

TASK 1: PRACTICAL – MACHINE OPERATION

NO	Items of Evaluation	MARKS AVAILABLE	MARKS OBTAINED	COMMENTS
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		
	SUBTOTAL	30		

TASK 2: ORAL – MACHINE OPERATION

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	2	

		<p>check free space</p> <p>Use Disk Management or disk health tools (e.g. CrystalDiskInfo) to check health</p>		
	SUBTOTAL		12	