

Assessment Rubric **LEVEL 2- COMPUTER HARDWARE MAINTENANCE AND REPAIRS TECHNICIAN II/ ICT/CMR L2**  
**Unit 006**

**Assessment LO1**

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

PC1.4 Attestation from a MC that learners demonstrate the required skills during their practical sessions of maintaining clean, safe and secure work environment.

PC	Criteria	C	NYC
PC1.4	<u>Clean Work Environment</u>	<u>All tools, work surfaces and work areas are maintained clean and tidy at all times.</u>	<u>Some tools, work surfaces and work areas are dirty and/ or untidy sometimes.</u>
	<u>Safe Work Environment</u>	<u>All appropriate tools and Personal Protective Equipment (PPE) are used at workplace. Work table/ bench and tools box arranged so sharp object and open or bear cables are not left around.</u>	<u>Inappropriate tools and only some PPE are sometimes used for work. (Not all /only some appropriate tools and PPE are used at times.) Work table/ bench and tools box are not safely arranged.</u>
	Secure Work Environment	All tools, customer equipment, parts and materials are stored securely at all times.	Customer's equipment or tools and equipment are carelessly handled <u>or not securely stored at all times.</u>

**Assessment: LO 2**

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

2.3 MC observation of learners demonstrating communication and interpersonal skills when interacting with a customer.

Range: Verbal Communication and Interpersonal skills with customers

Assessment task: The learner is asked to attend to at least two different customers who bring faulty computer systems into the workplace for repair without assistance from anyone.

PC	Criteria	C	NYC
PC 2.3	Language	Using simple words that the customer understands, being clear, not using any technical jargon, complex expressions or slang or street talk.	Simple words are not used and there is ambiguity in the message, and / or technical jargon, complex expressions or slang and street talk are used.
	Voice	Rate, tone and volume are comfortable for customers <u>to hear easily.</u>	<u>Rate is too fast or too slow, tone or volume is too high (or too low) for customers to be able to hear easily</u>
	Eye contact	Eye contact maintained only when speaking directly to customer.	Eye contact not maintained when speaking directly to customer or extended while not speaking.

	Posture	Learner is seated or standing straight, and alert facing the customer.	Learner is standing or seated crossed legs or arms, leaning on furniture, not facing the customer.
	Body language	Polite and respectful gestures and facial expressions are used.	Offensive or inappropriate gestures and facial expressions are used.
	Attitude	Show respect, curtesy and being attentive and professional.	Lack of respect, curtesy or not being attentive or being too casual.
	Composure	Calm, confident, firm.	Nervous, not confident and slack.
	Listening	Not interrupting, asking clarifying questions, repeat back to ensure understanding.	Interrupting, speaking over, not clarifying or repeat back to ensure understanding.
	Responding	Welcoming, polite, considerate.	Harsh, putting off, inconsiderate.

2.4 Evidence of records of income, expenses, assets and liabilities of the business that learners have produced verified by the MC.

Range: income, expenses, assets and liabilities

Assessment task: Ask the learner to open and keep record of all the financial transactions of business in the workplace for a duration of one week.

PC	Criteria	C	NYC
PC 2.4	Accuracy	All type of records are error free.	Some are not accurate and have errors.
	Format and form	<u>All records conform with the supplied format</u>	<u>Some records failed to conform with the supplied format</u>
	Timing	<u>All records are completed before their due date</u>	<u>Some records are not completed before their due date</u>
	Neat / legible	<u>All entries in the records are clear and readable.</u> <u>Records are not rough, soiled nor torn</u>	<u>Some entries are not readable.</u> <u>Some records are rough, torn or soiled.</u>