Task 3 – Carry out maintenance

You must:

a) Discuss the fault with the customer, investigate and diagnose.

You must discuss the central heating fault with your tutor/assessor to determine the cause of the fault and suggest appropriate methods for repair. You will be assessed on your ability to ask relevant questions to determine fault and to select a suitable solution.

Your tutor/assessor will act as the customer during the maintenance discussion and record any feedback on the Practical Observation Form.

You will inspect a pre-installed operational central heating system with faults placed on various components within the system for you to diagnose and locate.

You will be required to carry out testing to identify **one** fault as given by your tutor/assessor and replace the faulty component. If you do not initially identify the fault component, you are allowed to be prompted by your tutor/assessor but this must be reflected in the marking.

Once you have diagnosed the fault, you should check with your tutor/assessor to ensure this has been done correctly. Should you require additional feedback and guidance this should be reflected in the marking.

b) Produce a written report detailing the maintenance activity.

Once fault diagnosis is confirmed, you must produce a written report detailing the maintenance activity to include:

- Details of the fault
- How to repair the fault
- Detailed process of how you will repair the system

c) Repair and rectify fault

This task requires you to:

- Isolate and/or drain down the heating system safely
- Apply temporary continuity bonding
- Install replacement component as required
- Refill system and commission to ensure no leaks are evident
- Wire the component

Conditions of assessment:

- The time allocated for this task is 3 hours
- You must carry out the task on your own, under controlled conditions.

What must be produced for marking:

- A written report of the maintenance activity.

Additional evidence of your performance that must be captured for marking:

- Tutor/assessor observations of:
    - Discussion with customer
    - Fault diagnosis
    - Rectification of fault

- Photographs taken by your tutor/assessor at various stages of the task.

Get in touch

The City & Guilds Quality team are here to answer any queries you may have regarding your T Level Technical Qualification delivery.

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