

SWiS 3.18 Provide technical support (schools)

UNIT SUMMARY

Who is this unit for?

This unit is for those who as part of their job role provide technical support to others in respect of processes or equipment.

What is this unit about?

This unit is about providing technical support which can be for information, services, advice, guidance or instruction on the use of materials and equipment. Such support will be sought in the event of defective materials and processes or fault identification. Part of the role involves updating technical information and/or adapting procedures to meet new requirements such as process alterations or changes in legislation.

Such technical support might be provided by a specialist department, such as a customers technical services unit, or may be part of the job role of a technical specialist within a more general context.

This involves:

- Evaluating customer requests
- Structuring the nature of the technical assistance
- Obtaining and updating technical information for others
- Providing technical support
- Evaluating outcomes

Unit outcomes

Outcome 3.18.1 Evaluate requirements for technical assistance

Outcome 3.18.2 Utilise information

Outcome 3.18.3 Implement technical assistance plan

Origin of this unit

This unit appears as LATA3.05 in the national occupational standards for laboratory and associate technical activities.

Place in qualifications

This unit is an optional unit in the level 3 certificate and/or diploma 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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Glossary of terms used in this unit

Customer member of school staff or pupil

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3.18.1 Evaluate requirements for technical assistance

Performance criteria

You will need to:

- P1 receive requests and respond to them correctly
- P2 evaluate accurately the capacity to meet the required assistance
- P3 design technical assistance in response to customer requests
- P4 work safely at all times, complying with health and safety, environmental and other relevant regulations and guidelines
- P5 record information using appropriate documentation

Scope

- 1 requests to be either written and/or oral from at least one of the following:
 - internal or external customers
 - colleagues
 - any end user of the service
- 2 assistance to include at least one of the following:
 - technical support for procedure
 - problem diagnosis and solution
 - advice and guidance
- 3 regulations and guidelines to include all relevant health, safety and environmental regulations, organisational procedures and guidelines, standard operating procedures, national and organisational standards, site procedures and specific organisational requirements
- 4 documentation to include all relevant COSHH data sheets and risk assessments and two of the following:
 - customer contact forms
 - job requests
 - standard operating procedures
 - proposed action plan

3.18.2 Utilise information

Performance criteria

You will need to:

- P1 obtain information that is accurate and sufficient
- P2 check that comprehensive information is available to support the service provided

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- P3 interpret the information correctly
- P4 apply the information to specific situations
- P5 update the information sources as required
- P6 record information using appropriate documentation

Scope

- 1 information to be obtained from at least two of the following sources:
 - standards organisational
 - national
 - European and international instructions
 - operating procedures
 - organisational requirements
- 2 updating of information source to include at least one of the following:
 - new standards
 - changes in legislation
 - new methods and techniques
 - findings from internal activities
- 3 documentation to include all relevant COSHH data sheets and risk assessments and at least two of the following:
 - company archive information
 - standard reference sources
 - standard operating procedures
 - national and international standards

3.18.3 Implement technical assistance plan

Performance criteria

You will need to:

- P1 implement the strategy for meeting requirements
- P2 modify or repeat the strategy as necessary
- P3 use appropriate sources of support to provide assistance
- P4 record accurately the outcomes of technical assistance using appropriate documentation
- P5 evaluate the final outcomes against defined success criteria
- P6 provide customers with appropriate information and feedback
- P7 work safely at all times, complying with health and safety, environmental and other relevant regulations and guidelines

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Scope

- 1 meeting requirements to include one of the following:
 - troubleshooting a problem
 - updating a technical process following introduction of new equipment and processes
 - investigating a defective product or piece of equipment
 - evaluating the possible use of a new raw material within an existing process

- 2 sources of support to include at least two of the following:
 - colleagues
 - equipment
 - personnel
 - information
 - materials

- 3 documentation to include at least two of the following:
 - standard operating procedures
 - job files
 - workplans and schedules
 - written customer endorsement

- 4 evaluation criteria to be used to include all of the following:
 - customer specification
 - resources committed
 - effectiveness of strategy adopted

- 5 regulations and guidelines to include:
 - all relevant health, safety and environmental regulations
 - organisational procedures and guidelines
 - standard operating procedures
 - national and organisational standards
 - site procedures
 - specific organisational requirements

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Knowledge and understanding

You need to know and understand:

- K1 what are your personal responsibilities with regard to health, safety and the environment in the working area
- K2 what is your legal responsibility for your own health and safety, and the health and safety of others
- K3 what could be the legal consequences of breaches of quality procedures
- K4 what processes are involved in establishing customer requests
- K5 what processes are involved in meeting customer requirements
- K6 what are the procedures for making requests
- K7 what are the standard operating procedures
- K8 what are the range of facilities and services which can be provided
- K9 what materials and equipment are appropriate to the provision of technical services
- K10 what are the constraints of the processes and equipment
- K11 what are the properties of materials
- K12 how to access information sources
- K13 what other sources of support can be used
- K14 what documentation should be used and why it is important to complete it accurately
- K15 what methods are used for obtaining, storing and retrieving information
- K16 what constitutes current and relevant information
- K17 what resources are needed to deliver support
- K18 what methods should be used for recording outcomes
- K19 what evaluation criteria should be used that is relevant to customer requirements
- K20 what methods should be used for feedback
- K21 what document control and reporting procedures should be used