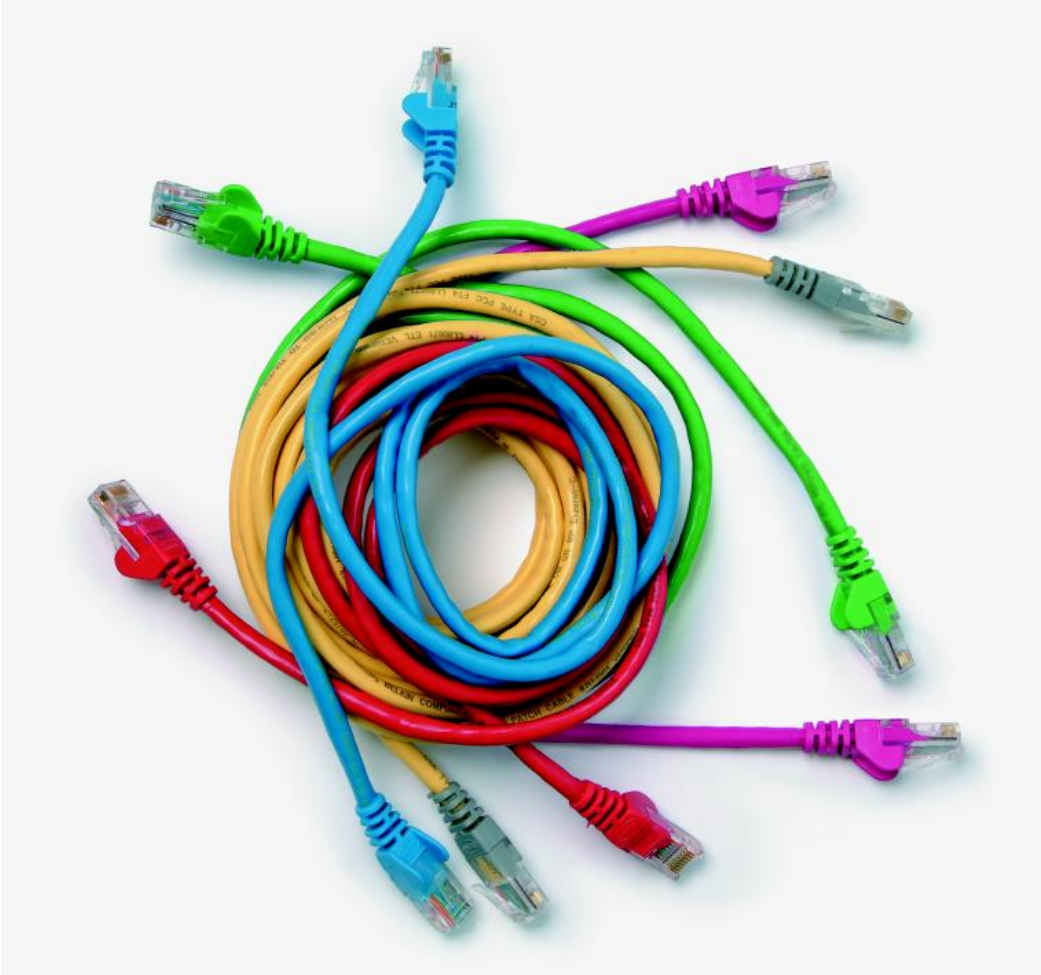
Level 3 ICT repair centre procedures 3

(7540-367/7630-331)

www.cityandguilds.com
September 2017
Version 5.0

Systems and Principles
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)844 543 0000 (Centres)
T +44 (0)844 543 0033 (Learners)
F +44 (0)20 7294 2413

www.cityandguilds.com
learnersupport@cityandguilds.com

Contents

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

Assignment B

Introduction – Information for Candidates	2
Candidate Instructions	3

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

You are employed by a company as an ICT repair technician. Encouraged by new environmental legislation requiring ICT equipment to be re-cycled, the company has decided to start two repair lines, one for LCD monitors and other optical equipment such as scanners and one for other equipment such as base units and printers.

Minor items such as keyboards and mice are considered as not economic to recover. As a senior technician, you have been asked to develop the facilities in a new building adjacent to the company's premises. Your initial tasks will be to research the safety and technical implications involved in the process, and to summarise the legal and technical requirements. You will then be asked to draft a series of work instructions to cover the refurbishment process.

Task A – Research information to identify risk factors

1 Using the information resources provided by the Assessor, identify **two** health and safety hazards, related to refurbishment and repair, for **each** of the following:

- LCD monitors
- optical equipment
- other major system components.

2 Make a list of the technical requirements including equipment and tools.
You should include **three** items of test equipment, **ten** different hand tools and **five** items of equipment or furniture.

3 Make a list of **eight** legal requirements (health and safety, fire, etc) for the operations to be set up.

4 Produce a list of the lighting requirements for the facility.

5 Based on the information identified in Tasks A2, A3 and A4, specify all legal and safety implications for the planned facility.

Produce an implementation proposal satisfying these requirements.

6 (Please complete Task A6 using the Answer Sheet provided.)

Briefly describe the regulatory requirements for data protection, confidentiality and software licensing applicable to the proposed centre.

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

1 (Please complete Task B1 using the Answer Sheet provided.)

Outline **three** problems that could occur when obtaining technical resources and a method for dealing with **each** problem.

2 Using the example floor plan provided by the Assessor, devise a layout for the repair facility. The plan should include separate areas for:

- cleaning units prior to refurbishment
- initial test and diagnosis
- repair
- final test and inspection
- receipt and dispatch
- stores.

The floor plan should be clearly marked with furniture, welfare facilities, workflow, facilities (power, lighting etc), emergency arrangements and the position of equipment (test, storage, cleaning, etc).

Task C – Produce a specification for the repair centre

1 Produce draft work instructions for the refurbishment of a major system component such as a LCD monitor, printer or base unit (product-specific details should be for one model only) with the following subjects:

- Health and Safety warnings and procedures
- unpacking and handling
- cleaning
- initial inspection and test
- strip and rebuild (major components only)
- test and calibration
- packing for dispatch
- post repair inspection and testing.

Illustrations in the form of sketches, drawings etc should be included where appropriate. Marks will be awarded for accuracy and clarity.
Each work instruction should include the following:

- a title and an introduction explaining the aims of the Work Instruction
- identification of the health and safety issues
- a statement of the technical issues
- detailed step by step instructions that will constitute safe working practice

- instructions constituting safe working practices
- references to relevant legislation, industry codes of practice, etc.

The work instructions should be unambiguous, clearly written and suitable for use by a repair technician.

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 2413
www.cityandguilds.com

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