

061005T4ICT

ICT TECHNICIAN LEVEL 5

IT/OS/ICT/CR/3/5

Perform Computer Repair and Maintenance

March/April 2025



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

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section **A** and **ANY THREE** (3) questions in section **B**.
3. Marks for each question are indicated in the brackets.
4. Candidates are provided with a separate answer booklet
5. Do not write on the question paper.

This paper consists of THREE (3) printed pages
Candidates should check the question paper to ascertain that all
pages are printed as indicated and that no questions are missing.

SECTION A (40 MARKS)**Answer all questions in this section.**

1. State FOUR primary functions of the CPU. (4 Marks)
2. You have been hired as a Help Desk ICT Technician in your college. A new user calls in complaining that they cannot type any text into their documents. Identify FOUR possible input devices that could be malfunctioning and preventing the user from typing. (4Marks)
3. List FOUR key functions of the motherboard in a computer system. (4 Marks)
4. List the FOUR primary functions of buses within a computer system. (4 Marks)
5. Distinguish System Software from Application Software. (2 Marks)
6. A student connected a USB device to their computer, but the computer failed to recognize the device, and no prompt appeared on the screen. List FOUR possible troubleshooting steps to resolve this issue. (4 Marks)
7. An ICT trainer has been using a computer for classroom lectures. Recently, the trainer has encountered slow computer performance. List THREE common software-related causes for this issue. (4 Marks)
8. A client brings their desktop computer to your repair shop, complaining of frequent system crashes. Identify FOUR potential faulty components that could be causing this issue. (4 Marks)
9. State TWO key reasons why proper application of thermal paste is crucial. (2 Marks)
10. An ICT student was tasked with replacing the RAM in a desktop computer. State FOUR key factors the student should consider to ensure the new RAM module is compatible with the system. (4 Marks)
11. Alex was troubleshooting his friend's computer, which was failing to boot correctly. While inspecting the system, he came across two types of memory labeled RAM and ROM. State TWO differences between these components. (4 Marks)

SECTION B (60 MARKS)

Answer any three questions in this section.

12. An ICT technician from ABC College intends to train learners PC troubleshooting.
- a) Describe FIVE factors that should be considered when selecting a troubleshooting technique. (10 Marks)
 - b) Explain FIVE benefits the institute will gain by conducting regular computer maintenance. (10 Marks)
13. When conducting repairs and servicing on computer systems, the well-being and security of both the technician and the equipment being handled is paramount.
- a) Discuss FIVE safety measures that the student should adhere to during the maintenance process. (10 Marks)
 - b) Describe FIVE necessary tools required for repair and maintenance. (10 Marks)
- 14.
- a) Describe FOUR reasons for the need to upgrade a software. (8 Marks)
 - b) Discuss SIX key security measures that are vital to implement to protect a company's network and data from cyber (12 Marks)
- 15.
- a) Describe FIVE hardware components that can significantly influence the overall performance of a computer system. (10 Marks)
 - b) James was required to write a technical report on a computer that was faulty thus affecting its performance. Explain FIVE characteristics he highlighted on his report. (10 Marks)