



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

INFORMATION AND COMMUNICATION TECHNOLOGY OPERATOR

KNQF LEVEL 4

PROGRAMME ISCED CODE: 061 2354A

PERFORM COMPUTER ESSENTIALS

UNIT CODE: 0611 351 01A

UNIT DESCRIPTION

This unit covers the competencies required in performing computer essentials. It involves managing computer devices, managing desktop settings, performing file management, managing computer software and performing online jobs.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Manage computer devices	1.1 <i>Computer Hardware</i> devices are selected as per user requirement.
	1.2 Computer Hardware devices are disassembled as per user requirement.
	1.3 <i>Computer Hardware</i> devices are assembled as per user requirement.
	1.4 Computer booting process is performed as per Unified Extensible Firmware Interface (UEFI) standards.
	1.5 <i>Computer Peripheral</i> devices are connected as per user manual.
2. Manage desktop settings	2.1 Desktop icons are customized as per user manual.
	2.2 Desktop date and time are set as per user manual.
	2.3 Desktop configuration settings are performed as per user manual.
3. Perform file management	3.1 Files and folders are created per work specifications
	3.2 Files and folders are transferred between various media as per user requirements
	3.3 File protection is performed as per work specifications
4. Manage computer software	4.1 Data backup media is selected as per work requirements.
	4.2 Data backup is performed as per work requirements

	4.3 Computer software is installed as per work requirements
	4.4 Computer software is optimized as per software standards
5. Perform online jobs	5.1 Online job platforms are identified as per the job requirements.
	5.2 Online accounts and profiles are created in accordance with the work requirements.
	5.3 Online jobs are identified according to the bidder's skillset.
	5.4 Online digital identity is managed according to industry best practices.
	5.5 Online job bidding is done as per the specific job requirements.
	5.6 Online tasks are executed according to the job requirements.
	5.7 Personal online payment account is managed in accordance with financial regulations.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Computer hardware may include but not limited to:	Collection of physical parts of a computer system such as; <ul style="list-style-type: none"> • Computer case, monitor, keyboard, and mouse • All the parts inside the computer case, such as the hard disk drive, motherboard and video card
2. Computer Peripherals may include but not limited to:	Collection of hardware devices connected to the system unit <ul style="list-style-type: none"> • Printer • Speaker • Mouse • Keyboard • Projector

3. Computer software may include but not limited to:	<p>A collection of instructions or computer tools that enable the user to interact with a <i>computer</i>, its hardware, or perform tasks.</p> <ul style="list-style-type: none"> • Applications • Operating systems • Device drivers • Browsers • Utility programs
4. Online job platforms may include but are not limited to:	<ul style="list-style-type: none"> • Remotask • Data annotation.tech • Cloudworker • Upwork • Oneforma • Appen

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Communication skills
- Evaluation skills
- Problem solving skills
- Time management
- Data protection laws
- E waste disposal

Required Knowledge

The individual needs to demonstrate knowledge of:

- Computer settings
- Computer hardware selection
- Computer hardware assembly and disassembly
- Software installation
- File handling
- Software reviews forums

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none">1.1 Selected Computer Hardware devices1.2 Assembled computer hardware1.3 Disassembled computer hardware1.4 Desktop settings were customized1.5 Installed computer software1.6 Optimized Computer software1.7 Files and folders are transferred between various media as per user requirements1.8 Executes online tasks according to the job requirements.1.9 Online accounts and profiles are created in accordance with the work requirements.1.10 Online digital identity is managed according to industry best practices.1.11 Online tasks are executed according to the job requirements.
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none">2.1 Appropriately simulated environment where assessment can take place.2.2 Access to relevant work environment.2.3 Resources relevant to the proposed activities or tasks.
3. Methods of assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none">3.1 Practical3.2 Projects3.3 Third Party Reports3.4 Portfolio of evidence3.5 Written tests
4. Context of assessment	<p>Competency may be assessed:</p> <ul style="list-style-type: none">4.1 On-the-job4.2 In a simulated work environment

5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
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