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| **COMPUTER SYSTEM OPERATION** | | | | |
| **Competency Unit (CU) : COMPUTER SYSTEM REPAIR** | | **Code : IT-020-3:2013-C03** | | |
| **Work Activity 1: Assess computer repair job order/ change request** | | **Duration :** 5 Hours | | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:   * 1. List type of computer system repair equipment      1. PC/laptop      2. Printer      3. Scanner      4. Peripherals      5. etc   2. Understand previous computer maintenance report according to:      1. Faulty history      2. Corrective history      3. User history   3. Define computer problem symptom      1. Power On Self Test ( POST)      2. LED status indicator      3. Beep sound      4. Blue screen      5. Blank screen      6. No power (power supply)      7. Power cable connection      8. etc   4. List of computer system set-up tools such as:      1. Screw driver      2. Multi meter      3. Anti-electrostatic wristband      4. Vacuum cleaner      5. etc | | | | |
| **Work Activity 2 : Carry out online computer trouble shooting** | | | **Duration : 16** Hours | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:   * 1. Define computer problems / issues:      1. Hard disk crash (abnormal sound)      2. Memory (fatal error)      3. Power supply failure      4. Motherboard failure      5. Internet Wifi / network card failure      6. etc   2. Describe corrective troubleshooting:      1. Remote troubleshoot (eg.remote desktop/team viewer)      2. Phone guide instruction / helpdesk      3. Mobile application assist (eg.whatsapp)      * 1. List of hardware replacement such as:      1. Memory      2. CPU      3. Hard disk      4. Optical drive      5. Graphic card      6. Wifi card      7. Network card      8. etc | | | | |
| **Work Activity 3 : Perform on-site computer repair** | **Duration : 27** Hours | | | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:   * 1. Define tasks of computer repair:      1. Data backup         1. Operating system         2. Software         3. Applications         4. Drivers         5. Data         6. Configurations         7. etc      2. Computer diagnose      3. Problem identification      4. Procurement of computer part      5. Computer components part fixing      6. Computer system repair testing         1. Computer unit test         2. Operational test         3. Functionality test   2. Define computer repair costing according to:      1. Computer part cost      2. Service/ labour cost      3. Transportation cost      4. Understand computer repair safety precaution         1. Electrical hazards         2. Workplace hazards      5. Describe computer part disposal procedure according to company policy | | | | |
| **Work Activity 4 : Prepare computer status report** | | | **Duration : 6** Hours | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:   * 1. Define computer status report according to:      1. Report format      2. Report content:         1. Client information         2. Problem/issues         3. Action taken:            1. Troubleshoot            2. Repair            3. Replace faulty parts      3. Report computer system repair procedure according to on-site computer repair. | | | | |
| **TOTAL** | | | | **54 Hours** |