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

Systems and Principles
Assignment guide for Candidates
Assignment B

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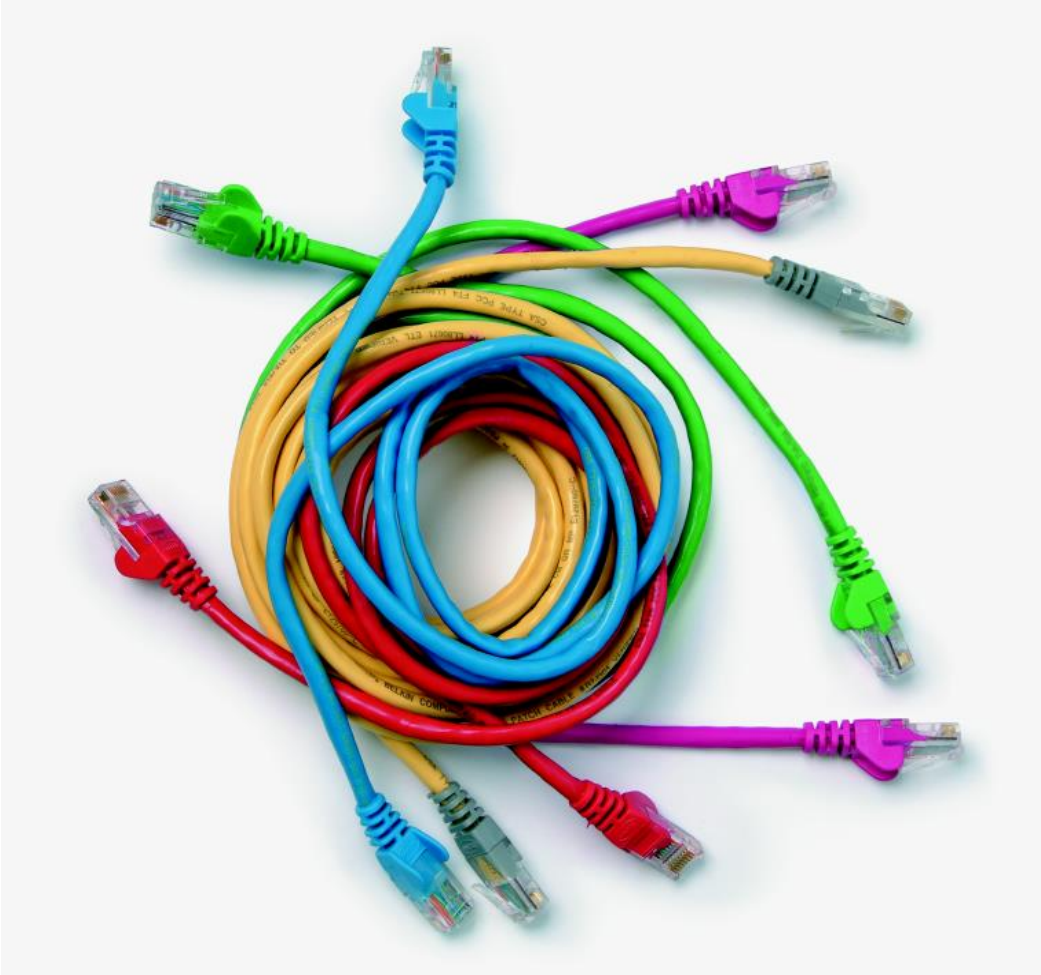

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Introduction – Information for Candidates

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**.

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Candidate Instructions

Time allowance: 3 hours

Assignment set up:

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

- Task A – Carry out inspection, test and diagnosis procedures on a faulty base unit
- Task B – Carry out a repair procedure on a printer
- Task C – Examine some components and carry out tests on a printer

Scenario

You are employed as a test and repair technician in a repair centre. You have been allocated a faulty base unit to test/repair and a printer to strip down, clean and re-assemble. You should use the facilities available in the assessment centre, the information on the Job Report, and other available information to complete the tasks. Each task should be fully documented on the forms provided.

Task A – Carry out inspection, test and diagnosis procedures on a faulty base unit

1 Carry out an external visual inspection of the base unit noting any problems on the Job Report.

2 Connect the base unit into the test station and apply power. Carry out appropriate tests to confirm the symptoms from the Job Report. Note details of symptoms and test results on the Job Report.

3 Carry out further tests to confirm the root cause of the problem, using appropriate diagnostic hardware or software noting all details on the Job Report under Diagnostic Tests.

4 Notify your Assessor of your findings and obtain resources to repair the base unit.

5 Repair the unit. Record all details on the Job Report.

6 Carry out an audit of the major hardware components in the base unit. Record the details on the Unit Hardware Audit Log. Ask your Assessor to check your work before final assembly.

7 Comply with standard legal and organisational safety requirements when repairing the fault.

8 Connect the base unit into the workstation. Boot up the system and carry out a software audit (operating system and applications). Record the details on the Unit Software Audit Log.

9 Initiate a soak test as instructed by your Assessor. Record the post-repair test results on the Job Report.

Task B – Carry out a repair procedure on a printer

Complete Task B while the base unit is on test.

1 Inspect the printer externally for damage and deterioration. Note any problems on the Job Report.

2 Read carefully the instructions given on the Job Report and obtain the necessary resources from your Assessor.

3 Dismantle the printer only as far as is necessary to carry out the required repair procedure.

4 Complete the repair procedure detailed on the Job Report, using the correct tools, materials (cleaning and lubrication) and spares.

5 Re-assemble the printer.

Task C – Examine some components and carry out tests on a printer

1 You will be given **four** mechanical components from a printer. Examine each one and report on both its serviceability and its suitability for re-use. Record your answers on the Component Condition Report.

2 Confirm that the correct printer drivers are installed for the printer repaired in Task B. Connect the printer and print a test page.

(Please answer the following questions using the Answer Sheet provided.)

3 Identify **three** reliable sources of information on test procedures and equipment performance data.

4 Briefly describe **two** common hazards present during assembly and dismantling of an ICT system, and identify the precautions that can be taken to eliminate them.

5 Give **two** reasons why it is important to dispose of hardware in an environmentally-friendly way.

6 Give **two** reasons why it is important to maintain accurate up to date documentation for all repair work undertaken.

7 Briefly state what is meant by

- technical support
- a patch
- a release
- an infrastructure refresh programme.

8 List **three** common types of activities undertaken by technical support.

9 Describe **two** typical problems that could occur during dismantling a peripheral and what actions could be taken to prevent them.

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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