Unit Title:		**Investigating and Defining Customer Requirements for ICT Systems**
OCR unit number		35
Level:		3
Credit value:		12
Guided learning hours:		75
Unit reference number:		R/601/3249

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 purpose and aim

This unit covers the investigation of existing systems and processes and the analysis of information to identify needs and constraints.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
The Learner will: 1 Investigate existing systems and processes	**The Learner can:** 1.1 Use **three** of the following investigative methods: • observations • examination of existing documents, records or software • questionnaires • site surveys 1.2 Record the results of investigations using standard documentation 1.3 Explain the importance of preserving the confidentiality of customer information	Candidates must be able to select and use three investigative methods. The methods selected must be appropriate to the existing systems and processes being investigated. The candidate must justify the selection of the investigation methods selected. Candidates must be able to clearly record, using the three investigative methods selected, the results of the investigations. The results recorded should be relevant to the existing systems and processes being investigated. There are many different types of standard documentation available for use. Candidates should select the most appropriate for their investigations. The candidate must be able to identify the relevant legislation which relates to the holding of customer information. Candidates must explain the implications and importance of, in the context of the systems and processes being investigated, preserving the

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		confidentiality of customer information. Candidates should also be explain to explain the different legislation associated with customer information Eg Data Protection Act 1998, Computer Misuse Act 2000

2 Analyse information to identify needs and constraints	2.1 Describe the type of defect, including inaccuracy, duplication and omission, which can arise in information
	
	2.2 Describe the types of customer needs and constraints which can affect the design of an ICT system
	
	2.3 Analyse information to identify customer needs for:
	  • data to be stored and processed
	  • functionality in terms of inputs, processes and outputs
	  • capacity including numbers of users, throughput, and data storage
	
	2.4 Analyse information to identify customer constraints
	
	2.5 Record the results of analyses using standard documentation
		Candidates must be aware of the defects that can arise in information collected.
		
		They must identify and describe these defects to include:
		• inaccuracy
		• duplication
		• omissions
		
		Candidates must consider the impact on the information gathered which can occur from defects arising in information.
		
		Candidates must identify and describe the different types of customer needs and constraints which can affect the design of an ICT system an should include:
		• requirements/needs from the system
		• process constraints (i.e. budget, hardware, software, time allocated, staff expertise)
		• functional requirements
		• using the information gathered from AC1.2, candidates need to analyse the information to identify the customer needs for the new system being considered. This information may need to be added to or extended.
		
		The customers needs have to be identified and must include:
		• the data to be stored and processed
		• functionality relating to inputs, processes and outputs
		• capacity including numbers of users, throughput, and data storage
		• using the information gathered from AC1.2, candidates need to analyse the information to identify the defined customer constraints for the new system being considered. This information may need to be added to or extended.
		• the constraints should include all

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		components of the process. Candidates must use standard documentation when recording the results of the analysis they have completed and should select the most appropriate for their results. The results they record must be appropriate for and relevant to the analysis they have completed and the customers needs.

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 objectives have been achieved.

Assessment Criterion 1

Candidates are required to provide evidence of investigating a range of different systems and processes using three investigative methods. The evidence must include an explanation of:

- the system and process under investigation and the purpose of the investigation

- the investigative method(s) use and why the method(s) selected is/are appropriate

- the results from the investigations. These should be supported by evidence from the workplace using organisational documentation. If the evidence is of a sensitive nature and cannot be included with the evidence, then a detailed witness testimony or observation must be included to confirm the candidate's explanations

- the importance of preserving the confidentiality of the customer information and the associated implications if confidentiality is not preserved. The candidate should also be referring to any legislation that is of relevance.

- **Assessment Criterion 2**

Candidates are required to provide evidence of analysing a range of information to identify needs and constraints. The evidence may be linked to the evidence obtained for Assessment Criterion 1.

Candidates must provide a description of the:

- types of defects that can occur when information is collected to include:

  o inaccuracy

  o duplication

  o omission

- different types of customer needs and constraints which can affect the design on an ICT system.

Candidate must provide evidence of analysing a range of information to identify:

- differing customer needs to include:

  o data to be stored and processed

  o functionality in terms of inputs, processes and outputs

  o capacity including number of users, throughput and data storage

- customer constraints

Candidates must provide evidence of recording the results of their analysis using organisational documentation. Where documentation cannot be included due to sensitivity of information, an explanation of the documentation must be provided by the candidate supported by detailed witness testimony or assessor observation.

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 .