

NOS	Element	Type of	Question Text	Option - 1	Option - 2	Option - 3	Option - 4	E/M/D	Correct	Difficulty	
ELE/N8107: Repair and rectify the faults in mobile Phone	Introduction and following standard repair procedure	CB	A technician is preparing to repair a smartphone motherboard at an electronics workstation. Before touching the internal components, what is the safest action to prevent damage caused by static electricity?	Disconnect the battery and use metal tools without protection	Wear an ESD wrist strap and work on an anti-static surface	Clean the motherboard using water and cotton cloth	Increase the room temperature before opening the device	6	2	M	
	Assembling and disassembling the mobile phone	DC	Which tool is most suitable for safely opening a mobile phone outer panel without damaging the foldable screen or hinge mechanism?	Hammer	Metal/Plastic case opening tool	Cutting plier	Soldering iron	4	2	E	
		FIB	To maintain water and dust resistance after device reassembly, the technician should apply proper _____ during sealing.	insulation tape	SIM tray	adhesive gasket	speaker mesh	4	3	E	
	Diagnosing the problem	CS	A technician repaired a customer's smartphone and installed a new application requested by the customer. After installation, the phone started hanging frequently, the battery drained quickly, and some functions stopped working properly. The technician decided to check the issue before performing any further repair.  What should the technician do first?	Continue using the phone without checking	Check the compatibility of the installed application with the phone	Remove all files from the phone	Replace the display of the phone	8	2	H	
	Fixing the software										
	Repairing the component or module	SCB	During the repair of a smartphone, a technician needs to remove a faulty USB power management IC from the motherboard. While using a hot air gun, the technician carefully sets the temperature to avoid damaging nearby components and successfully removes the defective part. Why is regulating the temperature important during this process?	To increase the battery charging speed automatically	To improve the mobile phone camera quality	To prevent damage to nearby circuits and components	To increase the sound output of the speaker	8		H	
		DC	After replacing a damaged charging IC in a smartphone, what should be checked to confirm that the repair work was successful?	Wallpaper settings	Screen brightness only	SIM card color	Hardware functioning and device performance	4	4	E	
	Replacing faulty component	LC	A technician checks a mobile device that repeatedly loses network connectivity even after software troubleshooting. After testing, the technician finds that the signal IC is physically damaged and cannot be repaired. What should the technician do next?	Replace the faulty signal IC with a new one	Reset only the ringtone settings	Increase the screen brightness to improve performance	Restart the device multiple times	6	1	M	
<b>NOS Total</b>								<b>40</b>			
ELE/N8104: Interact with customer and perform front end repair	Engaging with Customers	DC	What is the correct way to welcome a customer who visits a mobile repair service center for device repair?	Ignore the customer until asked	Talk loudly and casually with the customer	Ask the customer to wait without communication	Greet the customer politely and speak respectfully	4	4	E	
		FIB	A technician should understand the customer's mobile usage _____ before suggesting a suitable repair or service option.	pattern	battery	color	wallpaper	4	1	E	
	Understanding the Complaint	CB	A customer brings a smartphone that is frequently restarting after installing an unknown application from an unofficial website. What should the technician do first to identify the actual cause of the issue?	Replace the display assembly immediately	Reset the battery without checking the phone	Change the charging connector directly	Ask the customer about recent software installations and device handling	6	4	M	
		SCB	A customer visits a mobile repair center and asks about benefits available after repeated service visits. The technician explains the warranty extension plan, annual maintenance support, and how complaints can be escalated if needed. Which skill is the technician demonstrating in this situation?	Testing motherboard voltage only	Explaining customer service policies and support benefits	Replacing damaged charging connectors	Updating mobile operating system software	8	2	H	
	Performing Front-End Repair	LC	During initial checking, a customer reports that the mobile phone is not charging. After testing with another charger, the technician finds the charger is faulty while the phone charges normally with a working charger. What should be the correct action?	Replace the phone motherboard immediately	Format the phone software completely	Inform the customer that the issue is due to the faulty charger accessory	Replace the display unit	6	3	M	
		DC	During the final checking process, why should the technician test accessories like the charger and memory card in front of the customer?	To confirm that all connected items are working properly	To increase the device weight	To reduce battery backup	To change the phone software	4	1	E	
		FIB	Open the panel of the mobile phone without damaging them using proper tools and ESD-safe handling techniques.	magnetic cutting	proper opening	welding	heating	4	2	E	
		DC	What should a technician explain to a customer after replacing a mobile phone part?	The color options available for the device	The social media applications installed in the phone	The price of new mobile phone models	The warranty period and terms for the replaced part	4	4	E	
<b>NOS Total</b>								<b>40</b>			

ELE/N8121: Maintain Workplace Safety Reporting and Coordination	Quality assurance while Using equipment	LC	While performing a repair task, a technician is using a heat gun and a sharp opening tool on an electronic device. Which action would best help prevent accidents during the work?	Follow proper safety precautions while handling tools	Complete the task as quickly as possible	Use any available tool without checking its condition	Ignore minor safety risks during the repair process	6	1	M	
		CB	During a circuit board repair task, a technician uses a microscope while soldering tiny SMD components and uses tweezers to place ICs accurately on the board. What is the main reason for selecting these specific tools?	To increase the weight of the circuit board	To reduce the power supply to the mobile device	To improve accuracy and safety during delicate rework activities	To clean dust from the motherboard	6	3	M	
	Seeking assistance on unresolved faults	SCB	While repairing a smartphone with a newly introduced soldering device, a technician starts using the tool without understanding the safety instructions explained by the senior engineer. During the repair, the device overheats and damages the circuit board. What should the technician have done first to avoid this issue?	Ignore the instructions and continue the repair quickly	Receive proper guidance on the new repair process and tool usage before starting work	Use the tool based on guesswork and previous experience only	Ask another technician to complete the work without learning the process	8	2	H	
		DC	While updating the daily service register, what should a technician mainly record to help the supervisor track pending and completed repair tasks?	Mobile wallpaper preferences of customers	Brand advertisements received in the workshop	Personal opinions about repair tools	Workload details and completion status of assigned tasks	4	4	E	
	Reporting and achieving productivity target	AR	Assertion (A): After replacing a damaged charging port, the technician updates the service sheet and submits it to the supervisor before closing the task.  Reason (R): Proper documentation helps maintain service records, supports future troubleshooting, and confirms that the assigned work has been completed correctly.	Both A and R are true, and R is the correct explanation of A.	Both A and R are true, but R is not the correct explanation of A.	A is true, but R is false.	A is false, but R is true.	6	1	M	
		RT	Arrange the following steps in the correct order to achieve daily and weekly repair targets while maintaining proper coordination and reporting in a mobile device servicing environment.  1. Diagnose and repair the faulty device 2. Receive and register the customer complaint 3. Test the repaired device and update the service record 4. Deliver the repaired device after quality verification	1 → 2 → 4 → 3	2 → 3 → 1 → 4	2 → 1 → 3 → 4	3 → 1 → 2 → 4	6	3	M	
		FIB	Completing the repair and returning the device to the customer within the promised _____ helps maintain service quality and customer satisfaction.	inventory	turnaround time	warranty card	toolbox	4	2	E	
<b>NOS Total</b>								<b>40</b>			
DGT/VSQ/N0101: Employability Skills (30 Hours)	Introduction to Constitutional values – Becoming a Basic English Skills Communication Skills	LC	While repairing a smartphone, a technician notices that the customer is upset because the repair is taking longer than expected. What is the best action to show professional behavior and emotional awareness?	Ignore the customer and continue working silently	Speak rudely to finish the work quickly	Return the phone without checking the fault	Calmly explain the issue and provide an estimated repair time	6	4	M	
		Diversity & Inclusion	FIB	If a trainee in an electronic device servicing center faces unfair salary deduction or workplace exploitation, they should approach the concerned _____ for legal support and protection.	customers	authorities	suppliers	technicians	4	2	E
			Financial and Legal Literacy								
		Essential Digital Skills	DC	Which feature should be enabled on a smartphone to protect customer data during software testing and application usage?	Airplane Mode	Screen Brightness	Password or Fingerprint Lock	Silent Mode	4	3	E
	Entrepreneurship	CB	A customer visits a mobile repair center and says their smartphone battery drains very quickly after charging. What should the technician do first to handle the situation professionally and effectively?	Ignore the complaint and suggest buying a new phone	Listen carefully to the issue and ask questions about phone usage	Immediately replace the battery without checking the device	Tell the customer to visit another service center	6	2	M	
		Customer Service									
	Getting ready for apprenticeship & Jobs										
<b>Nos Total</b>								<b>20</b>			
<b>Total</b>								<b>140</b>			