

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
Document creation may include but not limited to:	• New file creation • Saving files • Naming files according to organizational conventions
Document output and storage may include but not limited to:	• Printing • Sharing • File storage according to organizational procedures
Security may include but not limited to:	• Password protection • Restricted access • Data validation • Backup procedures

REQUIRED KNOWLEDGE AND UNDERSTANDING

The individual needs to demonstrate knowledge and understanding of:

- Creating new files, saving documents, and applying organizational file-naming conventions.
- Document output processes, including printing, sharing, and storing files in line with organizational procedures.
- Security practices for documents, including password protection, restricted access, data validation, and backup procedures.

FOUNDATION SKILLS

The individual needs to demonstrate the following foundation skills:

- Communications (verbal and written);
- Time management;
- Problem solving;
- Planning;
- Decision making;
- Report writing;

EVIDENCE GUIDE

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

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Online collaboration platforms (Google Workspace, Microsoft Teams,Zoom,Cisco Webex,Slack) are accessed and configured according to organizational requirements. 1.2 User accounts and profiles are created, updated, and maintained securely. 1.3 Documents, spreadsheets, and presentations are shared and collaboratively edited in real time. 1.4 Online meetings, video conferences, and webinars are scheduled, conducted, and recorded where necessary. 1.5 Collaboration tools (chat, screen sharing, whiteboards, file sharing) are used to support teamwork. 1.6 Access permissions and version control are applied to maintain document integrity and confidentiality. 1.7 Notifications, reminders, and task assignments are managed to support project workflows. 1.8 Data security and privacy protocols are followed when engaging in online collaboration. 1.9 Collaboration activities are documented and stored according to organizational procedures. 1.10Database software configuration outlined according to organizational requirements. 1.11Creation, naming, and structuring of new databases documented in line with specifications. 1.12Forms and reports generated, customized, and outlined for user-friendly presentation. 1.13Presentation software setup outlined in line with task requirements. 1.14Creation, saving, and naming of new presentations
-----------------------------------	--

	documented according to organizational conventions. 1.15 Slide layouts, themes, and templates selected and outlined as per purpose. 1.16 Insertion and formatting of text, tables, images, and charts documented for clarity. 1.17 Multimedia integration outlined to enhance delivery. 1.18 Final presentations were saved and outlined for distribution. 1.19 Graphic software configuration outlined in line with task requirements. 1.20 Drawing and design tools applied and documented. 1.21 Layers, filters, and effects applied and documented for visual outcomes. 1.22 Final graphic works saved, printed, or published and documented according to procedures. 1.23 Online collaboration platforms configured as per organisational requirements. 1.24 Online meetings, webinars, and video conferences scheduled, conducted, recorded, and documented. 1.25 Access permissions and version control applied, and evidence documented for integrity.
2. Resource Implications for competent certification	The following resources should be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place 2.3 Materials relevant to the proposed activity or tasks
3. Methods of Assessment	Competency may be assessed through: 3.1 Observation 3.2 Oral questioning 3.3 Practical test in conducting test 3.4 Demonstration of interpretation of test results
4. Context of Assessment	Competency may be assessed individually 4.1 In the actual workplace 4.2 Simulated environment of the work place

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

TVET CDACC UNIT CODE: SEC/OS/CS/CR/02/5/MA

UNIT DESCRIPTION

This unit covers the competencies required to perform computer repair and maintenance. It entails performing troubleshooting, dismantling faulty components, repairing/replacing faulty components, and preparing and documenting maintenance reports.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicised terms are elaborated in the Range)</i>
7. Perform troubleshooting	7.1 Performance issues in the machine are identified as per the workplace procedures 7.2 Hardware and software are diagnosed in line with the standard operating procedure 7.3 Testing and troubleshooting tools are established as per the industry best practices
8. Dismantle faulty components	8.1 Components to be dismantled are identified 8.2 Components are dismantled in line with the manufacturer's manuals 8.3 Dismantling tools and components are established in standard operating procedures 8.4 Component handling is aligned to the standard operating procedures
9. Repair/Replace faulty components	9.1 Diagnostic tools and instruments are identified as per the workplace policy 9.2 Components functionality is tested as per the manufacturer's manuals 9.3 Test parameters are compared with the expected output in line with the manufacturer's manuals 9.4 Faulty components are identified and removed as per the standard operating procedure 9.5 Faulty components are repaired/replaced in line with

	manufacturers manuals 9.6 Repaired/replaced components are tested for their functionality according to standard operating procedure 9.7 Components are reassembled, and continuous monitoring performed as per the industries best practice
10. Prepare and document maintenance report	10.1 Maintenance report is prepared in line with the organizations approved format 10.2 Maintenance report is shared with the relevant parties 10.3 Prepared report is filed as per the organizations policy

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
Hardware may include but not limited to:	• Desktops • Central process unit (CPU) • Laptops • Mobile phones • Server boxes • Hard drives • Routers • Switches
Software maintenance may include but not limited to:	• Preventive • Detective • Responsive
Computer hardware may include but are not limited to:	• The System Unit E.g. Motherboard, CPU, casing, • Input Devices e.g. pointing, keying, scanning, voice/speech recognition, direct data capture devices. • Output Devices e.g. hardcopy output and softcopy output • Storage Devices e.g. main memory e.g. RAM,