

## **MODULE 1**

### **INFORMATION AND COMMUNICATION TECHNOLOGY**

#### **IT/OS/ICTA/CR/04/4/MA**

#### **PERFORM COMPUTER REPAIR AND MAINTENANCE**

**SEPTEMBER - NOVEMBER 2025**



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

#### **PRACTICAL ASSESSMENT**

#### **INSTRUCTIONS TO THE CANDIDATE:**

1. This unit of competence shall be assessed in three phases.
2. Each assessment session has the duration included in brackets
3. The three phase of the assessment shall include a practical session and an oral assessment session.
4. The assessor will take photos and videos as you perform the tasks at critical points during the assessment.
5. Ensure all required resources for the assessment have been provided before beginning the assessment.

## **PRACTICAL ASSESSMENT 1 (2 HOURS)**

### **Elements Covered:**

1. Perform computer troubleshooting

### **Tasks:**

A user has provided you with their Support ticket:

### **SUPPORT TICKET #2025-0460**

**User:** John Doe – Library Assistant

**Department:** Library

**Computer:** Dell OptiPlex 3070 (LIB-014)

**Priority:** High

### **Complaint:**

- Computer turns on but shuts down after 5–10 seconds.
- Sometimes makes a single short beep before shutting down.
- The monitor flickers briefly before the shutdown.
- Power light comes on for a few seconds then goes off.
- Tried restarting multiple times with the same result.
- No record of maintenance found.

You are tasked to:

- a) Mention five likely causes of the problems experienced by the user
- b) Identify five inspections that you can perform to identify the where the issue is
- c) Formulate five troubleshooting questions you can ask the user.
- d) Recommend solutions and preventive measures to the user.
- e) Document, the causes, inspections performed, question asked and recommended solutions and preventive measures given.
- f) Print the Report.

## **PRACTICAL ASSESSMENT 2 (2 HOURS)**

### **Elements Covered:**

1. Repair faulty components
2. Test computer component functionality

### **Tasks:**

- a) Follow ESD procedures throughout installation process
- b) Insert the following into correct slot.



- c) Mount and connect storage device using appropriate SATA/power cables
- d) Mount the CMOS battery
- e) Perform the POST process
- f) Access the BIOS / UEFI Utility in the computer provided to confirm that the RAM and hard disk are detected.
- g) Run memory diagnostic tools
- h) Execute disk health checks
- i) Run a diagnostic tool and verify system recognition of installed devices
- j) Generate comprehensive test report documenting:
  - i. Component installation status
  - ii. POST test results and any error codes
  - iii. Performance benchmarks for RAM and storage
  - iv. BIOS version.
- k) Print the test report

### **PRACTICAL ASSESSMENT 3 (3 HOURS) AND ORAL ASSESSMENT (1 HOUR)**

#### **Elements Covered:**

- 1. Perform Computer Maintenance

#### **Tasks:**

- a) Create a maintenance schedule for:
  - i. Disk cleanup
  - ii. Antivirus scan
  - iii. Software updates
  - iv. Defragmentation.
- b) On the provided computer:
  - i. Run disk cleanup and remove unnecessary files.
  - ii. Perform disk defragmentation/optimization.

- iii. Run antivirus scan and remove any threats.
- iv. Check system performance after maintenance.
- c) Document the maintenance schedule, maintenance tasks performed, system status, and recommendations for future maintenance.
- d) Print the report.

**The assessor will proceed to ask you oral questions for 1 hour.**