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

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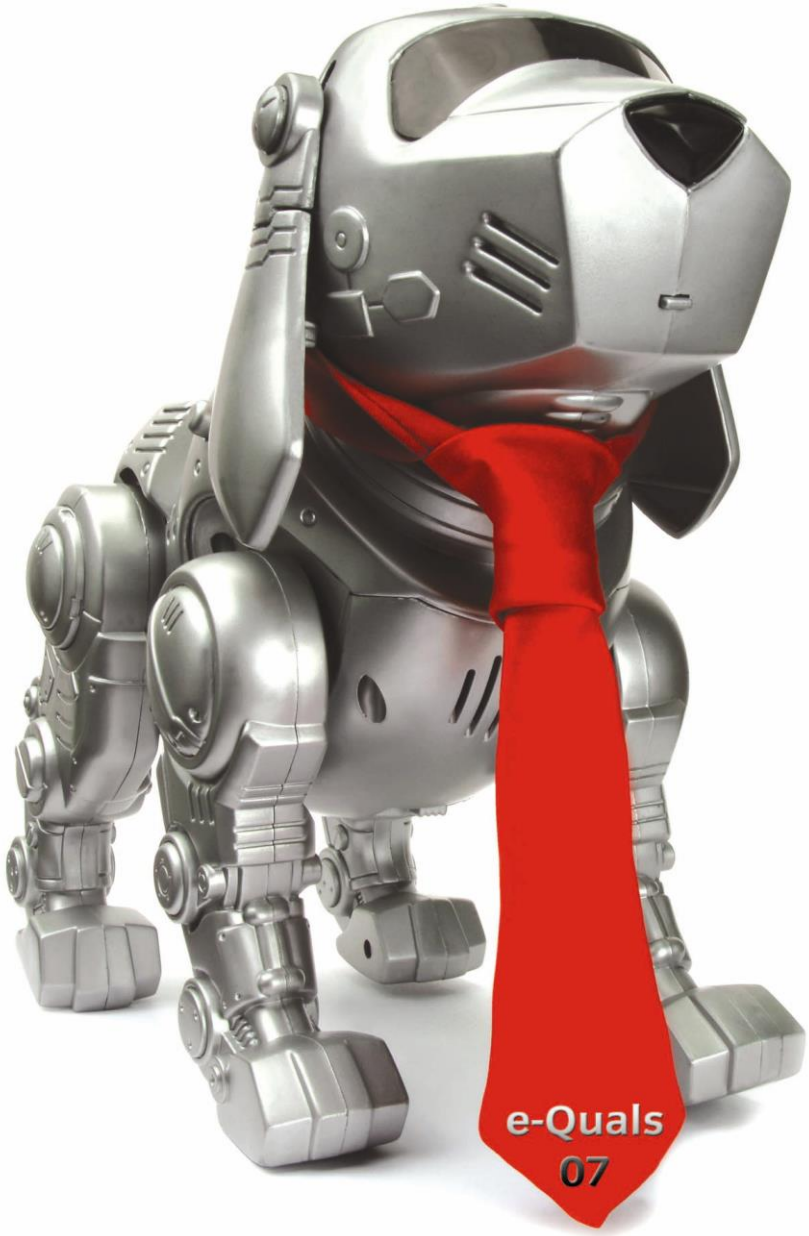
## e-Quals
## Assignment guide for Candidates
Assignment D



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

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).

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## 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 **four** tasks:

- Task A – Prepare and present a short presentation on basic customer care skills
- Task B – Perform safety checks and install operating system and application software
- Task C – Install a system peripheral
- Task D – Perform customer care skills

## Scenario

You have been asked to go to a customer's premises and install a new base unit and a peripheral. The base unit you have been supplied with needs to have an operating system and some software installed so that the new peripheral can be used. You have been asked to take two work-experience students with you so that they can learn about your job. You will first need to explain to them some of the basics of your job. While you are in the customer's premises, you have been asked to suggest safe fire extinguishers for use on electrical fires.

## Task A – Prepare and present a short presentation on basic customer care skills

1 **Prepare a short presentation of no more than 5 minutes to your visiting students explaining the importance when dealing with customers of:**

- **personal appearance**
- **speech**
- **confidence**
- **knowledge.**

**Include one example of good practice and one example of bad practice for each of the four points.**

2 Deliver the presentation to at least two people (your Assessor will make arrangements for you to do this).

3 Hand the presentation notes to your Assessor.

## Task B – Perform safety checks and install operating system and application software

**You must not apply mains power to any part of the system until you are told to do so by your Assessor. You may assume that this task will be done in the customer's premises.**

1 Inspect **each** mains power lead for damage and check that the fuse in each mains plug is the correct value for the item it is to be connected to.

2 Replace any unsuitable fuses with the correct ones. Your Assessor will supply fuses of the correct value and type.

3 Explain to your Assessor the importance of using the correct fuse.

4 Examine the internal components and cables for damage. Report any damage to your Assessor and record it on the Fault Reporting Log sheet.

5 Connect the system using a monitor, mouse, keyboard and base unit.

6 Ask your Assessor for permission to apply power.

7 Apply power to the system and install the operating system using disks supplied by your Assessor. Use default or standard settings in each case where you are asked to choose.

8 List **four** checks to be done before installing software, and carry them out, listing the results for **each** software application. You should now have a list of eight pieces of information, four for each application. Carry out the points you have listed.

9 You will be provided with anti-virus and anti-spyware software for installation. Install the antivirus and anti-spyware applications.

10 Carry out a virus scan of the hard drive and produce a screen print of a successful virus scan.

11 Carry out a spyware scan of the hard drive and produce a screen print of a successful spyware scan.

12 Log all software names, versions and any settings you have made on the log sheets provided.

13 Create a schedule to do a virus scan daily at 09.00.

## Task C – Install a system peripheral

1 **You will be given a peripheral device that the customer has asked to be installed. Download the correct driver from the Internet or disk.**

2 Do the checks from your list in Task B8. Write down the results of the checks.

3 Examine the peripheral and its cabling for damage. Report any damage to your Assessor and record it on the Fault Reporting Log sheet.

4 Install and connect the peripheral and its software.

5 Do a functional check to make sure the peripheral is working properly.

6 Log the details of the peripheral (type, serial number etc) and the software and driver versions installed.

## Task D – Perform customer care skills

**This task involves interacting with a manager on the customer's premises. Your assessor will arrange for this – the time taken does not count towards the total time allowed for the assignment.**

1 Use appropriate questioning to find out what fire extinguishers the customer has near to the system you have just installed.

2 Deal with any questions and comments, and suggest **two** types of fire extinguisher that would be suitable for electrical fires.

3 Tell the assessor whether or not you would need to escalate a problem highlighted in Tasks D1 or D2 above.

4 Demonstrate to the customer how to switch on and

- boot up the system
- make basic use of the peripheral you installed in Task C.

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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