

061004T4ICT

ICT TECHNCIAN LEVEL 4

IT/OS/ICTA/CR/03/4/A

PERFORM COMPUTER REPAIR AND MAINTENANCE

NOV/DEC 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL
(TVET CDACC)**

PRACTICAL ASSESSMENT

Time: 2 Hours

INSTRUCTIONS TO CANDIDATE

1. You have been given 10 minutes to read through the paper
2. Time allocated is 2 hours for the candidate to attempt the tasks in this question paper.
3. Internet connectivity is allowed on your workstation.
4. Instructions for the task to be performed are provided.

TASK (50 Marks)

Troubleshooting and Repair

You are presented with a desktop computer that is experiencing boot issues. The user reports that the computer powers on but does not boot into the operating system. As a technician, your task is to diagnose and resolve the issue.

Required:

1. Initial Assessment
 - Document any relevant information provided by the user
 - List possible reasons for a computer not booting into the operating system.
2. Physical Inspection :
 - Perform a visual inspection of the hardware components and identify and document any physical signs of damage or loose connections.
3. Basic Hardware Testing :
 - Test the power supply unit (PSU) to ensure it is providing the correct voltage.
 - Check RAM modules for proper seating and functionality.
 - Inspect expansion cards (e.g., graphics card, video).
4. Advanced troubleshooting :
 - Use diagnostic tools to assess the condition of the hard drive.
 - Check for any error messages or codes during the boot process.
 - Fix the issue identify.