

ECTS credits equivalent to professional tasks carried out in a company BTS TSMA

Activities		Main tasks	ECTS
A1- Welcoming and advising the client or user. Receipt, return or provision of equipment.	1T1	Support the customer or user, carry out a pre-diagnosis.	2
	1T2	Write the repair order, make an appointment and plan the intervention.	
	1T3	Receive the material.	
	1T4	Carry out pre-diagnostic tests, draw up an estimate.	
A2-Diagnosis	2T1	Collect, analyze, interpret the information necessary for the diagnosis	1
	2T2	Carry out tests, static or dynamic tests and make hypotheses on the malfunction	
A3- Intervention – Preparation	3T1	Organize the intervention	1
	3T2	Organize the preparation of the material	
	3T3	Advise and assist technicians	
	3T4	Validate the result of the intervention or the compliance of the preparation with the sales contract	
	3T5	Set up or configure an embedded system	
A4-Organization and management of after-sales activities	4T1	Manage the planning of workshop activities	2
	4T2	Analyze a workshop management dashboard.	
	4T3	Manage workshop equipment	
A5-Human resources, facilitation, training	5T2	Contribute to training	1
A6-Adaptation of equipment	6T3	Ensure the follow-up of the realization and the provision to the customer	1
A7- Agrotechnical advice	7T1	Propose equipment relating to phytotechnical or zootechnical production	2
	7T2	Ensure the implementation of equipment	
A8 – Sale of complementary products, equipment or services	8T1	Participate in the development of additional sales support tools	1
	8T4	Propose by arguing the service or sales solution	