

COMPUTER REPAIR COMPETENCIES

1. ORIENTATION
 - a. Defines goals and objectives
 - b. Understands procedures and conduct
 - c. Defines technology industry, history and future
 - d. Knowledge of labor, management, and organizations
 - e. Comprehends employer-employee relations
2. SHOP SAFETY
 - a. Understands prevention philosophy
 - b. Knowledge of industrial injuries and intervention
 - c. Knowledge of shop and site conduct and behavior
 - d. Understands first aid procedures
 - e. Understands procedure for civil defense and earthquake safety
3. PERSONAL COMPUTER HARDWARE INTRODUCTION AND OVERVIEW
 - a. Understands personal computer background
 - b. Understands system features and components
 - c. Understands system tear down and inspection
4. TOOLS AND EQUIPMENT
 - a. Understands trade tools and equipment
 - b. Demonstrates proper use of hand tools
 - c. Demonstrates use of protective equipment
 - d. Performs tool maintenance and service
5. INTRODUCTION TO MS-DOS
 - a. Understands MS-DOS operating system
 - b. Understands MS-DOS commands
 - c. Understands directory structure
 - d. Understands file manipulation
 - e. Knowledge of viruses
6. PRIMARY SYSTEM COMPONENTS
 - a. Understands purpose of motherboards
 - b. Understands bus slots and input/output cards
 - c. Understands microprocessor types and specifications
 - d. Understands use of memory
 - e. Understands use of power supply
7. INPUT/OUTPUT DEVICES
 - a. Understands use of input/output devices
 - b. Comprehends use of video display hardware and specifications
 - c. Knowledge of serial and parallel communications ports
 - d. Knowledge of interface cards

8. MASS STORAGE SYSTEMS

- a. Knowledge of floppy drives and controllers
- b. Knowledge of hard drives and controllers
- c. Knowledge of CD-ROM and DVD drives
- d. Knowledge of tape and other mass storage devices

9. SYSTEM ASSEMBLY AND MAINTENANCE

- a. Demonstrates knowledge of system upgrades and improvements
- b. Demonstrates knowledge of preventive maintenance
- c. Understands the operating system

10. TROUBLESHOOTING HARDWARE AND SOFTWARE PROBLEMS

- a. Understands the use of software and hardware diagnostic tools
- b. Understands operating system software and troubleshooting
- c. Understands the operating system
- d. Understands how to conduct problem analysis

11. ADVANCED TECHNOLOGY

- a. Understands Microsoft Windows 3.1, 95, 98, ME, 2000, XP and Vista Operating Systems
- b. Understands the use of Internet Technology

12. CUSTOMER SERVICE TECHNIQUES

- a. Understands the procedure for work order preparation
- b. Understands the use of proper terminology and method to conduct client interviews
- c. Demonstrates proper use of customer service skills

13. ESSENTIAL EMPLOYABILITY SKILLS/CAREER PREPARATION STANDARDS

- a. Demonstrate personal skill development (positive attitude, honesty, self-confidence, time management)
- b. Demonstrate effective interpersonal skills (group dynamics, conflict resolution, negotiations)
- c. Demonstrate academic skills, critical thinking and problem-solving in the workplace
- d. Demonstrate effective communication
- e. Demonstrate occupational safety issues and observe all safety rules
- f. Demonstrate career awareness and knowledge of pathways
- g. Demonstrate ability to adapt to changing technology
- h. Demonstrate ability to prepare for employment (resume, job application, job interview, portfolio development)