OARAS: Learning Design Template
To guide the planning, design, development and creation of a learning resources and activities to meet the occupational standards of a unit /module, relevant to a specific skill set.

Qualification, Unit / Skills QCF LEVEL 2- COMPUTER HARDWARE MAINTENANCE AND REPAIRS TECHNICIAN II

Unit 6: Describe Management of Computer Hardware Maintenance and Repairs Business – 3 credits

LO 1: Understand the Procedure to Set up a Computer Hardware Maintenance and Repairs Business

PC1 .1 Describe the appropriate equipment and facilities for setting up computer hardware maintenance and repairs workshop

PC 1.2 Identify appropriate locations for the business

PC 1.3 Describe the appropriate size and layout for the workshop

PC 1.4 Maintain clean, safe and secure work environment

LO 2: Apply Managerial and Customer Service Principles to Computer Hardware Maintenance and Repairs Business

PC 2.1 Describe how to attend to customers with faulty computers

PC 2.2 Explain the normal documentation process when collecting and returning computers to customers

PC 2.3 Demonstrate good communication and interpersonal skills to achieve customers satisfaction

PC 2.4 Keep good records of income, expenses, assets and liabilities of the business

PC 2.5 Estimate the cost of repair of faulty computers

LO 3: Raise Funds or Capital for Computer Hardware Maintenance and Repairs Business

PC 3.1 Propose start-up capital required for a computer hardware maintenance and repairs business

PC 3.2 Identify various sources of capital to set up the business

PC 3.3 Explain the returns on investment for the business

PC 3.4 Maintain a good stock control and inventory of spare parts and modules

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Outcomes (occupational standard, knowledge, skills, attitudes, competencies, learning outcomes)	Assessment (learner meeting the standard based on assessment or naturally occurring evidence at the workplace)	Resources (resources needed for the learner to work with and learn)	Activities (description of activity(s) learner is engaged in including learning hours)	Support (learning support with the subject, concepts, or numeracy, literacy, ICT and/or study skills)
Understand the Procedure to Set up a Computer Hardware Maintenance and Repairs Business	PC 1.1, 1.2 and 1.3 Provided with two (2) scenarios the learner identifies appropriate locations for Computer Hardware Maintenance and Repairs business. Learners identify appropriate equipment and facilities for setting up computer hardware maintenance and repairs workshop for a provided scenario. Provided with a site plan, learners identify appropriate size and layout for the workshop. PC1.4 Attestation from a MC that learners demonstrate the required skills during their practical sessions of maintaining clean, safe and secure work environment. Learners also take on-line quiz to test their knowledge of PC1.1, 1.2, 1.3, 1.4 L:30 min ,I	A checklist and descriptions with images of appropriate equipment and facilities for setting up computer hardware maintenance and repairs workshop. A checklist with key factors to be considered when identifying appropriate locations for Computer Hardware Maintenance and Repairs Business. An Infographic document / checklists with description and graphics of what is appropriate size and layout for the workshop. An infographic guide to maintenance of clean,	Learners study the provided checklist and descriptions with images of the appropriate equipment and facilities for setting up computer hardware maintenance and repairs workshop, and then practise identifying them in a Moodle quiz. L:1hour,MC:0, I Learners study provided checklist with key factors to be considered when identifying appropriate locations for Computer Hardware Maintenance and Repairs business, and then practise identifying them in a Moodle quiz. L:1hour,MC:0, I	

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| | | safe and secure work environment | Learners study provided infographic document / checklists with description and graphics of what is appropriate size and layout for the workshop. and then practise identifying them in a Moodle quiz. L:1hour, MC:0 I

Learners study provided infographic guide to maintenance of clean, safe and secure work environment, and then practise identifying them in a Moodle quiz. L:1hour,MC:0, I | |
|---|---|---|---|---|
| Apply Managerial and Customer Service Principles to Computer Hardware Maintenance and Repairs Business | PC2.1 Provided with 3 scenarios, learners identify for each how they would attend to customers with process they will follow when collecting and returning computers to customers.

PC2.2 Provided with a scenario, learners identify the documentation and process when collecting and returning computers to customers.

PC2.3 MC observation of learners demonstrating communication and interpersonal skills when | A document containing key principles and process of how to attend to customers with faulty computers.

A Sample documentation/form describing what is required when collecting and returning computers to customers. | Learners study the provided document on how to attend to customers with faulty computers and then practise identifying them in a Moodle quiz. L:1hour, MC:0 I

Learners study provided sample documentation/form required when collecting and returning computers to customers, and then | |

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	interacting with a customer.	A guide to good communication and interpersonal skills to achieve customers' satisfaction.	practise identifying them in a Moodle quiz and completing them at the workplace.L:1hour,MC:0, I
	PC2.4 Evidence of records of income, expenses, assets and liabilities of the business that learners have produced verified by the MC. MC sign off of this assessment.		
		Videos of poor customer service interactions.	Learners study provided guide to good communication and interpersonal skills to achieve customers' satisfaction.L:1hr, I
	PC2.5 Provided with 2 scenarios learners estimate the cost of repair of faulty computers.		
		A Demonstration of MC or video on good communication and interpersonal skills to achieve customers' satisfaction.	Learners watch demonstration of MC or video on good communication and interpersonal skills to achieve customers satisfaction. L:1/2 hr, MC 1/2hr/0, G/I
		A guide on how to keep records of income, expenses, assets and liabilities of computer and maintenance business.	Learners watch videos of poor customer service and identify the mistakes made in an online quiz. L;1/2 hr, MC 0, I
		A guide on estimation of the cost of repair of faulty computers.	Learners practise communication and interpersonal skills in

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			role play scenarios at the workplace and receive feedback from the MC and other learners L:1hour, MC: 1hr G	
			Learners study a guide of how to keep records of income, expenses, assets and liabilities of the business and then practise identifying them in a Moodle quiz. L:1hour, I	
			Learners study the provided guide on estimation of the cost of repair of faulty computers, and then practise calculating the cost for provided scenarios in a Moodle quiz. L:1hour, MC; 0, I	
	Learners take on-line quiz to test their knowledgeof PC2.1, 2.2, 2.5 L:30min ,I			

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Raise Funds or Capital for Computer Hardware Maintenance and Repairs Business	PC3.1, 3.2, 3.3 Provided with a scenario, learners identify and propose start-up capital required for the computer hardware maintenance and repairs business and identify any 5 sources of capital. Learners calculate the potential returns on investment for the business. PC3.4 Provided with a scenario, learners identify how to maintain a good stock control and inventory of spare parts and modules. Learners take on-line quiz to test their knowledge of PC3.1, 3.2, 3.3, 3.4 L: 1hr,I	A guide on how to identify and develop a proposal of the start-up capital required for a computer hardware maintenance and repairs business. A List of various sources of capital to set up a Computer hardware maintenance and repairs business including advantages and disadvantages. A document showing and explaining what is ROI, and how to calculate it for the business. A few scenarios for learners to practice calculating ROI. A checklist/guide on maintenance of good stock control and inventory of spare parts and modules.	Learners study the provided guide on how to write a proposal for the start-up capital required for a computer hardware maintenance and repairs business. They practise identifying the elements of a proposal in a Moodle quiz. L:1hour, G: 1hour They write a proposal for provided scenario and submit for feedback. L;1/2 hr MC: 2-3 hrs Provided with 2 scenarios learners identity what amount of start up capital is required for a Computer hardware maintenance and repairs business. L:1hour, MC; 1 hr I Learners study the provided list of various sources of capital to set up the business, for the same or different scenarios they have identified the capital required or that is given	

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COMMONWEALTH *of* **LEARNING**
Learning for Sustainable Development

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			to them to identify potential sources for each scenario and explain why that is the best option outlining the advantages and disadvantages in an online forum. L:1hour, I	
			Learners study how to calculate the returns on investment for the business, and practice calculating it for at least 3 business scenarios posting their answers online in a forum or a quiz L: 1hour,I	
	–		Learners study provided checklist/guide on maintenance of good stock control and inventory of spare parts and modules. L:1hour, I	
			Provided with 2 scenarios learners identity what they need to do to maintain good stock and post their answers online in a forum or a quiz. L:1hour, I	

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