Unit Title:	**Remote Support for ICT Products or Services**
OCR unit number:	224
Level:	4
Credit value:	15
Guided learning hours:	90
Unit reference number:	A/602/1264

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

The aim of this unit is to develop the learner's ability to proactively review and update their organisation's remote support activities by having a good understanding of how to track current and future ICT products and services to be delivered and the ways in which these activities should be underpinned by appropriate and timely customer support. Having completed this unit, the learner will be able to undertake a responsible role in the successful delivery of remote support of ICT products and services.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
The Learner will: 1 Understand the role of remote support in the organisation	**The Learner can:** 1.1 Describe current and anticipated ICT products or services to be supported 1.2 Describe organisational requirements for remote customer support for ICT products and services	Candidates must understand ICT products including: • end user (eg tablets, notebooks, netbooks, laptops, mobile devices, printers, scanners, software) • specialist (eg interactive whiteboards, projectors, card readers, bar code readers, software) • centralised services (files servers, wireless networks, wired networks, firewall hardware, Uninterruptable Power Supplies (UPS), video conferencing facilities, high volume printers and copiers, large scanners, telecommunications, backup facilities, disaster recovery and business

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		continuity, software)
		Candidates must understand organisational requirements including:
		• availability (eg weekends, after hours, bank holiday, working day)
		• type of contact (eg email, on-line chat, telephone help desk, escalation to specialist technical support, site visits)
		• service level agreements
		• agreement to remote access to networks, personal computing devices.
		• limitations on remote access to sensitive areas of the ICT.
		• costs
		• location (national, international)
2 Maintain and implement customer support requirements	2.1 Review and update organisational requirements for customer support 2.2 Handle complaints from high risk or high profile customer issues 2.3 Provide suggestions to prevent future reoccurrence of complaints 2.4 Ensure compliance with organisational requirements 2.5 Initiate suitable actions to deal with deficiencies in customer support provision 2.6 Schedule audits of working practices and work monitoring 2.7 Suggest improvements to the quality and efficiency of remote support operations	Candidates must know how to maintain and implement customer support requirements: • feedback methods • questionnaires • interviews • documentation (eg updated or new policies, new business opportunities, new initiatives, new business opportunities, reducing or ceasing current business offerings, changes to organisational structures, locations) • changes to ITC systems eg hardware or software, merging or replacements of systems. • metrics (up take of support services, response times, rectification times, complaints) • prioritising customer feedback including complaints. • training needs analyses • Personal Development

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		Plans • risks of not meeting expectations eg reputation, income, loss of potential business. • auditing of practice • objective setting, target setting, personal development reviews, • reviewing outcomes against objectives and targets. • action planning.

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

The learner could provide evidence in the form of a report, personal statement or presentation supported by relevant documentation. This could be supported by a detailed witness testimony, a detailed assessor observation or professional discussion.

Learners must describe current and anticipated ICT products or services which their organisation does support and will be supporting. They should describe their organisational requirements for the provision of remote customer support for ICT products and/or services.

Assessment Criterion 2

The learner could provide evidence in the form of a report, personal statement or presentation supported by relevant documentation. This could be supported by a detailed witness testimony, a detailed assessor observation or professional discussion.

Learners must provide evidence of maintaining and implementing customer support requirements. This should include the following:

- Reviewing and updating organisational requirements for customer support

- Handling complaints from high risk or high profile customer issues

- Provide potential solutions for the prevention of reoccurrence of complaints

- Monitor compliance with organisational requirements

- Initiate improvements to address shortfalls in the provision of customer support

- Schedule the audits of working practise and work monitoring

- Recommend improvements to the quality and efficiency of remote support operations

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice.*

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
IT Professional	D/601/1441	IT Support of End Users
IT Professional	A/602/1264	Customer Care for IT & Telecoms Professionals

Resources

Bruton, (2012) How to Manage the IT Help Desk: A Guide for User Support and Call Center (Computer Weekly Professional), Routledge (Pub) ISBN: 0750649011

Beisse, F (2009) Guide to Computer User Support for Help Desk and Support Specialists, Cengage Learning Pub), ISBN   0495806498, 9780495806493

www.instituteofcustomerservice.com

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 .