



Model Curriculum

QP Name: DAS Set Top Box Installation & Service Technician

QP Code: ELE/Q8102

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 DAS Set Top Box Installation & Service Technician	6
Module 2: Process of installing and repairing DAS set-top box.....	7
Module 3: Comprehend Customer Requirement	10
Module 4: Soft Skills and Work Ethics.....	11
Module 5: Basic Health and Safety Practice.....	13
Module 6: Employability Skills (60 Hours)	15
Module 7: On-the-Job Training	16
Annexure.....	17
Trainer Requirements	17
Assessor Requirements.....	18
Assessment Strategy.....	19
References	21
Glossary.....	21
Acronyms and Abbreviations	22

Training Parameters

Sector	Electronics
Sub-Sector	Communication & Broadcasting
Occupation	After Sales Service
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7422.1203
Minimum Educational Qualification and Experience	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
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	27.01.2022
Next Review Date	27.01.2025
NSQC Approval Date	27.01.2022
QP Version	3.0
Model Curriculum Creation Date	27.01.2022
Model Curriculum Valid Up to Date	27.01.2025
Model Curriculum Version	3.0
Maximum Duration of the Course	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 DAS set-top box.
- Explain the importance of Comprehend customer requirement.
- 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
Bridge Module	06:00	24:00	00:00	00:00	30:00
Module 1: Introduction and orientation to the role of a DAS Set Top Box Installation & Service Technician	06:00	24:00	00:00	00:00	30:00
ELE/N8101: Install and repair DAS set-top box	60:00	90:00	00:00	75:00	225:00
Module 2: Process of installing and repairing DAS set-top box	60:00	90:00	00:00	75:00	225:00
ELE/N8102: Comprehend customer requirement	60:00	90:00	00:00	75:00	225:00
Module 3: Comprehend customer requirement	60:00	90:00	00:00	75:00	225:00
ELE/N9905 Work effectively at the workplace	15:00	15:00	00:00	00:00	30:00

Module 4: Soft Skills and Work Ethics	15:00	15:00	00:00	00:00	30:00
ELE/N1002 Apply health and safety practices at the workplace	15:00	15:00	00:00	00:00	30:00
Module 5: Basic Health and Safety Practice	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0102- Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Module 6: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Total Duration	180:00	270:00	00:00	150:00	600:00

Module Details

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

Bridge Module

Terminal Outcomes:

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

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

Module 2: Process of installing and repairing DAS set-top box

Mapped to ELE/N8101

Terminal Outcomes:

- Explain the importance of collecting the customers site details and carry necessary equipment and products.
- Demonstrate the process of installing the set top box (DAS) at customers site.
- Explain the importance of providing field service and resolve faults in case of complaint.
- Explain the importance of servicing and resolving faults.
- Explain the importance of collecting documents and forms filled.
- Describe the process of completing documentation.
- Explain the importance of achieving productivity and quality targets as prescribed by company.

Duration: 60:00	Duration: 90:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss companys quality policies/ vision on: Customer Handling, Turnaround Time (TAT), Commitment. • Explain organization structure and process of other departments of importance. • Explain the importance of the individual’s role in the organization. • Explain reporting structure. • Explain installation and activation policy. • Explain service model of the company. • Explain the basics of input/output functions and block diagram of the set top box. • Explain the functions of the set top box and remote control. • Explain the structure of cable, parameters and the implications on signal. • Explain basic functioning of tuners. • Explain basics of digital signals and difference in analogue and digital. • List the specifications of different kind of inputs available on TV sets 	<ul style="list-style-type: none"> • Roleplay how to 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. • Demonstrate the process of installing set top box and check RF signal strength for non-digital through cable. • Demonstrate how to align distribution amplifier. • Show how to connect set top box with TV • Show how to connect home theatre System with TV/ STB via HDMI, Audio/ Video/ Svideo/ SPDIF etc. • Prepare a sample report of the fault found in the defective set top box and send to the L2 service centre where it will repaired.

such as RF, AV, RGB, VGA, USB and HDMI.

- Explain the transmission of television signals and functioning of television sets.
- Explain basics of Digital TV signal distribution through HFC network including elements of fibre, coaxial chain and devices such as nodes, amplifier, taps, splitter, etc., from head ends to input point of consumer premises for DAS.
- Explain the concepts of modulation, demodulation, encryption, decryption, decoding, signal ingress, cross modulation, tuning, amplifying, coupling, attenuation, equalisation, digitising, etc., and their purposes.
- List commonly used terms and their meanings such as ECM, EMM, EPG-SDT, MPEG.
- List frequently occurring faults, causes and solutions.
- Explain safety standards and practices to be followed while using power connection, stair to climb, first aid
- Explain Quality of Service (QoS) and End of Line (EoL) parameters and optimum range as specified by IS13420.
- State parameters for digital signals, viz., MER, BER, C/N, CTV and CSO and proper recording of these for future reference.
- Discuss output ports of all types of set top boxes and input/ output ports of compatible products such as LCD/ LED TV, Projectors, PCs
- List the safety precautions to be followed while using set top box by customer.
- Describe the implementation process for Engineering Change Order (ECO).
- Explain how to use hand tools such as lead tester, spanner, cutter, etc.

<ul style="list-style-type: none"> • Explain how to operate machines/meters such as RF strength meter, multi-meter, QAM meter, etc. • Explain how to operate computers and software installed. 	
<p>Classroom Aids</p>	
<p>Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop</p>	
<p>Tools, Equipment and Other Requirements</p>	

Module 3: Comprehend Customer Requirement

Mapped to ELE/N8102

Terminal Outcomes:

- Explain the importance of interacting with customer prior to visit and at their premises.
- Explain the importance of suggesting solutions to customer.
- Explain the importance of achieving productivity and quality.

Duration: 60:00	Duration: 90:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain basic electrical and mechanical modules of various products. • Explain electronics involved in the type of product. • List models of different appliances and their common and distinguishing features. • Explain etiquette to be followed at customer’s premises. • List the precautions to be taken while handling field calls and dealing with customers. • Explain relevant reference sheets, manuals and documents to carry in the field. 	<ul style="list-style-type: none"> • Show how to call customer to confirm problem and fix time for visit. • Roleplay how to greet the customer and confirm the problem registered. • Show how to check about warranty status of appliance and annual maintenance contract. • Roleplay how to enquire about the symptoms and history of problems in the appliance. • Prepare most optimum route plan to complete daily target visits
Classroom Aids	
Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop	
Tools, Equipment and Other Requirements	

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

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

Classroom Aids
Training Kit (Trainer Guide, Presentations). Whiteboard, Marker, Projector, Laptop
Tools, Equipment and Other Requirements
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.

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

Module 7: On-the-Job Training

Mapped to DAS Set Top Box Installation & Service Technician

Mandatory Duration: 150:00

Recommended Duration: 00:00

Location: On Site

Terminal Outcomes

1. Explain how to coordinate with stores department to collect the set box and other components or tools required for installation.
2. Explain the functions of the set top box and remote control.
3. Explain how to connect set top box with TV.
4. Explain the transmission of television signals and functioning of television sets.
5. Explain the concepts of modulation, demodulation, encryption, decryption, decoding, signal ingress, cross modulation, tuning, amplifying, coupling, attenuation, equalisation, digitising, etc., and their purposes.
6. Explain Quality of Service (QoS) and End of Line (EoL) parameters and optimum range as specified by IS13420.
7. Explain etiquette to be followed at customer's premises.
8. Administer first aid in case of a minor accident.
9. Use a fire extinguisher in case of a fire incident.

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/ Mechanical	1	Set Top Box Installation	1 year preferably	Electronics	

Trainer Certification	
Domain Certification	Platform Certification
“DAS Set Top Box Installation & Service Technician”, “ELE/Q8102, v3.0”, Minimum accepted score is 80%	Recommended that the Trainer is certified for the DAS Set Top Box Installation & Service Technician “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	2	Set Top Box Installation	1 year preferably	Electronics	

Assessor Certification	
Domain Certification	Platform Certification
<p>“DAS Set Top Box Installation & Service Technician”, “ELE/Q8102, v3.0”, Minimum accepted score is 80%</p>	<p>Recommended that the Assessor is certified for the DAS Set Top Box Installation & Service Technician “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, V2.0”, with minimum score of 80%</p>

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
Declarative knowledge	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.
Key Learning	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).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. 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