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| BTEC Level 3 Certificate and Diploma in ICT Systems and Principles |
| **Assessment Title: IT support guide** |
| Assessor: Bob Higgie | Student: | Course code: Group:  |
| Unit Number: 28 | Unit Title: IT Technical Support | Assessment Code: U28.01 |
| Hand out Date: 30/05/17 | Hand in date:02/05/17 | Date handed in: |

**Individual Target:**

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| **Actual Grade** | **Grading criteria**  | 1.1 | 2.1 |  |  |  |  |  |  |  |  |  |
| **Achieved?** |  |  |  |  |  |  |  |  |  |  |  |

Please note that the grade that you have been awarded is subject to confirmation by the awarding body.

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| 1.1 | explain the tools and techniques used for technical support  |
| 2.1 | explain the impact of organisational policies and procedures on the provision of technical support  |

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| **Scenario**You are working as a systems technician with some exposure to networked PC systems. You have been asked, by your line manager, to produce some guidance for new Support team staff. It has been recommended that it is in the form of a leaflet or booklet.**Section 1 (Assessment criteria 1.1)**In the first section of your leaflet or booklet explain the **tools** (such as software diagnostic tools) and **techniques** (such as questioning) that enable an IT support technician to identify faults. You should provide details of sources of advice and guidance here. **Section 2 (Assessment criteria 2.1)**The role of **IT Technician** comes with ever increasing responsibility within an organisation – **further** add to your leaflet/booklet a description of how the **organisation’s policies** and **procedures** (reporting of faults, internet use, security; service level agreements; confidentiality; sensitivity of information) can influence the way you **provide technical advice and guidance** to your users. |

**What to hand in:**

**Your leaflet/booklet**

**How to hand in your assessment**

This assessment must be uploaded to the VLE by the hand in date on the front of the assignment brief. Assessor feedback and your grade will be available on the VLE.

If you have a valid reason why you will not be able to hand in the work on time (up to 3 days later), you will need to fill out and hand in an AE1. If you need to ask for a longer extension you will need to fill out and hand in an AE2 to your Head of School at least two days before the assessment deadline.

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| **Student declaration:**By uploading my work to the VLE I declare that:* I have read the Assignment Submission Procedure.
* I agree that this is my own work or my own work and that of other members of my group. It has not been copied (plagiarised) from any other source e.g. the internet, a book, another student or group of students.
* I know that I may FAIL this assignment if my Head of School proves that this is not my own work.
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For staff use only.

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| **Internal Verification** | This assessment has been verified and form IV8 completed: | IV name: | IV signature: | Date: |