

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	DTH Set-top Box Installer and Service Technician
QP #	ELE/Q8101
Sector Skill Council	Electronics Sector Skills Council of India



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 center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS

Element	Performance Criteria	Total Marks (300)	Out Of	Marks Allocation	
				Theory	Skills Practical
ELE/N8105 Install and repair DTH set top box					
Collecting customer details and carrying necessary equipment and products	PC1. understand the work order and site details of the customer from the superior and customer	100	5	2	3
	PC2. 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		5	2	3
Installing DTH Set Top Box	PC3. identify the location for installing the Dish Antenna (LNB) as per the specific requirements in case of DTH		5	1	4
	PC4. drill and fix dish antenna (LNB)		4	1	3
	PC5. align it correctly using the satellite meter		4	2	2
	PC6. install set top box and check signal strength		4	1	3
	PC7. connect set top box with TV		3	1	2
	PC8. connect home theatre System with TV/ STB via HDMI, Audio/ Video/ Svideo/ SPDIF, etc.		5	2	3

Servicing and resolving faults	PC9. identify the fault responsible for unsatisfactory/interrupted service by checking wire, signal strength, connectors, set top box		8	3	5	
	PC10. check the AC Mains output with the help of multi-meter and check the external power supply (Adaptor DC Output)		7	2	5	
	PC11. rectify the problem and resume uninterrupted service to the satisfaction of client		10	2	8	
	PC12. fill in the technical report of the fault found in the defective set top box and send to the L2 service centre where it will repaired		5	2	3	
Completing documentation	PC13. maintain opening and closing documents for collection of material and testing devices from the stores		6	3	3	
	PC14. collect necessary forms such as Customer Registration and Program Authentication Form and submit to relevant departments in the company		6	3	3	
	PC15. collect customer identity (ID) proof and Customer feedback form		3	1	2	
Achieving productivity, quality and safety standards	PC16. achieve 100% installation and servicing as allotted		3	0	3	
	PC17. rectify customer complaint at first visit itself		3	1	2	
	PC18. ensure zero repetitive complaints		3	1	2	
	PC19. ensure 100% complaints resolution		2	1	1	
	PC20. minimize material consumed for resolving the complaint/fault		2	1	1	
	PC21. carry out the work as per standards specified for the quality		2	1	1	
	PC22. follow the safety standards as per company's policy		2	1	1	
	PC23. ensure 100% functioning of the set top box such as Transponder, Signal Strength, Audio and Video quality, and Remote control		3	1	2	
TOTAL			100	35	65	
ELE/N9951 Interact with other employees						
Interacting with supervisor	PC1. understand work requirements, targets and incentives		100	7	3	4
	PC2. report problems identified in the field			8	4	4
	PC3. escalate customer concerns that cannot be handled on field			6	2	4
	PC4. resolve personnel issues			7	2	5
	PC5. receive feedback on work standards and customer satisfaction			6	3	3
	PC6. communicate any potential hazards at a particular location			6	2	4
	PC7. meet given targets	7		2	5	
	PC8. deliver work of expected quality despite constraints	7		2	5	

	PC9. have feedback from a happy and satisfied customer		6	2	4
Coordinating with colleagues	PC10. resolve inter-personnel conflicts and achieve smooth workflow		7	2	5
	PC11. receive spares from tool room or stores		7	2	5
	PC12. deposit faulty modules and tools to stores		6	2	4
	PC13. pass on customer complaints to colleagues in a respective geographical area		6	2	4
	PC14. assist colleagues with resolving field problems		7	2	5
	PC15. clearly demarcate roles of each team member		7	3	4
		TOTAL	100	35	65
ELE/N8102 Comprehend customer's requirement					
Interacting with customer prior to visit	PC1. check customer complaint registered at customer care or installation schedule	100	4	2	2
	PC2. call customer to confirm problem and fix time for visit		4	2	2
	PC3. greet the customer and confirm the problem registered		3	1	2
	PC4. be polite and patient when interacting with customer		3	1	2
	PC5. check about warranty status of appliance and annual maintenance contract		3	1	2
	PC6. anticipate possible problems to carry tools and parts accordingly		4	2	2
	PC7. ascertain customer location in order to make the route plan for the day		4	2	2
Interacting with customer at their premises	PC8. enquire about the symptoms and history of problems in the appliance		5	2	3
	PC9. ask about the age of appliance and status of upkeep		5	2	3
	PC10. identify the problem based on customer's information		5	2	3
	PC11. communicate the problems identified and educate on possible reasons		5	2	3
	PC12. inform about costs involved		5	2	3
Suggesting solutions to customer	PC13. discuss the problem(s) identified with customer		6	2	4
	PC14. suggest possible solutions and costs involved		7	3	4
	PC15. explain the time required and methodology for servicing necessary	6	3	3	
	PC16. seek customer's approval on further action	6	4	2	
Achieving productivity and quality	PC17. accurately assess the problem and solution(s) necessary	4	1	3	
	PC18. offer most appropriate and cost-effective service as per customer's requirement	4	1	3	

	PC19. communicate problem effectively in order to secure customer's confidence		3	1	2
	PC20. ensure customer satisfaction and positive feedback		3	1	2
	PC21. record minimum customer complaints post service		3	1	2
	PC22. avoid repeat problem post service		4	1	3
	PC23. prepare most optimum route plan to complete daily target visits		4	1	3
		TOTAL	100	40	60