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

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Assignment guide for Candidates
Assignment D

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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 **4 hours**.

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

Time allowance: 4 hours

Assignment set up:

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

Scenario

You are employed as an IT technician responsible for the diagnosis, repair and upgrade of PC base units. You will be given a base unit to test, repair and upgrade using third party diagnostic software and standard repair procedures. You are asked to make a record of the components used and the tests performed for the customer's records.

Task A

You will be given a keyboard, mouse, monitor plus access to a printer together with the relevant cabling and software to use during the following tasks. Your Assessor will give you a faulty base unit and a fault report sheet to work with – you are to diagnose and repair the fault. You **must** record the results.

1 Read carefully the fault sheet given to you by your Assessor. Perform pre-use safety and serviceability checks.

2 Connect up the base unit and other system components, boot-up the system and record any symptoms that you see.

3 Back-up the data files onto a suitable storage medium if possible at this stage.

4 Use third party diagnostic software that you require and carry out diagnostic tests on the suspect items. Make a record of the test results and the diagnosis you have made.

Task B

1 List the items of hardware and/or software you need in order to repair the base unit and obtain them.

2 List the tools **and** safety equipment you will need to complete the repair **and** obtain them from your Assessor.

3 Dismantle the base unit to allow you to carry out the repair using appropriate tools and safety precautions.

4 Carry out the required repair **and** re-assemble the base unit without fitting the covers.

5 Ask your Assessor to inspect your work for safety before you start the post-repair checks.

6 Refit the base unit covers and connect it back into the test system.

Task C

The customer has asked for the operating system to be upgraded while the base unit is in for repair – your Assessor will provide the necessary upgrade media and information.

1 Boot-up the test system and carry out post-repair functional checks to confirm that the repair has been successful. Record the tests and the results.

2 Back-up the data files onto a suitable storage medium if not already done in Task A4.

3 Using appropriate software, upgrade the operating system. While this process is continuing, answer the questions in Task D on a separate answer sheet.

4 Carry out functional tests to confirm the successful upgrade of the operating system. Install any outstanding updates to the operating system. Record the tests and results.

5 Restore the backed-up data files to their original locations.

6 Shut down the system and disconnect the base unit.

7 Complete a repair and upgrade report for the customer.

Task D

Q1 State **three** different types of CPU (processor) currently in use.

Q2 State **two** reasons why an item such as a printer or a base unit should only be dismantled as far as absolutely necessary to achieve a repair or modification.

Q3 State how the following items should be protected during temporary storage or whilst being handled.

- Printed circuit boards.
- Scanner lamps.
- Disk drives.

Q4 State **three** items that would **not** normally be refitted to an item such as a laser printer, commercial scanner etc when re-assembling them after a major refurbishment.

Q5 State **three** ways in which items of ICT equipment such as expansion cards, scanners, printers or monitors can be protected from damage during transportation.

Q6 A software application has suddenly started to fail intermittently. State **three** different options that might be available to fix the problem.

Q7 List **three** typical ICT components that contain environmental hazards **and** state how **each** should be safely disposed of.

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

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

End of assignment

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