

SWiS 2.19 Working with ICT hardware and equipment (schools)

UNIT SUMMARY

Who is this unit for?

This unit is for those who work with information communication technology (ICT) hardware and equipment in activities arising, for example, as part of new installations, upgrades to existing systems, fault repairs or preventative maintenance.

What is this unit about?

This unit is about the ability to work on hardware or equipment following plans and instructions in accordance with an agreed process. It includes:

- Preparation and planning
- Work activities including installing, repairing, maintaining and decommissioning and any related assembly, disassembly or inspection
- Commissioning or return to service and handover to the customer

Hardware and equipment in the context of IT and telecoms 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.

Unit outcomes

This is a single outcome unit.

Origin of this unit

This unit appears as ICTHDW&EQ in the national occupational standards for communication technology practitioners and professionals and IT practitioners and professionals.

Place in qualifications

- This unit is an optional unit in the level 2 NVQ/SVS in communication technology professionals
- This unit is an optional unit in the level 3 NVQ/SVS in communication technology professionals
- This unit is an optional unit in the level 4 NVQ/SVQ in communication technology professionals
- This unit is an optional unit in the level 2 NVQ/SVQ in IT professionals
- This unit is an optional unit in the level 3 NVQ/SVQ in IT professionals
- This unit is an optional unit in the level 4 NVQ/SVQ in IT professionals
- This unit is an optional unit in the level 2 NVQ/SVQ in IT practitioners
- This unit is an optional unit in the level 3 NVQ/SVQ in IT practitioners
- This unit is an optional unit in the level 4 NVQ/SVQ in IT practitioners
- This is an optional unit in the level 2 award and/or certificate in support work in schools

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Evidence requirements

An holistic approach to assessment is recommended where possible. A single statement from an expert witness may, therefore, cover more than one of the mandatory and optional units. In some instances, however, it may be necessary to seek statements from more than one expert witness in order to cover the requirements.

The following evidence is required for each unit as a whole:

- At least one expert witness statement describing your performance
- Evidence of your understanding and skills. This could be in any suitable format and may be supported by translation where necessary, such as:
 - records from an expert witness or training mentor of discussions they have had with you about your understanding
 - any other evidence that was produced during the activities or tasks assessed, such as notes, e-mails or records
- A personal log reflecting on your own role, responsibilities and skills

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2.19.1 Plan and carry out a range of work activities under direction

Performance criteria

You will need to:

- P1 use appropriate tools and techniques safely
- P2 follow relevant working procedures set down by the organisation or legislation when working on hardware or equipment such as:
 - a customer acceptance
 - b commissioning
 - c product registration
- P3 obtain specified resources
- P4 record relevant information
- P5 communicate the progress and outcomes of work to the appropriate people
- P6 assess and minimise risks arising from work activities, other than health and safety, which occur as a direct consequence of carrying out work activities on hardware and equipment, such as:
 - a loss or corruption of data
 - b loss of service
 - c damage to equipment

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Knowledge and understanding

You need to know and understand:

- K1 the working process, including:
 - a customer requirements
 - b product specification
 - c planning own work

- K2 how regulatory requirements affect work activities