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| **Learner Name:** |  | **Assessor:** | |  |
| **Centre Name:** |  | **Internal Verifier (if applicable):** | |  |
| **BCS ID / ULN:** |  |  | |  |
| **Unit Information Summary** | | | | |
| **Approximate Guided Learning Hours: 20** | | | **Unit Number: L/502/4207** | |
| **QCF Credit Value: 3** | | | **Learning Outcomes (Number): 4** | |
| **Examples of Context** | | | **Learning Materials Available:**  None available 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** |
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| **1 Use IT systems to meet a variety of needs** | 1.1 | Use correct procedures to start and shutdown an IT system | *Start and shutdown procedures: Log in, enter password, log out, shut down menu, lock, unlock; non-routine start-up, restart, safe mode, power management, stand-by* |  |
| 1.2 | Select and use interface features effectively to interact with IT systems | *Interface features: Desktop, windows, dialog box, menu, submenu, toolbar, icon, scrollbar, button, drag and drop, zoom, minimise, maximise, wizards, shortcuts* |  |
| 1.3 | Select and adjust system settings as appropriate to needs | *System settings: Desktop, input and output settings; multiple monitors; accessibility settings, date and time; shortcuts, display settings* |  |
| 1.4 | Select and use a communication service to access the Internet | *Communication service: Broadband, dial up, wireless, network connections, mobile device, ISP* |  |
| 1.5 | Use appropriate terminology when describing IT systems | *IT system: Will vary according to the set up, for example: computer (PC, laptop), input device (eg keyboard, mouse or other pointing device), processor, output device (eg screen, printer), storage media (eg memory, disk, CD, DVD, data/memory stick, hard drive, network drive)* |  |
| **2 Manage information storage and retrieval appropriately** | 2.1 | Manage files and folders to enable efficient information retrieval | *File handling: Files: Create, name, open, save, save as, print and close files; move, copy, rename, delete files; display file lists, sort, search; properties, access control, size; file types*  *Folders: Create and name folders and subfolders, change default settings, file housekeeping* |  |
| 2.2 | Identify when and why to use different types of storage media | *Storage media: Disk, CD, DVD, data/memory stick, media card, hard drive, network drive, mobile device* |  |
| 2.3 | Organise and store information, using general and local conventions where appropriate | *Organise and store: Insert, remove, name, label, archive, share, permissions* |  |
| **3 Follow and understand the need for safety and security practices** | 3.1 | Work safely and take steps to minimise physical stress | *Work safely: Health and safety issues, risks from hardware, electrical connection risks and guidelines, use and disposal of cleaning materials, handling equipment. Risks to self and others from using hardware; Organisational guidelines and points of contact; risk assessment; safe disposal of IT equipment and consumables*  *Physical stress: Adjust seating and lighting, avoid hazards, take breaks, arrangement of hardware and cables, wrist rests; workspace; working conditions* |  |
| 3.2 | Describe the danger of computer viruses, and how to minimise risk | *Minimise risk: Virus-checking software, treat files, software and attachments from unknown sources with caution; anti-spam software, firewall* |  |
| 3.3 | Keep information secure | *Information security: Copies, backup, password, PIN, avoid inappropriate disclosure of information* |  |
| 3.4 | Explain why it is important to stay safe and to respect others when using IT-based communication | *Staying safe: Protect personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination* |  |
| 3.5 | Follow relevant guidelines and procedures for the safe and secure use of IT | *Guidelines and procedures: Set by: employer or organisation*  *Topic: Health and safety, security, copyright, netiquette, data protection, child protection, equal opportunity, accessibility* |  |
| **4 Maintain system and troubleshoot IT system problems** | 4.1 | Describe why routine and non-routine maintenance is important and when to carry it out |  |  |
| 4.2 | Carry out regular routine maintenance of IT systems safely | *Routine maintenance: Manufacturer’s guidelines; what maintenance can be done safely; what should be left to experts; what problems may happen if maintenance is not done; what non-routine maintenance may be needed; what maintenance should be carried out by specialist technicians Disk housekeeping*  *Cleaning: For different components of an IT system; to maintain functionality; to maintain appearance; Printer: Replace printer consumables (paper, toner cartridge); print test page, align cartridge; driver files* |  |
| **4 Maintain system and troubleshoot IT system problems** | 4.3 | Identify sources of help and how 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, , where to get advice to deal with different hardware and software problems* |  |
| 4.4 | Identify IT problems and take appropriate action | *IT problems: Program not responding, error dialogue, storage full, paper jam, virus threat, lost network connection, memory low* |  |

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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:** |  |