

Technical And Vocational College

Date: 31.07.2025 10:32 AM

061005T4ICT**ICT TECHNICIAN LEVEL 5****IT/OS/ICT/CR/03/5****Perform Computer Repair and Maintenance****July/August 2025**Printed By: Technical And Vocational College Date: 31.07.2025
10:32 AM

Printed By: And Vocational College Date: 31.07.2025 10:32 AM

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

WRITTEN ASSESSMENT

m

Printed By: And Vocational College

Date: 31.07.2025 10:32 AM

Time: 3 HOURS**INSTRUCTIONS TO CANDIDATE**

Printed By: Technical And Vocational College

Date: 31.07.2025 10:32 AM

1. The 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 stion are in dicated in the backet
4. Candidates are provided with a separate answer booklet.
5. **DO NOT** write on the question paper.

Printed By: Technical And Vocational College
Date: 31.07.2025 10:32 AMPrinted By: Technical And Vocational College
Date: 31.07.2025 10:32 AM

And Vocational College Date: 31.07.2025 10:32 AM

Printed By: And Vocational College

Date: 31.07.2025 10:32 AM

This paper consists of FOUR (4) printed pages

**Candidate 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 the questions in this section.**

1. In the field of computers, tools are utilized. Name FOUR essential hand tools that technicians could typically have in their toolkit for computer repair. (4 marks)
2. When resolving computer faults, a structured troubleshooting approach is necessary. Highlight THREE benefits of conducting proper troubleshooting during computer repair. (3 marks)
3. A technician is diagnosing a desktop computer that fails to start up and suspects a Power-On Self-Test failure. List TWO possible issues which will be at the top of his mind. (2 marks)
4. It is advisable to rely on a service manual when servicing a computer. State THREE reasons for availability of a service manual in a computer repair shop (3 marks)
5. Computer maintenance can be preventive or corrective. Give TWO differences between preventive and corrective maintenance in computer servicing. (4 marks)
6. A client decides to seek advice on an upgrade of his computer hard drive. The technician decides to diagnose it before giving his recommendation. Outline TWO reasons for carrying-out a diagnosis in this case. (2 marks)
7. During computer repair different computer components are tested. Identify
 - a) THREE hardware (3 marks)
 - b) ONE software (1 marks)
8. It is advisable to prioritize safety when preparing to undertake a repair on a desktop computer. State THREE safety precautions to be observed in a computer repair process. (3 marks)
9. A client contacts a technician to fix a desktop computer that is displaying no output on the monitor. Identify THREE things a technician should possess to ensure customer satisfaction on the service delivered. (3 marks)
10. A technician is assessing a faulty hard disk drive in a desktop computer. Highlight ONE action the faulty hard drive should be replaced instead of repaired. (3 marks)

11. A client's computer experiences frequent crashes and performance issues. Name THREE software tools that can use to diagnose and fix the software-related problems.

Printed By Technical And Vocational College

(3 marks)

12. A computer user reports that his desktop keeps shutting down after extended use. As a technician, list THREE signs used to determine the cause of the issue.

Date: 31.07.2025 10:32 AM

(3 marks)

13. A school technician is called to inspect several desktop computers in a lab located near a dusty site. Identify THREE technical conditions expected to be noted during the inspection.

Printed By: Technical And Vocational College

Date: 31.07.2025 10:32 AM

(3 marks)

Printed By Technical And Vocational College Date: 31.07.2025

10:32 AM

SECTION B (60 MARKS)

Answer Any THREE Questions in This Section

14. An ICT trainee on internship at College ICT lab realizes that several computers have stopped functioning after a power failure.

a) Describe FOUR steps he could follow to troubleshoot the affected computers.

(8 marks)

Printed By: Technical And Vocational College

Date: 31.07.2025 10:32 AM

b) Explain FOUR signs indicating motherboard damage.

(8 marks)

c) With TWO relevant examples, differentiate hardware faults from software faults.

(4 marks)

15. A computer repair technician is assigned to repair a non-functional hard drive and damaged RAM.

Printed By: College

Date: 31.07.2025 10:32 AM

a) Explain THREE procedures he will use to repair the faulty parts.

(6 marks)

Printed By: And Vocational College

Date: 31.07.2025 10:32 AM

b) Describe FOUR methods of post-repair tests she could carry out to confirm successful repair.

Printed By: Technical And Vocational College Date:

31.07.2025 10:32 AM

(8 marks)

c) Explain THREE actions to be taken if the computer fails the repair test.

(6 marks)

16. A client wants to upgrade a PC for better performance in gaming and video editing.

Printed By: Technical And Vocational College

Date: 31.07.2025 10:32 AM

a) Explain FOUR types of hardware a technician could recommend him to upgrade.

(8 Marks)

Printed By: Technical And Vocational College

Date: 31.07.2025 10:32 AM

b) Describe FOUR benefits of upgrading his system software.

(8 marks)

c) Distinguish updating software from upgrading software.

(4marks)

17. A technician is given a role of performing monthly preventive maintenance on all office computers.

a) Describe FIVE methods of carrying out preventive maintenance. (10 marks)

- b) Discuss THREE reasons for generating a report after maintenance. (6 marks)
- c) Explain TWO consequences of poor documentation in repair services. (4 marks)