

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and understanding and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Obtained and analysed website requirements 1.2 Designed Website based on the obtained requirements. 1.3 Identified the Appropriate website authoring software suite 1.4 Linked the website with the database 1.5 Implemented Website security measures 1.6 Performed website maintenance
2. Resource Implications	<i>The following resources must be provided:</i> 2.1 Resources the same as that of workplace are advised to be applied Including computer, software suite, hosting server etc
3. Methods of Assessment	Competency may be assessed through: 3.1 Oral test 3.2 Observation 3.3 Practical demonstration
4. Context of Assessment	Competency may be assessed individually in the actual workplace or through a simulated work place setting
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

PERFORM COMPUTER REPAIR AND MAINTENANCE

UNIT CODE: IT/OS/ICT/CR/6/6

UNIT DESCRIPTION

This unit covers the competencies required for performing computer repair and maintenance using diagnosing, repairing and maintenance tools. It involves performing troubleshooting, disassembling of faulty components, repairing/replacing faulty components, testing of component functionality upgradation and testing of hardware and software.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Perform component troubleshooting	1.1 Identification of computer parts is done as per the manufacturer's manual 1.2 Assembling of <i>appropriate computer maintenance tools</i> and maintenance techniques is done as per the manufacturer's manual 1.3 Theory of probable cause is established 1.4 Testing of the theory to determine cause is done 1.5 Identification of the problem is established 1.6 Appropriate solution to the problem is performed
2. Disassemble faulty components	2.1 Tools for disassembling are assembled as per the disassembling procedures 2.2 Faulty components are disassembled 2.3 Disassembling is performed according to provided <i>instruction manuals.</i>
3. Repair/replace and reassemble components	3.1 Faulty parts to be repaired or replaced are identified 3.2 Acquisition of new parts is done as per the specifications of the components in the case of replacement and repair is done on faulty components. 3.3 Reassembling of the repaired or replaced components is done
4. Test computer/component functionality	4.1 Switch on the computer for <i>POST test</i> 4.2 Perform specific component test as per the manufacturer manual 4.3 Evaluation of the test results is done 4.4 Generation of the component and system report is done

ELEMENT	PERFORMANCE CRITERIA <i>(Bold and italicised terms are elaborated in the Range)</i>
	4.5 Develop a component test plan based on the component report
5. Upgrade computer software/hardware	5.1 Run <i>diagnostic program</i> according to the manufacturer's manual 5.2 Install update if any according to the manufacturer manual

RANGE

This section provides work environment and conditions to which the performance Criteria apply. It allows for different work environment and situations that will affect Performance.

Variable	Range <i>May include but is not limited to:</i>
1. Appropriate computer maintenance tools	1.1 Straight-head screwdriver 1.2 Phillips-head screwdriver 1.3 Tweezers or part retriever. 1.4 Needle-nosed pliers. 1.5 Wire cutters. 1.6 Chip extractor. 1.7 Hex wrench set. 1.7 Torx screwdriver
2. Instruction manuals.	2.1 Refers to an instructional book or booklet that is supplied with almost all technologically advanced consumer product to be used during inspection
3. POST test	3.1 process performed by firmware or software routines immediately after a computer or other digital electronic device is powered on.
4. Diagnostic program	4.1 Software tool used to diagnose problems with a particular set of hardware devices.

REQUIRED KNOWLEDGE AND UNDERSTANDING

The individual needs to demonstrate knowledge and understanding of:

1. Troubleshooting techniques
2. Procedures and techniques for reassembling and assembling
3. Component testing techniques
4. Computer systems and their components
5. The manufacturer's warranty requirements relating to commissioning activities for the computer and related components.
6. The legal requirements relating to commissioning activities for computer systems and components.
7. procedures and techniques for upgrading

FOUNDATION SKILLS

The individual needs to demonstrate the following additional skills:

- Communications (verbal and written);
- Proficient in ICT;
- Time management;
- Analytical
- Faults troubleshooting
- Problem solving;
- Planning;
- Decision making;
- Report writing;

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6. Critical Aspects of Competency	Assessment requires evidence that the candidate: <ol style="list-style-type: none">1. Performed Component Troubleshooting2. Assembled appropriate computer maintenance tools3. Identified different maintenance techniques4. Identified and disassembled Faulty components5. Performed specific component test
7. Resource Implications	Resources the same as that of workplace are advised to be applied Including computer, printers, photocopiers, keyboards etc
8. Methods of Assessment	Competency may be assessed through: <ol style="list-style-type: none">8.1 Oral questioning8.2 Practical demonstration8.3 Observation
9. Context of Assessment	9.1 Competency may be assessed individually in the actual workplace or through simulated work environment
10. Guidance information for assessment	10.1 Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.