

NOS	Element	Type of Question	Question Text	Option - 1	Option - 2	Option - 3	Option - 4	E/M/D Marking	Correct Answer	Difficulty Level (Easy/ Medium/ Difficult)
ELE/N4601: Evaluate the customer requirements and computer issues	Prepare to visit the customer	LC	Before visiting a location to resolve a technical issue, what should be done first to improve the chances of a successful service visit?	Take immediate action	Collect necessary information	Ignore available details	Delay the process	10	2	M
		CS	A service professional arrives at a customer's premises to inspect and identify the cause of a technical problem. Before beginning the inspection, the professional should ensure that proper conduct and courtesy are maintained during the visit. What is the most appropriate action in this situation?	Act quickly without interacting with the customer.	Ignore the customer's instructions and proceed independently.	Focus only on completing the task as fast as possible.	Follow professional and courteous behavior throughout the visit.	15	4	H
	Visit the customer and assess the computer Explain the action required and costs involved	DC	While inspecting a system that is not functioning properly, what should be the first step to identify the fault according to the established service procedure?	Replace all major parts immediately	Follow the prescribed troubleshooting process to identify the cause of the issue	Upgrade the operating system without checking the fault	Disconnect all cables and restart the system repeatedly	5	2	E
		Comply with the quality and safety standards								
NOS Total								30		
ELE/N3155: Install the desktop computer and its peripherals	Install the desktop computer's hardware and software	SCB	A customer has requested that a newly set up computer system be configured with a specialized accounting application required for their daily business operations. After completing the basic setup, what should the technician do next to meet the customer's requirement?	Replace the monitor with a larger one	Increase the number of USB ports	Install the required software application and verify it works properly	Change the computer's cabinet design	15	3	H
		CB	During troubleshooting, a technician finds that a connected device is not responding even though it is powered on. What should be checked first to identify the most likely cause of the issue?	The connection links and interface settings between the units	The color of the equipment casing	The brand name of the equipment	The age of the work table	10	1	M
	Test the desktop computer and its peripherals	FIB	When explaining warranty coverage for a desktop system, the technician should inform the customer that different _____ may have different warranty periods and service terms.	Parts	Passwords	Documents	Networks	5	1	E
		Educate the customer								
NOS Total								30		
ELE/N4603: Carry out repair and maintenance of a desktop computer and its peripherals	Identify issues with the desktop computer and peripherals	DC	While troubleshooting a desktop system, a technician uses a multimeter to check whether different power paths are providing the correct voltage to memory and processing sections. What is the primary purpose of this activity?	To increase the storage capacity of the system	To identify faults in power distribution paths and voltage supply sections	To improve the speed of internet connectivity	To install new software applications	5	2	E
		CS	A technician is troubleshooting a customer's system that has multiple connected devices and is unable to identify the exact cause of the issue after performing initial checks. Since the problem requires advanced analysis, the technician contacts a centralized support team and shares the observations from the customer site. Following the guidance received, the technician successfully resolves the issue. What is the primary reason for contacting the centralized support team in this situation?	To replace all connected devices without performing any checks	To delay the service visit until another technician arrives	To transfer ownership of the equipment to the customer	To obtain expert guidance for diagnosing and resolving the issue at the customer location	15	4	H
	Carry out repair and replacement activities	AR	Assertion (A): After completing the repair, the technician should clearly explain the warranty coverage and future service policy to the customer. Reason (R): Customers need to know which items are covered under warranty, the conditions of coverage, and the procedure for obtaining future support if issues arise.	Both Assertion (A) and Reason (R) are true, and Reason (R) is the correct explanation of Assertion (A).	Both Assertion (A) and Reason (R) are true, but Reason (R) is not the correct explanation of Assertion (A).	Assertion (A) is true, but Reason (R) is false.	Assertion (A) is false, but Reason (R) is true.	10	1	M
		Comply with the quality standards								
NOS Total								30		
ELE/N3153: Install laptop and its peripherals	Install the laptop	LC	While preparing a newly assembled system for use, a technician needs to load software that allows all internal and external hardware to function correctly. What should be checked first before starting the installation process?	The wallpaper and screen theme selected by the user	The color of the device casing and accessories	Compatibility between the software platform and the hardware configuration	The number of files stored on a USB drive	10	3	M
		SCB	While setting up a new laptop, a technician needs to connect additional devices for the user. Before starting the installation, the technician checks whether the devices can	Check if the devices are suitable for use with the	Arrange the devices neatly on the desk	Turn on all the devices at the same time	Record the serial numbers of the devices	15	1	H

			work properly with the laptop. What should the technician do first?	laptop						
	Install the laptop Test the laptop and peripherals	DC	After installing a portable computing device and its attached accessories, what is the most important information to explain to the customer for smooth daily usage?	Internal manufacturing process of the device	Device usage, common problem-solving steps, routine care, and safety precautions	Company profit and sales details	Software development methods used by the manufacturer	5	2	E
	Educate the customer									
NOS Total								30		
ELE/N3154: Carry out repair and maintenance of laptop and its peripherals	Identify problems with the laptop and its peripherals	CB	While troubleshooting a laptop that does not start properly, a technician uses a multimeter and a POST card. What is the primary purpose of using these tools during the diagnosis process?	To improve the processing speed of the system	To identify faults in different parts of the system and locate the source of the problem	To increase the storage capacity of the system	To install new software and drivers automatically	10	2	M
		CS	A technician has completed servicing a portable electronic device and is preparing it for final use. What is the most appropriate action before handing it over to the customer?	Follow the recommended procedure and ensure everything is fitted correctly.	Complete the work as quickly as possible without checking the arrangement.	Skip the final setup process and send it for use immediately.	Leave some sections open to make future work easier.	15	1	H
	Carry out repair and maintenance									
	Maintain and enhance professional competence	FIB	When explaining warranty coverage and future service support to a customer, the technician should clearly describe the warranty period, coverage details, and maintenance policy for the _____.	Office supplies	Room lighting	Device and its accessories	Storage cabinet	5	3	E
NOS Total								30		
ELE/N9905: Work effectively at the workplace	Communicate effectively at the workplace	DC	Which behavior reflects proper communication practices while handling work related to computer and peripheral components?	Avoiding communication whenever possible	Using unclear and inappropriate language	Ignoring established communication practices	Communicating professionally and respectfully with others	5	4	E
	Work effectively	SCB	While working on a client site, a technician is assigned to install and test several computing and peripheral system elements. Before starting the task, the technician reviews previous performance feedback and compares personal capabilities with the project targets. This helps the technician understand areas that need improvement and plan the work more effectively. What is the primary purpose of this action?	To identify personal strengths and areas for improvement in relation to work goals and targets	To increase the number of system elements installed without checking quality	To avoid communicating with team members during the task	To replace all system elements regardless of their condition	15	1	H
	Work in a disciplined and ethical manner	LC	While working on an assigned task, a team member notices a disagreement among colleagues that is affecting work progress. What should be the most appropriate action?	Avoid the situation and continue working independently	Take sides without knowing the complete facts.	Follow the proper process to understand and resolve the issue.	Delay the work until someone else handles the problem.	10	3	M
	Uphold social diversity at the workplace	CB	While working on electronic systems and interacting with customers and team members, which behavior best promotes a respectful and professional work environment?	Using language and gestures that are inclusive and respectful to everyone	Using informal terms that may exclude some individuals	Ignoring differences among people and avoiding communication	Using gestures or words that may make others uncomfortable	10	1	M
Nos Total								40		
ELE/N1002: Apply health and safety practices at the workplace	Deal with workplace hazards	FIB	While handling electronic devices in different work locations, a technician should follow organizational safe working practices and pay attention to hazard signs displayed on _____ to prevent accidents and ensure safety.	equipment and work areas	customer invoices	advertising posters	attendance sheets	5	1	E
		CB	While servicing a computer system in an area where cleaning chemicals are being used, what should a technician do before using hand tools and test equipment?	Start work immediately to save time	Follow the prescribed safety instructions, use protective gear, and handle tools carefully	Ignore warning signs if the task is urgent	Leave tools scattered around the work area for easy access	10	2	M

	Apply fire safety practices	CS	While working on several systems and related equipment at a customer site, a technician notices conditions that could increase the risk of an emergency situation. Before starting the assigned task, the technician decides to take appropriate action to ensure safety. What should the technician do?	Ignore the situation and continue the work.	Wait for someone else to handle the situation.	Finish the work quickly without checking the surroundings.	Take suitable preventive actions to reduce potential risks.	15	4	H
	Effective waste management/recycling practices	DC	While replacing faulty parts in a computer system, a technician collects damaged packaging, broken plastic pieces, and other unusable materials. What is the most appropriate action for handling materials that cannot be reused or recycled?	Mix them with reusable materials for storage	Leave them near the work area for later collection	Dispose of them according to approved waste disposal procedures	Store them inside the equipment cabinet permanently	5	3	E
Nos Total								35		
DGT/VSQ/N0102: Employability Skills (60 Hours)	Introduction to Employability Skills	LC	While diagnosing a malfunctioning computer peripheral at a client site, a technician notices that multiple issues are occurring simultaneously and the repair time is limited. What is the most effective approach to ensure a successful outcome?	Start repairing random parts immediately without analysis.	Prioritize the issues, analyze possible causes, and manage time efficiently before taking action.	Wait for someone else to identify the problem and provide instructions.	Focus only on the easiest issue and ignore the remaining problems.	10	2	M
	Constitutional values –									
	Financial and Legal Literacy	FIB	While handling customer computer components, if a technician faces unfair wage practices or workplace exploitation, the most appropriate step is to seek support through relevant _____ and legal assistance mechanisms.	entertainment programs	marketing strategies	sales targets	rights and laws	5	4	E
	Entrepreneurship	DC	While attending a customer site to install and service computer-related equipment, which practice best reflects professional personal care and workplace cleanliness standards?	Wearing clean clothes, maintaining neat appearance, and following personal hygiene practices	Ignoring personal appearance if technical work is completed on time	Ignoring personal appearance if technical work is completed on time	Eating and drinking while handling customer equipment	5	1	E
	Customer Service									
Nos Total								20		
Total								245		