



MINISTRY OF EDUCATION

State Department of Vocational & Technical Training

**DAVID MBITI WAMBULI TECHNICAL AND VOCATIONAL COLLEGE**

**LEARNING PLAN**

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| **Unit of Competence:** PERFORM ICT SYSTEM SUPPORT | **Unit Code:** IT/OS/ICT/CR/4/6 |
| **Name of Trainer: Guyo Abdifatah Bonaya** |  |
|  | **Level: 6** |
| **Date of Preparation:** 15th September 2023 | **Date of Revision:** |
| **Number of Trainees:** 2 | **Class:** |
| **Skill or Job Task:**  This unit covers the competencies required for performing ICT Infrastructure support. It involves identification and Documentation of ICT infrastructure equipment, Evaluation of the possible causes of failures of the components, diagnose and fix problems, test component performance and perform user training. | |
| **Benchmark or Criteria to be used**   1. **Identify and document ICT infrastructure equipment** 2. Perform audit on existing ICT Components and Infrastructure asper the manufacturers manual 3. Perform ICT Components and Infrastructure documentation 4. Classification of ICT infrastructural components is done 5. Specifications of ICT infrastructure is established based on manufacturer’s manual 6. Tools for ICT infrastructural support are identified as per the audit report 7. Safety and precautions measures are identified as per the internal ICT policy 8. Maintain the ICT Infrastructure and components asset register to date | |

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| **Week** | **Session No.** | **Session Title** | **Learning Outcome** | **Trainer**  **Activities** | **Trainee**  **Activities** | **Resources & Refs** | **Learning Checks/ Assessments** | **Reflections & Date** |
| 3  4  5  6  7 | 1 & 2  1&2  1&2  1&2  1 | ICT components and infrastructure  ICT components and infrastructure  documentation  Classification of ICT infrastructure  specification of ICT infrastructure  CONTINOUS ASSESSMENT TEST | *By the End of the session the Trainee should be able to:*   1. *Explain the definition of terms used in ICT components.* 2. *Identify all components of ICT and its infrastructure*   *By the End of the session the Trainee should be able to:*   1. *Explain the difference between input and output devices.* 2. *Document all components of ICT and its infrastructure according to its type*   *By the End of the session the Trainee should be able to:*   1. *Explain the meaning of ICT infrastructure.* 2. *Analyze classification of ICT infrastructure.*   *By the End of the session the Trainee should be able to:*   1. *Explain the meaning of specification as used ICT* 2. *Analyze specifications of ICT infrastructure.* | *Trainer to:*  *1.Pose questions on the terms used in ICT components*  2. Plays video clips showing all computer components  *Trainer to:*  *1.Pose questions on input and output devices*  2. Shows a chart showing classification of all ICT components.    *Trainer to:*  *1.Pose questions on meaning of ICT infrastructure*  2. Show a picture showing classification of all ICT infrastructure.  *Trainer to:*  *1.Pose questions on meaning of specification in ICT*  2. Show a video showing how to establish specifications of ICT infrastructure. | *Trainee to:*  *-Give response to the question posed*  -Watch the video clip  -Point out the components available as per the video clip.  **Assignment**  - In groups analyze the functions of all ICT components in reference to the video watched.  -Present their findings  *Trainee to:*  *-Give response to the question posed*  -Watch the chart  -Point out all classification of ICT components available as per the chart.  **Assignment**  - In groups document all ICT components in reference to the chart shown.  -Present their findings  *Trainee to:*  *-Give response to the question posed*  -Watch the picture.  -Point out all classification of ICT infrastructure available as per the picture.  **Assignment**  - In groups analyze all classification ICT infrastructure in reference to the picture shown.  -Present their findings  *Trainee to:*  *-Give response to the question posed*  -Watch the video.  -establish specifications of ICT infrastructure available as per the video.  **Assignment**  - In groups write down steps on how to establish all specifications of ICT infrastructure in reference to the video shown.  -Present their findings | |  | | --- | | 1. Occupational Standard/Curriculum  2.Learning guides  Etc.  **Training Aids:**  Video , computer |   1. Occupational Standard/Curriculum  2.Learning guides  Etc.  **Training Aids:**  Chart, computer  1. Occupational Standard/Curriculum  2.Learning guides  Etc.  **Training Aids:**  picture, computer  1. Occupational Standard/Curriculum  2.Learning guides  Etc.  **Training Aids:**  video, computer | **Knowledge**  1. oral questioning  2. written  3. presentation  **Skills**  1. observation  **Attitudes**  1. observation  2. third party reports  3. external assessors  **Knowledge**  1. oral questioning  2. written  3. presentation  **Skills**  1. observation  **Attitudes**  1. observation  2. third party reports  3. external assessors  **Knowledge**  1. oral questioning  2. written  3. presentation  **Skills**  1. observation  **Attitudes**  1. observation  2. third party reports  3. external assessors  **Knowledge**  1. oral questioning  2. written  3. presentation  **Skills**  1. observation  **Attitudes**  1. observation  2. third party reports  3. external assessors |  |

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| 8  9  10 | 1&2  1&2  1&2 | ICT infrastructural support tools  Safety and Precaution measures as ICT internal policy  Maintenance of ICT components and infrastructure | *By the End of the session the Trainee should be able to:*   1. *Identify tools used in ICT infrastructure* 2. *Explain uses of each tool used in ICT infrastructural support.*   *By the End of the session the Trainee should be able to:*   1. *Identify safety precautions as stipulated in internal ICT policy* 2. *Explain importance of having safety precautions in place in a workplace.*   *By the End of the session the Trainee should be able to:*   1. *Identify ICT components and infrastructure records.* 2. *Explain importance of maintenance of ICT record up-to-date* | *Trainer to:*  *1. Pose questions tools used in ICT infrastructure.*  2. Show a chart showing tools used in ICT infrastructural support and its uses.  *Trainer to:*  *1. Pose questions on safety precautions in a workplace.*  2. Show a video explaining importance of safety precaution in any workplace.  *Trainer to:*  *1. Pose questions on records of ICT components and infrastructure.*  2. Arrange learners in groups of five to discuss importance of record updating. | *Trainee to:*  *-Give response to the question posed*  -Watch the chart.  -analyze tools and its uses in ICT infrastructure available as per the chart.  **Assignment**  - In groups analyze all the tools used and its uses in ICT infrastructure in reference to the chart shown.  -Present their findings  *Trainee to:*  *-Give response to the question posed*  -Watch the video.  -Write down all importance of having safety precaution in place as per the video.  **Assignment**  - In groups write down an ICT internal policy on safety precaution in reference to the video shown.  -Present their findings  *Trainee to:*  *-Give response to the question posed*  -make a discussion in groups.  - present their findings  **Assignment**  *-individually to do a research on how a good ICT component and infrastructure record should like.*  *-present the findings in form a written report.* | 1. Occupational Standard/Curriculum  2.Learning guides  Etc.  **Training Aids:**  charts, computer  1. Occupational Standard/Curriculum  2.Learning guides  Etc.  **Training Aids:**  video, computer  1. Occupational Standard/Curriculum  2.Learning guides  Etc.  **Training Aids:**  Smart board, computer | **Knowledge**  1. oral questioning  2. written  3. presentation  **Skills**  1. observation  **Attitudes**  1. observation  2. third party reports  3. external assessors  **Knowledge**  1. oral questioning  2. written  3. presentation  **Skills**  1. observation  **Attitudes**  1. observation  2. third party reports  3. external assessors  **Knowledge**  1. oral questioning  2. written  3. presentation  **Skills**  1. observation  **Attitudes**  1. observation  2. third party reports  3. external assessors |

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| **Skill or Job Task:**  This unit covers the competencies required for performing ICT Infrastructure support. It involves identification and Documentation of ICT infrastructure equipment, Evaluation of the possible causes of failures of the components, diagnose and fix problems, test component performance and perform user training. | |
| **Benchmark or Criteria to be used**   1. **Evaluate the state of performance and possible causes of failures of the components**     1. Perform troubleshooting of failed components    2. Determine Possible causes of failure    3. Carry out repair or replacement of failed components    4. Test the repaired or replaced component    5. Adopt component failure Prevention measures   Generate report | |

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| 11  12 | 1&2  1&2 | | Troubleshooting  Causes of components failure | *By the End of the session the Trainee should be able to:*   1. *Explain the meaning of troubleshooting* 2. *Demonstrate troubleshooting of faulty components*   *By the End of the session the Trainee should be able to:*   1. *Identify the possible components failure* 2. *Explain causes of components failure* | *Trainer to:*  *1. Pose questions on meaning of troubleshoot as used ICT.*  2. Demonstrate how to troubleshoot failed components of ICT.  *Trainer to:*  *1. Pose questions on possible components failure.*  2. Show a video explaining common components failure and its possible cause. | *Trainee to:*  *-Give response to the question posed*  -Follow as trainer demonstrates.  - troubleshoot faulty components as demonstrated by the trainer.  **Assignment**  *-Do more troubleshooting of failed components*  *Trainee to:*  *-Give response to the question posed*  -watch the video.  - write down components failures and its cause as per the video shown.  **Assignment**  *-in groups research on possible diagnosis of each failure.*  *- Present findings.* | 1. Occupational Standard/Curriculum  2.Learning guides  Etc.  **Training Aids:**  Smart board, computer  1. Occupational Standard/Curriculum  2.Learning guides  Etc.  **Training Aids:**  video, computer | **Knowledge**  1. oral questioning  2. written  3. presentation  **Skills**  1. observation  **Attitudes**  1. observation  2. third party reports  3. external assessors  **Knowledge**  1. oral questioning  2. written  3. presentation  **Skills**  1. observation  **Attitudes**  1. observation  2. third party reports  3. external assessors |
| 13 | | Revision | | | | | | |
| 14 | | **End of Term Exam** | | | | | | |

HOD SIGNATURE