Level 1 Fundamentals of computing systems and customer care (7266/7267-111)

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e-Quals
Assignment guide for Candidates
Assignment A

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Level 1 Fundamentals of computing systems and customer care (7266/7267-111) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 1 Fundamentals of computing systems and customer care (7266/7267-111).

Health and safety

You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance

The recommended time allowance for this assignment is **3 hours**.

Level 1 Fundamentals of computing systems and customer care (7266/7267-111)

Candidate instructions

Time allowance: 3 hours

Assignment set up:

This assignment is made up of **three** tasks

- Task A – Check equipment and prepare for installation
- Task B – Protect data and install software
- Task C – Demonstrate customer care skills.

Scenario

You have been requested to repair a PC. In your discussions with the customer, the problem described indicates that the computer is doing unusual things. For example, it always runs very slowly, gives low memory indications and downloads slowly when connected to the Internet. Your customer also complains that they get discomfort in their wrists and neck while using the PC. The computer needs to be protected and this will mean that you need to install some software on to the PC. Before you add any software, you have been told that you must first find out what hardware and software is already present. After the installation, you are required to carry out some basic PC maintenance to ensure that the PC will run smoothly. You will also need to show the customer how they should have their computer arranged for good body ergonomics.

Task A – Check equipment and prepare for installation

Q1 List the functions of **three** components that make up a PC.

1 Identify and list the equipment supplied by the customer and visually check for apparent damage.

2 Disconnect the PC from the power source.

Q2 State **two** of the **main** requirements of legislation required for handling hazardous substances.

Q3 State **one** possible risk caused by mains voltages.

Q4 State **one** responsibility of an employee under Health and Safety legislation.

Q5 State why it is important to do a Portable Appliance Test (PAT) test.

3 Examine the printer and decide which cable you need to connect it to the base unit. Select the correct cable from the cables provided.

4 Inspect the printer, base unit and cable connectors for dirt and damage; clean them using compressed air.

5 Connect the printer to the base unit.

6 Visually inspect the system power cables (ie base unit, printer, monitor etc) and plug them in. Ask your Assessor to check the connections before continuing.

Task B – Protect data and install software

1 Power up the PC and complete the ICT system log for any installed software.

Q6 State the reason why it is important to maintain system backups.

2 Install the printer driver and support software from the installation medium provided.

3 Take a backup to safeguard the customer's data.

4 Install the anti-virus software given to you and configure as instructed.

5 Identify the version of anti-virus software installed and log its details.

Q7 State a basic requirement of current data protection legislation.

6 Run an anti-virus system check and produce a screen print showing the results of the virus scan.

Q8 Suggest **three** other solutions for the prevention of further risks.

Task C – Demonstrate customer care skills

1 Using the information obtained in Task B5, identify **three** shareware or freeware alternatives of the software suitable for the upgrade.

2 Show the customer the best seating position, use of keyboard and mouse to avoid strain injuries when using their computer.

3 Talk to the customer using appropriate language and listening skills to answer customer questions in relation to setting up or adjusting their workstation for safe and comfortable use.

Q9 For **three** of the following components, state the correct method of disposal:

- CMOS battery
- CD/DVD Drive
- Toner cartridge
- CRT monitor
- Hard Disk Drive.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

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