

Candidate's Name & Registration Code	
Assessors Name & Registration Code	
Venue of Assessment	

PRACTICAL ONE: PERFORM COMPUTER TROUBLESHOOTING

N O	Items of Evaluation	MARKS AVAILA BLE	MARKS OBTAIN ED	COMME NTS
1	Mentioned at least five likely causes of the computer problem	5		
2	Identified at least five inspections that could be performed	5		
3	Formulated at least five troubleshooting questions for the user	5		
4	Recommend suitable solutions and preventive measures	5		
5	Document cause, inspection performed, question asked and recommendation solution	10		
6	Printed and submitted the troubleshooting Report	2		
	subtotal	32		

ORAL ASSESSMENT 1

NO	QUESTIONS	EXPECTED RESPONSE	MAX MARKS	MARKS AWARDED

1	List two possible hardware causes for the slow performance.	Insufficient RAM Failing or full hard disk	4	
2	List two possible software causes for the slow performance	Too many startup programs Malware or virus infection	4	
3	Which tool would you use to check RAM usage and memory consumption	Task Manager	2	
4	How would you check the health and free space of the hard disk?	Use File Explorer → This PC to check free space Use Disk Management or disk health tools (e.g. CrystalDiskInfo) to check health	2	
5	How can you identify if too many startup programs are affecting performance?	Check the Startup tab in Task Manager	2	
6	Name two safety precautions you should observe while performing troubleshooting on this computer.	Power off and unplug the computer Use anti-static (ESD) precautions	2	
7	Why is it important to document all inspections, solutions, and preventive measures given to the user?	For future reference and troubleshooting To provide accountability and proper user guidance	4	
subtotal			20	
GRANDTOTAL			53	