

# Model Curriculum

## DTH Set-Top Box Installer and Service Technician

**SECTOR: ELECTRONICS**  
**SUB-SECTOR: COMMUNICATIONS & BROADCASTING**  
**OCCUPATION: AFTER SALES SERVICE**  
**REF ID: ELE/Q8101 VERSION 1.0**  
**NSQF LEVEL: 4**



## Certificate

### COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARD

Is hereby issued by the

**Electronics Sector Skills Council of India**

for

**Skilling Content : DTH Set-top Box Installer and Service Technician**

Complying to National Occupational Standards of

**Job Role/QP : DTH Set-top Box Installer and Service Technician, QP No : ELE/Q8104 Level 4**

Date of Issuance : 08<sup>th</sup> May 2017

Valid up to\* : 07<sup>th</sup> May 2018

\*Valid upto the next QP Review Date or the date  
mentioned above (whichever is earlier)



Authorized Signatory  
Electronics Sector Skills Council of India

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# DTH SET-TOP BOX INSTALLER AND SERVICE TECHNICIAN

## CURRICULUM / SYLLABUS

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

<b>Program Name</b>	<b>DTH Set-top Box Installer and Service Technician</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	ELE/Q8101 VERSION 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	07-May-2017
<b>Pre-requisites to Training</b>	8th Standard pass*/ 10 <sup>th</sup> Standard Pass / Diploma * with 2 years' work experience		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Express excellence in customer service.</li> <li>• Establish Moments of Truth.</li> <li>• Understand the basic steps in a Service Call</li> <li>• Employ rapport building skills</li> <li>• Demonstrate valuing.</li> <li>• Communicate effectively.</li> <li>• Respond to non-verbal cues in communication.</li> <li>• Differentiate between the styles of communication.</li> <li>• Demonstrate appropriate listening skills.</li> <li>• Empathize to gain trust.</li> <li>• Take ownership and resolve problems.</li> <li>• Handle difficult customers.</li> <li>• Probe customers for better understanding</li> </ul>		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Welcome Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8102</p>	<ul style="list-style-type: none"> <li>• Getting to know each other               <ul style="list-style-type: none"> <li>• Welcoming the participants</li> </ul> </li> <li>• To create awareness about the company and its core values.</li> <li>• To create Pride in the brand value of DTH               <ul style="list-style-type: none"> <li>• Daily Life Video</li> <li>• Introduction to DTH - Quiz</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Videos</li> <li>• Powerpoint</li> <li>• Laptop</li> <li>• Projector</li> <li>• Projector Screen</li> <li>• White Board</li> <li>• Marker</li> <li>• Duster</li> <li>• Attendance Sheet</li> <li>• Feedback Form</li> <li>• Internet</li> </ul>
2	<p><b>Role Clarity</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N9951</p>	<ul style="list-style-type: none"> <li>• To provide an Overall understanding of the process (Service Model)</li> <li>• To help the participants get role clarity and understand their daily activities.               <ul style="list-style-type: none"> <li>• Work flow, Roles and Responsibilities</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Videos</li> <li>• Powerpoint</li> <li>• Laptop</li> <li>• Projector</li> <li>• Projector Screen</li> <li>• White Board</li> <li>• Marker</li> <li>• Duster</li> <li>• Attendance Sheet</li> <li>• Feedback Form</li> <li>• Internet</li> </ul>
3	<p><b>Customer Service / Focus</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> ELE/N8102</p>	<ul style="list-style-type: none"> <li>• To create an understanding of customer needs and ways in which they can ensure customer satisfaction.</li> <li>• What does customer want?</li> <li>• How to achieve customer satisfaction?</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Application Form</li> <li>• Feedback Form</li> <li>• Packages Form</li> <li>• Props depending on Activity</li> </ul>
4	<p><b>Customer Focus</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8102</p>	<ul style="list-style-type: none"> <li>• To creating an understanding of customer needs and ways in which they can ensure customer satisfaction.</li> <li>• Promptness</li> <li>• To establish the importance of prompt resolution</li> <li>• To establish the importance of visiting a subscribers personal space – Their Home.</li> <li>• Respecting Personal Space</li> <li>• To create an understanding of active listening skills               <ul style="list-style-type: none"> <li>• Listening Skills</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Videos</li> <li>• Powerpoint</li> <li>• Laptop</li> <li>• Projector</li> <li>• Projector Screen</li> <li>• White Board</li> <li>• Marker</li> <li>• Duster</li> <li>• Attendance Sheet</li> <li>• Feedback Form</li> <li>• Internet</li> </ul>

5	<p><b>Handling dissatisfied /Irate customers</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8102</p>	<ul style="list-style-type: none"> <li>• Understand the issue and provide resolution to issue faced by subscriber</li> <li>• What are the customer expectations?</li> <li>• Reasons for customer to get Irate?</li> <li>• How to handle irate situation?</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Application Form</li> <li>• Feedback Form</li> <li>• Packages Form</li> <li>• Props depending on Activity</li> </ul>
6	<p><b>DTH Installation</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• Understand the procedure followed in Installation of DTH</li> <li>• Installation Video of DTH</li> </ul>	<ul style="list-style-type: none"> <li>• For Demo:             <ol style="list-style-type: none"> <li>a) Reflector Antenna</li> <li>b) RJ 6 cable</li> <li>c) Connectors</li> <li>d) Set up box (exclusive for DTH)</li> <li>e) Remote</li> </ol> </li> </ul>
7	<p><b>Dish Assembly</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• To explain and practise the assembling the different component of Dish assembly</li> <li>• Reflector Dish Assembly</li> </ul>	<ul style="list-style-type: none"> <li>• For Demo:             <ol style="list-style-type: none"> <li>a) Reflector Antenna</li> <li>b) RJ 6 cable</li> <li>c) Connectors</li> <li>d) Set up box (exclusive for DTH)</li> <li>e) Remote</li> </ol> </li> </ul>
8	<p><b>Mount Assembly</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• To explain the mounting, LOS, Signal Peaking etc.</li> <li>• Mount Assembly</li> </ul>	<ul style="list-style-type: none"> <li>• Videos</li> <li>• Powerpoint</li> <li>• Laptop</li> <li>• Projector</li> <li>• Projector Screen</li> <li>• White Board</li> <li>• Marker</li> <li>• Duster</li> <li>• Attendance Sheet</li> <li>• Feedback Form</li> <li>• Internet</li> </ul>

9	<p><b>Connectorization</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• Demonstrate and Practise connectorization</li> <li>• Connectorization of cable with box and LNBF</li> </ul>	<ul style="list-style-type: none"> <li>• Tool Kit:             <ol style="list-style-type: none"> <li>a) Spanners -10,11, 12, 13mm</li> <li>b) Ring Spanners- 10,11,12,13mm</li> <li>c) Screw drivers- Plus Minus, Philips</li> <li>d) Drilling Machines- 8mm,10,mm,12mm</li> </ol> </li> </ul>
10	<p><b>Signal Peaking</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• To gauge the adeptness of trainees in signal peaking using Sat finder, Connectorization tool and inclinometer</li> <li>• Signal peaking with Sat finder</li> </ul>	
11	<p><b>HD PVR Installation and VOD connection</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• HD PVR installation</li> <li>• To explain the difference between the boxes.</li> <li>• To explain them the process of installing a HD/HD PVR box</li> </ul>	<ul style="list-style-type: none"> <li>• Tool Kit:             <ol style="list-style-type: none"> <li>a) Spanners -10,11, 12, 13mm</li> <li>b) Ring Spanners- 10,11,12,13mm</li> <li>c) Screw drivers- Plus Minus, Philips</li> <li>d) Drilling Machines- 8mm,10,mm,12mm</li> </ol> </li> <li>• For Tracking :             <ol style="list-style-type: none"> <li>a) Satellite Meter</li> <li>b) Service Cables</li> <li>c) Satellite Finder</li> </ol> </li> <li>• For cabling:             <ol style="list-style-type: none"> <li>a) Cable Tiles, P clips</li> <li>b) Cable Preparation Tool</li> </ol> </li> <li>• Others:             <ol style="list-style-type: none"> <li>a) Set up of a moving Wall(8.5'x1.25')</li> <li>b) Compression Tool</li> <li>c) Tape</li> <li>d) Compass</li> </ol> </li> <li>• Cables (10 mtrs)</li> <li>• Television with HDMI input &amp; output &amp; Basic Home Theatre</li> </ul> <p>As mentioned in NOS: Multi meter, Hand tools like</p>

			Tester, Spanner, Cutter, Angle finder, Satellite Meter, Drilling Machine, RF Strength Meter
12	<p><b>HD PVR Installation and VOD connection</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• HD PVR Installation and VOD connection</li> </ul>	<ul style="list-style-type: none"> <li>• Television with HDMI input &amp; output &amp; Basic Home Theatre</li> </ul> <p>As mentioned in NOS:</p> <p>Multi meter, Hand tools like Tester, Spanner, Cutter, Angle finder, Satellite Meter, Drilling Machine, RF Strength Meter</p>
13	<p><b>Troubleshooting</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• Standard box <ul style="list-style-type: none"> <li>• Common issues with STD boxes</li> <li>• Trouble Shooting steps</li> </ul> </li> <li>• HD Box <ul style="list-style-type: none"> <li>• Common issues with HD Box.</li> <li>• Trouble shooting steps</li> </ul> </li> <li>• HD PVR Box <ul style="list-style-type: none"> <li>• Common issues with HD PVR Box.</li> <li>• Trouble shooting steps</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Multi meter</li> <li>• Hand tools like Tester, Spanner, Cutter</li> <li>• Angle finder</li> <li>• Satellite Meter</li> <li>• Drilling Machine</li> <li>• RF Strength Meter</li> </ul>
14	<p><b>DTH Packages</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• Understand different types of packages provided by DTH</li> </ul>	<ul style="list-style-type: none"> <li>• Videos</li> <li>• Powerpoint</li> <li>• Laptop</li> <li>• Projector</li> <li>• Projector Screen</li> <li>• White Board</li> <li>• Marker</li> </ul>
15	<p><b>DTH Product</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• Understand different products of DTH</li> <li>• Standard, HD and HD PVR box and its features.</li> <li>• VoD etc and its features</li> </ul>	<ul style="list-style-type: none"> <li>• Videos</li> <li>• Powerpoint</li> <li>• Laptop</li> <li>• Projector</li> <li>• Projector Screen</li> <li>• White Board</li> <li>• Marker</li> </ul>



16	<p><b>Demo of STD Box</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• To create an understanding of the features to be covered in the Demo</li> <li>• Provide demonstration of STD box to Subscriber post installation</li> </ul>	<ul style="list-style-type: none"> <li>• STD Box</li> </ul>
17	<p><b>Demo of HD / HD PVR Box</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/N8105</p>	<ul style="list-style-type: none"> <li>• To create an understanding of the features to be covered in the Demo</li> <li>• Provide demonstration of HD/HD PVR box and VoD to Subscriber post installation</li> </ul>	<ul style="list-style-type: none"> <li>• HD / HD PVR Box</li> </ul>
18	<p><b>KAT Certification</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> ELE/Nxxxx</p>	<ul style="list-style-type: none"> <li>• To Assess the training outcome</li> <li>• Assessment questions in MCQ, Fill in the blanks, Match the following, State true or false</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> <b>180:00</b></p> <p><b>Practical Duration</b> <b>120:00</b></p>	<p><b>Unique Equipment Required:</b></p> <ul style="list-style-type: none"> <li>• Angle Meter</li> <li>• Cable</li> <li>• Cable Ties</li> <li>• Digital Multimeter</li> <li>• Dish Antenna</li> <li>• Drill Machine</li> <li>• Line Tester</li> <li>• QAM Meter</li> <li>• RF Strength Meter</li> <li>• Safety Gloves</li> <li>• Safety Helmet</li> <li>• Safety Shoes</li> <li>• Satellite Meter</li> <li>• Screw Driver Set</li> <li>• Set Top Box</li> <li>• Spanner Set</li> <li>• Television</li> </ul>	

Grand Total Course Duration: **300 Hours 00 Minutes**

(This syllabus/ curriculum has been approved [Electronics Sector Skills Council of India](#))

## Annexure A: TRAINER Pre-Requisites

### Trainer Prerequisites for Job role: “DTH Set-top Box Installer and Service Technician” mapped to Qualification Pack: “ELE/ Q 8101 Version1.0”

Sr. No.	Area	Details
1	<b>Job Description</b>	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	<b>Personal Attributes</b>	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	<b>Minimum Educational Qualifications</b>	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	<b>Domain Certification</b>	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	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: ““SSC/1402”. Minimum accepted score =70%
5	<b>Experience</b>	1-2 years of experience in installation and troubleshooting of Set Top Box and Direct to Home (DTH) systems

## Annexure B: ASSESSMENT Criteria

<b>Assessment Criteria for DTH Set-top Box Installer and Service Technician</b>	
<b>Job Role</b>	<b>DTH Set-top Box Installer and Service Technician</b>
<b>Qualification Pack</b>	<b>ELE/ Q8101 version1.0</b>
<b>Sector Skill Council</b>	<b>Electronic</b>

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 center based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 70% in each 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.

Element	Performance Criteria	Total Marks (300)	Marks Allocation		
			Out Of	Theory	Skills Practical
<b>1. ELE/N8105 Install and repair DTH set top box</b>	PC1. understand the work order and site details of the customer from the superior and customer	<b>100</b>	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
	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
	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
	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
	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
	<b>TOTAL</b>		<b>100</b>	<b>35</b>	<b>65</b>
<b>2.</b>		<b>100</b>			
<b>ELE/N9951</b>	PC1. understand work requirements, targets and incentives		7	3	4
<b>Interact with other employees</b>	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
	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
		<b>TOTAL</b>	<b>100</b>	<b>35</b>	<b>65</b>
<b>3.</b>					
<b>ELE/N8102</b>		<b>100</b>			
<b>Comprehend</b>	PC1. check customer complaint registered at customer care or installation schedule		4	2	2
<b>customer's</b>	PC2. call customer to confirm problem and fix time for visit		4	2	2
<b>requirement</b>	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
	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
	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
	PC17. accurately assess the problem and		4	1	3

	solution(s) necessary				
	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
	<b>TOTAL</b>		<b>100</b>	<b>40</b>	<b>60</b>