

QUALIFICATION FILE

DTH Set Top Box Installation & Service Technician

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship

☐ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: 4

Submitted By:

Electronics Sector Skills Council of India (ESSCI)

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Section 1: Basic Details

1.	Qualification Name	DTH Set Top Box Installation & Service Technician																
2.	Sector/s	Electronics																
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☒ OEM	NQR Code & version of existing/previous qualification: (change to previous, once approved)- 2022/EHW/ESSC/06672 & V 3	Qualification Name of existing/previous version: DTH Set Top Box Installation & Service Technician															
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA																
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-04-EH-044902025-V2-ESSCI	6. NCrf/NSQF Level: 4															
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																
8.	Brief Description of the Qualification	A DTH Set-Top Box Installation & Service Technician is responsible for installing set-top boxes at customer locations, using tools such as CRM applications, GPS, and mobile service platforms to plan installations, align antennas, configure signal frequencies, and provide real-time service updates. The technician ensures accurate installation, prompt issue resolution, and tech-enabled customer support through digital feedback systems and coordination with the backend technical team.																
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12th grade or equivalent</td> <td>NA</td> </tr> <tr> <td>2</td> <td>10th grade or equivalent</td> <td>3 years relevant experience</td> </tr> <tr> <td>3</td> <td>Certificate-NSQF (Level-3 in relevant domain)</td> <td>3 years of relevant experience</td> </tr> <tr> <td colspan="3"># Relevant Experience in Communication & Broadcasting</td> </tr> </tbody> </table> b. Age: NA		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	12th grade or equivalent	NA	2	10th grade or equivalent	3 years relevant experience	3	Certificate-NSQF (Level-3 in relevant domain)	3 years of relevant experience	# Relevant Experience in Communication & Broadcasting		
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																
1	12th grade or equivalent	NA																
2	10th grade or equivalent	3 years relevant experience																
3	Certificate-NSQF (Level-3 in relevant domain)	3 years of relevant experience																
# Relevant Experience in Communication & Broadcasting																		

10. Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	16	11. Common Cost Norm Category (I/II/III) (wherever applicable): I																	
12. Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																		
13. Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	☐ Offline ☐ Online ☒ Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>00:00</td> <td>180:00</td> <td>120:00</td> <td>00:00</td> <td rowspan="2">480</td> </tr> <tr> <td>Online</td> <td>180:00</td> <td>00:00</td> <td>00:00</td> <td>00:00</td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details)		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	00:00	180:00	120:00	00:00	480	Online	180:00	00:00	00:00	00:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)														
Classroom (offline)	00:00	180:00	120:00	00:00	480														
Online	180:00	00:00	00:00	00:00															
14. Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/8212.0402																		
15. Progression path after attaining the qualification (Please show Professional and Academic progression)	DTH/DAS Set Top Box Service Supervisor																		
16. Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																		
17. Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																		
18. Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If "Yes", specify applicable type of Disability:																		
19. How Participation of Women will be Encouraged	No gender sensitization																		
20. Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	☒ Yes ☐ No (Employability Skills (30 hours)																		
21. Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes ☒ No Colleges ☒ Yes ☐ No																		
22. Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Saleem Ahmed Email: ceo@essc-india.org Contact No.: 011 – 8447738501 Website: https://www.essc-india.org/																		

23. Final Approval Date by NSQC: 07.10.2025	24. Validity Duration: 3 Years	25. Next Review Date: 07.10.2028
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Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory Training **Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core / Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Engaging with Customer for service	ELE/N8102 & V5.0	Core	4	8	90	90	60	0	240	40	50	0	10	100	40
2	Installing and repairing DTH set top box	ELE/N8105 & V3.0	Core	4	7	60	90	60	0	210	40	50	0	10	100	40
3	Employability Skills (30 hours)	DGT/VSQ/N0101 & V1.0	Non-core	4	1	30	0	0	0	30	20	30	0	0	50	20
Duration (in Hours) / Total Marks						180	180	120	0	480	100	130	0	20	250	100

Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
Duration (in Hours) / Total Marks																

Optional NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
Duration (in Hours) / Total Marks																

Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics/Electrical Engineering) with 1 years industrial and 1 year training experience in the field of Electronics assembly line. Or Certified in relevant CITS Trade
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics/ Electrical Engineering) with 2 years industrial and 1-year training experience in the field of Electronics assembly line. Or Certified in relevant CITS Trade
3.	Tools and Equipment Required for Training	☒ Yes ☐ No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics/ Electrical Engineering) with 2 years industrial and 1-year training experience in the field of Electronics assembly line. Or Certified in relevant CITS Trade
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics/ Electrical Engineering) with 3 years industrial and 2-year training experience in the field of Electronics assembly line. Or Certified in relevant CITS Trade
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics/ Electrical Engineering) with 4 years industrial and 3-year training experience in the field of Electronics assembly line. Or Certified in relevant CITS Trade
4.	Assessment Mode (Specify the assessment mode)	Blended
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 29
5.	Estimated nos. of persons to be trained and employed: 2000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Yes If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors (Mandatory)	Attached
2.	Annexure: List of tools and equipment relevant for qualification (Mandatory, except in case of online course)	Attached
3.	Annexure: Detailed Assessment Criteria (Mandatory)	Attached
4.	Annexure: Assessment Strategy (Mandatory)	Attached
5.	Annexure: Blended Learning (Mandatory, in case selected Mode of delivery is "Blended Learning")	Filled
6.	Annexure: Multiple Entry-Exit Details (Mandatory, in case qualification has multiple Entry-Exit)	Filled
7.	Annexure: Acronym and Glossary (Optional)	Attached
8.	Supporting Document: Model Curriculum (Mandatory – Public view)	Attached
9.	Supporting Document: Career Progression (Mandatory - Public view)	Attached
10.	Supporting Document: Occupational Map (Mandatory)	Attached
11.	Supporting Document: Assessment SOP (Mandatory)	
12.	Any other document you wish to submit:	

Annexure: Evidence of Level

NCrf/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrf/NSQF level descriptor	NCrf/NSQF Level
Professional Theoretical Knowledge/Process	Demands a wide range of specialized technical skill, clarity of knowledge and practice in broad range of activity	A DTH Set-top Box Installation and Service Technician is responsible for installing the set-top box and finding the faults	4

	involving standard and non-standard practices. • Perform the repairing processes. • Follow all guidelines and instructions. • Adhere to industry work practices to achieve productivity and quality standards. • Check the working of the DTH set-top box.	and repairing the same as per instructions and standard operating procedures	
Professional and Technical Skills/ Expertise/ Professional Knowledge	Factual and theoretical knowledge in broad contexts within a field of work or study. • Knowledge of various materials, repairing processes, working of various DTH set-top box. • Know the instructions and guidelines to achieve productivity and quality standards.	A DTH Set-top Box Installation and Service Technician should be able to use basic tools in correct way to repair the faults in the DTH set-top box. He/she works after getting work requirements from supervisor or other team members. Hence Level 4	4
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	A range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study. • Communicate with customer, team and supervisor to understand the work requirement • Identify the errors in orders • Maintain inventory • Complete the documentation of maintenance and service records	A DTH Set-top Box Installation and Service Technician should be able to use basic tools in correct way to repair the faults in the DTH set-top box. He/she works after getting work requirements from supervisor or other team members. Hence Level 4	4
Broad Learning Outcomes/Core Skill	• Assembly procedures • Working of various DTH set-top box Guidelines and instructions for repairing	A DTH Set-top Box Installation and Service Technician needs to know the repairing procedures, working of various DTH set-top box. The technician should keep the workplace clean and managed .	4

		Hence Level 4	
Responsibility	Responsibility of completing the work assigned and reporting the same as per standards. • Understand the job role and follow the organizational policy • Record and report about the work status • Follow safety regulations at work place • Work along with colleagues and supervisors	A DTH Set-top Box Installation and Service Technician should record the issues and report about the same to supervisor and also update the status of the work as per organizations policy. Hence Level 4	4

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Quantity for specified	Specifications
1	Safety Gloves	6	Standard
2	Angle Meter	6	Standard
3	Cable	50	Metre
4	Cable Ties	100	Standard
5	Digital Multimeter	6	Standard
6	Dish Antenna	6	Standard
7	Drill Machine	3	Standard
8	Line Tester	6	Standard
9	Satelite Meter	6	Standard
10	Screw Driver Set	6	Standard
11	Set Top Box	6	Standard
12	Spanner Set	6	Standard
13	Television	3	Standard
14	Safety Helmet	6	Standard
15	Safety Shoes	6	Standard

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Projector
3. Computer/Laptop
4. Chairs
5. Tables
6. Whiteboard marker

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Nagdeo Education Welfare Society	Vijay Nagdeo	General Manager	Ward No. 11 Junnardeo Dist. Chhindwara M.P. 480551	9425461093	Vijaynagdeo02@gmail.com	
2	Access Edutech Pvt. Ltd.	Sanjay Kumar Mishra	Director	96, Vrindavan Nagar Ayodhya Bypass Road Bhopal	7000650224	sanjaymishra@accessedutech.com	
3	SHIV SHAKTI TECKNIKI EVAM SAMANAYA SHIKSHAN SANSTHAN	Jitendra Kumar Garg	President	B 32 MAHESH NAGAR JAIPUR RAJASTHAN-302015	9782912782	jitendra.garg303@gmail.com	
4	YADUVANSHI PRIVATE ITI	YADVENDRA	PRINCIPAL	TC229199 - Yaduvanshi pvt iti, hasampur the- neemkathana dist-sikar rajasthan pin code no - 332718	8432882688	yaduvanshicollege2008@gmail.com	

5	Ephicity Lifescience Analytics	Rahul Kumar Kaushik	Senior Software Engineer	2nd Main Rd, Sarvobhogam Nagar, Arekere, Bengaluru, Karnataka 560076	8859885973	Rahul.Kaushik@ephicity.com	
6	Nagravision India Pvt. Ltd.	Avinash Yadav	Manager- System Administrator	RMZ Centennial, Tower C unit 301 and 302, Mahadevapura Post ITPL Road, Bangalore	9808326626	avinash.yadav@nagra.com	
7	Cyberace Infovision Pvt. Ltd	Pushp Chauhan	Director	Delhi 110075	9560399911	pushp@cyberace.in	
8	10G Network Solution	Dileep Kumar Gupta	Owner	New Delhi 110014	9560002524		
9	Rastriya Khushali Sansthan	Ramkaran Sinsinwar	President	VOP Tajsar Fatehpur Rajasthan	6350658040	Rkstajsar1998@gmail.com	
10	Sri Rajaram Shikshan Sansthan	Rajendra Parsad	Principle		8808696968	rajendraitijnp@gmail.com	
11	Nexgen Exhibitions Pvt. Ltd.	Saurabh Purwar	Director	1201/1206 Pragati Tower, 26 Rajendra Place, New Delhi-110008, India	9457306691	fbvidgo@gmail.com	
12	Siemens Limited	Manoj Belgaonkar	Head – Regulations, Standards and QM	R&D Centre, Thane Belapur Road, Airoli, Navi Mumbai 400708	9820682825	manoj.belgaonkar@siemens.com	
13	Tata Consultancy Services	Sheepra Kaushik	Consultant – Product Development	Kensington B Wing, Hiranandani SEZ, Powai, Mumbai 400076	8433595090	sheepra.sharma@tcs.com	

14	Conduent- https://www.conduent.com	Prince Jain	Senior Business Analyst	7 to 9th Floor & 6 to 9th Floor, Building No.5 & 6, Plot No 20&21, Candor Tech Space, IT/ITES SEZ., Noida, Uttar Pradesh 201304	8439385780	prince.jain@conduent.com	
15	Artificial Intelligence Technologies	Rohit Kumar Sharma	Manager – Product Development	A-21, sector 4, Block A, Kailash Colony, Greater Kailash, New Delhi	9927564461	rohit.sharma@aituniversal.com	
16	Shri Prasad Sharma Shikshan Sansthan Myana	Suresh		Gautam Budha Nagar UP	8433476571		
17	Shree Hari Shikshan Santhan Aaspura	Mukesh Kumar	SPOC	Rajasthan 341508	7877239952	Harikct2024@gmail.com	
18	Evergreen Education Trust	Faizanbazaz	Director	217, Pehari Colony Jammu 180005	7006341193	eetturst@gmail.com	
19	IIAE Educational Society	Barinder Singh	President		9829745313	ivyindiaprojects@gmail.com	
20	Bergen Associates Pvt Ltd.	Soubam Sunil	Manager	305-306, Magnum House-I, Commercial Complex, Karampura, New Delhi – 110015	9311780832	s.soubam@bergengroupindia.com	
21	Sankalp Education and development society	Jafruddin Khan	SPOC		8104049522		

22	Ramyash Pvt ITI	Ramyash	Principel	Jamalpur	9454738298	Yashvantyadav964@gmail.com	
23	B M Upadhyay Shiksha Samiti	K K Upadhyay	SPOC	Agra	9149158684	Kk7500081234@gmail.com	
24	ISTC	Shubham		Pune	9112273488		
25	Viicecom Technology Pvt. Ltd.	Sunil Kumar	Director	New Delhi	9810121038		
26	Shri Solasar Balaji Shikshan	Nand Kishor Gurjar	SPOC	Rajasthan	9358734466	shribalajiitisujangarh@gmail.com	
27	YADUVANSHI PRIVATE ITI	YADVENDRA	PRINCIPAL		8432882688	yaduvanshicollege2008@gmail.com	
28	Nagdeo Education Welfare Society	Vijay Nagdeo	General Manager	Ward No. 11 Junnardeo Dist. Chhindwara M.P. 480551	9425461093	Vijaynagdeo02@gmail.com	
29	Inspiar Enterpriser India Pvt. Ltd.	Radhey Shyam	Solution	New Delhi	9860856821		

Annexure: Training Details

Training and Employment Projections:

Year	Total Candidates	Women	People with Disability
	Estimated Training # Total	Estimated Training # Women	Estimated Training # PwD
2025-26	500	NA	NA
2026-27	500	NA	NA
2027-28	1000	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
3.0	2022-23	753	683	592	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.0	2023-24	508	353	325	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.0	2024-25	6381	4945	4615	NA	NA	NA	NA	NA	NA	NA	NA	NA

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. PMKVY
- 2.

Content availability for previous versions of qualifications:

☒ Participant Handbook ☒ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

1. Hindi
2. English

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET "Guidelines for Blended Learning for Vocational Education, Training & Skilling" available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☒ Theory/ Lectures - Imparting theoretical and conceptual knowledge	● Books/ e-books ● Presentations ● Reference Material ● Audio / Video Modules	30:70

2	☒ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content	30:70
3	☒ Showing Practical Demonstrations to the learners	• Video Content • E-Resource library • AR/ VR/ XR	30:70
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Training tools (tools list attached) • Video Play • Presentations	30:70
5	☒ Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests	30:70
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Assessment engine for Essays • Up-loadable file examinations • Mock test sessions	30:70
7	☒ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• Online tests • Offline assessments	30:70

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
ELE/N8102: Engaging with Customer for service	Introduction and Interacting with the Customer	22	25	-	4
	PC1. Describe the role and responsibilities of a DTH Set-Top Box Installation & Service Technician; explain the use of CRM apps, GPS tools, antenna alignment techniques, and digital platforms for efficient installation, signal optimization, and real-time customer service	3	4	-	0
	PC2. Analyze customer complaints registered at customer care or scheduled installation requests and Connect with the customer use CRM apps, mobile service tools, and digital	3	4	-	1

	feedback systems to provide personalized, tech-enabled customer support and real-time service updates.				
	PC3. Gather appropriate tools, spare parts, reference sheets, manuals, and required documents for field service visits.	4	4	-	1
	PC4. Visit customer premises as per the scheduled date and time for installation or service needs.	4	4	-	0
	PC5. Verify the warranty status of the appliance and check for an active annual maintenance contract (AMC).	4	4	-	1
	PC6. Gather detailed information on the appliance, including its age, maintenance history, symptoms, and past service records.	4	5	-	1
	Suggesting Possible Solutions	18	25	-	6
	PC7. Diagnose the issue and suggest appropriate solutions, outlining the time required, costs involved, and methodology for servicing.	3	4	-	1
	PC8. Seek customer approval before proceeding with repairs or modifications.	3	4	-	1
	PC9. Ensure proper documentation of service completion, and update records in ERP or company systems.	3	4	-	1
	PC10. Follow safety protocols and deliver excellent service to enhance customer satisfaction.	3	4	-	1
	PC11. Educate the customer on troubleshooting minor issues and using the appliance efficiently.	3	4	-	1
	PC12. Recommend compatible accessories, service plans, or upgrades based on customer needs and preferences.	3	5	-	1
	NOS Total	40	50	-	10
ELE/N8105: Installing and repairing DTH set top box	Perform Installation of DTH Set-Top Box	22	25	-	5
	PC1. Collect the work order and site checks using GPS tools and digital documentation for precise and efficient installation planning.	2	0	-	0
	PC2. Coordinate with the stores department to collect the set-top box, components, and tools required for installation/servicing, such as a drilling machine, satellite meter, multi-meter, and preparation tools.	2	3	-	1
	PC3. Identify the optimal location for installing the dish antenna (Low Noise Block - LNB) based on specific requirements.	2	3	-	0
	PC4. Perform drilling and securely fix the dish antenna (LNB) at the identified location using appropriate tools.	3	4	-	0

PC5. Align the dish correctly using the satellite meter to ensure optimal signal reception.	2	3	-	1
PC6. Install the set-top box and check the signal strength for proper functionality.	3	4	-	1
PC7. Connect the set-top box to the TV following the standard operating procedure (SOP).	2	3	-	0
PC8. Integrate a home theatre system with the TV/STB using HDMI, Audio/Video, S-Video, SPDIF, or other connectivity options.	2	3	-	1
PC9. Demonstrate the functioning of the set-top box to the customer while educating them about its features.	2	0	-	1
PC10. Promote and sell additional accessories and related products offered by the company.	2	2	-	0
Servicing and Fault Resolution in DTH Set-Top Box	8	12	-	3
PC11. Diagnose faults leading to unsatisfactory or interrupted service by checking wires, signal strength, connectors, and the set-top box.	2	3	-	1
PC12. Test AC mains output using a multi-meter and verify the external power supply (Adaptor DC Output).	2	3	-	1
PC13. Rectify faults to restore uninterrupted service and ensure customer satisfaction.	2	3	-	1
PC14. Document the technical report of the identified fault in the defective set-top box and forward it to the service center for repairs.	2	3	-	-
Completing Documentation	5	8	-	2
PC15. Maintain records of material collection and testing device issuance from the stores.	2	3	-	1
PC16. Collect necessary forms, such as customer registration, program authentication forms, feedback forms, and customer identity (ID) for submission to relevant departments.	1	2	-	0
PC17. Update and record completion details in the ERP system for tracking and compliance.	2	3	-	1
Workplace Safety and Waste Management	5	5		
PC18: Identify and avoid risks like loose wiring, high rooftops, or live circuits.	1	1		
PC19: Use PPE like gloves, helmet, and harness when needed.	1	1		
PC20: Follow safety procedures while using ladders or power tools.	1	1		
PC21: Provide first aid and report incidents like shocks or minor falls.	1	1		

	PC22: Dispose of cables, packaging, and damaged parts safely; keep work area clean.	1	1		
	NOS Total	40	50	-	10
DGT/VSQ/N0101 - Employability Skills (30 hours)	Introduction to Employability Skills	1	1	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	PC3.explain 21st Century Skills such as Self Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	Basic English Skills	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	Communication Skills	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team				
	Diversity & Inclusion	1	1	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	Financial & Legal Literacy	3	4	-	-
	PC9. use various financial products and services safely and securely	-	-	-	-
	PC10. calculate income, expenses, savings etc.	-	-	-	-
	PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
	Essential Digital Skills	4	6	-	-
	PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
	PC13. use internet and social media platforms securely and safely	-	-	-	-

	Entrepreneurship	3	5	-	-
	PC14. identify and assess opportunities for potential business	-	-	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
	Customer Service	2	2	-	-
	PC16. identify different types of customers	-	-	-	-
	PC17. identify customer needs and address them appropriately	-	-	-	-
	PC18. follow appropriate hygiene and grooming standards	-	-	-	-
	Getting ready for apprenticeship & jobs	1	3	-	-
	PC19. create a basic biodata	-	-	-	-
	PC20. search for suitable jobs and apply	-	-	-	-
	PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
	NOS Total	20	30	-	-
Grand Total		100	130	-	20

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDMS/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.

- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
 - If the batch size is more than 30, then there should be 2 Assessors.
 - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
 - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
 - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
 - Check the availability of the Lab Equipment for the particular Job Role.
3. Assessment Quality Assurance levels / Framework:
- Question papers created by the Subject Matter Experts (SME)
 - Question papers created by the SME verified by the other subject Matter Experts
 - Questions are mapped with NOS and PC
 - Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
 - Assessor must be ToA certified & trainer must be ToT Certified
 - Assessment agency must follow the assessment guidelines to conduct the assessment
4. Types of evidence or evidence-gathering protocol:
- Time-stamped & geotagged reporting of the assessor from assessment location
 - Centre photographs with signboards and scheme specific branding
 - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
 - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos
5. Method of verification or validation:
- Surprise visit to the assessment location
 - Random audit of the batch
 - Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
 - Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

On the Job:

1. Each module (which covers the job profile of DTH Set Top Box Installation & Service Technician) will be assessed separately.
2. The candidate must score 50% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
 - Answer Sheets of Question Banks

- Assessing the Log Book entries of Trainees at Employer location
 - Employer Performance Feedback.
4. Assessment of each Module will ensure that the candidate is able to:
- Understand the basic principles of AC, DC and electronic circuits.
 - Work effectively at the workplace
 - Basic health and safety practice.

Annexure: Acronym and Glossary**Acronym**

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards.
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf