



UGANDA VOCATIONAL AND TECHNICAL ASSESSMENT BOARD
VOCATIONAL EDUCATION AND TRAINING ASSESSMENT

PAPER CODE NCCM-121 NCICT121	PROGRAMME NATIONAL CERTIFICATE IN COMPUTER MAINTENANCE AND REPAIR NATIONAL CERTIFICATE IN INFORMATION AND COMMUNICATION TECHNOLOGY YEAR I, SEMESTER I	DATE WEDNESDAY 28 TH MAY, 2025
	MODULE NAME COMPUTER REPAIR AND MAINTENANCE	
SERIES MAY-JUNE 2025	PAPER NAME COMPUTER REPAIR AND MAINTENANCE (THEORY)	TIME ALLOWED 2½ HOURS

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **two** sections **A** and **B**
2. Section **A** is compulsory and carries **20** marks.
3. Section **B** consists of **six** questions. Answer only **four** questions from this section.
4. All questions carry equal marks.
5. All answers to each question should begin on a fresh page.
6. **Do not** write on the question paper.
7. All answers and rough work should be done in the official answer booklet provided.
8. Read other instructions on the answer booklet.

SECTION A - (20 MARKS)

Answer all questions in this section.

Question One

- (a) Differentiate between **RAM** and **ROM** as used in computing. (04 marks)
- (b) Describe **two** basic components of a CPU. (04 marks)
- (c) State **one** purpose of a motherboard in a computer system. (02 marks)
- (d) Explain **two** advantages of using SSD storage device over HDD. (04 marks)
- (e) Distinguish between an **HDMI** port and a **VGA** port as used in computing. (04 marks)
- (f) Give **one** function of a power supply unit (PSU) in a computer. (02 marks)

SECTION B - (80 MARKS)

Answer only four questions from this section.

Question Two

Alfred was experiencing intermittent random reboots on his computer. He couldn't determine the exact cause of the problem. He decided to come to you for help.

- (a) State **four** possible causes of the problem experienced by Alfred. (04 marks)
- (b) Describe **five** methods you can employ to troubleshoot and resolve the problem(s) identified in 2(a). (10 marks)
- (c) Explain **three** practices you would take to verify that the computer is working correctly after addressing the problem(s) in 2(a). (06 marks)

Question Three

While at a workshop, you encountered problems with the BIOS of a client's laptop during startup. The system was displaying error messages, and on close inspection, you identified incorrect BIOS settings.

- (a) Mention **four** possible causes of the above problem. (04 marks)
- (b) Explain the steps you will take to troubleshoot and resolve the problems in 3(a). (08 marks)
- (c) Describe **four** ways you would test the laptop is functioning correctly once the issues in 3(a) have been resolved. (08 marks)

Question Four

You have been experiencing difficulty with your computer connecting with USB devices. Some devices are not being detected while others are randomly disconnecting.

- (a) Explain **four** potential causes of the device's connectivity issues. (08 marks)
- (b) Discuss **four** ways how the causes in 4(a) could be resolved. (08 marks)
- (c) Examine **two** types of ports on a computer system. (04 marks)

Question Five

You have recently upgraded the hardware components of your computer and now you need to upgrade its power supply unit to accommodate the changes.

- (a) Explain **three** factors you should consider when selecting a new unit. (06 marks)
- (b) Discuss the steps involved in installing a new unit in a PC (08 marks)
- (c) Describe **three** tools you can use to verify and assess that the new unit is properly connected, functioning correctly and giving a desired power output. (06 marks)

Question Six

John was interested in purchasing a new printer machine for his stationary shop. You advised him to consider a machine that has modern advanced connection types, features and options for the best user experience.

- (a) State the primary purpose of the machine to John's shops. (02 marks)
- (b) Explain **five** factors you would advise John to consider before purchasing a new machine. (10 marks)
- (c) Describe **four** connection types that the machine in 6(a) is able to provide. (08 marks)

Question Seven

Judas has a flash drive that is not being recognized by his computer system. He seeks your help to diagnose and fix the problem.

- (a) Explain **three** potential causes of the issue. (06 marks)
- (b) Describe the process of backing up data on the drive. (06 marks)
- (c) Discuss **four** best practices for handling and maintaining drives to prevent issues like those in 7(a) from occurring in the future. (08 marks)

END