

061005T4ICT

ICT TECHNICIAN LEVEL 5

IT/OS/ICT/CR/3/5

Perform Computer Repair and Maintenance

November/ December 2025



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

WRITTEN ASSESSMENT

TIME: 3 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.

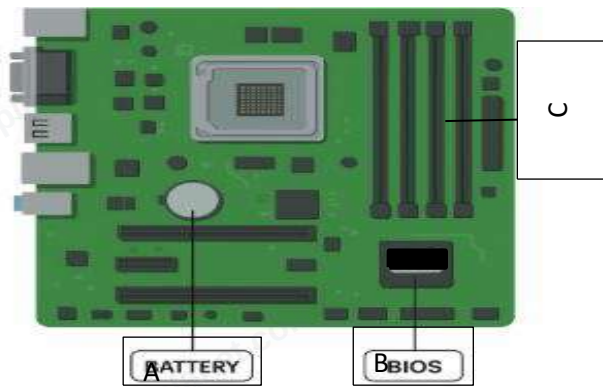
This paper consists of FOUR (4) printed pages

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 the questions in this section.

1. A Level 5 trainee has been tasked to repair a faulty desktop. Identify TWO tools that can be used to open the casing. (2 marks)
2. You have been assigned to disassemble a faulty office computer for repair. State TWO precautions you must take when handling the motherboard. (2 marks)
3. During troubleshooting, a trainee observes that although, the power supply was working the computer could not start. List THREE possible causes of this fault. (3 marks)
4. A company technician has just repaired a faulty desktop. State TWO actions that can be taken to confirm that the computer is functioning correctly. (2 marks)
5. Identifying a problem is a critical step in the computer repair process. Highlight FOUR reasons why this step is important. (4 Marks)
6. You are on attachment in a certain company and asked to replace a damaged hard drive in one of the office computers. List THREE specifications you must check before purchasing the new hard drive. (3 marks)
7. While working in a school computer lab, you are asked to troubleshoot a computer that fails to load the operating system. Differentiate between a hardware fault and a software fault by giving ONE example of each. (4 marks)
8. As a technician in a busy cybercafé, you have been requested to carry out preventive maintenance on the computers. State THREE activities you should perform. (3 marks)
9. You are working in a computer repair shop. A computer is producing continuous beeping when powered on. Study the diagram of the motherboard provided below and identify TWO components (by their labels) that may be faulty. (2 marks)



10. A trainee has been tasked with preparing computers for a software upgrade. State THREE preparations to be done before starting the upgrade. (3 marks)
11. A Level 5 trainee is repairing a faulty PC. Identify FOUR safety measures to observe when using computer repair tools. (4 marks)
12. A trainee has been asked to run a diagnostic program. State TWO purposes of using such a program. (2 marks)
13. A Level 5 trainee is performing a POST test after repairing a computer. State THREE errors that may be detected during the POST test. (3 marks)
14. While doing computer repair and maintenance is important to install updates. State THREE reasons why it is necessary. (3 marks)

SECTION B: 60 MARKS

Attempt any *THREE* questions in this section

15. You are working in a small business as an IT support trainee. You have been tasked to install an antivirus program on office computers.
 - a) Explain THREE preparations that must be done before starting the installation. (6 marks)
 - b) Outline TWO measures to ensure users can update the antivirus regularly. (4 marks)
 - c) During the process of installing antivirus software on a computer, you are required to follow several systematic steps to ensure the program is successfully set up and ready for use. Describe FIVE key steps that should be followed when running the antivirus setup file. (10 marks)
16. While on attachment at a repair shop, you are asked to repair a desktop computer that fails to power on.

- a) Identify TWO external checks that should be done before opening the casing. (4 marks)
- b) Explain THREE possible internal causes of power failure. (6 marks)
- c) Describe FIVE systematic steps for troubleshooting the problem. (10 marks)

17. You are on attachment at a cyber cafe. Your supervisor asks you to upgrade computers by adding new RAM.

- a) State TWO preparations before upgrading RAM. (4 marks)
- b) Explain THREE benefits of upgrading RAM. (6 marks)
- c) Describe FIVE steps followed when replacing a RAM module. (10 marks)

18. You are working in a company's IT department. You have been tasked to maintain office computers through preventive measures.

- a) Identify TWO preventive maintenance tasks. (4 marks)
- b) Explain THREE benefits of preventive maintenance. (6 marks)
- c) Describe FIVE steps a technician should follow when cleaning the inside of a computer. (10 marks)