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

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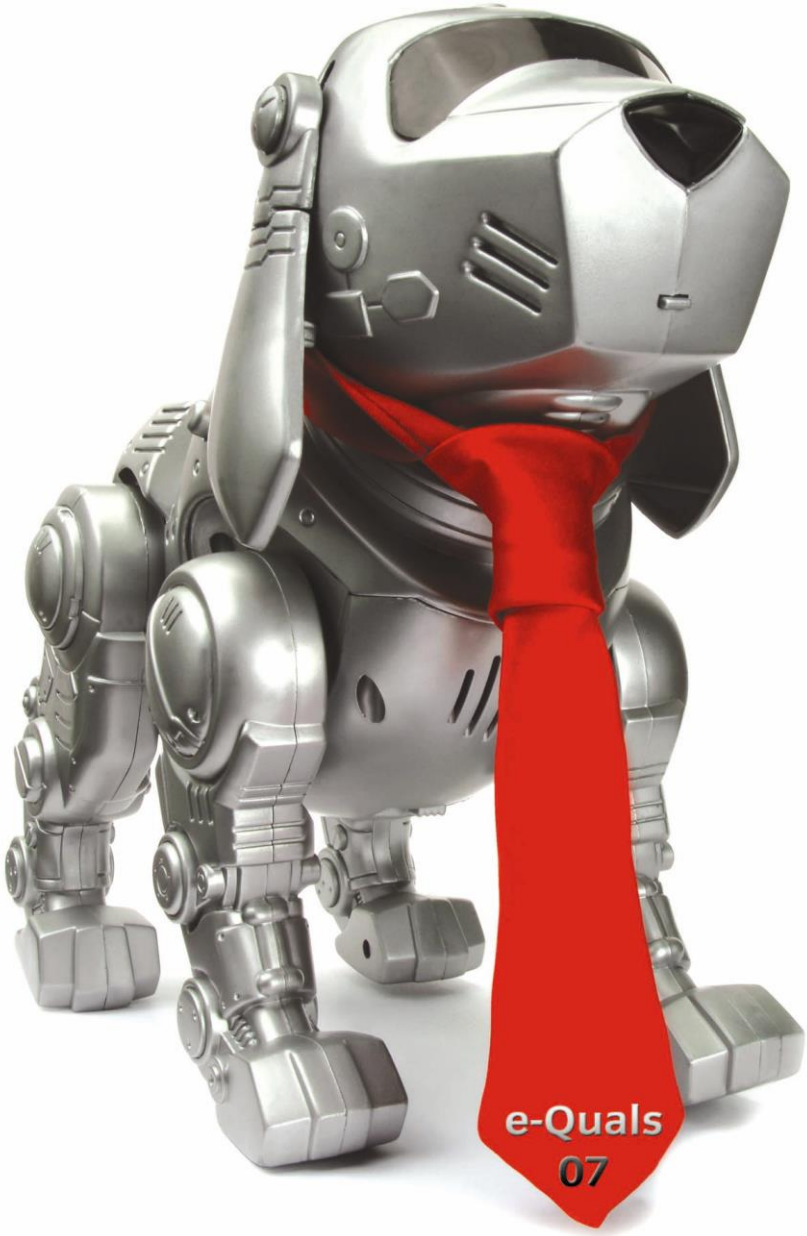
Assignment guide for Candidates
Assignment B



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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

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