Level 1 Fundamentals of computing systems and customer care (7266/7267/7276-111)

www.cityandguilds.com/e-quals07
August 2010
Version 4.0

e-Quals (QCF)
Assignment guide for Candidates
Assignment B

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)844 533 0000
F +44 (0)20 7294 2400
www.cityandguilds.com
centresupport@cityandguilds.com

Contents

Level 1 Fundamentals of computing systems and customer care (7266/7267/7276-111)

Introduction – Information for Candidates	2
Candidate instructions	3

Level 1 Fundamentals of computing systems and customer care (7266/7267/7276-111) Assignment B

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 1 Fundamentals of computing systems and customer care (7266/7267/7276-111).

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 (7266/7267/7276-111)

Candidate instructions

Time allowance: 3 hours

Assignment set up:

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

- Task A – Identify customer needs
- Task B – Install and dispose of equipment
- Task C – Demonstrate good health and safety practice and security issues of a PC

Scenario

You have been assigned a task to attend a customer's home to replace an old sound card in their computer and to add speakers and a microphone. You will need to ask the customer appropriate questions to identify which multimedia files they need to play. Part of the process will include the installation of multimedia software and configuration settings so that it will play the file types requested by the customer.

After you have completed the upgrade, you will need to dispose of any used packaging. You will need to demonstrate safe manual handling techniques and electrical/ESD safety.

Your boss has supplied you with a customer satisfaction questionnaire, which you will supply to the customer for them to complete and return to you.

Task A – Identify customer needs

1 Using the checklist provided, identify and record your customer's current hardware and software configuration and the new settings required.

Q1 List the questions you will ask the customer to find out what multimedia files they need to play.

2 Select a suitable item from the supply held by your assessor for the appropriate component needed to upgrade the customer's computer.

Task B – Install and dispose of equipment

1 Taking ESD and electrical precautions, remove the cover from the computer and safely store the removed items.

2 Identify suitable packaging to store a component from a computer.

3 Identify and remove the old sound card.

4 Unpack and install the new sound card. Ask your Assessor to check the installation.

Q2 List **three** problems that may be encountered when upgrading components in a computer.

5 Refit the cover and connect the power lead.

6 Boot-up the computer and install the supplied software drivers.

7 Install the multimedia software provided. Configure the software to play only MP3, WAV and CDA files. Produce a screen print.

8 Plug in the multimedia speakers and the microphone.

9 Using your checklist, prepared in A1, set-up the machine with the customer specific settings. Record a sound file to show the use of the microphone.

10 Remove the packaging and old components for safe disposal.

Q3 State an appropriate method of safe disposal for the old components.

11 Using effective communication with your customer, demonstrate the use of the multimedia items you have installed.

12 Give the customer, the customer satisfaction questionnaire supplied to you and state its use. Ensure that the completed questionnaire is returned to you prior to leaving the customer's premises.

Q4 List **three** other methods of capturing customer feedback and comments about completed work.

Task C – Demonstrate good health and safety practice and security issues of a PC

Q5 List the **two** connections that **must** be made to ensure full ESD protection.

Q6 State the correct mains fuse rating for the power supply to the PC you have upgraded.

Q7 State the **two** types of fire extinguisher that are suitable for use on an electrical fire.

Q8 List **four** health and safety hazards associated with using a computer.

Q9 State the difference between single-user and multi-user licence types.

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

Published by City & Guilds
Giltspur House
5-6 Giltspur Street
London
EC1A 9DE
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com

©2025 City & Guilds Limited (Reg No 16513878). All rights reserved. City & Guilds is a trademark of City & Guilds Limited.