

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	<p>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.</p> <p>Provided with a site plan, learners identify appropriate size and layout for the workshop.</p> <p>PC1.4 Attestation from a MC that learners demonstrate the required skills during their practical sessions of maintaining clean, safe and secure work environment.</p> <p>Learners also take on-line quiz to test their knowledge of PC1.1, 1.2, 1.3, 1.4 L:30 min ,I</p>			
Apply Managerial and Customer Service	<p>PC2.1, 2.2 Provided with 3 scenarios, learners identify for each how they would attend to customers with faulty computers and the documentation and</p>			

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<p>Principles to Computer Hardware Maintenance and Repairs Business</p>	<p>process they will follow when collecting and returning computers to customers.</p> <p>PC2.3 MC observation of learners demonstrating communication and interpersonal skills when interacting with a customer.</p> <p>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.</p> <p>PC2.5 Provided with 2 scenarios learners estimate the cost of repair of faulty computers.</p> <p>Learners take on-line quiz to test their knowledge of PC2.1, 2.2, 2.5 L:30min ,I</p>			
<p>Raise Funds or Capital for Computer Hardware Maintenance and Repairs Business</p>	<p>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.</p> <p>PC3.4 Provided with a scenario, learners identify how to maintain a good stock control and inventory of spare parts and modules.</p> <p>Learners take on-line quiz to test their knowledge of PC3.1, 3.2, 3.3, 3.4 L: 1hr,I</p>			