

Job Role Name QP Code		Batch Name/Id	
Duration:		Max Marks:	<b>140</b>
Name of Candidate		Candidate Signature	
Assessor Name		Aadhaar Number	
Assessor Signature		Trainer Signature	
TP Name		TC Name	
TP/TC Stamp with Signature		Date	

**Instruction:**

1. All questions are compulsory
2. The question papers consist of MCQ.
3. You will be given 60 minutes
4. Please read all questions carefully
5. There is no negative marking

**TEL/N2213. Perform basic hardware and software repair of Android mobile phones and iPhones**

- 1. Which tool is essential for safely opening Android and iPhone casings? (5 Marks)**
  - A. Hot glue gun
  - B. Steel hammer
  - C. Plastic spudger
  - D. Power drill
- 2. What is the first step before repairing any mobile hardware component? (5 Marks)**
  - A. Adjust brightness
  - B. Power off device
  - C. Tap display
  - D. Charge battery
- 3. Which part is commonly replaced when a phone shows no display but powers on? (5 Marks)**
  - A. SIM tray
  - B. Display module
  - C. Earpiece grill
  - D. Back cover
- 4. What software tool is used for flashing firmware on Android devices? (5 Marks)**
  - A. Music player
  - B. Calendar app
  - C. SP Flash Tool
  - D. Photo editor
- 5. Which connector type is used in most modern iPhones for charging? (5 Marks)**
  - A. VGA port
  - B. Micro USB
  - C. Lightning port
  - D. Serial port

- 6. Which process resolves frequent app crashes due to software corruption? (5 Marks)**
- A. SIM removal
  - B. Factory reset
  - C. Screen swap
  - D. Speaker cleaning

**TEL/N2214. Perform basic hardware and software repair of Android tablets and iPads**

- 7. Which accessory is often used with iPads for precise drawing or note-taking? (5 Marks)**
- A. USB-C cable
  - B. SIM card
  - C. Earphones
  - D. Stylus pen
- 8. What should be checked if an Android tablet fails to recognize a microSD card? (5 Marks)**
- A. Card slot and format
  - B. Display module
  - C. Touchscreen calibration
  - D. Screen brightness
- 9. Which feature helps prevent overheating during heavy app usage on tablets? (5 Marks)**
- A. Factory reset
  - B. Wallpaper change
  - C. Auto-lock screen
  - D. Battery saver mode
- 10. Which setting is adjusted to improve touch response on a tablet screen? (5 Marks)**
- A. Screen timeout
  - B. Volume level
  - C. Touch sensitivity
  - D. Wi-Fi network
- 11. Which battery type is most commonly used in modern tablets? (5 Marks)**
- A. Nickel-cadmium
  - B. Alkaline
  - C. Lithium-ion
  - D. Lead-acid
- 12. Which method helps maintain tablet performance during frequent multitasking? (5 Marks)**
- A. Using a wired headset
  - B. Clearing cache and background apps
  - C. Removing the SIM card
  - D. Replacing the back cover

**TEL/N2218. Perform basic hardware and software repair of Windows laptops, MacBook, and mobile accessories**

- 13. Which device requires checking if cursor moves erratically on a MacBook? (5 Marks)**
- A. USB
  - B. RAM
  - C. Battery
  - D. Trackpad
- 14. If a Windows laptop shows a blue screen, which tool diagnoses it? (5 Marks)**
- A. Control Panel
  - B. Event Viewer

- C. Disk Cleaner
  - D. Task Manager
- 15. Which accessory should be tested if a headset produces distorted sound? (5 Marks)**
- A. Charger
  - B. Stylus
  - C. Audio jack
  - D. SIM card
- 16. What should you do if a MacBook overheats during software updates? (5 Marks)**
- A. Shut down
  - B. Remove battery
  - C. Adjust resolution
  - D. Replace keyboard
- 17. Which Windows tool helps recover accidentally deleted files? (5 Marks)**
- A. Disk Defrag
  - B. Task Manager
  - C. Recycle Bin
  - D. Device Manager
- 18. If a laptop battery drains unusually fast, which should be checked first? (5 Marks)**
- A. Cooling pad
  - B. Keyboard
  - C. Trackpad
  - D. Power settings

**TEL/N9108. Follow sustainability practices in telecom operations**

- 19. Which practice helps reduce e-waste in telecom operations? (5 Marks)**
- A. Overcharging batteries
  - B. Recycling old devices
  - C. Using single-use plastics
  - D. Ignoring faulty parts
- 20. How can energy consumption be minimized while repairing devices? (5 Marks)**
- A. Overuse air conditioning
  - B. Run all tools simultaneously
  - C. Turn off unused equipment
  - D. Keep lights on constantly
- 21. Which step ensures safe disposal of hazardous mobile components? (5 Marks)**
- A. Flush down the sink
  - B. Collect and send to e-waste facility
  - C. Throw in regular trash
  - D. Burn components
- 22. What is a sustainable practice for packaging mobile accessories? (5 Marks)**
- A. Use biodegradable or recycled packaging
  - B. Wrap in excessive plastic
  - C. Ignore packaging altogether
  - D. Use non-recyclable boxes
- 23. How can technicians reduce paper usage in operations? (5 Marks)**
- A. Print all documents
  - B. Use handwritten logs only
  - C. Make multiple paper copies
  - D. Maintain digital records
- 24. Which approach supports environmental sustainability during telecom operations? (5 Marks)**
- A. Disposing batteries in general waste

- B. Reusing spare parts
- C. Ignoring energy-efficient practices
- D. Using disposable tools frequently

**DGT/VSQ/N0102. Employability Skills (60 Hours)**

- 25. Which skill helps a technician communicate effectively with customers? (4 Marks)**
- A. Ignoring customer queries
  - B. Writing long emails
  - C. Active listening
  - D. Technical repair only
- 26. What is important for managing time during repair tasks? (4 Marks)**
- A. Prioritizing tasks
  - B. Working randomly
  - C. Leaving tasks unfinished
  - D. Multitasking without planning
- 27. Which attitude helps in learning new repair techniques? (3 Marks)**
- A. Avoiding challenges
  - B. Ignoring instructions
  - C. Complaining frequently
  - D. Willingness to learn
- 28. How can a technician show professionalism at the workplace? (3 Marks)**
- A. Ignoring safety rules
  - B. Talking loudly with peers
  - C. Maintaining punctuality
  - D. Being careless
- 29. Which skill improves teamwork among technicians? (3 Marks)**
- A. Taking all credit
  - B. Avoiding peer support
  - C. Collaboration and cooperation
  - D. Working alone only
- 30. How can a technician handle customer complaint effectively? (3 Marks)**
- A. Listening and resolving politely
  - B. Arguing with customers
  - C. Ignoring complaints
  - D. Blaming other staff

## Answer Key

1	C	11	C	21	B
2	B	12	B	22	A
3	A	13	D	23	D
4	C	14	B	24	B
5	C	15	C	25	C
6	B	16	A	26	A
7	D	17	C	27	D
8	A	18	D	28	C
9	D	19	B	29	C
10	C	20	C	30	A