

Qualification Pack



Direct Attached Storage(DAS) Set Top Box Installation & Service Technician

QP Code: ELE/Q8102

Version: 4.0

NSQF Level: 4

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ELE/Q8102: Direct Attached Storage(DAS) Set Top Box Installation & Service Technician

Brief Job Description

The individual in this job role installs the set-top box at customers premises, addresses the field serviceable complaints and coordinates with the technical team for activation of new connections.

Personal Attributes

The individual must be willing to work in the field and travel through the day from one customers premise to another. Punctuality, amenable behaviour, patience, good interpersonal relationship building, trustworthiness, integrity, and critical thinking are important attributes for this job.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ELE/N3189: Customer Requirement Analysis](#)
2. [ELE/N3188: DAS Set-Top Box Service Specialist](#)
3. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Electronics
Sub-Sector	Communication & Broadcasting
Occupation	After Sales Service
Country	India
NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7422.1203

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Minimum Educational Qualification & Experience	<p>Completed 3 year diploma after 10th (Electronics/Electrical/Mechanical) with NA of experience</p> <p>OR</p> <p>12th grade Pass (Or equivalent)</p> <p>OR</p> <p>10th grade pass with 3 Years of experience Relevant experience in communication and broadcasting</p> <p>OR</p> <p>10th grade pass with 2 Years of experience NTC/NAC</p> <p>OR</p> <p>Certificate-NSQF (Level 3.5) with 1.5 years of experience Relevant experience in communication and broadcasting</p>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	30/04/2028
NSQC Approval Date	08/05/2025
Version	4.0
Reference code on NQR	QG-04-EH-03978-2025-V4-ESSCI
NQR Version	4.0

Remarks:

NA

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ELE/N3189: Customer Requirement Analysis

Description

This NOS unit is about effectively interact with customers before and during service visits to diagnose issues, suggest solutions, ensure satisfaction, and achieve service quality and productivity targets.

Scope

The scope covers the following :

- Interacting with customer prior to visit
- Interacting with customer at their premises
- Suggesting solutions to customer
- Achieving productivity and quality

Elements and Performance Criteria

Interacting with customer prior to visit

To be competent, the user/individual on the job must be able to:

- PC1.** Check customer complaint registered at customer care or installation schedule
- PC2.** Call customer to confirm problem and fix time for visit
- PC3.** Greet the customer and confirm the problem registered
- PC4.** Be polite and patient when interacting with customer
- PC5.** Check about warranty status of appliance and annual maintenance contract
- PC6.** Anticipate possible problems to carry tools and parts accordingly
- PC7.** Ascertain customer location in order to make the route plan for the day

Interacting with customer at their premises

To be competent, the user/individual on the job must be able to:

- PC8.** Enquire about the symptoms and history of problems in the appliance
- PC9.** Ask about the age of appliance and status of upkeep
- PC10.** Identify the problem based on customers information
- PC11.** Communicate the problems identified and educate on possible reasons
- PC12.** Inform about costs involved

Suggesting solutions to customer

To be competent, the user/individual on the job must be able to:

- PC13.** Discuss the problem(s) identified with customer
- PC14.** Suggest possible solutions and costs involved
- PC15.** Explain the time required and methodology for servicing necessary
- PC16.** Seek customers approval on further action

Achieving productivity and quality

To be competent, the user/individual on the job must be able to:

- PC17.** Accurately assess the problem and solution(s) necessary

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- PC18.** Offer most appropriate and cost-effective service as per customers requirement
- PC19.** Communicate problem effectively in order to secure customers confidence
- PC20.** Ensure customer satisfaction and positive feedback
- PC21.** Record minimum customer complaints post service
- PC22.** Avoid repeat problem post service
- PC23.** Prepare most optimum route plan to complete daily target visits

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Knowledge of customer complaint handling procedures and escalation protocols.
- KU2.** Understanding how to interpret service requests, installation schedules, and maintenance history.
- KU3.** Awareness of company policies regarding warranty and annual maintenance contracts (AMC).
- KU4.** Knowledge of tools, spare parts, and materials required for common appliance issues.
- KU5.** Understanding customer service etiquette, including appropriate communication and behavior.
- KU6.** Knowledge of common appliance problems, their symptoms, and standard troubleshooting methods.
- KU7.** Awareness of pricing structures for parts and services to accurately communicate costs.
- KU8.** Understanding how to plan and optimize service routes for time and fuel efficiency.
- KU9.** Familiarity with documentation requirements, including recording feedback and complaints.
- KU10.** Awareness of service quality benchmarks and customer satisfaction metrics.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Verbal communication skills to clearly explain problems and solutions to customers.
- GS2.** Active listening to understand customer concerns and service history.
- GS3.** Customer relationship skills to build trust and handle queries with patience and empathy.
- GS4.** Time management and route planning to efficiently complete daily service calls.
- GS5.** Problem-solving ability to accurately diagnose and suggest effective solutions.
- GS6.** Decision-making skills to choose the most cost-effective and appropriate servicing method.
- GS7.** Ability to maintain composure and professionalism in difficult customer interactions.
- GS8.** Documentation and reporting skills for service details, customer feedback, and issue logs.
- GS9.** Sales and upselling skills to suggest value-added services or upgrades when relevant.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with customer prior to visit</i>	14	21	-	-
PC1. Check customer complaint registered at customer care or installation schedule	-	-	-	-
PC2. Call customer to confirm problem and fix time for visit	-	-	-	-
PC3. Greet the customer and confirm the problem registered	-	-	-	-
PC4. Be polite and patient when interacting with customer	-	-	-	-
PC5. Check about warranty status of appliance and annual maintenance contract	-	-	-	-
PC6. Anticipate possible problems to carry tools and parts accordingly	-	-	-	-
PC7. Ascertain customer location in order to make the route plan for the day	-	-	-	-
<i>Interacting with customer at their premises</i>	10	15	-	-
PC8. Enquire about the symptoms and history of problems in the appliance	-	-	-	-
PC9. Ask about the age of appliance and status of upkeep	-	-	-	-
PC10. Identify the problem based on customers information	-	-	-	-
PC11. Communicate the problems identified and educate on possible reasons	-	-	-	-
PC12. Inform about costs involved	-	-	-	-
<i>Suggesting solutions to customer</i>	4	12	-	-
PC13. Discuss the problem(s) identified with customer	-	-	-	-
PC14. Suggest possible solutions and costs involved	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. Explain the time required and methodology for servicing necessary	-	-	-	-
PC16. Seek customers approval on further action	-	-	-	-
<i>Achieving productivity and quality</i>	7	17	-	-
PC17. Accurately assess the problem and solution(s) necessary	-	-	-	-
PC18. Offer most appropriate and cost-effective service as per customers requirement	-	-	-	-
PC19. Communicate problem effectively in order to secure customers confidence	-	-	-	-
PC20. Ensure customer satisfaction and positive feedback	-	-	-	-
PC21. Record minimum customer complaints post service	-	-	-	-
PC22. Avoid repeat problem post service	-	-	-	-
PC23. Prepare most optimum route plan to complete daily target visits	-	-	-	-
NOS Total	35	65	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3189
NOS Name	Customer Requirement Analysis
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	4
Credits	7
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

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ELE/N3188: DAS Set-Top Box Service Specialist

Description

This NOS unit is about install, configure, and service set-top boxes efficiently while ensuring quality, safety, documentation, customer satisfaction, and continuous skill enhancement."

Scope

The scope covers the following :

- Understanding work requirements
- Install the set top box (DAS) at customers site
- Provide field service and resolve faults in case of complaint
- Servicing and resolving faults
- Collect documents and forms filled
- Completing documentation
- Achieve productivity and quality targets as prescribed by company

Elements and Performance Criteria

Understanding work requirements

To be competent, the user/individual on the job must be able to:

- 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
- PC2.** Identify the type of set-top box required based on customer needs (e.g., Basic, Digital, Hybrid, 4K, Multi-Room, or Portable).
- 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
- PC4.** Explain the key features and benefits of different types of set-top boxes to the customer.
- PC5.** Ensure compatibility of the selected set-top box with the customer's existing television, internet, and cable infrastructure.
- PC6.** Provide a brief overview of the installation and operational process for the specific set-top box type.
- PC7.** Highlight additional functionalities, such as OTT integration, recording features, or 4K resolution, if applicable.
- PC8.** Address customer queries regarding differences between set-top box types and recommend the most suitable option.

Install the set top box (DAS) at customers site

To be competent, the user/individual on the job must be able to:

- PC9.** Install set top box and check RF signal strength for non-digital through cable
- PC10.** Check Digital Signal Strength and quality (MER, BER & Power) for digital
- PC11.** Check distribution circuit path from distribution point to end customer and rectify loose connections

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- PC12.** Align distribution amplifier and antenna at a correct pitch angel to ensure stable signal connectivity
- PC13.** Connect set top box with TV
- PC14.** Connect home theatre System with TV/ STB via HDMI, Audio/ Video/ Svideo/ SPDIF etc
- PC15.** Demonstrate the set-top box's features and functionalities to the customer post-installation.
- PC16.** Configure and activate additional services such as parental controls, language preferences, and favorite channels as per customer requirements.

Provide field service and resolve faults in case of complaint

To be competent, the user/individual on the job must be able to:

- PC17.** Identify the fault responsible for unsatisfactory/interrupted service by checking wire, signal strength, connectors, set top box
- PC18.** Check the AC Mains output with the help of multi-meter and check the external power supply (Adaptor DC Output)
- PC19.** Rectify the problem and resume uninterrupted service to the satisfaction of client servicing and resolving faults

Servicing and resolving faults

To be competent, the user/individual on the job must be able to:

- 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
- PC21.** Ensure proper labeling and tagging of defective parts or equipment sent for repair.
- PC22.** Document the resolution steps taken and share them with the relevant teams for future reference.

Collect documents and forms filled

To be competent, the user/individual on the job must be able to:

- PC23.** Maintain opening and closing documents for collection of material and testing
- PC24.** Collect necessary forms such as Customer Registration and Program Authentication Form and submit to relevant departments in the company completing documentation

Completing documentation

To be competent, the user/individual on the job must be able to:

- PC25.** Collect customer identity (ID) proof and Customer feedback form achieve productivity and quality targets as prescribed by company

Achieve productivity and quality targets as prescribed by company

To be competent, the user/individual on the job must be able to:

- PC26.** Achieve 100% installation and servicing as allotted
- PC27.** Rectify customer complaint at first visit itself
- PC28.** Offer most appropriate and cost-effective service as per customers requirement
- PC29.** Ensure 100% complaints resolution
- PC30.** Minimize material consumed for resolving the complaint/fault
- PC31.** Carry out the work as per standards specified for the quality
- PC32.** Follow the safety standards as per company's policy
- PC33.** Ensure 100% functioning of the set top box such as Transponder, Signal Strength, Audio and Video quality, and Remote control

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- PC34.** Conduct follow-up calls or visits to ensure customer satisfaction post-service.
- PC35.** Participate in regular training to stay updated on the latest DAS technology and troubleshooting

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understanding of different types of set-top boxes (Basic, Digital, Hybrid, 4K, Multi-room, Portable)
- KU2.** Knowledge of signal quality parameters like MER (Modulation Error Ratio), BER (Bit Error Rate), and signal power.
- KU3.** Familiarity with tools and equipment used in installation and servicing (drilling machine, satellite meter, multi-meter, etc.).
- KU4.** Basic understanding of cable, antenna, and RF distribution systems.
- KU5.** Compatibility requirements between set-top boxes and various TV, internet, and cable infrastructures.
- KU6.** Procedures for documenting technical faults and preparing reports for L2 service centers.
- KU7.** Safety protocols and standards related to electrical devices and customer site work.
- KU8.** Procedures for activating and configuring services like parental controls and channel preferences.
- KU9.** Company policies on documentation, form submission, and customer identity verification.
- KU10.** Importance of post-service follow-ups and feedback collection to ensure customer satisfaction.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Ability to clearly explain technical concepts and set-top box functionalities to customers.
- GS2.** Skilled in fault diagnosis and problem-solving on-site with minimal supervision.
- GS3.** Capable of using hand tools and electronic instruments safely and accurately.
- GS4.** Strong organizational skills for maintaining documentation and inventory records.
- GS5.** Good customer service and interpersonal skills to handle queries and complaints effectively.
- GS6.** Ability to follow standard operating procedures and quality norms consistently.
- GS7.** Time management skills to ensure timely completion of installations and service calls.
- GS8.** Capability to work independently and make decisions under pressure.
- GS9.** Ability to learn and adapt to new technologies and updated DAS systems through training.
- GS10.** Attention to detail to ensure proper configuration, signal tuning, and equipment functioning.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understanding work requirements</i>	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	-	-	-	-
PC2. Identify the type of set-top box required based on customer needs (e.g., Basic, Digital, Hybrid, 4K, Multi-Room, or Portable).	-	-	-	-
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	-	-	-	-
PC4. Explain the key features and benefits of different types of set-top boxes to the customer.	-	-	-	-
PC5. Ensure compatibility of the selected set-top box with the customer's existing television, internet, and cable infrastructure.	-	-	-	-
PC6. Provide a brief overview of the installation and operational process for the specific set-top box type.	-	-	-	-
PC7. Highlight additional functionalities, such as OTT integration, recording features, or 4K resolution, if applicable.	-	-	-	-
PC8. Address customer queries regarding differences between set-top box types and recommend the most suitable option.	-	-	-	-
<i>Install the set top box (DAS) at customers site</i>	8	16	-	-
PC9. Install set top box and check RF signal strength for non-digital through cable	-	-	-	-
PC10. Check Digital Signal Strength and quality (MER, BER & Power) for digital	-	-	-	-
PC11. Check distribution circuit path from distribution point to end customer and rectify loose connections	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Align distribution amplifier and antenna at a correct pitch angel to ensure stable signal connectivity	-	-	-	-
PC13. Connect set top box with TV	-	-	-	-
PC14. Connect home theatre System with TV/ STB via HDMI, Audio/ Video/ Svideo/ SPDIF etc	-	-	-	-
PC15. Demonstrate the set-top box's features and functionalities to the customer post-installation.	-	-	-	-
PC16. Configure and activate additional services such as parental controls, language preferences, and favorite channels as per customer requirements.	-	-	-	-
<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	-	-	-	-
PC18. Check the AC Mains output with the help of multi-meter and check the external power supply (Adaptor DC Output)	-	-	-	-
PC19. Rectify the problem and resume uninterrupted service to the satisfaction of client servicing and resolving faults	-	-	-	-
<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	-	-	-	-
PC21. Ensure proper labeling and tagging of defective parts or equipment sent for repair.	-	-	-	-
PC22. Document the resolution steps taken and share them with the relevant teams for future reference.	-	-	-	-
<i>Collect documents and forms filled</i>	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. Maintain opening and closing documents for collection of material and testing	-	-	-	-
PC24. Collect necessary forms such as Customer Registration and Program Authentication Form and submit to relevant departments in the company completing documentation	-	-	-	-
<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	-	-	-	-
<i>Achieve productivity and quality targets as prescribed by company</i>	9	10	-	-
PC26. Achieve 100% installation and servicing as allotted	-	-	-	-
PC27. Rectify customer complaint at first visit itself	-	-	-	-
PC28. Offer most appropriate and cost-effective service as per customers requirement	-	-	-	-
PC29. Ensure 100% complaints resolution	-	-	-	-
PC30. Minimize material consumed for resolving the complaint/fault	-	-	-	-
PC31. Carry out the work as per standards specified for the quality	-	-	-	-
PC32. Follow the safety standards as per company's policy	-	-	-	-
PC33. Ensure 100% functioning of the set top box such as Transponder, Signal Strength, Audio and Video quality, and Remote control	-	-	-	-
PC34. Conduct follow-up calls or visits to ensure customer satisfaction post-service.	-	-	-	-
PC35. Participate in regular training to stay updated on the latest DAS technology and troubleshooting	-	-	-	-
NOS Total	40	60	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	ELE/N3188
NOS Name	DAS Set-Top Box Service Specialist
Sector	Electronics
Sub-Sector	
Occupation	After Sales Service
NSQF Level	4
Credits	7
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

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DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

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

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

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

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

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

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	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.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	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	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	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	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.



Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ELE/N3189.Customer Requirement Analysis	35	65	-	-	100	40
ELE/N3188.DAS Set-Top Box Service Specialist	40	60	-	-	100	40
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	95	155	-	-	250	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
AC	Alternating current
BER	Bit Error rate
DAS	Digital Addressable System
DC	Direct current
DTH	Direct to home
HDMI	High definition multimedia interface
LNBC	Low Noise block down converter
EPG	Electronic Program Guide
ECM	Entitlement Control Message
EMM	Entitlement Management Message
HFC	Hybrid Fibre Coax
MSO	Multi-system Operator
RF	Radio frequency

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.