WAMITAB Level 2 Certificate in Computer Refurbishment

Maximum Guided Learning Hours: 212

Total Qualification time: TBC

Total Credits: 23

Qualification Code: 601/7544/8

WAMITAB Code: CR2

Version 4, December 2016

About WAMITAB and this Qualification Handbook

About WAMITAB

WAMITAB is an awarding organisation and charity that develops qualifications for those working in resource management and recycling; cleaning; street cleansing; facilities management; and parking from operative through to management level.

Since it was formed in 1989, WAMITAB has evolved in line with the convergence between the sectors with a clear focus on promoting and supporting environmental sustainability. With over 120 qualification pathways and 70 quality assured centres, WAMITAB offers an unrivalled specialist network to support staff development.

Equal Opportunities

WAMITAB supports the principles of equal opportunities and we are committed to meeting these principles in the provision of all our qualifications and assessments. We firmly believe that all learners and stakeholders are therefore entitled to receive equal treatment irrespective of age, sex, race, marital status, religion, disability or sexual orientation.

The Purpose of this Qualification Handbook

Welcome to your WAMITAB Qualification Handbook. This will help you to complete your Level 2 Certificate in Computer Refurbishment.
- The units you need to achieve to complete your qualification.
- Information about your responsibilities as a candidate.
- Reference information covering each learning outcome and assessment criteria.
- Activities you can use to test your understanding.
- Forms you can use to record and organise your evidence.

Candidate Information

Name

_____

WAMITAB Candidate Number

_____

Registration Date

_____

Enrolment Date

_____

Centre Name

_____

Centre Address

_____

Centre Contact

_____

Assessor Name

_____

Contents

Frequently Asked Questions

What is a qualification?

A qualification is nationally recognised, based on National Occupational Standards and gained in the workplace. Achieving your qualification demonstrates that you can work to the standards expected by employers in your industry.

What is the objective of this qualification?

Learners will develop the knowledge and skills required by employers to refurbish laptops and computers safely and in accordance with legal requirements for reuse of computers. This qualification is ideal for new entrants to the industry that need to understand and implement the computer refurbishment process. Once learners have achieved this qualification they will be able to progress directly into computer refurbishment job roles in the waste and resource management sector

Who is it for?

- New entrants to the industry
- Pre and post gate prisoners
- Long-term unemployed who wish to retrain
- Experienced workers seeking a formal qualification

What are the entry requirements of this qualification?

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 2 Certificate in Computer Refurbishment do not require any other qualifications or levels of attainment in order to take this qualification.

What job role could this qualification lead to or support?

Learners that achieve the WAMITAB Level 2 Certificate in Computer Refurbishment will be able to progress into employment in the waste and resource management industry. A recent study by Green Alliance and Waste & Resources Action Programme (WRAP) has predicted that the waste management sector could create over 200,000 jobs in the next 15 years. There is significant potential for employment for those with computer refurbishment skills as households and companies discard 2 million tonnes of waste electrical and electronic items every year (HSE, 2015) that can potentially be refurbished. Achievement of this qualification provides the skills required for learners to directly seek employment as:

- Reuse/Refurbishment operative
- Computer refurbishment technician

What do I need to achieve?

To achieve this qualification, you will need to complete a total of 23 credits.

Mandatory Units

- Introduction to reuse and refurbishment (RR1)
- Disassembly of computers for refurbishment (CR3V2)
- Re-assembly of computers for reuse (CR2)
- Data implications for refurbishment and reuse of computers (CR3)
- Setting up refurbished computers for use (CR4)
- Quality assurance, certification and labelling for refurbished computers (CR5)

What is a unit?

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.

- Learning outcomes: Describe what tasks you will be able to do as a result of learning.
- Assessment criteria: Describe what activities you will need to do and what you must know to complete each task.
- Evidence requirements: Provide a summary of the evidence you will need to prove you are competent.

What is an approved WAMITAB Centre?

You will gain your qualification through an approved WAMITAB Centre. It may be your place of work, a local college or training provider. Assessment of your qualification will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

- Register you with WAMITAB.
- Provide a candidate registration number.
- Apply for your certificate when you have completed your qualification or units.

How long will it take?

There is no time limit set by WAMITAB for you to complete your qualification. However, your centre may also have some requirements that they will explain to you.

Who will help me achieve my qualification?

The following people at the approved WAMITAB centre will help you to achieve your qualification.

Your Assessor

The assessor is the person you will have the most contact with as you work towards your qualification. They will:

- Help you identify any training you need.
- Help you plan your workload and organise your evidence.
- Observe you carrying out your job in the workplace over a period of time.
- Ask questions about the work you do.
- Make decisions about your evidence.
- Judge when you are competent.
- Provide feedback.

Internal Quality Assurer

The internal quality assurer maintains the quality of assessment within the centre.

External Quality Assurer

An external quality assurer is employed by WAMITAB to ensure that your centre meets the required national standards for quality and assessment.

What are my responsibilities as a candidate?

As a candidate you will need to:

- Provide your centre with your personal details so they can register you with WAMITAB.
- Comply with health and safety law and regulations.

What steps will I need to take to complete my qualification?

1. **Planning:** Your assessor will tell you about the mandatory units of the qualification and will help you to select relevant optional units.
2. **Evidence:** You will gather evidence for your portfolio (see next question for types of evidence).
3. **Feedback:** Your assessor will provide regular feedback on your progress and will arrange for additional training if needed. When your assessor confirms you are competent after an assessment, it will be recorded in your handbook.
4. **Achievement:** Once you have completed all the units and gathered all the evidence you need, your centre will apply for your WAMITAB certificate.

What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification are:

- **Observation (O):** Direct observation or witness testimony where direct observation is not possible. Where this evidence type has been suggested

against Assessment Criteria which require the candidate to explain or describe, the assessor must hear or observe the explanation/description (directly or being delivered to others) or see it in writing. The assessor must not infer that the candidate can explain/describe based purely on observation.

- **Question and Answer (Q/A):** candidate statements, verbal questioning, professional discussion, written questions, product evidence supported by questioning
- **Simulation / Realistic working environment (S/R):** Should be used as a last resort where allowed. Please see the Assessment Strategy for further information.

Where do I go if I need more information about my qualification and assessments?

- your assessor
- your qualification handbook
- WAMITAB (01604 231950/ www.wamitab.org.uk/info.admin@wamitab.org.uk)

Useful Words

Approved Centre

WAMITAB Centres are training organisations that have met our strict quality standards and have been approved to deliver our qualifications to learners. They include private providers, colleges of further education, employers and prisons.

Assessment Criteria

These specify the standard that you are expected to meet to demonstrate that you have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about your competence.

Assessor

A person who works with the Approved Centre to assess your competence against the standards set within the qualification. Assessors are qualified and experienced in the subject of the qualification you are registered for, and have the skills to plan and carry out your assessments. They will make judgments of your competence, based on the evidence you provide, and give feedback.

Competence

Competence, in relation to the qualification, describes your ability to consistently be able to undertake work activities, know and understand work-related tasks as per the requirements set out in the standards.

Evidence

You need to collect evidence to prove that you are competent as required by the standards set in the units of the qualification. There are different types of evidence, ranging from an assessor observing your work, question and answers, assignments and tests. Evidence can also be presented using photographs, audio and video files. Each unit gives guidance as to what is expected and acceptable evidence. Evidence must be authentic and your own work.

External Quality Assurer

This is an expert employed by WAMITAB to monitor, review and advise Approved Centres. The External Quality Assurer regularly visits the Approved Centre to check that all assessments are carried out correctly, to the same standard, and that all paperwork is maintained accurately and consistently. External Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for. They therefore have the skills to check that the Approved Centre is operating properly and has all of the systems in place to deliver the qualification.

Internal Quality Assurer

A person who works with the Approved Centre to make sure that the assessment is carried out correctly, and that all administration of the assessment is properly managed. Internal Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for, and have the skills to verify the work of the assessor for accuracy, quality and consistency.

Learner

A person who is registered to work towards achievement of a qualification – i.e. you!

Learning Outcome

These set out what you will be expected to know, understand or be able to do. Each learning outcome relates to one or more assessment criteria, and together they set a clear assessment standard for each unit.

Portfolio

This is a place where you will collect evidence to demonstrate your competence. A portfolio could be either hard-copy or electronic, but this will need to be agreed with the Approved Centre in advance. The evidence held in your portfolio must be your own work, and be clearly referenced to the units of the qualification.

Unit – Mandatory and Optional

Units form the building blocks of all qualifications that are nationally regulated. Units are small chunks of learning that focus on specific aspects of knowledge, skills and understanding. Mandatory units are those that you must achieve, and Optional units offer a range of subjects that you may choose between.

Vocational

A qualification is vocational when it relates directly to the skills, knowledge and understanding required to undertake a specific or broad job role.

WAMITAB

An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management and parking. WAMITAB is responsible for ensuring the on going quality of the delivery and assessment of qualifications, and issues certificates to learners upon completion. We have over 25 years of experience developing and quality assuring qualifications, training and course materials

Unit Terms

Analyse

Look at something (for example a process) and use given classifications or principles to gain a further understanding.

Apply

Put something into action – a "doing" task which requires "real" evidence from a workplace scenario.

Compare

Look at the characteristics of an item or activity and note the similarities and differences. This is more often used at level 1 and 2.

Critically Compare

Look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, this can include the use of the comparison in context as the basis for decision making. This is generally used at level 3 and above.

Demonstrate

A doing verb which requires you to actually do what the assessment criteria requires. You will have to provide evidence of which clearly shows you applying your knowledge and skills to meet the requirements of the assessment criteria. The evidence for this can involve getting someone to take a picture of you completing the task or discussing the task with an assessor and recording the discussion using documentation, video, etc. Remember that it is not enough to just write about it unless the task requires this type of written evidence.

Describe

Provide a vivid picture of what it is by using imagery, adjectives and adverbs to make the subject easy to understand. It may also convey an idea or fact.

Determine

To find out or decide. This may involve research, following a set of procedures or carrying out a series of calculations to find a solution.

Develop

Build a process or activity or understanding either from scratch or using an existing product to create something workable.

Differentiate/ Distinguish

Look at the characteristics of an item or situation/ activity and explain the differences.

Evaluate/Justify

You must look at whatever the required content/process is and suggest other relevant, significant or possible outcomes. It is the process of exploring, checking and suggesting a likely outcome with reasons.

Explain

Provide a comprehensible answer that shows an understanding of the content/process mentioned. Your answer should include: what it is, how it works, what it looks like, what it does, how it happens, why it happens and any relevant reasons.

Identify

For most assessment criteria this requires the learner to list and describe what is required or relevant to produce an outcome, or requires the learner to make choices to achieve a particular aspect of their job. At levels 4, 5 and 6 this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.

Implement

Putting something into practice after the development process has taken place. This ensures that the product/process is actually employed and/or used by self and others during work activities.

List

Produce a number of relevant items which apply to the question. Further description is not required.

Manage

After a development process ensure that the product/process works using relevant management techniques.

Recognise

Be aware of, familiar with and able to identify an activity or product.

Mandatory Units

Unit RR1: Introduction to Reuse and Refurbishment

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Understand the core principles of sustainability	1.1 List the key components of a sustainable lifestyle			
	1.2 Identify ways to reduce waste and operate more sustainably			
	1.3 Describe the waste hierarchy			
	1.4 State the meaning of 'renewable resources'			
	1.5 State the meanings of and reasons for: • Recycling • Refurbishment • Reuse			
	1.6 Describe how working practices can impact sustainability and the environment			
2. Know the materials arising within the reuse and refurbishment sector	2.1 Identify the types of waste and other materials handled by the organisation			
	2.2 List a minimum of 3 different types of waste and other materials that are suitable for reuse and refurbishment			
	2.3 Explain how to identify unacceptable wastes			
	2.4 List the regulations that cover: • Recyclables • Waste • Hazardous waste			
	2.5 State how reuse and refurbishment fits within the waste hierarchy			
3. Know how to identify items for reuse and refurbishment	3.1 State the meaning of reuse and refurbishment			
	3.2 List criteria for items that are suitable for reuse			
	3.3 List criteria for items that require refurbishment			
	3.4 Explain how to test if items are suitable for reuse and refurbishment			
	3.5 Explain the process for refusing an item for reuse or refurbishment			
4. Know how to work safely	4.1 Identify persons affected by work activities			

	4.2 Describe types of safety information provided by employers to employees			
	4.3 State where to find safety information			
	4.4 State the differences between lone working and team working			
	4.5 List factors that could make the work environment more dangerous			
	4.6 Identify ways in which own working practices can damage the environment			
	4.7 Identify manual handling techniques			
	4.8 State what is meant by hazardous and non-hazardous materials			

Unit CR3v2: Disassembly of computers for refurbishment

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 4				
Learning Outcome	**Assessment Criteria**			
1. Know how to identify computer components	1.1 Identify basic computer components			
	1.2 State what is meant by; • System • Firmware • Application Software			
2. Be able to determine the suitability of computers for refurbishment	2.1 Identify the criteria used to check if the computer is suitable for refurbishment and reuse			
	2.2 Visually inspect the computer externally to check that it is complete and secure			
	2.3 Remove the base unit cover from the computer			
	2.4 Visually inspect the internal workings of the computer to check that they are secure and clean			
	2.5 Check the internal parts of the computer for damage			
3. Be able to handle instances where computers do not meet the requirements of initial inspection	3.1 Select and use Personal Protective Equipment (PPE) in accordance with legal and organisational requirements			
	3.2 Clean the inside of the computer			
	3.3 Clear dust and debris internally and externally			
	3.4 Identify computer parts requiring replacement or repair			
	3.5 Remove lose items and tighten loose parts of the computer			
	3.6 Report instances where the computer is not fit for refurbishment, and discard in accordance with legal and organisational requirements			

Unit CR2: Reassembly of computers for reuse

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 3				
Learning Outcome	**Assessment Criteria**			
1. Be able to reassemble computers for reuse	1.1 Replace the base cover of the computer			
	1.2 Check the computer externally to ensure equipment is complete and secure			
	1.3 Clean the external case of the computer ready for reuse			
2. Be able to ensure that computers meet the required specification for reuse	2.1 Identify the specification for reuse			
	2.2 Switch on the computer and check that it works			
	2.3 Test the drives to check working order			
	2.4 Identify any faulty parts of the computer			
	2.5 Check Basic Input/ Output System (BIOS) for; • Speed • Size of hard disk • Memory • Set up information			
3. Be able to identify and handle hard drives of lower than required specification	3.1 Identify hard drives of lower than required specification for recycling, including; • Less than 20GB • RAM less than 256MB • Clock speeds less than 1.4Ghz			
	3.2 Report identified issues to line manager in accordance with organisational requirements			
4. Be able to clean and maintain facilities and tools for the purpose of computer refurbishment	4.1 Ensure all facilities and tools used in the refurbishment of computers are left in a clean and safe condition			
	4.2 Report any incidences where tools require maintenance to the relevant individual, in accordance with organisational procedures			

Unit CR3: Data implications for refurbishment and reuse of computers

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Understand the principles of data protection in relation to reuse of computers	1.1 Explain basic data protection rules			
	1.2 Describe how personal data such as passwords and pin numbers can pose data protection issues when refurbishing computers for reuse			
	1.3 State how the use of licensed software is impacted when refurbishing computers for reuse			
	1.4 Describe the importance of ensuring personal data is removed from computers being refurbished for reuse			
2. Be able to comply with refurbishment procedures to protect personal data and information when refurbishing computers	2.1 Identify refurbishment requirements in relation to data protection, storage and removal			
	2.2 Use menus and options in settings on a PC to change sequencing, in accordance with refurbishment requirements			
	2.3 Use licensed software programs on disks to remove all data from the computer system, in accordance with legal and organisational requirements			
	2.4 Carry out visual and system checks to ensure complete removal of data			

Unit CR4: Setting up refurbished computers for use

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Be able to install an operating system using only Product Key Authorised	1.1 Identify and use set-up procedures			
	1.2 Demonstrate installation of a Microsoft Authorised Refurbisher (MAR) operating system			
	1.3 Carry out basic operating commands			
	1.4 Confirm hard drive has been wiped of all data			
2. Be able to re-boot computers	2.1 Re-boot the computer from a disk			
	2.2 Check that all data and systems have been successfully removed			
	2.3 Follow set-up and licensing instructions on screen and comply			
	2.4 Check hard drive size, and partition information			
	2.5 Follow instructions on screen, allowing re-starts when required			
3. Be able to check that systems and settings are operating as required	3.1 Check system settings, and change as required			
	3.2 Check that systems and all peripheral devices are working within the new operating system			
	3.3 Identify problems and rectify as necessary			
	3.4 Report areas that unable to be rectified to the line manager, in accordance with organisational procedures			
	3.5 Identify the drives which are not working and the need for any drivers to be installed for peripheral devices			
	3.6 Check disk drives, CD Rom and other drives are working and configure them as required			
	3.7 Install additional software programs as required			
	3.8 Log any problems with installations, drivers or programs and label the computer to reflect current status			

Unit CR5: Quality assurance, certification and labeling for refurbished computers

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 3				
Learning Outcome	**Assessment Criteria**			
1. Be able to check that the quality of refurbished computers meets specifications	1.1 Describe the purpose of quality assurance in the computer refurbishment for reuse process			
	1.2 Identify the quality specification for refurbished computers			
	1.3 Test the computer and all components to ensure correct functioning			
	1.4 Switch the computer on and identify parts that require repair or replacement			
	1.5 Test the software configurations and take action within the limits of own responsibility			
	1.6 Notify line manager of any configuration changes that cannot be completed, in accordance with organisational procedures			
	1.7 Demonstrate procedures for safe log-off and shut down of computer			
2. Be able to check, certify and label computers for reuse	2.1 Identify checklist of procedures required to ensure computer is ready for reuse			
	2.2 Use the checklist to ensure all procedures have been carried out			
	2.3 Label the computer according to whether it; • Has been successfully refurbished • Has problems which may be overcome • Has been set aside as only suitable for recycling			
	2.4 Comply with all other organisational labelling requirements			
	2.5 Sign and date at end of process in line with organisational requirements, to ensure that computer is ready for transportation			

Appendix 1: Qualification Structure

Candidates must achieve 23 credits by completing all the mandatory units.

Mandatory Units

Ofqual Code	Title	Credit Value	Credit Level	WAMITAB Code
D/507/7476	Introduction to reuse and refurbishment	6	1	RR1
L/507/7604	Disassembly of computers for refurbishment	4	2	CR3v.2
F/507/7602	Re-assembly of computers for reuse	3	2	CR2
A/507/7596	Data implications for refurbishment and reuse of computers	3	2	CR3
K/507/7612	Setting up refurbished computers for use	4	2	CR4
J/507/7617	Quality assurance, certification and labelling for refurbished computers	3	2	CR5

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