

<b>Title</b>	<b>Repair a personal computer and peripherals to module level</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	People credited with this unit standard are able to: diagnose faults with a personal computer and peripherals to module level; plan the repair of a personal computer and peripherals to module level; replace faulty modules in a personal computer and peripherals; resolve faulty software in a personal computer; and restore to service a personal computer and peripherals.
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<b>Classification</b>	Computing > Computer Support
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Range  
Faults include – storage device, power supply, motherboard, input and output devices, monitor, memory, operating system, device drivers, software conflicts, mechanical, cables.
- 2 Definitions  
*Peripherals* refers to input, output, and storage devices e.g. monitors, keyboards, printers, modems, scanners, external hard drives, optical drives, accessory cards.  
*Module level* refers to hardware sub-assemblies, such as disk drives and circuit boards, that are replaceable without the use of a soldering iron.  
*Software* refers to system software and application software.
- 3 Performance of all outcomes is to be carried out in accordance with organisation standards and procedures, unless otherwise stated. Organisation standards and procedures may cover – quality assurance, documentation, provided specifications, security, communication, health and safety, and personal behaviour.
- 4 The assessment context for this unit standard must be suitable to meet the criteria for level 5 in the NZQF Level Descriptors, which are available by searching for “level descriptors” at [www.nzqa.govt.nz](http://www.nzqa.govt.nz).
- 5 Legislation relevant to this unit standard may include but is not limited to:  
Consumer Guarantees Act 1993;  
Copyright Act 1994;  
Copyright (New Technologies) Amendment Act 2008;  
Health and Safety at Work Act 2015;  
Privacy Act 1993;  
and any subsequent amendments.

## 6 References

*ACC5637 Guidelines for Using Computers - Preventing and managing discomfort, pain and injury.* Accident Compensation Corporation - Department of Labour, 2010; available from Worksafe New Zealand, at <http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/guidelines-for-using-computers>.

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## Outcomes and performance criteria

### Outcome 1

Diagnose faults with a personal computer and peripherals to module level.

Range hardware faults and software faults from each of computer and peripherals.

### Performance criteria

- 1.1 An investigation of each fault verifies the reported symptoms, and identifies any further symptoms.
- 1.2 The cause(s) of the symptoms are identified using diagnostic procedures recommended by industry and according to the user's requirements.
- 1.3 Known problems are identified using industry recommended information sources.  
  
Range reference manual(s), fault database(s), internet/intranet portal, supplier(s) staff.
- 1.4 Hardware faults are diagnosed to hardware module level, and software faults are diagnosed to packaged software level.

### Outcome 2

Plan the repair of a personal computer and peripherals to module level.

### Performance criteria

- 2.1 A review of the diagnosis identifies and explains the feasibility of the repair.
- 2.2 The plan outlines the strategy for repairing the fault.
- 2.3 A review procedure is adopted which ensures the final outcome meets user requirements.
- 2.4 A plan estimates the effort, duration, and resources required for the repair.
- 2.5 The resources required to complete the repair are available at the repair site.
- 2.6 Replacement modules and software are compatible with the computer system and carry evidence of integrity.

**Outcome 3**

Replace faulty modules in a personal computer and peripherals according to the manufacturer's specifications.

**Performance criteria**

- 3.1 The replacement modules are installed.
- 3.2 Testing demonstrates the replacement modules function.
- 3.3 The personal computer and peripherals operate.

**Outcome 4**

Resolve faulty software in a personal computer.

Range reconfigure, reinstall.

**Performance criteria**

- 4.1 The personal computer software problem is resolved following the publisher's instructions.
- 4.2 The personal computer hardware and software operates according to the publisher's specifications.
- 4.3 The resolution minimises disruption to the user.

**Outcome 5**

Restore to service a personal computer and peripherals.

**Performance criteria**

- 5.1 The personal computer user's data and configuration are restored according to the repair plan.
- 5.2 The personal computer and peripherals operate according to the manufacturer's specifications.
- 5.3 The personal computer and peripherals are restored to service to meet the requirements of the user.

**Replacement information**

This unit standard replaced unit standards 6873 and 6874.

**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	19 January 2017	31 December 2024
Review	2	26 May 2022	31 December 2024

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.