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

www.cityandguilds.com/e-quals07
August 2009
Version 1.0

e-Quals
Assignment guide for Candidates
Assignment D

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

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 **two** tasks

- Task A – Detail technical resource requirements
- Task B – Develop a specification for a repair centre

Scenario

You work for a company that supplies computer equipment to the general public and small businesses. The owner now wants to provide a repair service for customers and wants to establish a repair workshop on the company premises. You have been asked to produce a report containing information needed to set up the workshop. The planned activities are

- building
- testing and repairing PCs and peripherals
- installation and upgrade of software
- data recovery.

Note: Each of the following tasks will form a part of your final report and should be assembled at the end for handing in to the Assessor.

Read all of the instructions carefully and complete the tasks in the order given.

Task A – Detail technical resource requirements

You may assume that an appropriate workspace is available with adequate power supplies and general lighting only.

1 Make a list of requirements for the activities listed in the scenario under the following group headings:

- Work surfaces (**two** items).
- Floor surfaces (**two** items).
- Tools (**six** basic groups).
- Test equipment (**two** items).
- Storage (**three** items).
- Safety equipment (**three** items).
- Lighting (**one** item)

2 Make a list of the information resources that will be needed for the activities listed above together with the most reliable sources for them.

3 For **each** of the requirements groups you have listed, research and list the following issues:

- Approximate cost.
- Brief technical specification.

Q1 Briefly describe the regulatory requirements that would have to be complied with in the repair workshop regarding:

- Data protection.
- Customer confidentiality.
- Software licensing.

Q2 Briefly describe the **six main** steps in developing work specifications for repair centre operations.

Q3 Show with the aid of a suitable diagram the workflow in a typical repair workshop of the type you are planning.

Task B – Develop a specification for a repair centre

1 Briefly describe the **main** legal requirements with regard to:

- hazardous substances
- electrical safety
- heating and lighting
- waste disposal/re-cycling
- workshop layout.

2 Produce a diagram of the layout of a repair workshop that would enable all of the planned activities to be carried out. Dimensions do **not** need to be included.

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

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)