**Assessment type ():**

Questioning (Oral/Written)

Practical Demonstration

3rd Party Report

Other – Project/Portfolio (*please specify)*

**Assessment Resources:**

|  |
| --- |
| - PC workstation with Windows 10 and Microsoft Office 2019  - Pulldown PC  - Maintenance tools  - Static mat  - Hardware Maintenance Report Template |

**Assessment Instructions:**

|  |
| --- |
| Assessment Name Assessment 1: Hardware Maintenance Practical  **Assessment Due Date**  As per Learning and Assessment Plan  **Duration**  1 lesson  **Part of the Unit being assessed**  ICTSAS432 - Identify and resolve client ICT problems: Element 4,5 |

**Assessment Instrument:**

|  |
| --- |
| Scenario: You are employed by an IT Software/Hardware installation and support business called IT4U. You are employed to maintain the ICT infrastructure for a company called Webpages Advance. As part of the IT4U team it is your job to complete the maintenance check on all Webpage Advance’s desktop computers. For one of these computers, you must follow the IT4U Maintenance Report, complete the maintenance tasks, identify and fix any issues, then report your findings.  Task 1 - Read and understand your client needs. Then complete an inventory check of your  workspace to ensure you have all the equipment to complete this job.  Task 2 - Complete the required maintenance by completing the IT4U Maintenance Report.  Task 3 – Sign the completed Maintenance Report and submit to your client for approval  NOTE: This is a practical task. You will be required to complete the PC Maintenance in front of your lecturer. Refer to the Observation Checklist at the end of this document, Blackboard Submission Submit your completed Maintenance Report via Blackboard. The lecturer will have their own record of the Observation Checklist. These records will be entered into the Blackboard Marking Key. |

**Hardware Maintenance Practical**

|  |  |
| --- | --- |
| Date | Device |
| Maintenance performed by | S/N |

**Hardware Maintenance**

|  |  |
| --- | --- |
| **Item** | **Yes/No/Comments** |
| Take a moment to jot down all makes, models and serial numbers of the computer |  |
| Wipe down the monitor, keyboard and mouse with alcohol-free wipes. |  |
| Flip keyboard over and shake out debris. Blow out keys and mouse using canned compressed air. |  |
| Clean external intake grills in the front and in the back of the PC with compressed air. Be sure to get the power supply grill and exhaust fan. |  |
| Unplug and open the case. Use compressed air to remove dust and debris from internal fans and case. |  |
| Check power and ribbon cable connections to devices, make sure cables provide unobstructed airflow. |  |
| Inspect computer parts for damage (assign action for repair/replacement) |  |
| Assigned Action: |  |
| Damage part fixed |  |
| Close the case and replace screws |  |
| Store and dispose of used components according to organisational environmental guidelines |  |

|  |  |
| --- | --- |
| IT4U Approval | Webpages Advance Approval |
|  |  |
| Signature | Signature |
|  |  |
| Name | Name |

**Observation/Marking Checklist**

|  |  |  |
| --- | --- | --- |
| **Task** | **The Student is able to:** | **S or NYS** |
| 1 | *Observation-*Complete an inventory check of your workspace to ensure you have all the equipment to complete this job which must include:   * Computer and accessories * Locate serial number * Alcohol free wipes * Canned compressed air * Vacuum * Static mat * Static strap * Screwdriver   (ICTSAS432 4.1) | ☐ |
| 2 | *Observation-*Complete maintenance by following the Maintenance Report checklist (ICTSAS432 4.2, 5.1) | ☐ |
| 2 | *Observation-*Store and dispose of used components according to organisational environmental guidelines (ICTSAS432 4.3) | ☐ |
| 3 | Finalise Maintenance Report with a sign off (ICTSAS432 5.2) | ☐ |
| 3 | Ensure final client sign off (ICTSAS432 5.2) | ☐ |
| 3 | Submit Maintenance Report via Blackboard (ICTSAS432 4.1,4.2,4.3,5.1,5.2,5.3)) | ☐ |

**Student Feedback**

Lecturer Signature: Student Signature:

**Assessment Submission and Feedback:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Assessment # and title | | Assessment 1: Hardware Maintenance Practical | | | |
| **Lecturer name** | | Paul Williams | | | |
| **Student name** | | Ashby Scattini | | | |
| **Student ID number** | | 20146307 | | | |
| **Telephone contact number** | | 0419389919 | **Email:** Ashby Scattini | | |
| By completing and submitting this signed form to my lecturer, I am stating that:   1. The attached submission is completely my own work 2. I have correctly cited all sources of information used in this work (if required) 3. I have kept a copy of this assessment (where practicable) 4. I understand a copy of my assessment will be kept by the NMTAFE for their records 5. I understand my assessment may be selected for use in the NMTAFE’s validation and audit process to ensure student assessment meets requirements | | | | | |
| **Student Signature** | A.Scattini | | | **Date** | 22/02/2025 |

**Assessor please note: Where verbal clarification has been sought from a student to gather additional assessment evidence from an assessment item, question/s and response/s must be recorded, signed, and dated by the assessor, against the relevant assessment item/s.**

**Assessment Result Satisfactory / Not Yet Satisfactory** *(please circle)*

**Date: \_\_\_\_\_\_\_\_\_**