mobile Phone. Job Card	Template based e-module may be created for understanding
2	Introduction to Tools & spares, usage and best practices to be followed at workplace	2	18		Template based e-module may be created for understanding

3	Undertake handset hardware repair activities along with safety [50 sets for practical]	20	100	<p>Network Problem [Low Network, fake network, no network], Charging [No charging -Check battery, Fake Charging- charging jack C/c Jack, C/c IC, C/c (Charging Connector) track open - Check circuit by multimeter, low charging, back charging], Phone dead (Board dead, Board open - Check the track (circuit), Board short - Remove the component and Check, Board OK-Software testing] Display Problem [Hang on logo, keypad not working, speaker, mic, ringer, vibrator not working]. Conducting repair of approx 30 kinds of faults both Hardware and Software and estimating time and cost associated with each fault. Keypad not working -Check button, Check Keypad IC, Check bubble pad, Volume switches, Hang on Logo - do software, Zing/Online/tools, Touch not work - change touch, LCD not working - Change LCD, Check LCD jack, LCD strip. LCD + Touch not working - Change combo or folder. Camera not working (front & back - Software, Camera change. HF not working -Change H/F jack, SIM not working - Check IME, Change SIM Tray then SIM IC. Memory not working, MMC Connector, MMC IC. Sensor not working - Change the sensor rubber. Mic -Check Mic / Change Mic, Check Track, SPK - Change SPK, Check Track, Ringer - Check Ringer, Vibrator - Change Vib, Check Circuit. Restart - Do Software. Auto Downloading - Do software, Flash by S/W box or ring & online tool. Update, - Online Software. Disable & Lock code - Do unlocking by Box using zing or online tool. How to replace BGIC</p>	Screen Change, Charging Jack, Soldering IC, Assembling & Disassembling of more than 2 phones {Iphone, Samsung, Combo} based video content
4	Undertake handset software repair activities along with safety [50 sets for practical]	20	80		Hang on Logo, Unlocking, FRP lock

5	Testing [Post repair testing]	1	5		Activity based video content
6	Recap of Safety Procedure	1	1		Template based e-module may be created for understanding
7	Report & Record [Inventory, Sales & Service request record]	2	2		Template based e-module may be created for understanding
8	Service Center Workflow & Career Progression	2	0		Video content
9	Entrepreneurship [Site Identification, Financial Planning (Investment required and Sources of Funds, preparation of Project report), Checklist for Tools and resources for procurement, Branding & Marketing, Indicative monthly balance sheet.]	5	25		Video, Template & Activities may be helpful
	Percentage	20	80		
	Total No. of Hours for Theory & Practicals	70	280		
	Total No. of Hours	350			

Way Forward

It was agreed that based on the inputs captured during the workshop, detailed content will be created using the right Media Mix of text, audio video and animation. The instructional design experts and Technical experts agreed to work closely to deliver the final output by Dec 2016 at a break-neck speed.

A Vote of Thanks was then expressed to all the experts. The following day was reserved for topic was deep-diving and addressing the students of Education Dept. of Punjab University on possible career opportunities in their field related to training vocational trainers on Platform Skills.

