

**Domain****COMPUTER SYSTEM SUPPORT****Title: Demonstrate an understanding of personal computer****Level: 3****Credits: 6****Purpose**

This unit standard is intended for those who demonstrate an understanding of a personal computer. People credited with this unit standard are able to identify and install various hardware, peripherals and software; troubleshoot and diagnose personal computer problems, demonstrate an understanding of computer security, apply health and safety procedures when operating a personal computer.

This unit standard is intended for those who work as computer system supporters.

**Special Notes**

1. Entry information:

Prerequisites:

- Unit ID: 2327 Recognise pc equipment and accessories

2. This unit standard is to be delivered and assessed in the context of information and communication technology.

3. Assessment evidence may be collected from a real or a simulated workplace in which ICT operations are carried out.

4. Tools and equipment may include but are not limited to computer, external devices, storage devices and other and basic computer applications.

5. Performance of all elements in this unit standard must comply with industry standards.

6. Glossary of terms

- *'Personal Computer (PC)' refers to a microcomputer designed for use by one person at a time.*
- *'Complementary Metal Oxide Semiconductor' (CMOS) It is a technology used to produce integrated circuits. CMOS circuits are found in several types of electronic components, including microprocessors, batteries, and digital camera image sensors*

7. Regulations and legislation relevant to this unit standard include the following:

- Labour Act 2007(Act No 11, 2007).

- Regulations relating to the health & safety of employees at work under schedule 1 (2) of the Labour Act No.11 of 2007 and all subsequent amendments.

### **Quality Assurance Requirements**

This unit standard and others within this sub-field may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority on [www.namqa.org](http://www.namqa.org) and the Namibia Training Authority on [www.nta.com.na](http://www.nta.com.na)

### **Elements and Performance Criteria**

#### **Element 1: Identify and install various hardware, peripherals and software**

##### **Range**

Hardware may include but not limited to Motherboard, RAM, power supply, CMOS, fans, processors, hard drive, graphic cards and PC expansion slots.

Peripherals may include but are not limited to printers, scanners, plotters, monitor, projectors and speakers.

PC software may include but not limited to install and update system software, application software and specialized software.

##### **Performance Criteria**

- 1.1 Hardware components are identified and classified.
- 1.2 Hardware installations and uninstallations are performed according to specific hardware requirement.
- 1.3 Hardware drivers are installed and uninstalled according to specific hardware requirements
- 1.4 PC peripherals are identified.
- 1.5 Peripheral installations and uninstallations are performed according to specific instructions.
- 1.6 Software installations and uninstallations are performed according to specific instructions.
- 1.7 PCs are assembled and disassembled according to specific instructions.

#### **Element 2: Troubleshoot and diagnose PC problems**

### **Performance Criteria**

- 2.1 Software and hardware troubleshooting methods are outlined.
- 2.2 Process of troubleshooting and diagnosing are performed according to a specific problem.

### **Element 3: Demonstrate an understanding of Computer Security**

#### **Range**

Types of computer security may include but not limited to physical and operating system security.

### **Performance Criteria**

- 3.1 Types of computer security are outlined.
- 3.2 Computer security threats are identified.
- 3.3 Computer security measures are listed.
- 3.4 User accounts and passwords are created.
- 3.5 User account policies are created.

### **Element 4: Apply health and safety procedures when operating a PC**

#### **Range**

Health and safety procedures may include hazards and dangers associated with PCs.

### **Performance criteria**

- 4.1 Electrostatic discharge in PCs is explained and applied.
- 4.2 Cabling standards and neatness is applied and maintained.
- 4.3 Dangers of food and liquids near PCs are explained.

4.4 Dangers of overloading electrical sockets are explained and applied.

4.5 Heating, ventilation and adequate space for the PC is explained and applied.

### **Registration Data**

<b>Subfield:</b>	Information and Communication Technology
<b>Date first registered:</b>	30 July 2020
<b>Date this version registered:</b>	30 July 2020
<b>Anticipated review:</b>	2025
<b>Body responsible for review:</b>	Namibia Training Authority