

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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skill set. Outcomes	Assessment	Resources	Activities	Support
(occupational standard, knowledge, skills, attitudes, competencie s, learning outcomes)	(learner meeting the standard based on assessment or naturally occurring evidence at the workplace)	(resources needed for the learner to work with and learn)	(description of activity(s) learner is engaged in including learning hours)	(learning support with the subject, concepts, or numeracy, literacy, ICT and/or study skills)
	PC 1.1, 1.2 and 1.3	A checklist and	Learners study the	Checklists and step by step
Understand	Provided with two (2) scenarios the learner	descriptions with	provided checklist and	process guide with graphics
the Procedure	identifies appropriate locations for Computer		descriptions with images	and images to support lower
to Set up a	Hardware Maintenance and Repairs business.	equipment and facilities		literacy levels.
Computer	Learners identify appropriate equipment and		equipment and facilities	
Hardware	facilities for setting up computer hardware			Help forum for numeracy,
Maintenance	maintenance and repairs workshop for a provided	and repairs workshop.	hardware maintenance	literacy, ICT and/or study
and Repairs	scenario.		and repairs workshop,	skills to seek and receive
Business		A checklist with key	and then practise	help.
	Provided with a site plan, learners identify	factors to be	identifying them in a	
	appropriate size and layout for the workshop.	considered when	Moodle quiz.	Feedback form peers and
	PC1 4	identifying appropriate	L:1hour,MC:0, I	trainer on their work.
	PC1.4	locations for Computer		
	Attestation from a MC that learners demonstrate		Learners study provided	
	the required skills during their practical sessions of maintaining clean, safe and secure work	and Repairs Business.	checklist with key factors	
	environment.		to be considered when	
	environment.	An Infographic	identifying appropriate	
	Learners also take on-line quiz to test their	document / checklists	locations for Computer Hardware Maintenance	
	knowledge of PC1.1, 1.2, 1.3, 1.4	with description and	and Repairs business,	
	L:30 min ,I	graphics of what is	and then practise	
	,	appropriate size and	identifying them in a	
		layout for the workshop.	Moodle	
		MOI V2110h:	quiz. L:1hour,MC:0, I	
		An infographic guide to		
		maintenance of clean,		
	 		1	

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safe and secure work environment  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  PC2.1  Apply  Apply  A document containing key principles and process they will follow when collecting and returning computers to customers with faulty computers.  By C2.2  Provided with 3 scenarios, learners identify for each how they would attend to customers with faulty computers.  A Sample documentation/form describing what is collecting and returning computers to required when 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  A document containing key principles and process of how to attend to customers with faulty computers.  A Sample documentation/form describing what is collecting and returning computers to required when learners study provided formation and graphics of what is appropriate size and layout for the workshop. A document containing key principles and provided document on how to attend to sustomers with faulty computers.  A Sample documentation/form describing what is a Moodle quiz. L:1hour, MC:0 I  and Moodle quiz. L:1hour, MC:0 I  and Moodle quiz. L:1hour, MC:0 I  by Torus devices with author describing what is in a Moodle quiz. L:1hour, MC:0 I  by Torus devices with author describing what is cidentify the workplace mentor explication.  The provided with a scenario, learners identify the documentation/form describing what is cidentify the more practise identify the document on how to attend to customers with faulty computers.  Learners study provided infographics of clean, and sec	skill set.	,, J, , , , , , , , , , , , , , , , , ,	retivities to meet the occupation	mai standards of a unit / module	, <del></del>
Apply Managerial and Customer Service Principles to Computer Hardware Maintenance and Repairs  Provided with 3 scenarios, learners identify for each how they would attend to customers with process of how to attend to customers with faulty computers.  key principles and process of how to attend to customers with faulty computers.  key principles and process of how to attend to customers with faulty computers.  A Sample documentation/form describing what is required when  key principles and 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  Feedback form peers and models behaviours the workplace.  Learners study provided  Feedback form peers and provided document on how to attend to customers with faulty computers.  L:1hour, MC:0 I  Feedback form peers and models behaviours the workplace.  Feedback form peers and free ivents and process of how to attend to customers with faulty computers.  L:1hour, MC:0 I  Feedback form peers and free ivents and process of how to attend to customers with faulty computers.  L:1hour, MC:0 I  Feedback form peers and then process of how to attend to customers with faulty computers.  L:1hour, MC:0 I  Feedback form peers and then process with faulty computers.  L:2hour, MC:0 I  Feedback form peers and then process with faulty computers.  Feedback form peers and then process of how to attend to customers with faulty computers.  L:2hour, MC:0 I  Feedback form peers and then process of how to attend to customers with faulty computers.  Feedback form peers and then process of how to attend to customers with faulty computers.  Feedback form peers and then process of how to attend to customers with faulty computers.  Feedback form peers and then process with faulty computers.  Feedback form peers and then process with faulty computers.  Feedback form peers and then process with faulty computers.  Feedback form peers and then process with faulty computers.  Feedback form peers and faulty computers.  Feed	SKIII SEL.			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.	
Principles to Computer Hardware Maintenance and Repairs  PC2.2  A Sample documentation and process when and Repairs  A Sample documentation form describing what is required when practise identifying them Workplace mentor explain a Moodle quiz. and models behaviours the workplace.  A Sample documentation/form describing what is required when practise identifying them Workplace mentor explain a Moodle quiz. L:1hour, MC:0 I the workplace.  A Sample documentation/form describing what is required when practise identifying them Workplace mentor explain a Moodle quiz. Learners study provided Feedback form peers and models behaviours the workplace.	Managerial and Customer	Provided with 3 scenarios, learners identify for each how they would attend to customers with process they will follow when collecting and	key principles and process of how to attend to customers	provided document on how to attend to customers with faulty	Help forum for numeracy, literacy, ICT and/or study skills to seek and receive help.
and Repairs collecting and returning computers to required when Learners study provided Feedback form peers an	Principles to Computer Hardware	PC2.2 Provided with a scenario, learners identify	A Sample documentation/form	practise identifying them in a Moodle quiz.	and models behaviours in
	and Repairs		_	Learners study provided	Feedback form peers and
computers to documentation/form customers. required when collecting	Business	customers.	collecting and returning computers to	sample documentation/form required when collecting	trainer on their work.
PC2.3 MC observation of learners demonstrating communication and interpersonal skills when		MC observation of learners demonstrating			

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skill set.	g, design, development and creation of a learning resources and a			relevant to a specific
	<del>-</del>	•	practise identifying them	
			in a Moodle quiz	
		•	and completing them at the	
			workplace.L:1hour,MC:0	
	this assessment.	satisiaction.	, I	
		Videos of poor	, 1	
		•	Learners study provided	
	the cost of costs of facility assessment		guide to good	
	, ,		communication and	
		A Demonstration of MC		
			achieve customers'	
		•	satisfaction.L:1hr, I	
		interpersonal skills to	,	
		achieve customers'	Learners watch	
		satisfaction.	demonstration of MC or	
			video on good	
		A guide on how to keep		
			interpersonal skills to	
			achieve customers	
		•	satisfaction.	
			L:1/2 hr, MC 1/2hr/0,	
		business.	G/I	
		A guide on estimation	Learners watch videos of	
			poor customer service	
			and identify the	
		•	mistakes made in an	
			online quiz.	
			L;1/2 hr, MC 0, I	
			, , ,	
			Learners practise	
			communication and	
			interpersonal skills in	



o guide the planning, development and creation of a learning resources and activities to meet the occupational standards of a unit /module, relevant to a specific kill set.  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	OARAS: Learning Design Template	
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		nd activities to meet the occupational standards of a unit /module, relevant to a specific
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estimation of the cost of repair of faulty computers, and then practise calculating the cost for provided		
repair of faulty computers, and then practise calculating the cost for provided		
computers, and then practise calculating the cost for provided		
practise calculating the cost for provided		
cost for provided		
scenarios in a Moodle		
quiz. L:1hour, MC; 0, I		quiz. L:1hour, MC; 0, I
Learners take on-line quiz to test their	Learners take on-line guiz to test their	
knowledgeof PC2.1, 2.2, 2.5 L:30min ,I		



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skill set.				
	PC3.1, 3.2, 3.3	A guide on how to	Learners study the	Checklists and step by step
Raise Funds	Provided with a scenario, learners identify and	identify and develop a	provided guide on how	process guide with graphics
or Capital for	propose start-up capital required for the	proposal of the start-up	to write a proposal for	and images to support lower
Computer	computer hardware maintenance and repairs	capital required for a	the start-up capital	literacy levels.
Hardware	business and identify any 5 sources of capital.	computer hardware	required for a computer	
Maintenance	Learners calculate the potential returns on	maintenance and	hardware maintenance	Workplace mentor to talk
and Repairs	investment for the business.	repairs business.	and repairs business.	the learner through the lists
Business			They practise identifying	identified in the resources
	PC3.4 Provided with a scenario, learners identify	A List of various	the elements of a	section.
	how to maintain a good stock control and	sources of capital to set	proposal in a Moodle	
	inventory of spare parts and modules.	up a Computer	quiz. L:1hour, G: 1hour	Help forum for numeracy,
	,	hardware maintenance		literacy, ICT and/or study
	Learners take on-line quiz to test their knowledge	and repairs business	They write a proposal for	skills to seek and receive
	of PC3.1, 3.2, 3.3, 3.4 L: 1hr,I	including advantages	provided scenario and	help.
		and disadvantages.	submit for	
			feedback. L;1/2 hr MC:	Feedback form peers and
		A document showing	2-3 hrs	trainer on their work.
		and explaining what is		
		ROI, and how to	Provided with 2	
		calculate it for the	scenarios learners	
		business. A few	identity what amount	
		scenarios for learners	of start up capital is	
		to practice calculating	required for a Computer	
		ROI.	hardware maintenance	
		KO1.	and repairs business.	
		A ala a aldiat / avvida a ara	L:1hour, MC; 1 hr I	
		A checklist/guide on	L.Inour, MC, I III I	
		maintenance of good		
		stock control and	Learners study the	
		inventory of spare	provided list of various	
		parts and modules.	sources of capital to set	
			up the business, for the	
			same or different	
			scenarios they have	
			identified the capital	
			required or that is given	



	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
	J
	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