


Broadband Technician QP Code: TEL/Q0102, Version: 4.0 NSQF Level: 4

Sl.No.	NSQ Name	Task Details	PC Skill	English Question	English Answer Choice	English Answer Choice	English Answer Choice	English Answer Choice	Correct Answer	Marking
1	1. TEL/N0111: Lay cable/system wiring and install equipment at customer premises		PC3. analyze installation environment and customer requirements to select the correct type of cables and connectors	The Broadband Technician arrives at a customer's home to install a new broadband connection. What should the Broadband Technician do first to ensure proper installation?	Evaluate the installation environment and customer requirements.	Check the customer's TV signal strength.	Inspect the customer's electrical wiring.	Measure the room temperature.	1	7
2			PC10. use appropriate connectors and ensure that the cables are terminated properly	After terminating a cable, what should you do to ensure a proper connection?	Plug the cable directly into the modem without testing.	Let someone else test the connection for you.	Wrap the connection point with electrical tape for extra security.	Visually inspect the connector for any damage or loose wires.	4	5
3			PC19. calculate equipment load and compare it with UPS rating	If the equipment load exceeds the UPS rating, what could be the potential consequence?	Increased network speed.	Improved signal strength.	Power outage and damage to equipment.	Reduced electricity bills.	3	5
4	2. TEL/N0112: Configure customer premises equipment and establish Broadband connectivity		PC3. configure CPE as per the base setting (i.e. gateway, mask etc.)	Which settings are typically included in configuring CPE as per base settings?	Computer keyboard layout.	IP address, gateway, subnet mask.	Internet Explorer settings.	Printer preferences.	2	5
5			PC5. ping the service provider gateway	During a service call, the Broadband Technician encounters intermittent internet disconnections. How can the Broadband Technician determine if the issue is with the service provider?	Check the customer's cable connections.	Reset the customer's router settings.	Ping the service provider gateway to verify network stability.	Install a new Wi-Fi extender.	3	10
6			PC12. perform speed test and record the data throughputs and show customer that they are as per committed plan	After performing a speed test, you need to record the data throughputs to show the customer that the speeds match their plan. How should you record the data throughputs after performing a speed test?	Take a screenshot of the speed test results and save it.	Write down the results on a piece of paper.	Verbally inform the customer of the results.	Record the results in the service log or customer profile.	4	10
7	3. TEL/N0113: Troubleshoot and Rectify Faults		PC2. test cabling using signal level meters /OTDR	Identify the following equipment. 	Optical time-domain reflectometer (OTDR)	Optical Spectrum Analyzer (OSA)	Fiber Optic Power Meter	Light Source and Power Meter (LSPM)	1	5
8			PC10. troubleshoot problems for signal loss and interference	A customer calls to report that their internet connection drops intermittently throughout the day. What is the first step you should take to troubleshoot intermittent internet connection drops?	Replace the customer's modem.	Verify the connections and cables for any loose or damaged parts.	Check the weather forecast.	Restart their computer.	2	10
9			PC13. perform network troubleshooting including ping tests, traceroute and speed tests	What does a traceroute help in identifying?	Available bandwidth.	Network congestion.	Latency issues.	DNS server status.	3	5
10	4. TEL/N0101: Organize Work and Resources as per Health and Safety Standards		PC2. perform individual role and responsibilities as per the job role while taking accountability for the work	What does taking accountability for work involve for a Broadband Technician?	Managing team schedules.	Resolving customer complaints promptly.	Documenting network outages.	Reporting equipment malfunctions.	2	5
11			PC10. identify recyclable, non-recyclable and hazardous waste	What is an example of recyclable waste in a broadband technician's work environment?	Disposable batteries.	Plastic packaging.	Broken glass components.	Chemical solvents.	1	7
12	5. TEL/N0102: Interact Effectively with Team Members and Customers		PC3. participate in decision making by providing facts and figures, giving/accepting constructive suggestions	You notice that a customer's current router is outdated and causing slow internet speeds. You need to recommend an upgrade to a newer model. How should you present your recommendation to the customer?	Simply tell the customer to buy a new router.	Explain that the current router is old without further details.	Suggest trying to reset the current router.	Provide facts and figures about the benefits of the newer model.	4	7
13			PC15. practice appropriate verbal and non-verbal communication while interacting with People with Disability (PWD)	You are assisting a customer with visual impairment who has reported a problem with their broadband connection. What is the best way to communicate with a customer who has a visual impairment?	Use hand gestures to explain the issue.	Clearly and verbally explain each step and action you are taking.	Speak louder to ensure they understand.	Show them diagrams of the issue.	2	7
14	6. DGT/VQ0N0102: Employability Skills (80 Hours)		PC4. follow environmentally sustainable practices	What is an example of environmentally sustainable practice for a Broadband Technician?	Using disposable plastic cups.	Regularly replacing equipment regardless of condition.	Recycling electronic components.	Leaving lights and equipment on when not in use.	3	5
15			CC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	During a customer service call, the Broadband Technician encounters an irate customer complaining about slow internet speeds. How should the Broadband Technician handle this situation?	Listen actively, acknowledge the customer's concerns, and offer troubleshooting steps.	Interrupt the customer to provide immediate solutions.	Tell customer to contact a different support channel.	Dismiss their complaint as normal network congestion.	1	7
<b>TOTAL MARKS</b>										<b>100</b>