

EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA)

**101408 - OCCUPATIONAL CERTIFICATE: COMPUTER TECHNICIAN, NQF LEVEL 5,
CREDITS 282**

WRITTEN ASSESSMENT**EXAMPLER**

DURATION : 3 HOURS

TOTAL MARKS : 100

PASS MARK : 60%

| CANDIDATE INFORMATION | | | | | | | | | | | | | |
|---|--|--|--|--|--|--|--|--|--|--|--|--|--|
| SURNAME | | | | | | | | | | | | | |
| NAMES | | | | | | | | | | | | | |
| ID NUMBER | | | | | | | | | | | | | |
| EISA REGISTRATION NUMBER | | | | | | | | | | | | | |
| ASSESSMENT CENTRE | | | | | | | | | | | | | |
| ASSESSMENT CENTRE ACCREDITATION NUMBER | | | | | | | | | | | | | |

| | FOR EXAMINER'S USE ONLY | | | |
|------------|-------------------------|----------|---------------|----------------|
| | QUESTION NUMBER | MARKS | | |
| | | Max Mark | Assessor Mark | Moderator Mark |
| QUESTION 1 | 1.1.1 | 10 | | |
| | 1.1.2 | 5 | | |
| | 1.1.3 | 5 | | |
| QUESTION 2 | 2.1.1 | 10 | | |
| | 2.1.2 | 10 | | |
| | 2.1.3 | 10 | | |
| QUESTION 3 | 3.1.1 | 15 | | |
| | 3.1.2 | 10 | | |
| | 3.1.3 | 15 | | |
| | 3.1.4 | 10 | | |
| TOTAL | | 100 | | |

GENERAL EISA RULES

1. Candidates are only allowed to use the supplied EISA answer books
2. Candidates are only allowed to use a black pen for their answers.
3. Candidates to ensure that their name, surname appears on the front cover page
4. This is a closed book examination.
5. All EISA answer books must be handed back to the invigilator intact. No pages may be torn off from the EISA booklet. The removal of EISA answer books from the examination room is prohibited.
6. Candidates may make use of a calculator in this EISA if needed.
7. Unless this is an online examination where access to a computer will be made available to you; the use of any communication devices, including smart watches, cell phones, tablets, i- Pads, headphones and laptops are prohibited.
8. All cell phones are to be switched off for the duration of the EISA.
9. The invigilator will not assist you with the explanation of questions related to the EISA.
10. Candidates are prohibited from conversing in any manner with other students.
11. Candidates may not leave the Assessment venue room within one hour of the start of the examination and in the last 10 minutes of the allocated examination period.
12. Candidates who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES.

SIGNATURE OF CANDIDATE _____

INSTRUCTIONS TO CANDIDATES

1. Answer all questions.
2. For the knowledge written part, provide clear and concise responses.
3. For the practical scenarios, demonstrate practical application and critical thinking skills.
4. Ensure your answers reflect an understanding of workplace responsibilities, ethics, safety, and legal provisions.
5. This question paper consists of questions from 3 sections:
 - Knowledge modules
 - Practical modules
 - Work experience modules

QUESTION 1: ELO 1: Identify potential green technologies, processes and procedures to create a sustainable computer environment.

CASE STUDY: MetroFin Corporate Services IT Department

MetroFin Corporate Services operates across three branches. The IT department purchases new laptops every two years, even when devices are still functional. Old equipment is stored in a storeroom and eventually discarded with general waste.

Other current practices include:

- Printing all contracts and internal memos for manual signatures.
- No use of electronic signatures.
- Paper-based approval processes.
- No formal e-waste recycling partner.
- Servers run 24/7 with no power management settings.
- No equipment maintenance schedule.
- Staff are not trained on green computing practices.

Management has expressed concern about rising operational costs and environmental impact.

QUESTION 1.1

[10]

1.1.1 Which of the following best describes green computing?

- A. Buying new computers every year
- B. Reducing environmental impact through sustainable IT practices
- C. Increasing server usage
- D. Printing less only during audits

(1)

1.1.2 Which practice directly reduces paper waste?

- A. Manual filing
- B. Printing duplicate copies
- C. Electronic signatures and online routing
- D. Storing files in cabinets

(1)

1.1.3 What is e-waste?

- A. Energy-efficient software
- B. Discarded electronic devices
- C. Online documents
- D. Cloud storage (1)

QUESTION 1.1.4 State if the below statements are True or False

1.1.4 (a) Proper maintenance can extend the lifespan of IT equipment. (2)

1.1.4 (b) Throwing old computers in general waste complies with environmental best practices. (2)

1.1.5 Analyse how MetroFin's current IT practices negatively impact environmental sustainability. (3)

QUESTION 1.2 [5]

1.2.1. Explain how promoting electronic signatures and online routing of documents will contribute to sustainability. (3)

1.2.2. Recommend TWO practical steps the IT department should implement to improve recycling and disposal practices. (2)

QUESTION 1.3 [5]

1.3.1. Which of the following best describes **Corporate Social Responsibility (CSR)** in an IT organisation?

- A. Maximising profit regardless of social impact
- B. Ensuring technology solutions are developed ethically, sustainably, and benefit society
- C. Avoiding all government regulations
- D. Reducing employee salaries to increase company savings (1)

1.3.2. Which IT practice demonstrates environmental responsibility under CSR principles?

- A. Frequently replacing computers without recycling old equipment
- B. Ignoring data privacy laws

C. Implementing e-waste recycling and energy-efficient servers

D. Sharing client data without consent (1)

1.3.3. Outline three Corporate Social Responsibility (CSR) principles that an IT organisation should follow. (3)

QUESTION 2: ELO 3 Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards

QUESTION 2.1 [10]

2.1.1. A customer reports that their computer is running slowly after a recent update. Which of the following is the most professional and empathetic response? (2)

- A. *“That’s not my problem, you should contact the software company.”*
- B. *“I understand how frustrating this can be. Let’s run a quick diagnostic to identify the cause and resolve it.”*
- C. *“Computers often slow down after updates, it’s normal.”*
- D. *“You’ll need to buy a new computer; updates usually cause damage.”*

Question 2.1.2

Indicate if the below statements are True or False

- a. Using technical jargon in customer communication always improves clarity.
 - b. Empathy in communication helps build stronger customer relationships.
 - c. Ignoring a customer’s frustration is acceptable if you provide a quick solution.
 - d. Professional communication should align with organisational standards at all times
- (4)

2.1.3. A customer emails you saying their printer stopped working during an important task.

Write a short professional and empathetic response that interprets their needs and reassures them while offering a solution. (4)

Question 2.2

[10]

2.2.1: Which of the following is the *primary purpose* of conflict resolution in customer service?

A. To avoid customer complaints

B. To maintain effective customer relationships

C. To reduce technician workload

D. To increase sales

(1)

2.2.2 Which communication method is most effective for clarifying a misunderstanding with a customer?

A. Ignoring the issue

B. Written documentation only

C. Active listening and verbal clarification

D. Escalating immediately to management

(1)

2.2.3 Matching Items:

Match the conflict-resolution approach with its description.

(6)

| Conflict Resolution Approach | Description |
|-------------------------------------|--|
| i. Active Listening | a. Recording details of disputes for accountability |
| ii. Negotiation | b. Understanding customer emotions and perspective |
| iii. Empathy | c. Seeking a mutually beneficial solution |
| iv. Problem-Solving | d. Passing unresolved issues to higher authority |
| v. Escalation | e. Identifying root cause and implementing solutions |
| vi. Documentation | f. Paying full attention to customer concerns |

Answer Sheet

| Conflict Resolution Approach | Answer |
|-------------------------------------|---------------|
| i. Active Listening | |
| ii. Negotiation | |
| iii. Empathy | |
| iv. Problem-Solving | |
| v. Escalation | |
| vi. Documentation | |

2.2.4. Evaluate the effectiveness of using empathy versus escalation when dealing with a customer who feels ignored. Which approach better maintains long-term customer relationships, and why? (2)

QUESTION 2.3**[10]**

A computer technician at a service desk receives multiple complaints from clients about delayed responses to their support tickets. Customers feel frustrated because their issues remain unresolved for days, affecting their productivity.

2.3.1 Which organisational communication standard is most relevant for addressing delayed responses?

- A. Timeliness
- B. Confidentiality
- C. Technical accuracy
- D. Escalation (2)

2.3.2. Suggest three service improvement strategies the technician could implement to reduce response delays and enhance client satisfaction. (6)

2.3.3. Evaluate the long-term impact of improving response times on customer trust and organisational reputation. Provide two key outcomes. (2)

QUESTION 3. ELO 5: Apply knowledge of principles and practices in order to identify and solve problems arising in the course of their work.

A technician's weekly report shows that several customer tickets were resolved late, with no communication to clients about delays. Customers expressed dissatisfaction, claiming they were left uninformed.

QUESTION 3.1 [15]

3.1.1. Identify and explain two organisational standards that were not upheld in this scenario. (5)

3.1.2. Recommend three practical strategies the technician could implement to prevent delayed ticket resolutions from negatively impacting clients. (6)

3.1.3. Evaluate how consistent communication during delays can influence both client satisfaction and organisational reputation. Provide two key outcomes. (4)

QUESTION 3.2 [10]

3.2.1. Which prioritisation technique ensures compliance tasks (like licence checks) are not overlooked?

- A. Random task selection
- B. Delegating without review
- C. Scheduling compliance checks as recurring tasks
- D. Ignoring compliance tasks until reported (2)

3.2.2. Which principle of time management is most relevant when balancing urgent technical issues with routine compliance tasks?

- A. Multitasking without planning
- B. Prioritisation based on organisational standards
- C. Avoiding routine tasks altogether
- D. Completing tasks only when convenient (2)

3.2.3. A technician spends most of their time on urgent troubleshooting and neglects licence compliance checks. Recommend three prioritisation techniques to balance urgent and routine tasks. (6)

QUESTION 3.3 [15]

The technician's report reveals that unlicensed software was installed on client systems to speed up troubleshooting. Management flagged this as a violation of ethical and legal standards.

3.3.1. Explain why using unlicensed software is considered an ethical breach. (4)

3.3.2. Recommend three corrective actions to prevent software licence violations in the future. (6)

3.3.3. Analyse the potential consequences for the organisation if licence violations continue unchecked. Provide two outcomes. (5)

QUESTION 3.4 [10]

A technician's communication log shows that updates to clients were recorded inaccurately, with wrong timestamps and missing details. This caused confusion when management reviewed the logs.

3.4.1. Explain why accurate communication logs are important for professionalism and compliance. (3)

3.4.2. Recommend two strategies to ensure communication logs are accurate and compliant. (4)

3.4.3. Analyse how inaccurate communication logs can impact dispute resolution with clients. Provide two consequences. (3)

THE END

Total Marks: 100