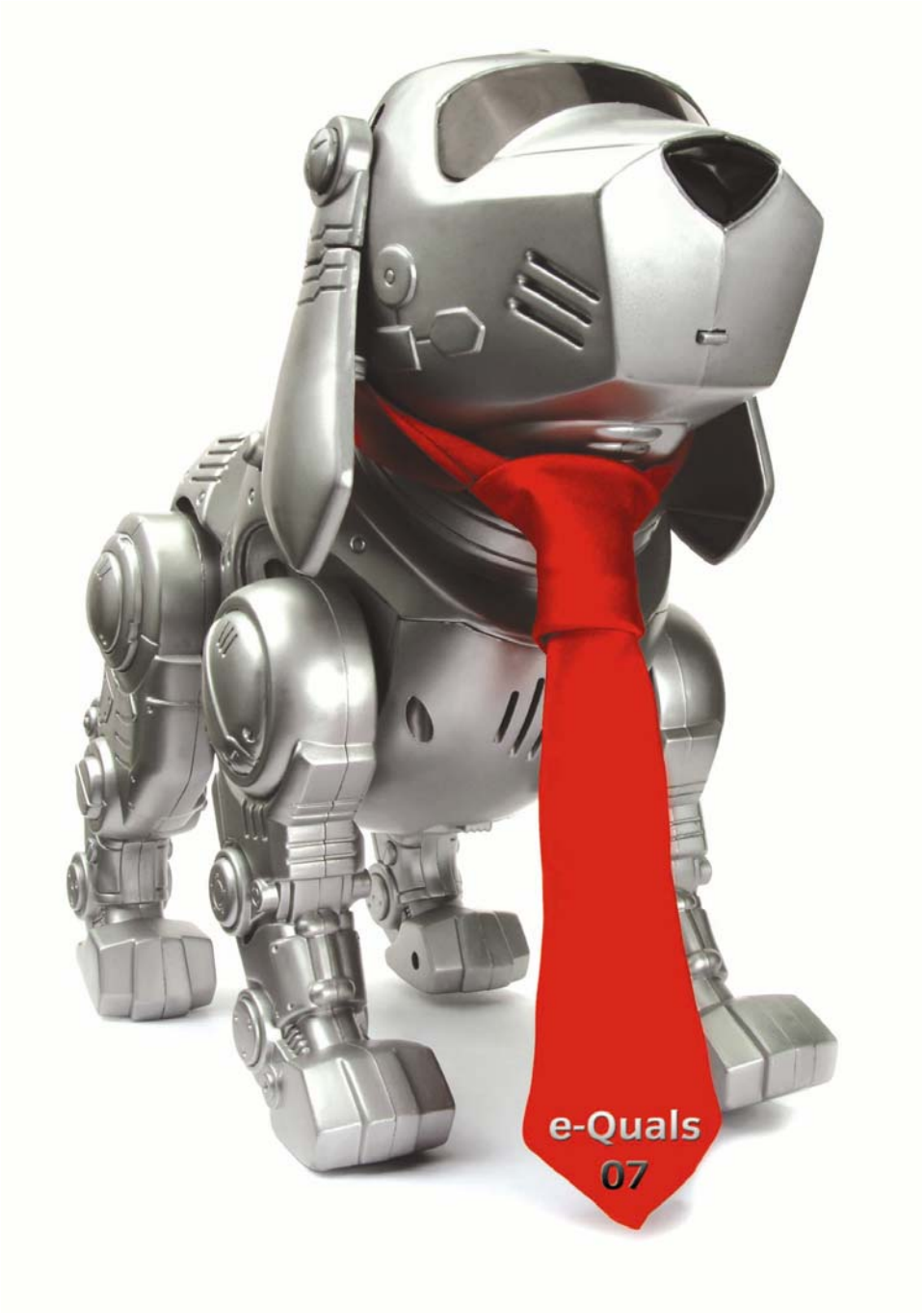
Level 1 Fundamentals of computing systems and customer care (7266/7267-111)

www.cityandguilds.com/e-quals07
January 2009
Version 2.0

e-Quals
Assignment guide for Candidates
Assignment C



About City & Guilds
City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group
The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities
City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright
The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* on the City & Guilds website also apply.

Please note: National Occupational Standards are not © City & Guilds Limited. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications
City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of publication. However, City & Guilds products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)20 7294 2800
F +44 (0)20 7294 2400
www.cityandguilds.com
learnersupport@cityandguilds.com

Contents

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

Introduction – Information for Candidates	2
Candidate instructions	3

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

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 – Identify customer needs and prepare the PC for installation
- Task B – install hardware and software on the PC
- Task C – perform routine maintenance on the PC.

Scenario

You are attending a customer's premises with your supervisor, with whom you can ask questions about the job. The customer has had a major problem on their PC and everything on the hard disk has been lost. The customer seemed very annoyed while they were talking to your supervisor. You have been given instructions to test the hard disk and fix it by installing a new hard disk drive onto the PC. You must also perform routine cleaning/maintenance in line with the normal company schedule and install the operating system. You will also need to install an updated video driver, firewall and anti-malware. Your supervisor will give you the floppy disk drives with the files on and advise you which drivers are which. Keep notes of everything you do as at the end you will need to complete a job sheet.

Task A

Q1 State the main difference between a PC for home use and a PC for business use.

Q2 State **two** reasons why you should arrive at the customer's premises at the time arranged.

Q3 State **two** ways of dealing with an annoyed customer.

Q4 List **two** benefits teamwork will have for a successful business.

Q5 State a reason for using open and closed questions.

1 Boot-up the PC to confirm that the data on the hard disk has been lost.

2 Shut down the PC.

3 Disconnect the PC from the power source.

Q6 State the reason why it is important to protect against ESD.

4 Take ESD precautions; then remove the cover of the PC.

Task B

1 Replace the hard disk with the new one provided.

2 Re-fit the cover of the PC.

Q7 State the difference between hardware and software.

3 Connect and power up the PC to check for any problems with the installation.

4 Install the Operating System provided using default settings.

5 Install an updated video driver and take a screen print.

Q8 State the reason why it is important to use a firewall.

6 Install and configure the firewall and anti-malware software provided using default settings. Produce a screen print for evidence.

7 Configure the anti-malware to update itself at 9 am every morning and run a full system scan at 3 pm everyday. Produce a screen print for evidence.

Q9 State the reason why it is important to update anti-virus software regularly.

Task C

1 Suitably pack the old hard drive and hand it to the customer.

Q10 State a reason why it is important to safeguard data.

Q11 Identify **three** things that can be done to safeguard data.

2 Clean the PC case and monitor with appropriate equipment.

Q12 Identify **two** different storage media for backing up data and state why you would use that media.

3 Complete the job sheet provided and hand it to your assessor.

4 Hand all paperwork and removable storage media to your Assessor. Ensure that your name is clearly identified on your work.

5 Sign above your name and hand all paperwork to your Assessor.

End of assignment

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com

City & Guilds is a company registered in England and Wales (company number 16513878)