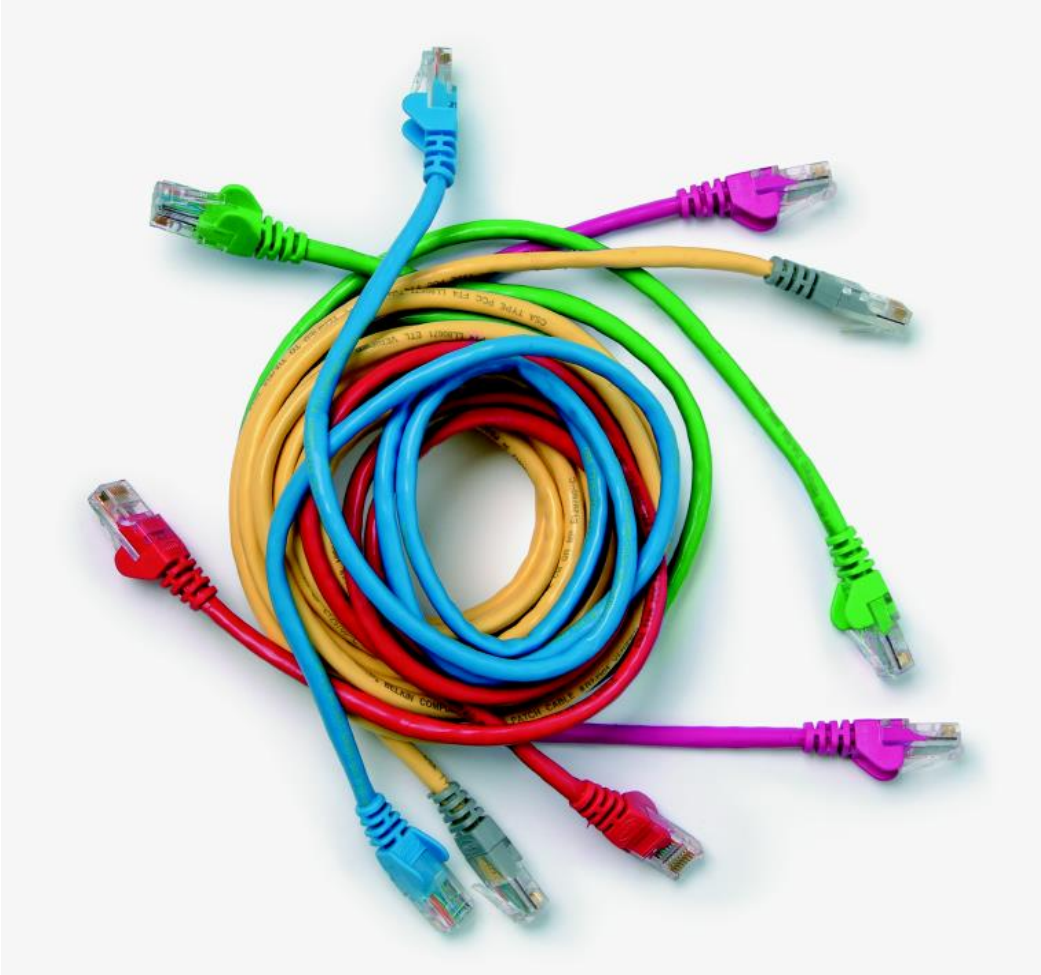
# Level 2 ICT Repair centre procedure 2 (7540-233)

## Systems and Principles
## Assignment guide for Candidates
Assignment A

www.cityandguilds.com
October 2017
Version 4.0



## 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)844 543 0000 (Centres)**
**T +44 (0)844 543 0033 (Learners)**
**F +44 (0)20 7294 2400**

**www.cityandguilds.com**
**learnersupport@cityandguilds.com**

# Contents

**Level 2 ICT Repair centre procedure 2 (7540-233)**

Assignment A


| | |
|---|---|
| Introduction – Information for Candidates | 2 |
| Candidate Instructions | 3 |

# Level 2 ICT Repair centre procedure 2 (7540-233)
# Assignment A
Introduction – Information for Candidates

## About this document
This assignment comprises all of the assessment for Level 2 ICT Repair centre procedure 2 (7540-233).

---

## 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 2 ICT Repair centre procedure 2 (7540-233)

Candidate Instructions

## Time allowance: 3 hours

## Assignment set up:

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

- Task A – Carry out an inspection, test and perform diagnosis procedures on a faulty item of ICT equipment
- Task B – Decide upon and carry out necessary corrective action on the faulty item
- Task C – Testing the repaired item and completing records

## Scenario

You are employed as technician in a repair centre. You have been allocated a faulty base unit to test and repair. Using the repair facilities available in the assessment centre, and other available information, carry out the following tasks.

At the end of the assignment, the faulty unit should have been tested, repaired and configured so that it can be returned to the customer.

## Task A – Carry out an inspection, test and perform diagnosis procedures on a faulty item of ICT equipment

1 Carry out an external visual inspection of the base unit recording results on the Inspection Report.

2 Comply with standard legal and organisational safety requirements while completing the following:

Remove the base unit cover and

- visually inspect the components and cabling for defects
- report any defects on the Inspection Report
- record details of major components on the Unit Major Component Audit Log.

Rectify any defects found and ask the Assessor to check your work.

3 Boot up the system and record details of the operating system and installed software on the Unit Software Audit log.

4 Back-up the entire HDD onto a separate medium supplied by the Assessor.

5 As an initial test, measure the d.c. outputs of the power supply unit and compare them with the stated output.

Create a Voltage Report showing the stated outputs, actual outputs and any out of tolerance values.

6 Carry out diagnostic testing to identify the faulty component and record the details on the Test Report.

## Task B – Decide upon and carry out necessary corrective action on the faulty item

1 Decide on the corrective actions you should take for the fault identified in Task A6.

Obtain the necessary replacement component from the Assessor.

Fully record the details of the repair on the Repair Report.

2 Complying with all organisational requirements, dismantle the base unit completely to board/component level.

3 Inspect and clean boards and components, recording the results on the Inspection Report.

4 Re-assemble the base unit replacing component as necessary and recording details of the new component on the Repair Report.

5 Ask the Assessor to check your work before refitting the covers.

## Task C – Testing the repaired item and completing records

1 Test the system to confirm that the reported symptoms no longer exist and that there are no further defects.

Record the results on the Test Report.

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**
**1 Giltspur Street**
**London**
**EC1A 9DD**
**T +44 (0)844 543 0000 (Centres)**
**T +44 (0)844 543 0033 (Learners)**
**F +44 (0)20 7294 2400**
**www.cityandguilds.com**

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