Reference No.														

SELF-ASSESSMENT GUIDE

Qualification Title:	**COMPUTER SYSTEMS SERVICING NC II**		
COC 4 Title	**MAINTAIN AND REPAIR COMPUTER SYSTEMS AND NETWORKS**		
Instruction: Read each question and check the appropriate box to indicate your answer.			
Can I?		**YES**	**NO**
Plan and prepare for maintenance and repair			
• Plan and prepare maintenance and/or diagnosis of faults in line with job requirements*			
• Obtain and check tools, equipment and testing devices for correct operation and safety (hardware and software tools)			
• Obtain and check materials necessary to complete the work in accordance with established procedures and check against job requirements			
• Follow OHS policies and procedures			
• Check computer systems and networks for maintenance against job/service order instructions and specifications*			
Maintain computer systems and networks			
• Use appropriate personal protective equipment in line with standard procedures			
• Check normal function of computer systems and networks based on manufacturer's instructions			
• Perform scheduled/periodic maintenance in accordance with manufacturer's requirements			
• Perform necessary repairs/replacements in accordance with established procedures			
• Respond to unplanned events or conditions in accordance with established procedures			
Diagnose faults of computer systems and networks			
• Diagnose faults or problems in the computer systems and networks according to requirements and in line with the standard procedures*			
• Manage and implement contingency measures in accordance with established procedures			
Rectify/correct defects in computer systems and networks			
• Replace or correct defective components or parts without damage to the surrounding environment or services*			
• Make adjustments, if necessary in accordance with established procedures*			

Inspect and test the computer systems and networks		
• Clean and clear work site of all debris to ensure safety in accordance with company procedures		
• Follow 5S and 4Rs according to environmental policies		
• Undertake final inspections to ensure that the testing conducted on the device conforms with the manufacturer's instructions/manual*		
• Check and test computer systems and networks to ensure safe operation*		
• Prepare and complete reports according to company requirements*		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's Name & Signature:		**Date:**

*NOTE: * Critical Aspects of Competency*