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| **Learner Name:**  |  | **Assessor:**  |  |
| **Centre Name:**  |  | **Internal Verifier (if applicable):**  |  |
| **BCS ID / ULN:**  |  |  |  |
| **Unit Information Summary** |
| **Approximate Guided Learning Hours: 30** | **Unit Number: H/502/4245** |
| **QCF Credit Value: 4** | **Learning Outcomes (Number): 5** |
| **Examples of Context:*** Using ‘defrag’ to improve disk performance. Errors might include: software that needs more memory to open or recovery from damage from viruses.
 | **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
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| **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 Keep computer hardware and software operating efficiently** | 1.1 | Describe the main features and functions of the computer operating system | *Computer system: Make, model, serial number; operating system version; memory capacity; disk capacity* |  |
| 1.2 | Take appropriate steps to protect computer hardware from loss or damage |  |  |
| 1.3 | Configure anti-virus and other security software | *Security software: Anti-virus, malware. Frequency; timing; updates, firewall settings* |  |
| 1.4 | Install and configure printers and other peripheral devices |  |  |
| 1.5 | Configure network settings for mobile and remote computing | *Network settings: Remote access, connections and shared network folders, configure remote access settings, power management* |  |
| 1.6 | Configure a computer to present or display information to an audience |  |  |
| **2 Manage files and disks to optimise 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 | Describe why it is important to undertake file housekeeping of the information stored on computer systems and how it affects performance | *Information storage: Data files, folders, sub-folders, storage media; archives* |  |
| 2.4 | Manage file and disk housekeeping so that information is secure and easy to find | *File housekeeping: Naming and labelling conventions; organising files, folders and storage media; saving back-ups; deleting unwanted files; changing default settings for saving data; properties; disk partitions* |  |
| 2.5 | Share files and folders with other users |  |  |
| 2.6 | Distinguish between data and system file types |  |  |
| **3 Trouble-shoot and respond to common IT system problems and errors** | 3.1 | Describe common IT system problems and what causes them | *IT system problems: Program not responding, paper jam, storage full, error dialogue, virus threat, memory low, connection loss* |  |
| 3.2 | Describe and record IT system problems to enable effective support | *Record IT system problems: Error log, description, frequency of occurrence, severity* |  |
| 3.3 | Describe when to try to solve a problem independently, and when 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* |  |
| 3.4 | Troubleshoot and respond to IT system problems appropriately |  |  |
| 3.5 | Check that errors and problems have been resolved satisfactorily |  |  |
| **4 Customise the working environment to optimise performance** | 4.1 | Describe methods that can be used to optimise system performance | *Optimise performance: Memory management; power management; disk partition* |  |
| 4.2 | Select and adjust system settings to optimise performance as appropriate | *System settings: Desktop, input and output settings; display settings, multiple monitors* |  |
| 4.3 | Configure the automatic start of programmes and other graphical display options |  |  |
| **5 Maintain software to meet performance needs** | 5.1 | Describe when and how to upgrade software | *Upgrade software: Benefits of upgrading; drawbacks of not upgrading; the need to check compatibility of software and hardware upgrades with other parts of the system* |  |
| 5.2 | Use appropriate techniques to maintain software | *Maintain software: Install software patches and upgrades* |  |
| 5.3 | Locate and install driver files for different devices |  |  |

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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:** |  |