

5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
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PERFORM COMPUTER REPAIR AND MAINTENANCE

ISCED UNIT CODE: 0714 351 04A

TVET CDACC CODE: IT/OS/ICTA/CR/04/4/MA

UNIT DESCRIPTION:

This unit covers the competencies required for performing computer repair and maintenance. It involves performing computer troubleshooting, repairing faulty components, testing computer component functionality and performing computer maintenance.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace functions	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicized terms are elaborated in the range)</i>
1. Perform computer troubleshooting	1.1 User data is assessed as per workplace procedures. 1.2 Computer problems are identified as per the assessed user data. 1.3 Solution to the problem is determined as per workplace procedure.
2. Repair faulty components.	2.1 Computer components for replacement are selected as per the workplace procedure. 2.2 Tools for repairing or replacing are assembled as per the workplace procedure. 2.3 Safety procedures are observed as per workplace procedures. 2.4 Faulty computer components are repaired or replaced as per the manufacturer's manual. 2.5 Obsolete or faulty computer components are disposed as per workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace functions	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicized terms are elaborated in the range)</i>
3. Test computer component functionality	3.1 Computer is switched on for POST test as per workplace procedure. 3.2 Computer component test is performed as per workplace procedure. 3.3 Computer component's functionality report is generated as per workplace procedure.
4 Perform computer maintenance	4.1 Computer maintenance is scheduled as per the workplace procedure. 4.2 Computer maintenance is performed as per the workplace procedure. 4.3 Computer maintenance report is generated as per workplace procedure.

RANGE

Variable	Range
1. Computer components may include but are not limited to:	● Input components. ● Output components. ● Storage components ● Processing components ● Communication components
2. Safety procedures may include but are not limited to:	Personal Protective Equipment: ● Overall/apron/dust coat ● Antiglare screens

Variable	Range
	● Dust mask ● Gloves ● Safety boots ● Antistatic equipment ● Antistatic wrist strap ● Antistatic mat ● Antistatic gloves ● Ergonomics ● First AID kit
3. Tools for repairing or replacing may include but are not limited to:	● Straight-head screwdriver, large and small ● Phillips-head screwdriver, large and small ● Tweezers or part retriever ● Needle-nosed pliers ● Wire cutters ● Chip extractor ● Hex wrench set ● Torx screwdriver
4. Disposed may include but are not limited to:	● E- waste ● Pollution ● Hazards ● Disposal methods

REQUIRED KNOWLEDGE AND SKILLS

This section describes the knowledge and skills required for this unit of competency.

Required knowledge

The individual needs to demonstrate knowledge of:

- Troubleshooting techniques
- Procedures and techniques for reassembling