

DAS SET UP BOX INSTALLATION AND SERVICE TECHNICIAN

Time: 75 Min.

MM:170

NOS	Element Name	Difficulty Level	Question	Choice A	Choice B	Choice C	Choice D	Marks
ELE/N8101: Install and repair DAS set-top box	Collect the customers site details and carry necessary equipment and products	Hard	Before starting the installation or repair, what should a DAS Set Top Box Installation & Service Technician do with the work order and site details?	Use them to personalize the customer's Wi-Fi network name.	Sell additional products and services.	Check if the customer's home has a swimming pool.	Ensure the right equipment and requirements are met.	6
ELE/N8101: Install and repair DAS set-top box	Install the set top box (DAS) at customers site	Medium	Why is it important for a DAS Set Top Box Installation & Service Technician to check RF signal strength for non-digital through cable during installation?	To recommend a new satellite dish.	To ensure the coffee machine is in working order.	To guarantee a strong Wi-Fi signal.	To ensure that non-digital cable channels can be received clearly.	5
ELE/N8101: Install and repair DAS set-top box	Install the set top box (DAS) at customers site	Medium	Which of the following is NOT part of the process for aligning the distribution amplifier during installation?	Measuring MER and BER.	Inspecting the amplification settings.	Ensuring a balanced signal distribution.	Providing recommendations for additional channels.	4
ELE/N8101: Install and repair DAS set-top box	Provide field service and resolve faults in case of complaint	Medium	How is the identification of faults, such as checking wire, signal strength, connectors, and the set-top box, typically carried out during field service?	Using a satellite dish.	Utilizing a cordless drill.	Conducting thorough inspections and testing of the components involved.	Using a multimeter.	8
ELE/N8101: Install and repair DAS set-top box	Servicing and resolving faults	Medium	How should a technician proceed after filling in the technical report for a defective set-top box and sending it to the L2 service center?	Provide troubleshooting instructions to the customer.	Offer recommendations for additional TV channels.	Wait for the L2 service center to send replacement set-top boxes.	Reconfigure the customer's Wi-Fi network.	2
ELE/N8101: Install and repair DAS set-top box	Collect documents and forms filled	Easy	What is one of the key responsibilities of a DAS Set Top Box Installation & Service Technician when it comes to maintaining opening and closing documents for collecting material and conducting testing?	Configuring the customer's Wi-Fi network.	Filling in forms related to customer feedback.	Maintaining records of material collection and testing.	Recommending new TV channels.	6
ELE/N8101: Install and repair DAS set-top box	Completing documentation	Easy	When completing documentation, which form should you collect from the customer to ensure their feedback is recorded?	Customer Satisfaction Form	Customer Identification Form	Customer Information Form	Customer Feedback Form	1
ELE/N8101: Install and repair DAS set-top box	Achieve productivity and quality targets as prescribed by company	Easy	What is the primary goal of a DAS Set Top Box Installation & Service Technician with regards to productivity and quality targets?	Achieve 50% installation and servicing	Achieve 100% installation and servicing	Achieve 75% installation and servicing	Achieve 90% installation and servicing	4
ELE/N8101: Install and repair DAS set-top box	Achieve productivity and quality targets as prescribed by company	Easy	What is the primary goal of minimizing material consumption when resolving complaints or faults?	Reducing company expenses	Enhancing the technician's work efficiency	Ensuring high-quality service	Maximizing customer dissatisfaction	4
ELE/N8102: Comprehend customer requirement	Interacting with customer prior to visit	Hard	What is the primary attribute required for a DAS Set Top Box Installation & Service Technician while interacting with the customer?	A. Technical knowledge	B. Behavioral skills	C. Understanding of various components used	D. Coordination with stores department	4
ELE/N8102: Comprehend customer requirement	Interacting with customer prior to visit	Medium	What is the importance of carrying tools and parts accordingly?	A. To avoid visiting the customer	B. To ensure customer satisfaction	C. To coordinate with the technical team	D. To address serviceable complaints	4
ELE/N8102: Comprehend customer requirement	Interacting with customer at their premises	Medium	What is the importance of diagnosing the problem accurately?	A. To avoid visiting the customer	B. To ensure customer satisfaction	C. To coordinate with the technical team	D. To address serviceable complaints	6

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ELE/N8102: Comprehend customer requirement	Interacting with customer at their premises	Medium	What is the importance of ensuring customer satisfaction?	A. To avoid visiting the customer	B. To diagnose the problem accurately	C. To coordinate with the technical team	D. To address serviceable complaints	4
ELE/N8102: Comprehend customer requirement	Suggesting solutions to customer	Medium	What step is essential when a customer experiences audio dropouts?	Verify audio settings.	Adjust the screen size.	Reboot the modem.	Replace the remote batteries.	5
ELE/N8102: Comprehend customer requirement	Suggesting solutions to customer	Easy	A customer needs their Set Top Box repaired. What's the usual timeframe for service completion?	Explain that it typically takes 2-3 business days.	Suggest that it's done instantly upon request.	Advise the customer to fix it themselves.	Propose scheduling service in a few weeks.	5
ELE/N8102: Comprehend customer requirement	Achieving productivity and quality	Easy	. A customer's TV has no signal. What's the first step in accurately assessing the issue?	Recommend checking cable connections and signal strength.	Suggest changing the TV.	Advise buying a new Set Top Box.	Propose upgrading the internet speed.	2
ELE/N8102: Comprehend customer requirement	Achieving productivity and quality	Easy	A customer experiences signal loss. How should you effectively communicate the problem to secure their confidence?	Clearly explain the signal loss issue and potential solutions.	Suggest ignoring the issue and switching channels.	Advise a complete system replacement.	Propose upgrading to a premium package.	2
ELE/N8102: Comprehend customer requirement	Achieving productivity and quality	Easy	A customer experiences a recurring remote control issue. What can you do to minimize post-service complaints?	Ensure that the remote is functioning correctly before leaving.	Suggest they purchase a new home entertainment system.	Advise them to ignore the remote control problem.	Propose a full Set Top Box replacement.	3
ELE/N9905 Work effectively at the workplace	Communicate effectively at the workplace	Hard	You encounter a technical issue during installation that you've never seen before. How should you communicate with colleagues to seek assistance and find a solution?	Exchange information about the issue, ask for help, and be open to their guidance.	Keep the issue to yourself and try to resolve it independently.	Assume your colleagues are too busy to assist.	Share minimal information about the problem.	5
ELE/N9905 Work effectively at the workplace	Work effectively	Hard	Your team is working towards a performance target, but there's confusion about the specific goals. What's the best approach to obtain clarity regarding these performance goals?	Organize a team meeting to discuss and define the performance goals and expectations to ensure alignment.	Assume that the team's performance goals are clear to everyone without the need for discussion.	Wait for your supervisor to provide detailed guidance on performance goals.	Discuss your personal performance goals with colleagues.	3
ELE/N9905 Work effectively at the workplace	Work effectively	Medium	During a team meeting, a colleague makes a mistake that affects the team's performance. How can you express your emotions appropriately and manage your response to address the mistake constructively?	Address the mistake privately, offer constructive feedback, and help the colleague understand and rectify the error without public embarrassment.	Publicly shame the colleague for the mistake to ensure it doesn't happen again.	Ignore the mistake and hope it gets resolved naturally.	Complain about the mistake to other team members.	3
ELE/N9905 Work effectively at the workplace	Maintain and enhance professional competence	Medium	A customer has specific preferences for the setup of their set-top box and TV. How can you adapt the configuration to meet their success criteria while ensuring optimal performance?	Customize the setup based on the customer's preferences, following their instructions to achieve their desired configuration and performance.	Set up the system without considering the customer's preferences.	Persuade the customer to accept the standard configuration.	Configure the system randomly without considering the customer's preferences.	5

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ELE/N9905 Work effectively at the workplace	Maintain and enhance professional competence	Medium	Your team leader has assigned you the task of researching how emerging streaming platforms might impact the demand for set-top boxes. How can you approach this task effectively?	Conduct in-depth research, analyze the impact of streaming platforms on the market, and provide a well-documented report on your findings.	Ignore the task as it seems unrelated to your current work.	Mention the task in a team meeting without conducting thorough research.	Share superficial information about streaming platforms without a detailed report.	3
ELE/N9905 Work effectively at the workplace	Work in a disciplined and ethical manner	Easy	As a Set Top Box Installation & Service Technician, which approach should you take when performing tasks to ensure they align with workplace standards, policies, and legal requirements?	Strictly adhere to workplace standards, policies, and legal requirements, even if they seem impractical or unnecessary in specific situations.	Exercise discretion in following standards and policies, considering when it's convenient or beneficial to bypass them.	Ignore workplace standards and policies if they conflict with your personal judgment or preferences.	Always prioritize completing tasks as quickly as possible, even if it means bypassing standards.	6
ELE/N9905 Work effectively at the workplace	Work in a disciplined and ethical manner	Easy	Why is it important to deliver services equally to all clients, irrespective of personal or cultural beliefs?	It demonstrates respect for diversity, prevents discrimination, and fosters an inclusive environment, enhancing overall client satisfaction.	Services should be personalized based on personal and cultural beliefs, as this is essential for creating a unique client experience.	It's not crucial to consider personal or cultural beliefs; the focus should solely be on task completion.	Equal service delivery is not feasible and may lead to conflicts; therefore, clients with differing beliefs should be avoided.	5
ELE/N9905 Work effectively at the workplace	Uphold social diversity at the workplace	Easy	How can recognizing and evaluating biased practices benefit the workplace's social diversity?	It allows the organization to address and eliminate such practices, promoting a more inclusive and diverse workforce.	Recognizing biased practices has no impact on social diversity and should be avoided to maintain the status quo.	Identifying bias practices increases workplace tension, which fosters a more competitive environment.	Recognizing biased practices is irrelevant to promoting social diversity in the workplace.	4
ELE/N9905 Work effectively at the workplace	Uphold social diversity at the workplace	Easy	Why is it important for Service Technicians to use inclusive or neutral language and gestures in their interactions at the workplace?	Using such language and gestures fosters a more inclusive and respectful environment where all employees feel valued and understood.	Exclusive language and gestures are more effective for communication.	Inclusive language may lead to confusion and should be avoided.	It's not important to use inclusive language and gestures at work.	6
ELE/N1002: Apply health and safety practices at the workplace	Deal with workplace hazards	Hard	How can job-site hazards be prevented?	By ignoring them	By implementing proper safety measures	By placing blame on others	None of the above	8
ELE/N1002: Apply health and safety practices at the workplace	Deal with workplace hazards	Medium	What is the impact of disposing electronic waste in landfills?	It can lead to soil erosion	It can cause water pollution	It can increase greenhouse gas emissions	It has no impact	7
ELE/N1002: Apply health and safety practices at the workplace	Deal with workplace hazards	Medium	What is the correct way to hold a heavy object?	With one hand	With your fingertips	With your palms facing down	With your palms facing up	5
ELE/N1002: Apply health and safety practices at the workplace	Apply fire safety practices	Medium	Which type of fire involves ordinary solid combustibles?	Class A	Class B	Class C	Class D	4
ELE/N1002: Apply health and safety practices at the workplace	Follow emergencies, rescue and first-aid procedures	Easy	What should you do in case of electric shock?	Touch the person to see if they're okay	Call for help	Pour water on the person	Leave the person alone	6
ELE/N1002: Apply health and safety practices at the workplace	Effective waste management/recycling practices 5	Easy	What are the types of waste generated in a workplace?	Recyclable and biodegradable	Non-recyclable and hazardous	Biodegradable and hazardous	Recyclable and non-recyclable	3
ELE/N1002: Apply health and safety practices at the workplace	Effective waste management/recycling practices 5	Easy	What should you do with non-recyclable material?	Leave it at your desk	Put it in the designated location	Take it home	Throw it in the recycling bin	2

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DGT/VSQ/N0102: Employability Skills (60 Hours)	Introduction to Employability Skills & Constitutional values – Citizenship	Hard	What is an important employability skill for jobs in the hospitality industry?	Technical knowledge	Attention to detail	Athletic ability	None of the above	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Becoming a Professional in the 21st Century & Basic English Skills	Hard	Why do employers value 21st century skills in employees?	Because they are trendy	Because they show that the employee is well-educated	Because they help employees work more efficiently	Because they are fun to have around	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Becoming a Professional in the 21st Century & Basic English Skills	Medium	How important is it to understand routine information in the workplace?	Not very important	Somewhat important	Very important	Extremely important	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Career Development & Goal Setting & Communication Skills	Medium	What is the importance of basing your career development plan on your aptitude?	Your aptitude helps you determine your interests and strengths	Your aptitude has no impact on your career development plan	Your aptitude determines how much money you will make in your career	Your aptitude is only important for entry-level jobs	3
DGT/VSQ/N0102: Employability Skills (60 Hours)	Diversity & Inclusion	Medium	What is the appropriate way to offer assistance to a person with a disability?	Assume they don't need help and don't offer assistance	Ask if they need help and wait for their response	Offer help without asking	Assume what they need help with and offer it without asking	1
DGT/VSQ/N0102: Employability Skills (60 Hours)	Financial and Legal Literacy	Medium	Which of the following is an example of an online financial transaction?	Withdrawing cash from an ATM	Writing a cheque	Making a payment through an e-wallet	Depositing cash in a bank	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Essential Digital Skills	Easy	What is a strong and secure password?	1234	Password	123456	PaSsW0rD	3
DGT/VSQ/N0102: Employability Skills (60 Hours)	Entrepreneurship	Easy	Which of the following is a type of entrepreneurship?	Industrial	Commercial	Social	Personal	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Customer Service	Easy	What is the best way to respond to a customer who is upset or angry?	Talk over the customer to show who is in charge	Try to calm the customer down and offer a solution to their problem	Ignore the customer's complaint and move on to the next person	Tell the customer that their problem is not important	1
DGT/VSQ/N0102: Employability Skills (60 Hours)	Getting ready for apprenticeship & Jobs	Easy	What should be the maximum length of a CV?	1 page	2 pages	3 pages	No limit	1
DGT/VSQ/N0102: Employability Skills (60 Hours)	Getting ready for apprenticeship & Jobs	Easy	What is the first step while applying for a job?	Preparing the resume	Searching for job openings	Applying to job openings	Appearing for an interview	1