![OCR Oxford Cambridge and RSA]

Unit Title:	**Working with ICT hardware and equipment**
OCR unit number	40
Unit reference number:	K/500/7382
Level:	2
Credit value:	9
Guided learning hours:	45

Evidence for this unit can only be achieved through actual work in a work environment. Simulation is not permissible for any competence based unit.

Unit aim

Hardware and equipment in the context of ICT can include: cables, PC boards, racks, rack mounted equipment, poles, masts, aerials, large computer systems. Work can be carried out on, for example: a single monitor or keyboard by a technical courier, single or networked systems or a telephone exchange by a team of technicians/ engineers.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills

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
		• 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
		• the legislative requirements to include:
		  - Data Protection Act
		  - Computer Misuse Act
		  - software and copyright licensing laws
		  - Health and Safety legislation

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
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	• how 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	• the requirements for conducting risk assessments to protect: - data - service - equipment • how to carry out relevant risk assessments as required

Assessment

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 i.e. the purpose of the work etc.

In addition to the recognition of other qualifications, candidates may claim accreditation of prior achievement for any of the elements assessment criteria or complete units of competence, as long as the evidence fully meets the criteria and the candidate can prove that it is all their own work. It is important also that assessors are convinced that the competence claimed is still current. If the assessors have some doubts, they should take steps to assess the candidate's competence directly. An initial assessment of candidates is recommended.

All the learning outcomes and assessment criteria must be clearly evidenced in the submitted work, which is externally moderated by OCR.

Results will be Pass or Fail.

Guidance on assessment

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'* on the OCR website www.ocr.org.uk .