Level 3 ICT repair centre procedures 3

(7540-367/7630-331)

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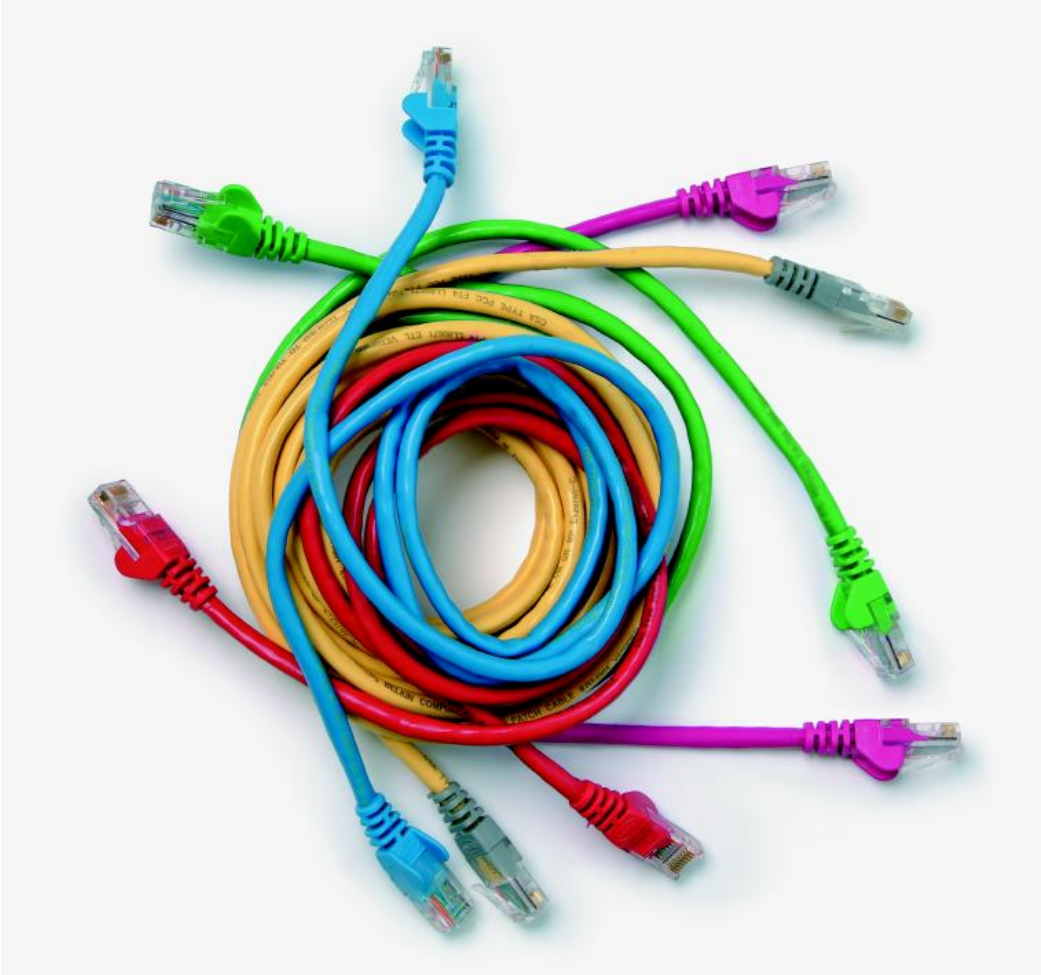
Systems and Principles
Assignment guide for Candidates
Assignment A



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Level 3 ICT repair centre procedures 3 (7540-367/7630-331) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 ICT repair centre procedures 3 (7540-367/7630-331).

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 **4 hours**.

Level 3 ICT repair centre procedures 3 (7540-367/7630-331)

Candidate Instructions

Time allowance: 4 hours

Assignment set up:

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

- Task A – Research information to identify risk factors
- Task B – Produce a floor plan and a list of resources required
- Task C – Produce a specification for the repair centre

Scenario

Your company has identified that it needs to extend the ICT support services offered to its customers. It has been decided that a repair centre will be built to support the repair and upgrading of base units, laptops, scanners, laser printers and ink-jet printers. There will be four members of staff employed in the facility and it is anticipated that they will be fully employed with repair work.

You have been allocated a suitably sized room and have been tasked with planning and resourcing the new facility. You should assume that all basic staff facilities (toilets, canteen, etc) are available and that temperature control is satisfactory. You should concentrate exclusively on the resources and arrangements necessary to operate the technical aspects of the repair operation.

Task A – Research information to identify risk factors

1 (Please complete Task A1 using the Answer Sheet provided.)

Identify **three** different sources that can be used to obtain Health and Safety and Environmental legislation.

2 Research and list the legal and technical requirements for the following as applied to an ICT repair facility:

- electrical Safety
- handling and using hazardous substances
- ESD protection areas
- floor and bench surfaces
- ventilation and fume extraction (eg soldering and cleaning areas)
- storage (unserviceable units, serviceable units, spares, hazardous substances etc)
- lighting (general and bench)
- waste disposal and recycling
- fire safety.

3 Identify **eight** risks likely to occur in the type of proposed repair facility.
Suggest measures to prevent them.

Task B – Produce a floor plan and a list of resources required

1 Produce a floor plan of the proposed repair facility on size A3 paper, indicating work benches (labelled with type of work), power points, walkways, doors, storage areas and furniture.

2 Produce a list of equipment required to set up the facility, divided up into the following categories:

- workbenches (construction, dimensions)
- storage racks
- tools
- test equipment
- diagnostic software
- equipment cleaning
- power supplies
- emergency equipment.

3 (Please complete Task B3 and Task B4 using the Answer Sheet provided).

Identify **four** issues affecting the provision of technical resources.

4 Identify **two** sources of manufacturers' test and repair specifications for the equipment to be repaired.

Task C – Produce a specification for the repair centre

1 Using the information gathered in tasks A and B, produce a specification for the new repair facility using the following headings:

- overview of the repair centre (location, current state etc)
- list of items to be repaired
- staffing requirements (training, experience etc)
- workflow
- specification eliminated all obvious risks
- floor plan
- equipment list
- **six** operating procedures required (headings only)
- references listed eg legislation, codes of practice, technical.

2 (Please complete Task C2 using the Answer Sheet provided).

Outline **three** problems that could occur when obtaining technical resources and specify a method for dealing with each of the problems identified.

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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