

SN O	NOS	Element	Difficulty Level	Type of Question	Question	Option A	Option B	Option C	Option D	Correct Answer
1	ELE/N3101: Engage with customer for service	Interact with the customer	Easy	Direct MCQ	When a technician receives a service complaint from customer support, what should be the first step?	Replace the appliance immediately	Determine the actual cause of the complaint	Hold the customer responsible	Close the complaint without checking	B
2			Easy	Fill in the Blank	Before reaching the customer's location, the technician should _____ the customer to verify the complaint and fix a convenient appointment.	postpone	contact	avoid	transfer	B
3			Medium	Assertion-Reason	Assertion: Following the scheduled visit time improves customer satisfaction. Reason: Timely visits help build customer confidence and reduce unnecessary delays.	Both A and R are true and R is the correct explanation	Both A and R are true but R is not the correct explanation	A is true but R is false	A is false but R is true	A
4			Medium	Rearrangement	Arrange the following steps in the correct order while collecting information before troubleshooting: 1. Review maintenance records 2. Observe the reported symptoms 3. Record the age of the appliance 4. Check previous repair details.	3-1-2-4	2-1-3-4	3-2-1-4	1-3-2-4	C
5			Medium	Logical Based	Why should a technician provide preventive maintenance advice after identifying the fault?	To extend the repair duration	To minimize the chances of the same fault occurring again	To reduce paperwork	To avoid preparing a service report	B
6		Suggest possible solutions	Hard	Case Study	A technician explained the repair process, estimated cost, and completion time to the customer. After the repair, the customer refused to pay, claiming they had not agreed to the charges. What should the technician have done before starting the repair?	Started the repair immediately	Relied only on verbal discussion	Obtained the customer's clear approval before beginning the work	Ignored the customer's concern	C
7	ELE/N3112: Perform installation and repair of refrigerator	Prepare for installation of refrigerator	Easy	Direct MCQ	Before unpacking a refrigerator at the customer's premises, what should a technician do first after arriving with the installation instructions?	Verify the installation instructions and ensure the site is ready	Connect the refrigerator to the power supply	Begin assembling the refrigerator	Ignore the installation environment	A
8		Install refrigerator at customer location	Easy	Direct MCQ	Why should a technician properly dispose of packaging materials and place the refrigerator at the correct location during installation?	To ensure safe operation and efficient performance	To reduce installation time	To increase installation charges	To avoid customer interaction	A
9	ELE/N3114: Perform installation and repair of air conditioners	Diagnose, repair and replace the dysfunctional module of refrigerator	Medium	Rearrangement	Arrange the following steps in the correct order for troubleshooting a refrigerator fault: 1. Verify thermostat settings 2. Gather information from the customer 3. Carry out basic electrical checks 4. Disconnect the appliance from the power supply	2-4-1-3	4-2-1-3	2-1-4-3	1-2-4-3	A
10		Complete documentation	Hard	Case Study	After repairing a refrigerator, a technician switches it ON and leaves without demonstrating its operation, explaining maintenance practices, or informing the customer about AMC services. The customer later reports the same issue. What should the technician have done?	Finish only the repair work	Demonstrate proper operation, explain maintenance guidelines, and recommend AMC	Leave immediately after completing the repair	Only hand over the invoice	B
11		Coordinate with others w.r.t. installation and repair	Easy	Direct MCQ	Which action best demonstrates effective teamwork and coordination during refrigerator installation and repair activities?	Ignoring work-related issues	Reporting issues, coordinating with team members, and guiding junior technicians	Working completely alone	Avoiding communication with others	B
12	ELE/N3114: Perform installation and repair of air conditioners	Perform pre-installation checks	Medium	Logical Based	A technician is ready to install an air conditioner without inspecting the site or discussing the installation plan with the supervisor. What should be the technician's first course of action?	Consult the supervisor, inspect the site, and confirm installation requirements	Begin installation immediately	Install the unit at any convenient location	Postpone the installation without inspection	A
13			Easy	Direct MCQ	Before selecting the final location for installing an air conditioner, what should the technician do?	Install the AC without any inspection	Explain the pre-installation requirements to the customer and confirm the installation location	Ignore the customer's opinion	Delay the installation without planning	B
14	ELE/N3114: Perform installation and repair of air conditioners	Install the air conditioner	Medium	Rearrangement	Arrange the following activities in the correct order before starting an AC installation: 1. Verify product specifications 2. Check all accessories 3. Ensure required tools are available 4. Dispose of packaging materials safely	1-2-3-4	2-1-3-4	1-3-2-4	3-1-2-4	A
15			Medium	Assertion-Reason	Assertion: Additional refrigerant must be charged if the piping length between the indoor and outdoor units exceeds the manufacturer's recommended limit. Reason: Excessive piping length can reduce cooling efficiency unless the refrigerant quantity is adjusted.	Both A and R are true and R is the correct explanation	Both A and R are true but R is not the correct explanation	A is true but R is false	A is false but R is true	A
16		Analyze symptoms, identify and rectify faults	Hard	Case Study	During servicing, a technician detects a faulty PCB and a refrigerant gas leak. The required PCB is unavailable, and the gas leakage repair requires specialized brazing. What is the most appropriate professional action?	Close the service request without repair	Replace the PCB without arranging the required spare part	Arrange PCB repair or replacement, escalate the brazing work if required, schedule a follow-up visit, and verify the AC after repair	Inform the customer about the issue and leave the site	C
17	ELE/N3114: Perform installation and repair of air conditioners	Prepare for installation of washing machine	Easy	Direct MCQ	Before beginning the installation of a washing machine at the customer's premises, what should the technician do first?	Start the installation immediately	Consult the supervisor if required, arrive at the scheduled time, explain the installation requirements to the customer, and unpack the appliance carefully	Ignore the customer's instructions	Delay the installation without any planning	B
18			Medium	Rearrangement	Arrange the following activities in the correct order before installing a washing machine: 1. Verify product specifications 2. Check tools and accessories 3. Confirm the installation location with the customer 4. Position the washing machine correctly 5. Dispose of packaging materials responsibly	1-2-3-4-5	2-1-3-4-5	1-3-2-4-5	1-2-4-3-5	A

19	ELE/NS116: Perform installation and repair of washing machine	Install washing machine at customer location	Easy	Direct MCQ	What advice should a technician give to the customer for the safe use and longer lifespan of a washing machine?	Ignore voltage fluctuations	Operate the machine continuously without maintenance	Switch OFF the machine during voltage fluctuations, use a voltage stabilizer if required, and follow the recommended operating and maintenance practices	Clean only the exterior of the machine	C
20		Diagnose, repair and replace the faulty module of appliance	Hard	Case Study	A technician performs basic checks on a washing machine without disconnecting it from the power supply but is unable to identify the fault. What should be the most appropriate next step?	Continue troubleshooting without disconnecting the power	Disconnect the power supply, carry out systematic fault diagnosis, inspect individual components, and escalate the issue if required	Replace the washing machine immediately	Ignore the customer's complaint	B
21		Complete documentation	Medium	Rearrangement	Arrange the following steps after detecting a faulty component in a washing machine: 1. Repair or replace the faulty component 2. Reassemble the washing machine 3. Demonstrate its proper operation to the customer 4. Explain maintenance guidelines 5. Arrange a follow-up visit if the spare part is unavailable	1-5-2-3-4	1-2-3-4-5	5-1-2-3-4	1-2-4-3-5	A
22		Coordinate with others w.r.t. installation and repair	Easy	Direct MCQ	Which of the following best demonstrates effective teamwork during washing machine installation and repair work?	Ignoring unresolved technical issues	Reporting issues promptly, coordinating with team members, and assisting junior technicians	Working independently without communicating with others	Avoiding coordination with the team	B
23	DGT/NSQ/N0102 : Employability Skills (60 Hours)	Introduction to Employability Skills Constitutional values – Citizenship Basic English Skills Career Development & Goal Setting Communication Skills	Easy	Direct MCQ	A technician regularly updates skills through online learning platforms, follows ethical and eco-friendly work practices, respects colleagues and customers, manages time efficiently, and resolves workplace challenges. Which competency is being demonstrated?	Only technical skills	Employability and 21st-century professional skills	Only physical skills	Only theoretical knowledge	B
24		Diversity & Inclusion Financial and Legal Literacy	Easy	Direct MCQ	A technician communicates with customers in basic English, understands written instructions, prepares service records, works effectively in a team, and plans career growth. Which competency does this demonstrate?	Basic English, communication, teamwork, and career development skills	Only technical servicing skills	Only physical skills	Only equipment handling skills	A
25	DGT/NSQ/N0102 : Employability Skills (60 Hours)	Essential Digital Skills Entrepreneurship Customer Service	Medium	Logical Based	A technician securely uses digital applications, prepares service reports, communicates professionally through email, plans service activities, identifies business opportunities, understands customer needs, and maintains personal hygiene. Which skill set is reflected in this situation?	Only technical repair skills	Only communication skills	Digital, entrepreneurial, and customer service skills	Only business skills	C
26		Getting ready for apprenticeship & Jobs	Hard	Case Study	A job seeker creates a resume but applies for jobs without verifying the source, lacks confidence during interviews, and does not register for apprenticeship opportunities. What should the candidate do to improve the chances of getting employed?	Only prepare a resume	Prepare a professional resume, apply through reliable job portals, communicate confidently during interviews, and register for apprenticeship opportunities	Attend interviews without job preparation	Apply only through offline methods	B