

Title	Repair a personal computer and peripherals to module level		
Level	5	Credits	10

Purpose	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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Classification	Computing > Computer Support
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Available grade	Achieved
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Explanatory notes

- 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.
- 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>.

Outcomes and evidence requirements

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.

Evidence requirements

- 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.

Evidence requirements

- 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.

Evidence requirements

- 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.

Evidence requirements

- 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.

Evidence requirements

- 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.
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Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 January 2017	N/A

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

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.