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| **Learner Name:** |  | **Assessor:** | |  |
| **Centre Name:** |  | **Internal Verifier (if applicable):** | |  |
| **BCS ID / ULN:** |  |  | |  |
| **Unit Information Summary** | | | | |
| **Approximate Guided Learning Hours: 15** | | | **Unit Number: D/502/4244** | |
| **QCF Credit Value: 2** | | | **Learning Outcomes (Number): 4** | |
| **Examples of Context:**   * Organising files, backing up data in line with organisational guidelines. * Solving common errors (eg a file that cannot be found on a computer hard drive); knowing how to restart hardware or software and get advice. | | | **Learning Materials Available:**  None for this unit | |
| **Suggested Assessment Methods:**  All ITQ units may be assessed using any method or combination of methods which clearly demonstrates that the learning outcomes and assessment criteria have been fully met   * Scenario * Coursework * Portfolio of Evidence – classroom or work-based * Practical Demonstration * Assignment * Task-based Controlled Assessment * Professional Discussion * Observation * Witness Statement | | |

| **Ofqual Learning Outcome** | | **Assessment Criteria** | **Examples of Content**  *The examples given are indicative of the learning content at each level and are not intended to form a prescriptive list for the purpose of assessment* | **Evidence Location** |
| --- | --- | --- | --- | --- |
| **1 Maintain hardware and software in working order** | 1.1 | Identify the operating system and capacity of the computer system | *Computer system: Make, model, serial number; operating system version; memory capacity; disk capacity* |  |
| 1.2 | Take appropriate steps to protect computer hardware against loss or damage |  |  |
| 1.3 | Run anti-virus and other security software regularly | *Security software: Anti-virus, malware. Frequency, timing* |  |
| 1.4 | Set up printers and other peripheral devices |  |  |
| **2 Manage files to maintain system performance** | 2.1 | Use file navigation software to organise files into an appropriate folder structure |  |  |
| 2.2 | Backup and restore files and folders |  |  |
| 2.3 | Identify why it is important to undertake routine file housekeeping of the information stored on computer systems | *Information storage: Data files, folders, sub-folders, storage media* |  |
| 2.4 | Carry out routine file housekeeping so that information is easy to find | *File housekeeping: Following local guidelines and conventions for naming and labelling; organising files, folders and storage media; saving back-ups; deleting unwanted files* |  |
| **3 Respond to common IT system problems and errors** | 3.1 | Identify common IT system problems and responses | *IT system problems: Program not responding, paper jam, storage full, error dialogue* |  |
| 3.2 | Respond appropriately to common IT system problems |  |  |
| 3.3 | Identify where to get expert advice | *Expert advice: Limits of own understanding and skills, help menus, manufacturer’s guidelines, how to follow advice, information needed by experts* |  |
| 3.4 | Seek expert advice when appropriate |  |  |
| **4 Customise the working environment to meet needs** | 4.1 | Adjust system settings as appropriate to individual needs | *System settings: Desktop, input and output settings* |  |

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| **Assessment Report** | | | | |
| **Assessor feedback / comments** (continue on additional sheet / assessment report if necessary) | | | | |
| **Internal Verifier actions / comments / feedback** | | | | |
| **Assessor signature:** |  | **Assessment date:** |  | **Reason for IV:**  **New Assessor**  **Random Sample**  **New Unit/Qualification**  **Other** |
| **IV signature:** |  | **IV date:** |  |