

QUALIFICATION FILE

Direct Attached Storage(DAS) 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)

155, 2nd Floor, ESC House

Okhla Industrial Area - Phase 3,

New Delhi – 110020

Tel: 011 – 8447738501

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Section 1: Basic Details

1.	Qualification Name	Direct Attached Storage(DAS) 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/05137 & V3.0	Qualification Name of existing/previous version: DAS Set-top Box Installation and 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-03978-2025-V4-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	The individual in this job role installs the set-top box at customer's premises, addresses the field serviceable complaints and coordinates with the technical team for activation of new connections.																			
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>Diploma after 10th(Electronics/Electrical/Mechanical)</td> <td>No experience required</td> </tr> <tr> <td>2</td> <td>12th grade or equivalent</td> <td>No experience required</td> </tr> <tr> <td>3</td> <td>10th</td> <td>2 years NTC/NAC or 3 years relevant experience.</td> </tr> <tr> <td>4</td> <td>Certificate-NSQF (Level-3.5 in relevant domain).</td> <td>1.5 Years of relevant Experience.</td> </tr> <tr> <td colspan="3"># Relevant experience in communication and broadcasting .</td> </tr> </tbody> </table> b. Age: NA		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	Diploma after 10th(Electronics/Electrical/Mechanical)	No experience required	2	12 th grade or equivalent	No experience required	3	10th	2 years NTC/NAC or 3 years relevant experience.	4	Certificate-NSQF (Level-3.5 in relevant domain).	1.5 Years of relevant Experience.	# Relevant experience in communication and broadcasting .		
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																			
1	Diploma after 10th(Electronics/Electrical/Mechanical)	No experience required																			
2	12 th grade or equivalent	No experience required																			
3	10th	2 years NTC/NAC or 3 years relevant experience.																			
4	Certificate-NSQF (Level-3.5 in relevant domain).	1.5 Years of relevant Experience.																			
# Relevant experience in communication and broadcasting .																					
10	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	15	11. Common Cost Norm Category (I/II/III) (wherever applicable): I																		
12	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																			

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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					
		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	450:00
		Online	150:00	00:00	00:00	00:00	
(Refer Blended Learning Annexure for details)							
14	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/7422.1203					
15	Progression path after attaining the qualification (Please show Professional and Academic progression)	DTH/DAS Set Top Box Service Engineer					
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 Employment Skills (DGT/VSQ/N0101)					
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: 07.05.2025	24. Validity Duration: 3 Years			25. Next Review Date: 30.04.2028		

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 to the 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.	DAS Set-Top Box Service Specialist	ELE/N3188 & V1.0	Core	4	7	60	90	60	00	210	40	60	-	-	100	40
2.	Customer Requirement Analysis	ELE/N3189 & V1.0	Core	4	7	60	90	60	00	210	35	65	-	-	100	40
3.	Employability Skills (30 hours)	DGT/VSQ/N0101 & V1.0	Non-core	2	1	30	00	00	00	30	20	30	-	-	50	20
Duration (in Hours) / Total Marks					15	150	180	120	00	450	95	155	-	-	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					Weightage (%) (if applicable)
						Th.	Pr.	OJT- Man.	OJT- Rec.	Total	Th.	Pr.	Proj.	Viva	Total	
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 (Electrical/ Mechanical/ Electronics) with 1 years industrial and 1 year training experience in the field of set top box installation. 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 (Electrical/ Mechanical/ Electronics) with 2 years industrial and 1 years training experience in the field of set top box installation. 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 (Electrical/ Mechanical/ Electronics) with 2 years industrial and 1 years' assessment experience in the field of set top box installation. Or Certified in relevant CITS Trade
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ITI (Electrical/ Mechanical/ Electronics) with 3 years industrial and 1 years' assessment experience in the field of set top box installation. 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 (Electrical/ Mechanical/ Electronics) with 3 years industrial and 1 years' assessment experience in the field of set top box installation. 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: 21
5.	Estimated nos. of persons to be trained and employed: 500
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 specialised technical skill, clarity of knowledge and practice in a broad range of activity 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.	A Direct Attached Storage (DAS) Set Top Box Installation & Service Technician is responsible for installing the set-top box and finding the faults and repairing the same as per instructions and standard operating procedures. Hence Level 4	4

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	Check the working of the DTH set-top box.		
Professional and Technical Skills/ Expertise/ Professional Knowledge	- Knowledge of various materials, repairing processes, working of various DTH set-top boxes. - Know the instructions and guidelines to achieve productivity and quality standards	A Direct Attached Storage(DAS) Set Top Box Installation & Service Technician should know the different processes involved in finding the faults and repairing of various DTH set-top boxes, their working and the guidelines to achieve productivity and quality standards. Hence Level 4	4
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	- 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 Direct Attached Storage(DAS) Set Top Box Installation & Service Technician should be able to use basic tools in the 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 Direct Attached Storage(DAS) Set Top Box Installation & Service Technician needs to know the repairing procedures, working of various DTH set-top boxes. The technician should keep the workplace clean and managed	4
Responsibility	- Understand the job role and follow the organisational policy - Record and report about the work status - Follow safety regulations at work place - Work along with colleagues and supervisors	A Direct Attached Storage(DAS) Set Top Box Installation & Service Technician should record the issues and report about the same to the 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	Specifications	Quantity for specified Batch size
1	Safety Gloves	Pair	6
2	Safety Helmet	Nos	6
3	Safety Shoes	Pair	6
4	Tester	Nos	6
5	Line Tester	Nos	6
6	Permanent Marker	Nos	6
7	Drill Machine	Nos	6
8	Drill Bit	Nos	6
9	Screw Driver	Nos	6

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10	Hammer	Nos	6
11	Compression Tool	Nos	6
12	Preparation Tool	Nos	6
13	Connector	Nos	50
14	Jointer	Nos	6
15	QAM Meter	Nos	6
16	Cable	Nos	50
17	Cable Ties	Nos	100
18	P-Clip	Nos	100
19	Brush	Nos	6
20	Dust Collector	Nos	6
21	Set Top Box - HD	Nos	3
22	Set Top Box - SD	Nos	3
23	RCA Lead	Nos	6
24	RCA Lead	Nos	6
25	HDMI	Nos	6
26	Television	Nos	3
27	Plier	Nos	6
28	Cable String	Nos	30

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 techniki 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	Balaji Private ITI	Rakesh Kumar	PRINCIPAL	Moonpur Mundawar Alwar Rajasthan	9829745313	rakeshiti@gamil.com	
6	EdgeFX Technologies Pvt. Ltd	Tarun Agarwal	COO	105, Liberty Plaza, Himayatnagar Hedrabad Telangana 500029		info@edgefxkits.in	
7	10 G Network Solution	Dileep Kumar Gupta	Owner	98-D, First Floor, Hari Nagar Ashram, New Delhi 110014	9560002524	dg@10gnsindia.com	
8	Cyberace Infovision Pvt. Ltd	Pushp Chauhan	Director	253, D21 Corporate Park, Sector 21 Dwarka Delhi 110075	9560399911	pushp@cyberace.in	
9	Rastriya Khushali Sansthan	Ramkaran Sinsinwar	President	VOP Tajsar Fatehpur Rajasthan	6350658040	Rkstajsar1998@gmail.com	
10	ApexIIT (OPC) Private Limited	Amit	Director	461, Phase V, Udyog Vihar Gurgaon 122016 Haryana India	9784868951	info@apex.com	

11	Inspira Enterpriser India Pvt. Ltd.	Radhey Shyam	Solution	New Delhi 110001	9868856821		
12	Manav Shiksha			Vill+Post – OIE, Dis. Mathura	7500000637		
13	Annur Indutrial Training Institute	Shridevikr	Director		9489675146	skill@gmail.com	
14	Involute Automation Pvt. Ltd	Vijaya Chandra	Operationa In Charge	Plot No. 12 Tecgnocrats Industrial Estate Balanaga, Hyderabad, Telangna 500037 india		Vijaya.chandra@involutetraining.in	
15	Jnana Ganga Vidya Pith	Jagdish Parsad Yadav	Manager		9448467800	jagdishprasadyadav@gmail.com	
16	ISTC	Shubham Peheraker			9112273488		
17	Apex Institute	Anil Sharma	Proprietor		7737589125	Apexisd97@gmail.com	
18	Varujh Infotech Pvt. Ltd	Gaurav Prakash	M.D.	Kanpur Uttar Pradesh	8886634504	Skill.akyone@gmail.com	
19	Vedh Narayan Singh Sheva Sansthan	Manoj Kumar	Director	Dholpur Rajasthan	9216692269	Msharmadhholpur1@gmail.com	
20	Vedham Academy Madurai	Sundar Rajan	Admin	Tamilnadu	9787551862		
21	Voicecom Technologies Pvt. Ltd	Sunil Kumar	Director	Karol bagh New Delhi 110005	9810121038		

Annexure: Training Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training # Total		Estimated Training # Women		Estimated Training # PwD	
1	150		NA		NA	
2	150		NA		NA	
3	200		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	8	5	2	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.0	2023-24	40	10	4	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.0	2024-25	252	190	174	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

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

1. English
2. Hindi

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/N3188– DAS Set-Top Box Service Specialist	Understanding work requirements	14	16	-	-
	PC1. Collect the customers site details and carry necessary equipment and products examine the work order and site details of the customer from the superior and customer	2	2	-	-
	PC2. Identify the type of set-top box required based on customer needs (e.g., Basic, Digital, Hybrid, 4K, Multi-Room, or Portable).	2	2	-	-
	PC3. coordinate with stores department to collect the set box and other components or tools required for installation or servicing such as drilling machine, satellite meter, multi-meter	2	2	-	-
	PC4. Explain the key features and benefits of different types of set-top boxes to the customer.	2	2	-	-
	PC5. Ensure compatibility of the selected set-top box with the customer's existing television, internet, and cable infrastructure.	2	2	-	-
	PC6. Provide a brief overview of the installation and operational process for the specific set-top box type.	2	2	-	-
	PC7. Highlight additional functionalities, such as OTT integration, recording features, or 4K resolution, if applicable.	1	2	-	-
	PC8. Address customer queries regarding differences between set-top box types and recommend the most suitable option.	1	2	-	-
	Install the set top box (DAS) at customers site	8	16	-	-
	PC9. install set top box and check RF signal strength for non-digital through cable	1	2	-	-
	PC10. check Digital Signal Strength and quality (MER, BER & Power) for digital	1	2	-	-
	PC11. check distribution circuit path from distribution point to end customer and rectify loose connections	1	2	-	-
	PC12. align distribution amplifier and antenna at a correct pitch angel to ensure stable signal connectivity	1	2	-	-
	PC13. connect set top box with TV	1	2	-	-
	PC14. connect home theatre System with TV/ STB via HDMI, Audio/ Video/ Svideo/ SPDIF etc	1	2	-	-
	PC15. Demonstrate the set-top box's features and functionalities to the customer post-installation.	1	2	-	-
	PC16. Configure and activate additional services such as parental controls, language preferences, and favorite channels as per customer requirements.	1	2	-	-

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	<i>Provide field service and resolve faults in case of complaint</i>	3	6	-	-
	PC17. identify the fault responsible for unsatisfactory/interrupted service by checking wire, signal strength, connectors, set top box	1	2	-	-
	PC18. check the AC Mains output with the help of multi-meter and check the external power supply (Adaptor DC Output)	1	2	-	-
	PC19. rectify the problem and resume uninterrupted service to the satisfaction of client servicing and resolving faults	1	2	-	-
	<i>Servicing and resolving faults</i>	3	6	-	-
	PC20. fill in the technical report of the fault found in the defective set top box and send to the L2 service center where it will repair	1	2	-	-
	PC21. Ensure proper labeling and tagging of defective parts or equipment sent for repair.	1	2	-	-
	PC22. Document the resolution steps taken and share them with the relevant teams for future reference.	1	2	-	-
	<i>Collect documents and forms filled</i>	2	4	-	-
	PC23. maintain opening and closing documents for collection of material and testing	1	2	-	-
	PC24. collect necessary forms such as Customer Registration and Program Authentication Form and submit to relevant departments in the company completing documentation	1	2	-	-
	<i>Completing documentation</i>	1	2	-	-
	PC25. collect customer identity (ID) proof and Customer feedback form achieve productivity and quality targets as prescribed by company	1	2	-	-
	<i>Achieve productivity and quality targets as prescribed by company</i>	9	10	-	-
	PC26. achieve 100% installation and servicing as allotted	1	1	-	-
	PC27. rectify customer complaint at first visit itself	1	1	-	-
	PC28. offer most appropriate and cost-effective service as per customers requirement	1	1	-	-
	PC29. ensure 100% complaints resolution	1	1	-	-
	PC30. minimize material consumed for resolving the complaint/fault	1	1	-	-
	PC31. carry out the work as per standards specified for the quality	1	1	-	-
	PC32. follow the safety standards as per company's policy	1	1	-	-
	PC33. ensure 100% functioning of the set top box such as Transponder, Signal Strength, Audio and Video quality, and Remote control	1	1	-	-

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	PC34. Conduct follow-up calls or visits to ensure customer satisfaction post-service.	1	1	-	-
	PC35. Participate in regular training to stay updated on the latest DAS technology and troubleshooting		1	-	-
	NOS Total	40	60	-	-
ELE/N3189 – Customer Requirement Analysis	<i>Interacting with customer prior to visit</i>	14	21	-	-
	PC1. check customer complaint registered at customer care or installation schedule	2	1	-	-
	PC2. call customer to confirm problem and fix time for visit	2	5	-	-
	PC3. greet the customer and confirm the problem registered	2	5	-	-
	PC4. be polite and patient when interacting with customer	3	3	-	-
	PC5. check about warranty status of appliance and annual maintenance contract	3	2	-	-
	PC6. anticipate possible problems to carry tools and parts accordingly	1	3	-	-
	PC7. ascertain customer location in order to make the route plan for the day	1	2	-	-
	<i>Interacting with customer at their premises</i>	10	15	-	-
	PC8. enquire about the symptoms and history of problems in the appliance	2	2	-	-
	PC9. ask about the age of appliance and status of upkeep	3	2	-	-
	PC10. identify the problem based on customers information	2	1	-	-
	PC11. communicate the problems identified and educate on possible reasons	2	5	-	-
	PC12. inform about costs involved	1	5	-	-
	<i>Suggesting solutions to customer</i>	4	12	-	-
	PC13. discuss the problem(s) identified with customer	1	3	-	-
	PC14. suggest possible solutions and costs involved	1	3	-	-
	PC15. explain the time required and methodology for servicing necessary	1	3	-	-
	PC16. seek customers approval on further action	1	3	-	-
	<i>Achieving productivity and quality</i>	7	17	-	-
	PC17. accurately assess the problem and solution(s) necessary	1	3	-	-
	PC18. offer most appropriate and cost-effective service as per customers requirement	1	4	-	-
	PC19. communicate problem effectively in order to secure customers confidence	1	2	-	-
	PC20. ensure customer satisfaction and positive feedback	1	2	-	-
	PC21. record minimum customer complaints post service	1	2	-	-
	PC22. avoid repeat problem post service	1	2	-	-
	PC23. prepare most optimum route plan to complete daily target visits	1	2	-	-
	NOS Total	35	65	-	-
DGT/VSQ/N0101 - Employability Skills (30 hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-

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PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self- Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-

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PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
Total Marks	20	30	-	-
Grand Total	95	155		

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

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- 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 Direct Attached Storage(DAS) 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 performing 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 customer's requirements
 - Understand the process of installing and repairing DAS set-top box
 - 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 defines 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