

Model Curriculum

DTH Set-top Box Installer and Service Technician

SECTOR: ELECTRONICS
SUB-SECTOR: COMMUNICATION & BROADCASTING
OCCUPATION: AFTER SALES SERVICES
REF. ID: ELE/Q8101, VERSION 1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

ELECTRONICS SECTOR SKILLS COUNCIL OF INDIA

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack: '**DTH Set-top Box Installer and Service Technician**'
QP No. '**ELE/Q8103 NSQF Level 4**'

Date of Issuance: **December, 2015**

Valid up to: **March, 2016**

* Valid up to the next review date of the Qualification Pack



Authorised Signatory
(Electronics Sector Skills Council of India)

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DTH Set-top Box Installer and Service Technician

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “DTH Set-top Box Installer and Service Technician”, in the “Electronics” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	DTH Set-top Box Installer and Service Technician		
Qualification Pack Name & Reference ID.	DTH Set-top Box Installer and Service Technician(ELE/Q8101 version 1.0)		
Version No.	1.0	Version Update Date	07 – 12 – 2015
Pre-requisites to Training	8th Pass* / 10th Pass / Diploma * with 2 years’ work experience		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Express excellence in customer service. • Establish Moments of Truth. • Understand the basic steps in a Service Call • Employ rapport building skills • Demonstrate valuing. • Communicate effectively. • Respond to non-verbal cues in communication. • Differentiate between the styles of communication. • Demonstrate appropriate listening skills. • Empathize to gain trust. • Take ownership and resolve problems. • Handle difficult customers. • Probe customers for better understanding 		

This course encompasses 3 out of 3 National Occupational Standards (NOS) of “DTH Set-top Box Installer and Service Technician” Qualification Pack issued by “Electronics Sector Skill Council of India”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Welcome and Introduction</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8102</p>	<ul style="list-style-type: none"> Getting to know each other o Welcoming the participants To create awareness about the company and its core values. To create Pride in the brand value of DTH o Daily Life Video o Introduction to DTH - Quiz 	Videos, PPT's, Laptop, Projector, Projector Screen, White Board, Marker, Duster, Attendance Sheet, Feedback Form, Internet
2	<p>Role Clarity</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code ELE/N9951</p>	<ul style="list-style-type: none"> To provide an Overall understanding of the process (Service Model) To help the participants get role clarity and understand their daily activities. o Work flow, Roles and Responsibilities 	Videos, PPT's, Laptop, Projector, Projector Screen, White Board, Marker, Duster, Attendance Sheet, Feedback Form, Internet
3	<p>Customer Service/Focus</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8102</p>	<ul style="list-style-type: none"> To create an understanding of customer needs and ways in which they can ensure customer satisfaction. What does customer want? How to achieve customer satisfaction? 	Customer Application Form, Feedback Form, Packages Form Props depending on Activity,
4	<p>Customer Focus</p> <p>Theory Duration (hh:mm) 05:00</p>	<ul style="list-style-type: none"> To creating an understanding of customer needs and ways in which they can ensure customer satisfaction. Promptness To establish the importance of prompt resolution 	Videos, PPT's, Laptop, Projector, Projector Screen, White Board, Marker, Duster, Attendance Sheet, Feedback Form, Internet

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8102</p>	<ul style="list-style-type: none"> To establish the importance of visiting a subscribers personal space – Their Home. Respecting Personal Space To create an understanding of active listening skills o Listening Skills 	
5	<p>Handling Dissatisfied / Irate Customer</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8102</p>	<ul style="list-style-type: none"> Understand the issue and provide resolution to issue faced by subscriber What are the customer expectations? Reasons for customer to get Irate? How to handle irate situation? 	Customer Application Form, Feedback Form, Packages Form Props depending on Activity
6	<p>DTH Installation</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8105</p>	<ul style="list-style-type: none"> Understand the procedure followed in Installation of DTH Installation Video of DTH 	For Demo: a. 1 Reflector Antenna b. RJ 6 cable c. Connectors d. Set up box (exclusive for DTH) e. Remote
7	<p>Dish Assembly</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8105</p>	<ul style="list-style-type: none"> To explain and practise the assembling the different component of Dish assembly Reflector Dish Assembly 	For Demo: a. 1 Reflector Antenna b. RJ 6 cable c. Connectors d. Set up box (exclusive for DTH) e. Remote
8	<p>Mount Assembly</p>	<ul style="list-style-type: none"> To explain the mounting, LOS, Signal Peaking etc. Mount Assembly 	Videos, PPT's, Laptop, Projector, Projector Screen, White

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8105</p>		Board, Marker, Duster, Attendance Sheet, Feedback Form, Internet
9	<p>Connectorization</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8105</p>	<ul style="list-style-type: none"> Demonstrate and Practise connectorization Connectorization of cable with box and LNBF 	Tool Kit – <ol style="list-style-type: none"> Spanners -10,11, 12, 13mm Ring Spanners- 10,11,12,13mm Screw drivers- Plus Minus, Philips Drilling Machines- 8mm,10,mm,12mm
10	<p>Signal Peaking</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8105</p>	<ul style="list-style-type: none"> To gauge the adeptness of trainees in signal peaking using Sat finder, Connectorisation tool and inclinometer Signal peaking with Sat finder 	
11	<p>HD PVR Installation and VOD connection</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p>	<ul style="list-style-type: none"> HD PVR installation To explain the difference between the boxes. To explain them the process of installing a HD/HD PVR box 	Tool Kit – <ol style="list-style-type: none"> Spanners -10,11, 12, 13mm Ring Spanners- 10,11,12,13mm Screw drivers- Plus Minus, Philips Drilling Machines- 8mm,10,mm,12mm <ol style="list-style-type: none"> For Tracking : <ol style="list-style-type: none"> Satellite Meter Service Cables Satellite Finder For cabling

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code ELE/N8105		a. Cable Tiles, P clips b. Cable Preparation Tool 2. Others: a. Set up of a moving Wall(8.5'x1.25') b. Compression Tool c. Tape d. Compass 3. Cables (10 mtrs). 4. Television with HDMI input & output & Basic Home Theatre As mentioned in NOS: Multi meter, Hand tools like Tester, Spanner, Cutter, Angle finder, Satellite Meter, Drilling Machine, RF Strength Meter
12	HD PVR Installation and VOD connection Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code ELE/N8105	<ul style="list-style-type: none"> • HD PVR Installation and VOD connection 	7. Television with HDMI input & output & Basic Home Theatre As mentioned in NOS: Multi meter, Hand tools like Tester, Spanner, Cutter, Angle finder, Satellite Meter, Drilling Machine, RF Strength Meter
13	Trouble Shooting Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code ELE/N8105	<ul style="list-style-type: none"> • Standard box o Common issues with STD boxes • Trouble Shooting steps • HD Box • Common issues with HD Box. • Trouble shooting steps • HD PVR Box o Common issues with HD PVR Box. • Trouble shooting steps 	Multi meter, Hand tools like Tester, Spanner, Cutter, Angle finder, Satellite Meter, Drilling Machine, RF Strength Meter
14	DTH Packages	<ul style="list-style-type: none"> • Understand different types of packages provided by DTH 	Videos, PPT's, Laptop, Projector, Projector Screen, White

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8105</p>		Board, Marker
15	<p>DTH Product</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8105</p>	<ul style="list-style-type: none"> Understand different products of DTH Standard, HD and HD PVR box and its features. VoDetc and its features 	Videos, PPT's, Laptop, Projector, Projector Screen, White Board, Marker
16	<p>Demo of STD Box</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code ELE/N8105</p>	<ul style="list-style-type: none"> To create an understanding of the features to be covered in the Demo Provide demonstration of STD box to Subscriber post installation 	STD Box
17	<p>Demo of HD / HD PVR box</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p>	<ul style="list-style-type: none"> To create an understanding of the features to be covered in the Demo Provide demonstration of HD/HD PVR box and VoD to Subscriber post installation 	HD / HD PVR box

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code ELE/N8105		
18	KAT & Certification Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> To Assess the training outcome Assessment questions in MCQ, Fill in the blanks, Match the following, State true or false 	
	Total Duration Theory Duration (hh:mm) 90:00 Practical Duration (hh:mm) 170:00	Unique Equipment Required: 1. Set top box, 2. Dish, 3. Television, 4. Drilling machine, 5. Satellite Meter 6. Angle Meter, 7. Multi meter, 8. Spanner, 9. Lead tester, spanner, cutter 10. RF Strength Meter, 11. QAM meter	

Grand Total Course Duration: 260 Hours 00 Minutes

This syllabus/ curriculum has been approved by Electronics Sector Skill Council

Trainer Prerequisites for Job role: “DTH Set-top Box Installer and Service Technician” mapped to Qualification Pack: “ELE/Q8101 version 1.0”

Sr. No.	Area	Details
1	Job Description	Set top box technician is responsible for installing the set top box at client's site (households) and also addresses the first level complaints and servicing, they also co-ordinates with the technical team for activation of new connections
2	Personal Attributes	The individual must be willing to work in the field and travel through the day from one customer's premise to another. Punctuality, amenable behaviour, patience, good interpersonal relationship building, trustworthiness, integrity, and critical thinking are important attributes for this Job
3	Minimum Educational Qualifications	Diploma in Electronics with at least 1-2 years of experience in installation and troubleshooting of Set Top Box and Direct to Home (DTH) systems. Should have excellent communication skills
4a	Domain Certification	Certified for Job Role: “ <u>DTH Set-top Box Installer and Service Technician</u> ” mapped to QP: “ <u>ELE/Q8101 version 1.0</u> ”. Minimum accepted score =70%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted score =70%
5	Experience	1-2 years of experience in installation and troubleshooting of Set Top Box and Direct to Home (DTH) systems

Annexure: Assessment Criteria

Assessment Criteria for “DTH Set-top Box Installer and Service Technician”	
Job Role	DTH Set-top Box Installer and Service Technician
Qualification Pack	ELE/Q8101 version 1.0
Sector Skill Council	Electronics Sector Skills Council of India

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Sr. No.	NOS No.	NOS Name	Total Marks	Marks Allocation: Skills	Marks Allocation: Knowledge	Marks Allocation: Behaviour
1	ELE/N8105	Install and repair DTH set top box	100	65	35	
2	ELE/N9951	Interact with other employees	100	60	40	
3	ELE/N8102	Comprehend customer's requirement	100	65	35	
Total:			300	190	110	
Percentage Weightage:				60%	40%	
Minimum Pass% to qualify:				70%	70%	



Electronics Sector Skill Council of India

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