Level 2 ICT Repair centre procedure 2 (7266/7267-407/7540-233)

www.cityandguilds.com/e-quals07
July 2009
Version 2.0

e-Quals
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 the time of going to press. 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 liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)20 7294 2800
F +44 (0)20 7294 2400
www.cityandguilds.com
learnersupport@cityandguilds.com

Contents

Level 2 ICT Repair centre procedure 2 (7266/7267-407/7540-233)

Assignment B

Introduction – Information for Candidates	2
Candidate instructions	3

Level 2 ICT Repair centre procedure 2 (7266/7267-407/7540-233) Assignment B

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 ICT Repair centre procedure 2 (7266/7267-407/7540-233).

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 2 ICT Repair centre procedure 2 (7266/7267-407/7540-267)

Candidate instructions

Time allowance: 3 hours

Assignment set up:

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

- Task A – carry out inspection, test and diagnosis procedures on a faulty base unit
- Task B – carry out a repair procedure on a printer
- Task C – examine some components and carry out tests on a printer

Scenario

You are employed as a test and repair technician in a repair centre. You have been allocated a faulty base unit to test/repair and a printer to strip, clean and re-assemble. You should use the facilities available in the assessment centre, the information on the Unit Fault Report, and other available information to complete the tasks. Each task should be fully documented on the forms provided.

Task A

1 Carry out an external visual inspection of the base unit noting any problems on the Inspection Report.

2 Connect the base unit into the test station and apply power. Carry out suitable tests to confirm the symptoms from the unit fault report. Note details of symptoms and test results on the Test Report.

3 Select appropriate test equipment and carry out further tests to confirm the root cause of the problem, noting all details on the Test Report.

4 Notify your Assessor of your findings and obtain resources to repair the base unit.

5 Repair the unit.

6 Carry out an audit of the major hardware components in the base unit. Record the details on the Major Component Audit Log. Ask your Assessor to check your work before refitting the cover.

7 Connect the base unit into the workstation.

8 Boot up the system and carry out a software audit (operating system and applications). Record details on the Unit Software Audit Log.

9 Initiate a soak test as instructed by your Assessor. Record the actions taken to repair the base unit on the Repair Report.

Task B

Complete Task B while the base unit is on test.

1 Inspect the printer externally for damage and deterioration. Note any problems on the Inspection Report.

2 Read carefully the instructions given on the Unit Fault Report and obtain the necessary resources from your Assessor.

3 Dismantle the printer only as far as is necessary to carry out the given instructions.

4 Complete the operations detailed on the Unit Fault Report, using the correct tools, materials (cleaning and lubrication) and spares.

5 Reassemble the printer.

Task C

1 You will be given **four** mechanical components from a printer. Examine each one and report on both its serviceability and its suitability for re-use. Record your answers on the Component Condition Report.

2 Conclude the base unit soak test and enter the results on the Test Report.

3 Connect a second printer, supplied by your Assessor, to the base unit and confirm that the correct printer-driver is installed.

4 Carry out post-repair tests on printer function and alignment.

5 Hand all paperwork and removable storage media to your Assessor. Ensure that your name is clearly identified on your work.

6 Sign above your name and hand all paperwork to your Assessor.

End of assignment

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com

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