Unit Title:	**Working with ICT hardware and equipment**
OCR unit number:	40
Level:	2
Credit value:	9
Guided learning hours:	80
Unit reference number:	K/500/7382

Candidates undertaking this unit must complete real work activities in a work environment. Simulation is only allowed in exceptional circumstances (please refer to the centre handbook for further details).

Unit aim and purpose

This unit provides learners with an opportunity to develop skills in working with ICT hardware and equipment safely in a planned and organised manner, under direction. It gives learners the opportunity to develop an understanding of risk management and how to ensure work is carried out in accordance with the laws related to working with hardware.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Know how to plan and carry out a range of ICT hardware and equipment work activities under direction	**The Learner can:** 1.1 Describe the working process such as: • tools and techniques to be used • procedures to be followed • procedures for information recording • customer requirements • product specifications • planning own work 1.2 Explain how regulatory requirements affect work activities	Candidates must have an understanding of the process to be followed when working with ICT hardware and equipment to include: • how to obtain and record customer requirements • the types of components used within an ICT system and specifications • how to plan the work to be carried to include timescales, resources, support requirements • health and safety issues to be considered and tools to be used Candidates must be an understanding of the legislative requirements to include: • Data Protection Act • Computer Misuse Act • software and copyright licensing laws • Health and Safety legislation

2	Plan and carry out a range of ICT hardware and equipment work activities under direction	2.1	Use appropriate tools and techniques safely 2.2 Follow relevant working procedures such as: • Health & Safety quality • use of tools • configuration • testing • logistics • waste disposal • problem escalation • information recording • obtaining work permissions • security and confidentiality • customer acceptance • commissioning • product registration 2.3 Obtain specified resources 2.4 Record relevant information 2.5 Communicate the progress and outcome of work to the appropriate people	Candidates must be able to carry out activities involving the installation and upgrade of hardware and equipment to include: • selection and use of appropriate tools and techniques • selection and use of relevant sources • identifying and selecting information • complying with health and safety requirements (organisational and legislative) • product registration • testing • problem solving • recording procedures • customer Service requirements (internal and external)
3	Minimise risks related to ICT hardware and equipment work activities	3.1	Assess and minimise risks related to work activities such as: • Loss or corruption of data • Loss of service • Damage to equipment	Candidates must have an understanding of the requirements for conducting risk assessments to protect: • data • service • equipment Candidates must be able to carry out relevant risk assessments as required

Assessment

Candidates undertaking this unit must complete real work activities in order to produce evidence to demonstrate they are occupationally competent. Real work is where the candidate is engaged in activities that contribute to the aims of the organisation by whom they are employed, for example in paid employment or working in a voluntary capacity.

Simulation is only allowed for aspects of units when a candidate is required to complete a work activity that does not occur on a regular basis and therefore opportunities to complete a particular work activity do not easily arise. When simulation is used, assessors must be confident that the simulation replicates the workplace to such an extent that candidates will be able to fully transfer their occupational competence to the workplace and real situations.

Internal quality assurance personnel must agree the use of simulated activities before they take place and must sample all evidence produced through simulated activities.

It is the assessor's role to satisfy themselves that evidence is available for all performance, knowledge and evidence requirements before they can decide that a candidate has finished a unit. Where performance and knowledge requirements allow evidence to be generated by other

methods, for example by questioning the candidate, assessors must be satisfied that the candidate will be competent under these conditions or in these types of situations in the workplace in the future. Evidence of questions must include a written account of the question and the candidate's response. Observations and/or witness testimonies must be detailed and put the evidence into context ie the purpose of the work etc.

All of the assessment criteria in the unit must be achieved and clearly evidenced in the submitted work, which is externally assessed by OCR.

Evidence for the knowledge must be explicitly presented and not implied through other forms of evidence.

Evidence requirements

All aspects of the assessment criteria must be covered and evidence must be available that shows where and how the assessment criteria have been achieved.

Assessment Criterion 1

Candidates must provide evidence of planning at least two activities of an ICT system involving hardware components. The activities must provide candidates with the opportunity to select a wide range of tools and resources e.g. installing an additional hard drive and/or replacing a motherboard and processor.

The evidence must include a detailed report or detailed assessor observation and an appropriate work plan, supported by completed recording documentation and work plans.

Candidates must provide a report explaining the different legislative requirements that must be taking into consideration and why they are important.

Assessment Criterion 2

Candidates must provide evidence of carrying out activities that they have planned.

The evidence will include a detailed report or detailed assessor observation clearly explaining the processes that were followed. This should be supported by a copy of the completed work plan and other documentary evidence eg recording documentation.

Other evidence can include photographs. Recording discussions between assessor and candidate

Assessment Criterion 3

Candidates must provide evidence of carrying out risk assessment to prevent loss of data, service and damage to equipment. Candidates should explain why these risk assessments are so important.

Candidates are encouraged to choose activities which will allow them to cover all or a majority of the criteria at one time. It is not necessary to use different activities for each element of the criterion.

Guidance on assessment and evidence requirements

Evidence can reflect how the candidate carried out the process or it can be the product of a candidate's work or a product relating to the candidate's competence.

For example: The process that the candidate carries out could be recorded in a detailed personal statement or witness testimony. It is the assessor's responsibility to make sure that the evidence a candidate submits for assessment meets the requirements of the unit.

Questioning the candidate is normally an ongoing part of the assessment process, and is necessary to:

- test a candidate's knowledge of facts and procedures

- check if a candidate understands principles and theories *and*

- collect information on the type and purpose of the processes a candidate has gone through

- candidate responses must be recorded

It is difficult to give a detailed answer to how much evidence is required as it depends on the type of evidence collected and the judgement of assessors. The main principles, however, are as follows: for a candidate to be judged competent in a unit, the evidence presented must satisfy:

- all the items listed, in the section 'Learning Outcomes'

- all the areas in the section 'Assessment Criteria'

The quality and breadth of evidence provided should determine whether an assessor is confident that a candidate is competent or not. Assessors must be convinced that candidates working on their own can work independently to the required standard.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .