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

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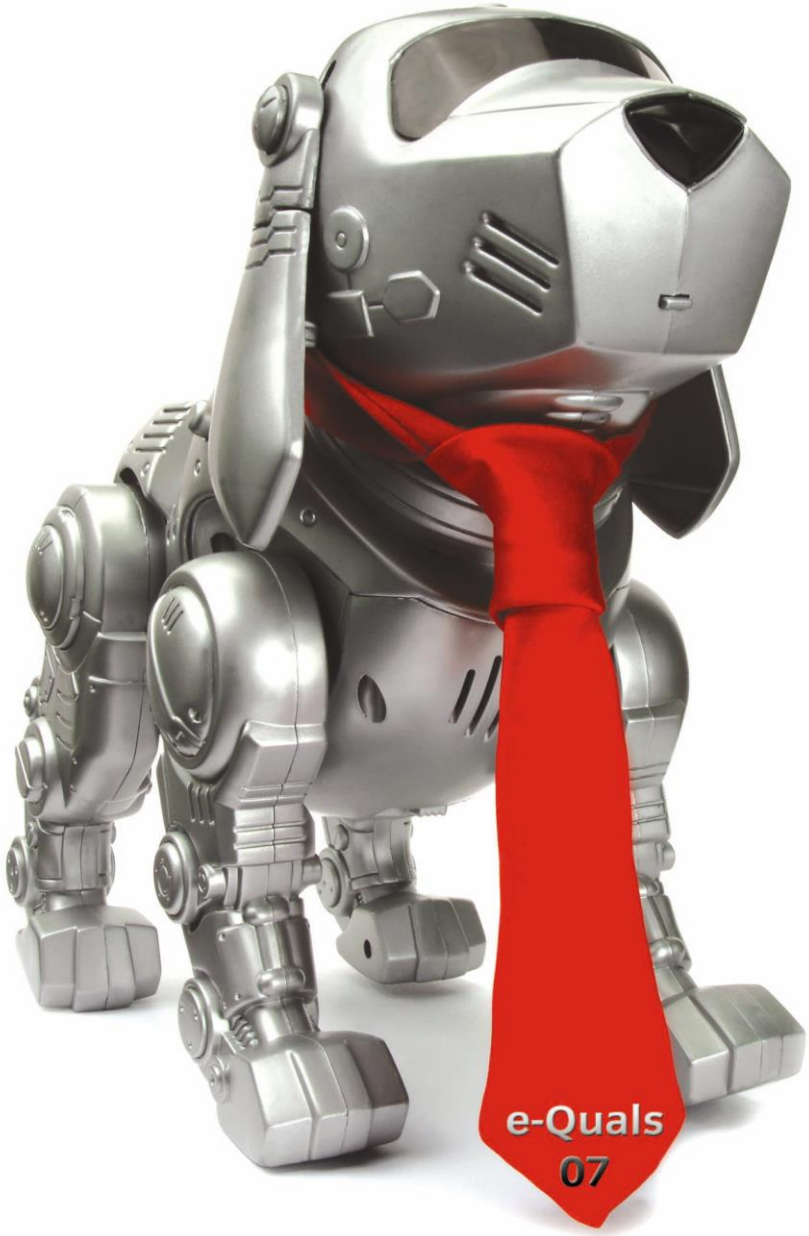
Assignment guide for Candidates
Assignment C



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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**.

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Candidate instructions

Time allowance: 3 hours

Assignment set up:

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

- Task A – Identify customer needs and prepare the PC for installation
- Task B – Install hardware and software on the PC
- Task C – Perform routine maintenance on the PC

Scenario

You are attending a customer's premises with your supervisor, with whom you can ask questions about the job. The customer has had a major problem on their PC and everything on the hard disk has been lost. The customer seemed very annoyed while they were talking to your supervisor. You have been given instructions to test the hard disk and fix it by installing a new hard disk drive onto the PC. You must also perform routine cleaning/maintenance in line with the normal company schedule and install the operating system. You will also need to install an updated video driver, firewall and anti-malware. Your supervisor will give you the floppy disk drives with the files on and advise you which drivers are which. Keep notes of everything you do as at the end you will need to complete a job sheet.

Task A – Identify customer needs and prepare the PC for installation

Q1 State the main difference between a PC for home use and a PC for business use.

Q2 State **two** reasons why you should arrive at the customer's premises at the time arranged.

Q3 State **two** ways of dealing with an annoyed customer.

Q4 List **two** benefits teamwork will have for a successful business.

Q5 State a reason for using open and closed questions.

1 Boot-up the PC to confirm that the data on the hard disk has been lost.

2 Shut down the PC.

3 Disconnect the PC from the power source.

Q6 State the reason why it is important to protect against ESD.

4 Take ESD precautions; then remove the cover of the PC.

Task B – Install hardware and software on the PC

1 Replace the hard disk with the new one provided.

2 Re-fit the cover of the PC.

Q7 State the difference between hardware and software.

3 Connect and power up the PC to check for any problems with the installation.

4 Install the Operating System provided using default settings.

5 Install an updated video driver and take a screen print.

Q8 State the reason why it is important to use a firewall.

6 Install and configure the firewall and anti-malware software provided using default settings. Produce a screen print for evidence.

7 Configure the anti-malware to update itself at 9am every morning and run a full system scan at 3pm everyday. Produce a screen print for evidence.

Q9 State the reason why it is important to update anti-virus software regularly.

Task C – Perform routine maintenance on the PC

1 Suitably pack the old hard drive and hand it to the customer.

Q10 State a reason why it is important to safeguard data.

Q11 Identify **three** things that can be done to safeguard data.

2 Clean the PC case and monitor with appropriate equipment.

Q12 Identify **two** different storage media for backing up data and state why you would use that media.

3 Complete the job sheet provided and hand it to your assessor.

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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