



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

Qualification Code : 061004T4ICT
Qualification : ICT Level 4
Unit Code : IT/OS/ICTA/CC/03/4/A
Unit of Competency : Repair and Maintain a computer.

WRITTEN ASSESSMENT

ASSESSOR'S GUIDE

SECTION A: (10 Marks)

In this section, each correct answer is 1 mark.

1. Which of the following would be a logical first step in troubleshooting a PC?
 - A. Check the computer CMOS
 - B. Define the circumstances of the problem**
 - C. Call the vendor
 - D. Define what applications are being used
2. Which would you do first when troubleshooting a faulty monitor?
 - A. Check its connections to the computer and power source**
 - B. Use a meter to check the CRT and internal circuitry for continuity
 - C. Power down the monitor, then turn it on again to see if that corrects the problem
 - D. Power down the computer, then turn it on again to see if that corrects the problem
3. You have a PC with no video* Which of the following is LEAST likely to be causing the problem?
 - A. defective RAM (bank zero)
 - B. defective microprocessor
 - C. crashed hard drive**
 - D. loose video card

4. One of the major components of a PC is the Central Processing Unit (CPU) which can be best described as:
- A. The device that sends the monitor signals telling it what to display
 - B. The area that regulates all of the system power usage
 - C. The area where all the of the Basic input/output routines are stored
 - D. The area where all of the processing takes place**
5. You suspect a virus has entered your computer. What will not be affected by the virus?
- A. CMOS**
 - B. Boot sector
 - C. Floppy disks
 - D. Program files
6. What should you replace if the brightness or contrast adjustments were malfunctioning on a laptop?
- A. fuse
 - B. led display**
 - C. adjustment switch
 - D. led display cable
7. What is your first action when windows reports that your hard drive is developing bad sectors?
- A. replaces the hard drive
 - B. run reclean from dos
 - C. run defrags on the hard drive
 - D. run scandisk with the "thorough" option**
8. Place where large amounts of data are stored outside central processing unit is called
- A. backing store**
 - B. peripherals
 - C. control unit
 - D. AL unit
9. Power protection device that includes a battery and provides a few minutes of power.
- A. surge suppressor
 - B. line conditioner
 - C. generator
 - D. UPS**