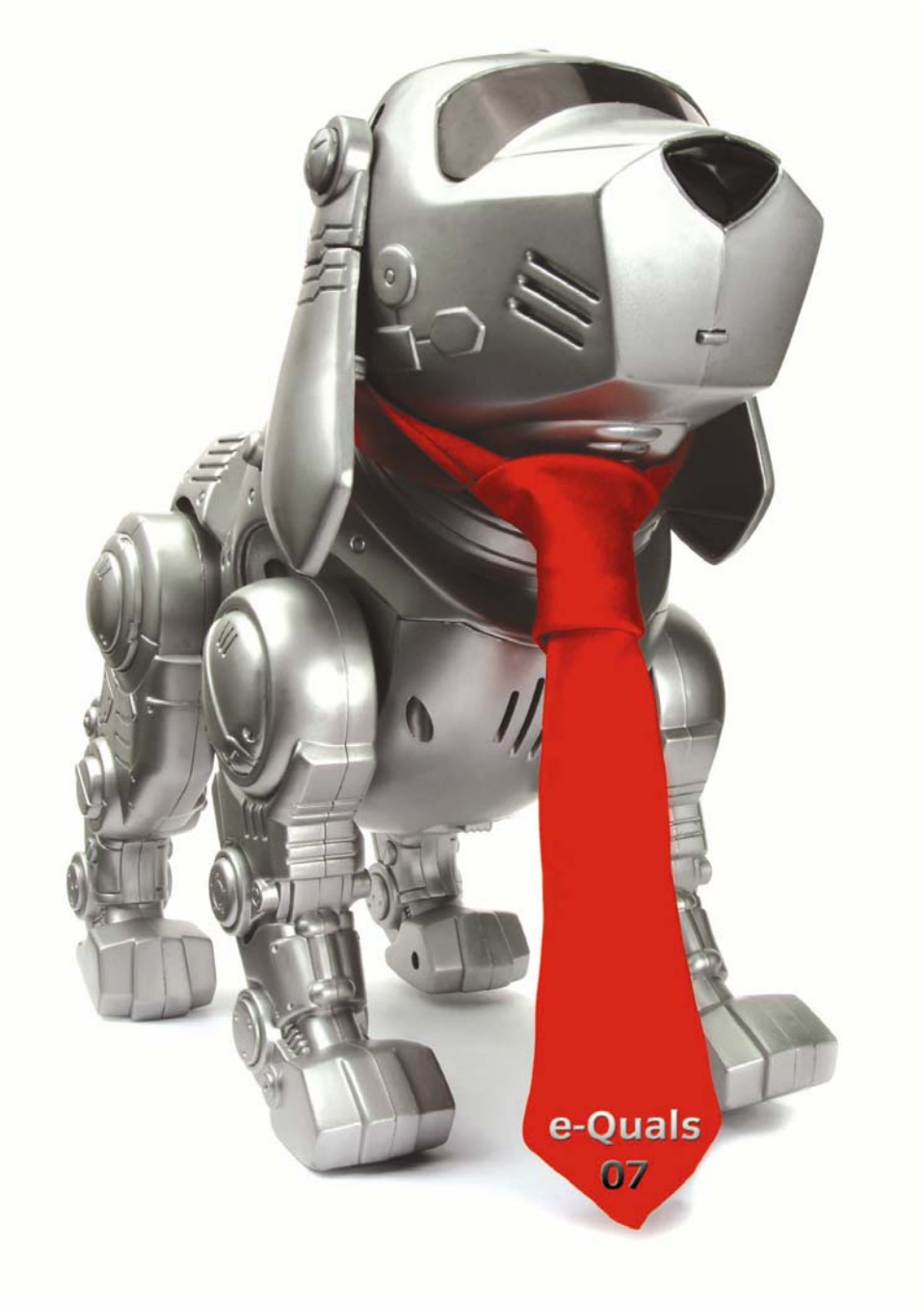
Level 3 ICT repair centre procedures 3 (7266/7267-507/7540-367)

www.cityandguilds.com/e-quals07
June 2009
Version 6.0

e-Quals
Assignment guide for Candidates
Assignment A



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 time of publication. 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 responsibility for any 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

Introduction – Information for Candidates	2
Level 3 ICT Repair Centre Procedures 3 (7266/7267-507/7540-367)	3
Candidate instructions	3

Level 3 repair centre procedures (7266/7267-507/7540-367)
Assignment A
Introduction – Information for Candidates

About this document
This assignment comprises all of the assessment for Level 3 ICT Repair Centre Procedures 3 (7266/7267-507/7540-367).

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 3 ICT Repair Centre Procedures 3 (7266/7267-507/7540-367) Candidate instructions

Time allowance: 4 hours

Assignment set up:

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

- Task A – research information and to identify risk factors
- Task B – produce a floor plan and a list of resources required
- Task C – produce a specification for the repair centre

Scenario

Your company has identified that it needs to extend the ICT support services offered to its customers. It has been decided that a repair centre will be built to support the repair and upgrading of base units, laptops, scanners, laser printers and ink-jet printers. There will be four members of staff employed in the facility and it is anticipated that they will be fully employed with repair work.

You have been allocated a suitably sized room and have been tasked with planning and resourcing the new facility. You should assume that all basic staff facilities (toilets, canteen, etc) are available and that temperature control is satisfactory. You should concentrate exclusively on the resources and arrangements necessary to operate the technical aspects of the repair operation.

Task A

1 Research and list the legal and technical requirements for the following as applied to an ICT repair facility.

- Electrical Safety.
- Handling and using hazardous substances.
- ESD protection areas.
- Floor and bench surfaces.
- Ventilation and fume extraction (eg soldering and cleaning areas).
- Storage (unserviceable units, serviceable units, spares, hazardous substances etc).
- Lighting (general and bench).
- Waste disposal and recycling.
- Fire safety.

2 Identify **eight** hazards likely to be presented in the type of proposed repair facility. Estimate their associated risks **and** suggest measures to reduce them.

Task B

1 Produce a floor plan of the proposed repair facility on size A3 paper, indicating work benches (labelled with type of work), power points, walkways, doors, storage areas and the furniture.

2 Produce a list of equipment required to set up the facility, divided up into the following categories.

- Workbenches (construction, dimensions).
- Storage racks.
- Tools.
- Test Equipment.
- Diagnostic software.
- Equipment cleaning.
- Power Supplies.
- Emergency equipment.

Task C

1 Using the information gathered in tasks A and B, produce a specification for the new repair facility using the following headings.

- Overview of the repair centre (location, current state etc).
- List of items to be repaired.
- Staffing requirements (training, experience etc).
- Workflow.
- Risks identified and quantified.
- Proposed methods of minimising risks.
- Floor plan.
- Equipment list.
- **Six** Operating procedures required (headings only).
- References (legislation, codes of practice, technical).

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

3 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)