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

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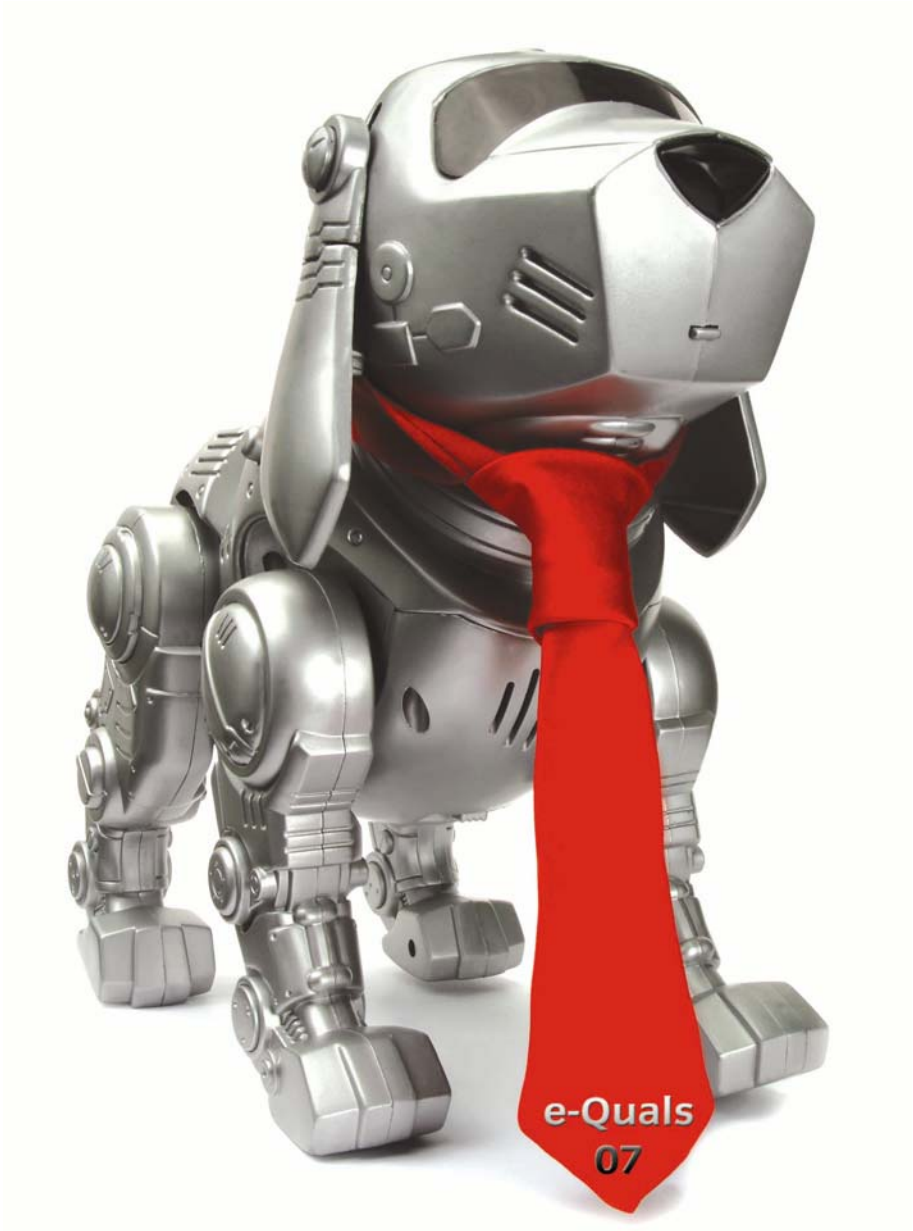
Assignment guide for Candidates
Assignment B



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

You are employed by your company as an ICT repair technician. Encouraged by new environmental legislation requiring ICT equipment to be re-cycled, your company has decided to start two repair lines, one for monitors and other optical equipment such as scanners and one for other equipment such as base units and printers. Minor items such as keyboards and mice are considered as not economic to recover. As a senior technician, you have been asked to develop the facilities in a new building adjacent to the company's premises. Your initial tasks will be to research the safety and technical implications involved in the process, and to summarise the legal and technical requirements. You will then be asked to draft a series of work instructions to cover the refurbishment process.

Task A

1 Using the information resources provided by your Assessor, make a list of health and safety hazards related to the refurbishment and repair of

- monitors
- optical equipment
- other major system components.

This must include for **each**,

- **one** control measure
- **two** major issues.

Identify **three** further hazards associated with other system components and their associated control methods.

2 Make a list of the technical requirements including equipment and tools. You should include **three** items of test equipment, **ten** different hand tools and **five** items of equipment or furniture.

3 Make a list of **eight** legal requirements (health and safety, fire, etc) for the operations to be set up.

4 Make a list of the lighting requirements for **each** section including ambient lighting and close-work lighting.

5 Produce a summary of the information, listing **each** legal requirement **and** safety issue together with its implication for the planned facility **and** a proposal for action to be taken.

Task B

1 Using the outline floor plan provided by your Assessor, devise a layout for the repair facility. The plan should include separate areas for

- cleaning units prior to refurbishment
- initial test and diagnosis
- repair
- final test and inspection
- receipt and dispatch
- stores.

The floor plan should be clearly marked with furniture, welfare facilities, workflow, facilities (power, lighting etc), emergency arrangements and the position of equipment (test, storage, cleaning, etc).

Task C

1 Make a list of work instruction headings, with brief details of subjects to be covered in **each**, required for **every** section in the repair centre so that the following criteria are met.

- A safe working environment complying with current legislation.
- An efficient repair/refurbishment facility.
- An output that has been adequately tested and inspected.

2 Produce draft work instructions for the refurbishment of a major system component such as a monitor, printer or base unit (product-specific details should be for **one** model only) with the following subjects.

- Health and Safety warnings and procedures.
- Unpacking and handling.
- Cleaning.
- Initial inspection and test.
- Strip and re-build (major components only).
- Test and calibration.
- Packing for dispatch.

You should include illustrations in the form of sketches, drawings etc where appropriate. You will be awarded additional marks for accuracy and clarity. **Each** work instruction should include the following.

- A title and an introduction explaining the aims of the Work Instruction.
- A statement of the health and safety issues.
- A statement of the technical issues.
- Detailed step by step instructions that will constitute safe working practice.
- Instructions constituting safe working practices.
- References to relevant legislation, industry codes of practice, etc.

The work instructions should be unambiguous, clearly written and suitable for use by a repair technician.

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

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

End of assignment

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