



# Model Curriculum

**QP Name: DTH Set Top Box Installation & Service Technician**

**QP Code: ELE/Q8101**

**QP Version: 3.0**

**NSQF Level: 4**

**Model Curriculum Version: 3.0**

Electronics Sector Skills Council of India || 155, 2nd Floor, ESC House, Okhla Industrial Area- Phase 3, New Delhi- 110020

# Table of Contents

Training Parameters.....	3
Program Overview .....	4
Training Outcomes.....	4
Compulsory Modules.....	4
Module 1: Introduction and orientation to the role of a DTH Set Top Box Installation & Service Technician .....	6
Module 2: Process of Installing and repairing DTH set top box.....	7
Module 3: Process of engaging with the customer for service.....	9
Module 4: Soft Skills and Work Ethics.....	10
Module 5: Basic Health and Safety Practice.....	12
Module 6: Employability Skills (60 Hours) .....	14
Module 7: On-the-Job Training .....	15
Annexure.....	16
Trainer Requirements .....	17
Assessor Requirements.....	17
Assessment Strategy.....	18
References .....	20
Glossary.....	20
Acronyms and Abbreviations .....	21

## Training Parameters

<b>Sector</b>	Electronics
<b>Sub-Sector</b>	Communication and Broadcasting
<b>Occupation</b>	After Sales Service
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/8212.0402
<b>Minimum Educational Qualification and Experience</b>	8th Grade Pass + NTC (2 years after 8th) + 2 Year NAC/relevant Experience) OR 10th Grade pass + 2 Year NTC/NAC/ relevant experience OR Certificate-NSQF (Level-3 in Maintenance Technician) with 2 Years of relevant Experience OR 12th Class and 18 Years
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	27.01.2022
<b>Next Review Date</b>	27.06.2025
<b>NSQC Approval Date</b>	27.01.2022
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	27.01.2022
<b>Model Curriculum Valid Up to Date</b>	27.06.2025
<b>Model Curriculum Version</b>	3.0
<b>Maximum Duration of the Course</b>	600 Hours

## Program Overview

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills:

- Demonstrate the process of installing and repairing DTH set top box.
- Explain the importance of engaging with customer for service.
- Explain the importance of following inclusive practices for all genders and PwD at work.
- Demonstrate various practices to be followed to maintain health and safety at work.

### Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Recommended)	On-the-Job Training Duration (Mandatory)	Total Duration
<b>Bridge Module</b>	<b>06:00</b>	<b>24:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 1: Introduction and orientation to the role of a DTH Set Top Box Installation & Service Technician	06:00	24:00	00:00	00:00	30:00
<b>ELE/N8105: Installing and repairing DTH set top box</b>	<b>60:00</b>	<b>90:00</b>	<b>00:00</b>	<b>75:00</b>	<b>225:00</b>
Module 2: Process of Installing and repairing DTH set top box	60:00	90:00	00:00	75:00	225:00
<b>ELE/N8102: Engaging with customer for service</b>	<b>60:00</b>	<b>90:00</b>	<b>00:00</b>	<b>75:00</b>	<b>225:00</b>
Module 3: Process of engaging with the customer for service	60:00	90:00	00:00	75:00	225:00
<b>ELE/N9905 Work effectively at the workplace</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 4: Soft Skills and Work Ethics	15:00	15:00	00:00	00:00	30:00

<b>ELE/N1002 Apply health and safety practices at the workplace</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 5: Basic Health and Safety Practice	15:00	15:00	00:00	00:00	30:00
<b>DGT/VSQ/N0102- Employability Skills (60 Hours)</b>	<b>24:00</b>	<b>36:00</b>	<b>00:00</b>	<b>00:00</b>	<b>60:00</b>
Module 6: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
<b>Total Duration</b>	<b>180:00</b>	<b>270:00</b>	<b>00:00</b>	<b>150:00</b>	<b>600:00</b>

# Module Details

## Module 1: Introduction and orientation to the role of a DTH Set Top Box Installation & Service Technician

### Bridge Module

#### Terminal Outcomes:

- Discuss the job role of a DTH Set Top Box Installation & Service Technician.

<b>Duration: 06:00</b>	<b>Duration: 24:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the size and scope of the electronics industry and its sub-sectors.</li> <li>• Discuss the role and responsibilities of a DTH Set Top Box Installation &amp; Service Technician.</li> <li>• Describe various employment opportunities for a DTH Set Top Box Installation &amp; Service Technician.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarization with DTH Set top box and its accessories</li> </ul>
<b>Classroom Aids</b>	
Training Kit - Trainer Guide, Presentations, Whiteboard, Marker, Projector, Laptop	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Process of Installing and repairing DTH set top box

### Mapped to ELE/N8105

#### Terminal Outcomes:

- Demonstrate the process of performing installation of DTH set top box.
- Demonstrate the process of carrying out servicing and resolving of faults in DTH set top box.
- Explain the procedures of completing documentation.

<b>Duration: 60:00</b>	<b>Duration: 90:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain company's quality policies/vision on customer handling, TAT (Turnaround Time), commitment.</li> <li>• Explain installation and activation policy of the company.</li> <li>• Explain the basics of geo stationery satellite and other communication satellite.</li> <li>• Explain the importance of maintaining optimum signal strength/signal quality for good reception.</li> <li>• Explain the basics of input/output functions and block diagram of the set top box.</li> <li>• State the specifications of different kind of inputs available on TV sets such as RF, AV, RGB, VGA, USB and HDMI.</li> <li>• Describe the process of transmission of television signals and functioning of television sets, functions of the set top box and remote control.</li> <li>• Explain the basic functioning of tuners and function of Low Noise Block Down Convertor (LNBC).</li> <li>• Explain the basics of digital signals and difference in analogue and digital.</li> <li>• Describe the process of digital signal processing chain including CAS and SMS, parameters for digital signals, viz., MER, BER, C/N, CTV and CSO and proper recording of these for future</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the process performing steps to drill and fix dish antenna (LNB) at the identified location using appropriate tools.</li> <li>• Show how to align the dish correctly using the satellite meter to ensure proper signal.</li> <li>• Demonstrate the process carrying out installation of set top box and checking signal strength.</li> <li>• Demonstrate how to connect set top box with TV as per standard operating procedure (SOP).</li> <li>• Demonstrate how to connect home theatre System with TV/ STB via HDMI, Audio/ Video/ Svideo/ SPDIF, etc.</li> <li>• Demonstrate the functioning of set top box to the customer while educating about its features.</li> <li>• Show how to check the AC Mains output with the help of multi-meter and check the external power supply (Adaptor DC Output).</li> <li>• Demonstrate the process rectifying the fault so as to resume uninterrupted service to the customer satisfaction.</li> <li>• Show how to document the technical report of the fault found in the defective set top box.</li> <li>• Show how to record completion information in the ERP system.</li> </ul>

<p>reference.</p> <ul style="list-style-type: none"> <li>• List various frequently occurring faults, causes, match symptoms of the fault noticed to the cause of the problem and solutions.</li> <li>• Explain various safety standards and practices to be followed while using power connection, stair to climb, first aid etc.</li> <li>• State various Quality of Service (QoS) and End of Line (EOL) parameters and optimum range as specified by IS13420.</li> <li>• Describe the implementation process for Engineering Change Order (ECO).</li> <li>• Explain the importance of anticipating and avoiding hazards that may occur during repairs because of tools, materials used or repair processes.</li> <li>• Explain how to use hand tools such as lead tester, spanner, cutter, etc. and operate machines/meters such as drilling machine, angle meter, satellite meter, etc.</li> </ul>	
<p><b>Classroom Aids</b></p>	
<p>Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	
<p>Reflector Antenna, RJ 6 cable, Connectors, Set up box (exclusive for DTH), Remote, Tool Kit: Spanners -10,11, 12, 13mm, Ring Spanners 10,11,12,13mm, Screw drivers- Plus Minus, Drilling Machines - 8mm,10mm,12mm, For Tracking- Satellite Meter, Service Cable, Satellite Finder, For Cabling - Cable Tiles P clips, cable Preparation Tool, Others - Set up of a moving Wall (8.5'x1.25'), Compression Tool, Tape, Compass, Cable (10 mts.), Television with HDMI input &amp; output &amp; Basic Home Theatre, Multimeter, Hand tools like Tester, Spanner, Cutter, Angle, finder, Satellite Meter, Drilling, Machine, RF Strength Meter</p>	



## Module 3: Process of engaging with the customer for service

### Mapped to ELE/N8102

#### Terminal Outcomes:

- Describe the process of interacting with the customer.
- Explain the importance and need of suggesting possible solutions.

<b>Duration: 60:00</b>	<b>Duration: 90:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain company’s policies on code of conduct, organisation's culture, customer care, reporting structure and documentation policy.</li> <li>• State company’s products and recurring problems reported in consumer appliances.</li> <li>• List various precautions to be taken while handling field calls and dealing with customers.</li> <li>• Explain the importance of personal grooming with proper etiquettes at the customer's premises.</li> <li>• Explain basic electrical, mechanical modules of various appliances and electronics involved in the type of appliance.</li> <li>• Describe the models of different appliances, their common and distinguishing features, functionality of different features of appliances and new features.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to analyse the details of customer complaint registered at customer care or installation schedule.</li> <li>• Roleplay how to provide information to the customer about the warranty and problem in detail along with the precautions to be taken in order to avoid recurrence of problem.</li> </ul>
<b>Classroom Aids</b>	
Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop	
<b>Tools, Equipment and Other Requirements</b>	
Customer Application Form, Feedback Form, Packages Form, Attendance Sheet	

## Module 4: Soft Skills and Work Ethics

### Mapped to ELE/N9905

#### Terminal Outcomes:

- Work effectively at the workplace.
- Implement the practices related to gender and PwD sensitization.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• State the importance of work ethics and workplace etiquette</li> <li>• State the importance of effective communication and interpersonal skills.</li> <li>• Explain ways to maintain discipline at the workplace.</li> <li>• Discuss the common reasons for interpersonal conflict and ways of managing them effectively.</li> <li>• Discuss the importance of following organisational guidelines for dress code, time schedules, language usage and other behavioural aspects.</li> <li>• Explain the importance of working as per the workflow of the organisation to receive instructions and report problems.</li> <li>• Explain the importance of conveying information/instructions as per defined protocols to the authorised persons/team members.</li> <li>• Explain the common workplace guidelines and legal requirements on non-disclosure and confidentiality of business-sensitive information.</li> <li>• Describe the process of reporting grievances and unethical conduct such as data breaches, sexual harassment at the workplace, etc.</li> <li>• Explain the concept and importance of gender sensitivity and equality.</li> <li>• Discuss ways to create sensitivity for different genders and Persons with Disabilities (PwD).</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a sample plan to achieve organisational goals and targets.</li> <li>• Create a sample feedback form to obtain feedback from customers, colleagues etc.</li> <li>• Roleplay to demonstrate the use of professional language and behaviour that is respectful of PwD and all genders.</li> <li>• Apply organisational protocol on data confidentiality and sharing only with the authorised personnel.</li> </ul>

<ul style="list-style-type: none"><li>• Discuss ways of dealing with heightened emotions of self and others.</li></ul>	
<b>Classroom Aids</b>	
Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop	
<b>Tools, Equipment and Other Requirements</b>	
Sample Of Escalation Matrix, Organization Structure.	

## Module 5: Basic Health and Safety Practice

### Mapped to ELE/N1002

#### Terminal Outcomes:

- Apply health and safety practices at the workplace.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss job-site hazards, risks and accidents.</li> <li>• Explain the organizational safety procedures for maintaining electrical safety, handling tools and hazardous materials.</li> <li>• Elaborate on electronic waste disposal procedures.</li> <li>• Describe the process of disposal of hazardous waste</li> <li>• List the name and location of concerned people, documents and equipment for maintaining health and safety in the workplace.</li> <li>• Describe how to interpret warning signs while accessing sensitive work areas.</li> <li>• Explain the importance of good housekeeping.</li> <li>• Describe the importance of maintaining appropriate postures while lifting heavy objects.</li> <li>• List the types of fire and fire extinguishers.</li> <li>• Explain the importance of efficient utilisation of water, electricity and other resources.</li> <li>• List the common sources of pollution and ways to minimize it.</li> <li>• Describe the concept of waste management and methods of disposing hazardous waste.</li> <li>• Explain various warning and safety signs.</li> <li>• Describe different ways of preventing accidents at the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the use of protective equipment suitable as per tasks and work conditions.</li> <li>• Prepare a report to inform the relevant authorities about any abnormal situation/behaviour of any equipment/system.</li> <li>• Administer first aid in case of a minor accident.</li> <li>• Demonstrate the steps to free a person from electrocution safely.</li> <li>• Administer Cardiopulmonary Resuscitation (CPR).</li> <li>• Demonstrate the application of defined emergency procedures such as raising alarm, safe/efficient, evacuation, moving injured people, etc.</li> <li>• Prepare a sample incident report.</li> <li>• Use a fire extinguisher in case of a fire incident.</li> <li>• Demonstrate the correct method of lifting and handling heavy objects.</li> </ul>

<b>Classroom Aids</b>
Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop
<b>Tools, Equipment and Other Requirements</b>
Personal Protection Equipment: Safety Glasses, Head Protection, Rubber Gloves, Safety Footwear, Warning Signs and Tapes, Fire Extinguisher, First Aid Kit, Fire Extinguishers and Warning Signs.

## Module 6: Employability Skills (60 Hours)

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements
- Describe opportunities as an entrepreneur.
- Describe ways of preparing for apprenticeship & Jobs appropriately.

<b>Duration: 24:00</b>	<b>Duration: 36:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain constitutional values, civic rights, responsibility towards society to become a responsible citizen</li> <li>• Discuss 21<sup>st</sup> century skills</li> <li>• Explain use of basic English phrases and sentences.</li> <li>• Demonstrate how to communicate in a well-behaved manner</li> <li>• Demonstrate how to work with others</li> <li>• Demonstrate how to operate digital devices</li> <li>• Discuss the significance of Internet and Computer/ Laptops</li> <li>• Discuss the need for identifying business opportunities</li> <li>• Discuss about types of customers.</li> <li>• Discuss on creation of biodata</li> <li>• Discuss about apprenticeship and opportunities related to it.</li> </ul>	<ul style="list-style-type: none"> <li>• List different learning and employability related GOI and private portals and their usage</li> <li>• Show how to practice different environmentally sustainable practices.</li> <li>• Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, etc.</li> <li>• Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</li> <li>• Demonstrate how to communicate in a well-mannered way with others.</li> <li>• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette</li> <li>• Utilize virtual collaboration tools to work effectively</li> <li>• Demonstrate how to maintain hygiene and dressing appropriately.</li> <li>• Perform a mock interview</li> </ul>
<b>Classroom Aids</b>	
Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop	
<b>Tools, Equipment and Other Requirements</b>	
Computer, UPS, Scanner, Computer Tables, LCD Projector, Computer Chairs, White Board	
OR	
Computer Lab	

## Module 7: On-the-Job Training

### Mapped to DTH Set Top Box Installation & Service Technician

<b>Mandatory Duration: 150:00</b>	<b>Recommended Duration: 00:00</b>
<b>Location: On Site</b>	
<b>Terminal Outcomes</b> <ol style="list-style-type: none"><li>1. Explain the basics of input/output functions and block diagram of the set top box.</li><li>2. Perform steps to drill and fix dish antenna (LNB) at the identified location using appropriate tools.</li><li>3. Carry out installation of set top box and checking signal strength.</li><li>4. Connect set top box with TV as per standard operating procedure (SOP).</li><li>5. Demonstrate the functioning of set top box to the customer while educating about its features.</li><li>6. Record completion information in the ERP system.</li><li>7. Use protective equipment suitable as per tasks and work conditions.</li><li>8. Use a fire extinguisher in case of a fire incident.</li></ol>	

# Annexure

## Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma/ ITI/ Certified in relevant CITS Trade	Electronics / Electrical Engineering	1	DTH	1 year preferably	Electronics	

Trainer Certification	
Domain Certification	Platform Certification
“DTH Set Top Box Installation & Service Technician”, “ELE/Q8101, v3.0”, Minimum accepted score is 80%	Recommended that the Trainer is certified for the <b>DTH Set Top Box Installation &amp; Service Technician</b> “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2601, V2.0”, with minimum score of 80%



## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma/ ITI/ Certified in relevant CITS Trade	Electronics / Electrical/ Mechanical Engineering	2	DTH	1 year preferably	Electronics	

Assessor Certification	
Domain Certification	Platform Certification
“DTH Set Top Box Installation & Service Technician”, “ELE/Q8101, v3.0”, Minimum accepted score is 80%	Recommended that the Assessor is certified for the <b>DTH Set Top Box Installation &amp; Service Technician</b> “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, V2.0”, with minimum score of 80%

## Assessment Strategy

### 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
- The assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

### 2. Testing Environment

To ensure a conducive environment for conducting a test, the trainer will:

- 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 10 a.m. and 5 p.m. respectively
- Ensure there are 2 Assessors if the batch size is more than 30.
- 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
- The assessor must be ToA certified and the trainer must be ToT Certified
- The 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:

To verify the details submitted by the training centre, the assessor will undertake:

- A surprise visit to the assessment location
- A random audit of the batch
- A random audit of any candidate

### 6. Method for assessment documentation, archiving, and access

To protect the assessment papers and information, the assessor will ensure:

- Hard copies of the documents are stored

- 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 on the Hard drive

# References

## Glossary

Term	Description
<b>Declarative knowledge</b>	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
<b>Key Learning</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	Procedural knowledge addresses how to do something, or how to perform a
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training.</b>
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module.</b> A set of terminal outcomes help to achieve the training outcome.

## Acronyms and Abbreviations

Term	Description
ISO	International Organization for Standardization
NCO	National Occupational Standards
NOS	National Skills Qualification Committee
NSQF	National Skills Qualification Framework
OJT	On-the-Job Training
OMR	Optical Mark Recognition
PC	Performance Criteria
PwD	Persons with Disabilities
QP	Qualification Pack
SDMS	Skill Development & Management System
SIP	Skill India Portal
SME	Small and Medium Enterprises
SOP	Standard Operating Procedure
SSC	Sector Skill Council
TC	Trainer Certificate
ToA	Training of Assessors
ToT	Training of Trainers
TP	Training Provider