

**061004T4ICT ICT LEVEL 4 IT/OS/ICTA/CR/03/4 Repair and Maintain a Computer
November/December 2025**



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

WRITTEN ASSESSMENT

Time: 2 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections **A** and **B**.
2. Answer **ALL** the questions in each section.
3. Marks for each question are indicated in the brackets.
4. You are provided with a separate answer booklet to answer the questions.
5. Do not write on the question paper.

**This paper consists of FOUR (4) printed pages
Candidates should check the question paper to ascertain that all pages are printed as
indicated and that no questions are missing**

SECTION A (10 MARKS)

Attempt ALL questions in this section. Each question carries one mark

1. Kamau is thinking of upgrading his RAM. Identify the key compatibility clue he should check first
 - A. The size of your motherboard
 - B. The brand of your mouse
 - C. The weight of your computer
 - D. Your motherboard's technical specs
2. Which of these reasons would not justify software upgrade during maintenance?
 - A. Making sure it works with newer operating systems
 - B. Reducing noise and saving energy
 - C. Giving your system a trendy new look
 - D. Fixing annoying crashes and slowdowns
3. Dennis a technician at Kaboi Technical wants to clean the computer keyboard without disassembling it. Which is the best cleaning material?
 - A. A wet sponge
 - B. A soft brush or a blast of compressed air
 - C. A sponge sprayed with furniture polish
 - D. A cloth soaked in bleach
4. An ICT support officer is upgrading antivirus software across the company. Why is this more than just a routine check?
 - A. It dims the screen for better eye comfort
 - B. It frees up space on the hard drive
 - C. It shields systems from the latest digital threats
 - D. It makes the computer run faster
5. When your computer is running, which part acts like a super- fast notepad for the CPU?
 - A. Hard Disk Drive (HDD)
 - B. Random Access Memory (RAM)
 - C. Power Supply Unit (PSU)
 - D. Optical Drive
6. What happens if a component fails testing after repair?
 - A. Return to troubleshooting phase
 - B. Deliver to customer anyway

- C. Replace with new component
 - D. Ignore the test results
7. Jane a technician has completed all the repair work, what is the final step she should perform?
- A. Cleanup the workspace
 - B. Comprehensive testing of entire system
 - C. Invoice the customer
 - D. Schedule follow up appointment
8. Which safety practice is most important when working inside a computer?
- A. Wearing gloves
 - B. Using proper lighting
 - C. Ensuring power is disconnected
 - D. Having a clean workspace
9. Which component is most sensitive to static electricity?
- A. Power supply unit
 - B. Hard drive
 - C. RAM
 - D. Optical Drive
10. What information should be recorded during component documentation?
- A. Only the problem description
 - B. Serial numbers, specifications and symptoms
 - C. Just the date
 - D. Customer contact information only

SECTION B (40 MARKS)

Attempt ALL questions in this section.

11. Mention FOUR safety precautions to observe when repairing a computer. (4 Marks)
12. State FOUR consequences of ignoring preventive maintenance. (4 Marks)
13. Peter, a computer technician, needs to test a hard disk drive that has been showing signs of failure. Outline FOUR diagnostic tests he should perform to assess the drive's condition and reliability. (4 Marks)

14. Identify FOUR best practices for maintaining computer peripheral devices. (4 Marks)
15. During a job interview, a candidate was asked to list the functions of a computer's BIOS. Outline FOUR functions that were mentioned. (4 Marks)
16. Kioko a Technician at Mhindi Mweusi supermarket noticed the cashier's computer was not booting. List FOUR steps involved in troubleshooting the computer. (4 Marks)
17. Ken a Technician at Safaricom was tasked with repairing modern computers. Mention FOUR challenges that Ken might have faced. (4 Marks)
18. Outline FOUR key procedures a technician should follow when testing the functionality of a repaired computer system. (4 Marks)
19. List the step-by-step procedure a technician should follow when replacing a faulty RAM module in a desktop computer. (4 Marks)
20. Mary, a Technician, has just installed a new graphics card in a customer's computer. Outline FOUR post-installation verification steps she should perform to ensure the upgrade was successful. (4 Marks)

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