

# Computer Troubleshooting (10-assignment)



Each assignment is designed around a list of performance objectives. These lists include academic, technical and occupational objectives. The assignments are written in such a way as to enable a student to attain the performance objectives, with the assessment questions linked to these in order to provide a measure of true competency.

The performance objectives are used by the ClassAct management system to generate a comprehensive portfolio of student competency reports. Default reports supplied with this module include:

- Entry report
- Technical/Occupational Exit report
- Basic Skills report based upon the federal SCAN's report.

**The items supplied with this instructional module include:**

- 10-assignment On-Screen Student Assignment Guide CD
- 10-assignment Student Workbook
- 10-assignment Instructor's Guide
- Simulation Software
- Theory Support Software
- PC Maintenance and Repair Simplified textbook

**Additional items required:**

- Computer

This is an integrated instructional module designed specifically to operate within a Modular Program environment. It is ideal for use with our Scantek Technology or IT2020 Information Technology programs. The module includes a 10-assignment exploratory curriculum that is split into two parts. Each part includes a pre-test and post test. The module includes software, and curriculum materials sufficient to provide a complete learning experience.

The curriculum incorporates continuous assessment through questions. When used in conjunction with a ClassAct networked management system, this provides instant feedback of student performance. The assessments begin with a comprehensive pre-test. This quiz includes questions for each subsequent assignment, together with questions that will specifically test math and reading ability.

Every assignment starts with a series of questions designed to track inventory. These ensure that any missing items are located before they are needed.

Each assignment is divided into a series of tasks. Hands-on tasks, based around an interactive 'virtual troubleshooting' system, introduce students to computer troubleshooting. These are accompanied by research tasks based upon illustrated textbooks and on-screen applications. Assessment questions are incorporated into each task.

**Exploratory Phase Topics:**

- Troubleshooting printers
- Company policies and customer support
- Telephone support
- Troubleshooting tools
- Call tracking and asset management systems
- Preventative maintenance
- Hardware and software compatibility
- Service and warranty
- Troubleshooting technique
- Policies
- Backing up data
- Software compatibility
- Troubleshooting CD-ROM drives
- Hardware and software requirements
- Computer viruses
- Knowledge bases and expert systems
- Asset management
- Dial-up networking

**Exploratory Phase Activities:**

- Solving a simulated computer problem.
- Investigating the difference in hardware and software faults.
- Exploring diagnostic programs.
- Exploring how hardware and software work together.
- Applying the problem solving technique to a new simulated problem.
- Providing telephone support using a simulation.
- Solving a simulated printer problem.
- Identify the hardware and software requirements for programs.
- Investigating customer support issues.
- Using a final simulation that encompasses all the aspects covered in the assignments.

## Module Facts

For Technology Program, order as:  
ST650/10 Computer Troubleshooting

For IT Program, order as:  
ISS2E Computer Troubleshooting

	No.	Average time
Assignments	10	45 minutes
Extension Activities	2	60 minutes
<b>Total</b>		<b>9½ hours</b>



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