

U24501: Maintain ICT (For users)

Unit Descriptor:

You are likely to be in a role which involves you carrying out regular maintenance safely (e.g. organising files and folders, using regular external cleaning methods to help maintain the surface of PC and printers and knowing how to avert/preempt health and safety risks).

At the end of this unit you will be able to:

Create and manage files and folders, and carry out regular external maintenance of hardware.

ELEMENT	PERFORMANCE CRITERIA
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1. Maintain ICT (For users)

To be competent you must achieve the following:

Manage files

- 1.1 Name and organize files and folders so that it is easy to find documents needed.

Clean

- 1.2 Select suitable cleaning material and methods.
- 1.3 Clean external hardware.

Avoid health and safety risks

- 1.4 Check own work conditions.
- 1.5 Check ergonomic conditions of work-space

Maintain

- 1.6 **Replace materials** used in printers.

RANGE STATEMENT

You must cover the items below:

A. File management **tools and techniques:**

- i. naming and organizing files and folders

B. **Clean hardware**

- i. keyboard
- ii. mouse
- iii. external surfaces of system and monitor

C. **Replace materials**

- i. paper
- ii. ink cartridge (simple desktop printers; those that require simple/basic replacement procedures)

D. **Health and safety risk**

Risk resulting from:

- i. the use and maintenance of machinery or equipment
- ii. working practices which do not conform to laid down policies
- iii. unsafe behaviour
- iv. accidental breakages and spillages
- v. environmental factors
- vi. poor ergonomic work habits

UNDERPINNING KNOWLEDGE AND SKILLS

Maintenance

1. What maintenance can be done safely – and what should be left to experts.
2. Why routine maintenance is important.
3. What problems may happen if maintenance is not done.

Health and Safety issues

4. Health and safety risks to self when using ICT.
5. Health and safety risks resulting from:
 - i. the use and maintenance of machinery or equipment
 - ii. working practices which do not conform to laid down policies
 - iii. unsafe behaviour
 - iv. accidental breakages and spillages
 - v. environmental factors
 - vi. poor ergonomic work habits

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

You will need to produce at least **two straightforward** tasks for your assessor to judge and decide whether you have met the requirements of this unit.

Your performance evidence should show that you are able to:

- i. Name and organize files and folders so that it is easy to find documents needed.
- ii. Select suitable cleaning materials and methods.
- iii. Clean external hardware to make it work efficiently (keyboard, mouse roller ball or vents and surfaces).
- iv. Replace materials used in printers.
- v. Avoid health and safety risks to self and others.

Your evidence must show that you have met all the performance criteria, range and underpinning knowledge requirements.

(2) Methods of Assessment

Typical task size: Complete a maintenance task that involves the cleaning and maintenance of hardware and software, and the managing of files.

Observation of your assessor of you:

- i. Naming and organizing files and folders appropriately
- ii. Selecting suitable cleaning materials and methods.
- iii. Cleaning external hardware to make it work efficiently (keyboard, mouse roller ball or vents).
- iv. Replacing materials used in printers.
- v. Avoiding health and safety risks to self and others.

Answers to written or oral questions from your assessor.

(3) Context of Assessment

Your evidence must be the result of real work activities undertaken by yourself.