



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

Qualification Code : 061006T4ICT
Qualification : ICT TECHNICIAN LEVEL 6
Unit Code : IT/OS/ICT/CR/6/6
Unit of Competency : Perform Computer Repair and Maintenance

WRITTEN ASSESSMENT ASSESSOR'S GUIDE

(These only serves as a guide to expected responses.)

SECTION A: (40 MARKS)

All questions Attempted

1. Define the term compute repair (2 Marks)

Computer repair is the process of identifying, troubleshooting and resolving problems and issues in a faulty computer.

(Award 2 marks maximum 2 marks)

2. Explain the term latency as used in magnetic disks. (2 marks)

It is the delay waiting for the rotation of the disk to bring the required disk sector under the read-write head.

(Award 2 marks maximum 2 marks)

3. Describe each of the following types of hard disk interfaces

- i. IDE (2 marks)

Integrated Drive Electronics refers to the hard disk drive that integrates the hard disk controller and the disk body. This approach reduces the number and length of cables for the hard disk interface, enhances the reliability of data transmission, and makes hard disk manufacturing easier

ii. SATA. (2 marks)

It is an interface used to connect ATA hard drives to a computer's motherboard. SATA adopts serial connection mode. serial ATA bus uses embedded clock signal, which has stronger error correction ability.

(Award 2 marks for each maximum 4 marks)

4. Computer technicians experience several challenges when carrying out routine maintenance. Outline three challenges they could experience. (6 marks)

i. Multiple Points of Contact

When something goes wrong and you need spare parts immediately You cannot immediately have the spare parts or computer parts you need because you have to go through a series of process, which delays the resolution to your problem

ii. Specialized Skills

Technicians have the technical expertise, experience, and superior knowledge in providing maintenance support. However, they cannot diagnose and resolve issues across multiple-vendor platforms.

iii. Various hardware maintenance needs

Each equipment has different hardware maintenance needs and different warranty expiration date.

(Award 2 marks for each maximum 6 marks)

5. A lecturer described FAT 16 to a computer maintenance and support class. Outline **SIX** disadvantages of FAT 16 that he could have mentioned. (6 marks)