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)

ASSESSOR'S PRACTICAL GUIDE

TIME: 2 Hours

INSTRUCTIONS TO THE ASSESSOR

1. Loosen the RAM chip from the slot to create a fault for all the computers

2. You are required to mark the practical as the candidate performs the task.

3. You are required to take video clips at critical points.

4. Ensure the candidate has an identification tag pinned at the back and front near the shoulders showing Candidate's name and registration code.

5. Allocate the candidate 2 hours to complete the task

OBSERVATION CHECKLIST

Candidate's Name	
Candidate's Registration Code	
Assessor's Name	
Assessor's Registration Code	
Unit(s) of competency	**PERFORM COMPUTER REPAIR AND MAINTENANCE**
Venue of Assessment	
Date of assessment	

Items to be evaluated: *Please award marks as appropriate. Give a brief comment on your observation.*	**Marks available**	**Marks obtained**	**Comments**
TASK **Troubleshooting And Repair**			
1. Documented relevant information provided by the user *(Award 2 marks or zero)*	**2**		
2. Listed possible reasons for a computer not booting into the operating system. *(Award 2 mark or zero)*	**2**		
3. Performed a visual inspection of the hardware components and identified and documented physical signs of damage or loose connections. *(Award 12 marks or zero)*	**12**		
4. Tested the power supply unit (PSU) to ensure it is providing the correct voltage.	**2**		

(Award 2 marks or zero)			
5. Set up port forwarding on Windows Firewall to allow incoming traffic to a specific application or service. *(Award 10 marks or zero)*	**10**		
6. Checked RAM modules for proper seating and functionality. *(Award 4 marks or zero)*	**4**		
7. Inspected expansion cards (e.g., graphics card, video). *(Award 4 marks or zero)*	**4**		
8. Used diagnostic tools to assess the condition of the hard drive. *(Award 2 marks or zero)*	**2**		
9. Checked for any error messages or codes during the boot process. *(Award 2 marks or zero)*	**2**		
10. Fixed the issue identified *(Award 10 marks or zero)*	**10**		
TOTAL MARKS	**50**		
ASSESSMENT OUTCOME			

The candidate was found to be:

Competent ☐   Not yet competent ☐

(Please tick as appropriate)

(The candidate is competent if s/he gets at least 50% and above)

Feedback from candidate:

Feedback to candidate:

Candidate's Signature	**Date**
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Assessor's/ verifier's signature	**Date:**
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