

SYLLABUS/ CURRICULUM

DTH Set Top Box Installer/ Service Technician

(ELE / Q 8101)

This programme is aimed at training candidates for the job of “DTH Set Top Box Installer/ Service Technician” in the “Electronics Sector” and by the end of the programme aims at building the following key competencies amongst the learner:

1. Knowledge of DTH Technology.	2. Knowledge of installation and activation of DTH Set Top Box.
3. Knowledge of repairing of DTH Set Top Box.	4. Understanding customer dealing and customer’s requirements.
5. Basic communication skill.	

This course encompasses 3 out of 3 National Occupation Standard (NOS) of “DTH Set Top Box Installer/ Service Technician” Qualification Pack issued by Electronic Sector Skill Council.

S. No.	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
1	Introduction to DTH Technology	20	<ul style="list-style-type: none"> • Introduction to communication of Signals and VHF transmission. • Understanding of TV transmission and TV standards. • Basic concepts of Satellite communication. • Concepts of DTH Technology. 	ALL NOS
2	Install and repair DTH set-top box	50	<ul style="list-style-type: none"> • Basic Knowledge of DTH Set Top Box Architecture, block diagram and Hardware. • Basic Knowledge of Dish installation, check signal strength. • Process to activation process of DTH connection. • Identification of faults, Servicing and resolution. • Understand the work order and site details of the customer. 	ELE/N8105

			<ul style="list-style-type: none"> • Coordinate with stores department. • Installation of DTH Set Top Box. • Check the AC Mains output. • Rectify the problem and resume uninterrupted service. • Completing documentation. • Familiarity with fire safety, first aid, food safety. • Basic hygiene and other emergency handling situations. 	
3	Comprehend customer's requirement	30	<ul style="list-style-type: none"> • Basic electrical and mechanical modules of various products. • Electronics involved in the type of product. • Models of different appliances and their common and distinguishing features. • Understand how to communicate with customers. • Etiquette to be followed at customer's premises. • Precautions to be taken while handling field calls and dealing with customers. • Understand communicating in local language. • Importance of personal grooming. 	ELE/N8102
4	Interact with other employees	20	<ul style="list-style-type: none"> • Understand work requirements. • Report problems identified in the field. • Deliver work of expected quality. • Have feedback from a happy and satisfied customer. • Resolve inter-personnel conflicts and achieve smooth workflow. • Understand communicating effectively. • Understand building of team coordination. 	ELE/N9951

(This syllabus/ curriculum have been approved by "Electronics Sector Skill Council").



Total Programme Duration : 120 hours