

061006T4ICT

ICT TECHNICIAN LEVEL 6

ICT/OS/IT/CR/06/6

Perform Computer Repair and Maintenance

March/April 2026



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

WRITTEN ASSESSMENT

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATE

1. This 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 for each question are indicated in the brackets.
4. Candidates are provided with a separate answer booklet
5. Do not write on the question paper.

This paper consists of THREE (3) 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 questions in this section

1. You receive a desktop computer that fails to power on despite being connected to a working power source. Identify FOUR possible causes related to computer hardware. (4 Marks)
2. During routine maintenance, a computer emits excessive heat and shuts down unexpectedly. State THREE risks associated with continued operation under this condition. (3 Marks)
3. After repairing or replacing a faulty computer component, it is important to test it before returning the computer to use. State FOUR reasons why testing it is necessary. (4 Marks)
4. An organization frequently experiences hardware failures shortly after repairs. State THREE consequences this may have on ICT operations. (3 Marks)
5. A technician handles internal computer components without observing ESD precautions. State THREE effects this may have on computer hardware. (3 Marks)
6. A client reports that a printer connected to a workstation produces inconsistent output. Identify THREE hardware-related causes that may lead to this issue. (3 Marks)
7. During preventive maintenance, dust accumulation is found inside several system units. State THREE effects this may have on computer performance and lifespan. (3 Marks)
8. An ICT department keeps no records of completed repair tasks. Give TWO challenges this may cause during future maintenance activities. (2 Marks)
9. A computer repeatedly fails after replacement of a faulty component. Give THREE factors that should be considered when selecting replacement hardware. (3 Marks)
10. While repairing a laptop, a technician ignores manufacturer guidelines. State THREE risks associated with this practice. (3 Marks)
11. An organization delays routine computer maintenance to reduce operational costs. State THREE long-term effects this decision may have on ICT resources. (3 Marks)
12. After completing a repair, the system is returned to the user without testing. Give THREE possible consequences of this action. (3 Marks)
13. A computer system frequently displays error messages related to storage during normal use. Outline THREE hardware-related causes that could lead to these storage errors. (3 Marks)

SECTION B (60 MARKS)

Answer THREE questions in this section

14. An organization experiences frequent computer breakdowns affecting service delivery.
- a) Describe FOUR possible hardware faults that may contribute to frequent computer failures. (8 Marks)
 - b) Explain FOUR effects of unresolved hardware faults on organizational productivity. (8 Marks)
 - c) Outline FOUR reasons why early fault detection is critical in computer maintenance. (4 Marks)
15. A company reports that computers fail shortly after repair.
- a) Explain FOUR poor repair practices that may lead to repeated system failures. (8 Marks)
 - b) Explain FOUR effects of improper computer repair on ICT service reliability. (8 Marks)
 - c) Describe TWO factors that influence the durability of repaired computer systems. (4 Marks)
16. An institution rarely conducts preventive maintenance on its computers.
- a) Describe FOUR preventive maintenance activities that are commonly neglected in such environments. (8 Marks)
 - b) Explain FOUR benefits of regular preventive maintenance on computer systems. (8 Marks)
 - c) Outline FOUR challenges organizations face when implementing preventive maintenance programs. (4 Marks)
17. A technician repairs computers without following safety procedures or documenting the work.
- a) Describe THREE safety risks associated with poor repair and maintenance practices. (6 Marks)
 - b) Explain FOUR benefits of proper documentation of computer repair and maintenance activities. (8 Marks)
 - c) Explain THREE reasons why organizations should enforce safety guidelines during computer maintenance. (6 Marks)