

# SVQ for IT Users (ITQ) — level 1 (SCQF level 4)

## F99M 04: Optimise IT System Performance 1

### 2 SCQF credit points at SCQF level 4

**Description:** This is the ability to keep a personal computer system up-to-date, fully functional and operating efficiently; and to solve problems and errors involving the interaction between hardware and software components.

Outcome	Skills and Techniques	Knowledge and Understanding
<b>On completion of this Unit the candidate should be able to:</b>		
1 Maintain hardware and software in working order.	<ol style="list-style-type: none"><li>1 Take appropriate steps to protect computer hardware against loss or damage</li><li>2 Run anti-virus and other <b>security software</b> regularly</li><li>3 Set up printers and other peripheral devices.</li></ol>	<ol style="list-style-type: none"><li>1 Identify the operating system and capacity of the <b>computer system</b>.</li></ol>
2 Manage files to maintain system performance.	<ol style="list-style-type: none"><li>1 Use file navigation software to organise files into an appropriate folder structure</li><li>2 Backup and restore files and folders</li><li>3 Carry out routine <b>file housekeeping</b> so that information is easy to find.</li></ol>	<ol style="list-style-type: none"><li>1 Identify why it is important to undertake routine file housekeeping of the <b>information stored</b> on computer systems.</li></ol>
3 Respond to common IT system problems and errors.	<ol style="list-style-type: none"><li>1 Respond appropriately to common IT system problems</li><li>2 Seek expert advice when appropriate.</li></ol>	<ol style="list-style-type: none"><li>1 Identify <b>common IT system problems</b> and responses.</li><li>2 Identify where to get <b>expert advice</b>.</li></ol>
4 Customise the working environment to meet needs.	<ol style="list-style-type: none"><li>1 Adjust <b>system settings</b> as appropriate to individual needs.</li></ol>	

Note: The **emboldened** items are exemplified in the Support Notes.

## Evidence Requirements

Completion of a portfolio (manual, electronic or combination) to cover all of the Skills and Techniques and Knowledge and Understanding points stated above. The evidence generated should adhere to the Assessment Strategy for this award and encompass a range of evidence types.

### General information

This Unit equates to NOS (National Occupational Standards for IT Users 2009) OSP: Optimise IT System Performance level 1. It has a stated number of SCQF credit points = 2 at SCQF level 4.

## Support Notes

### Summary

A SCQF level 4 (ITQ level 1) user can manage software, disks and devices to maintain hardware and software (system) performance, solve common hardware and software problems and errors, getting help with more difficult problems.

### Examples of context which illustrate typical activities which might be undertaken by users:

- ◆ organising files
- ◆ backing up data in line with organisational guidelines
- ◆ solving common errors (eg a file that cannot be found on a computer hard drive)
- ◆ knowing how to restart hardware or software and get advice

**Examples of content** are given separately for highlighted text, where explanatory notes are required on terminology in the Outcomes, and do not form part of the standards. Such examples are not meant to form a prescriptive list for the purposes of assessment but rather to amplify and interpret the generic terms used in the Performance Criteria in the light of current usage of ICT systems and software. These examples are subject to change as new tools and techniques become commonplace and older ones drift out of use.

**The examples given below are indicative of the learning content and are not intended to form a prescriptive list for the purpose of assessment.**

### Outcome 1

**Computer system:** Make, model, serial number; operating system version; memory capacity; disk capacity.

**Security software:** Anti-virus, malware. Frequency, timing.

### Outcome 2

**Information storage:** Data files, folders, sub-folders, storage media.

**File housekeeping:** Following local guidelines and conventions for naming and labelling; organising files, folders and storage media; saving back-ups; deleting unwanted files.

### **Outcome 3**

**IT system problems:** Program not responding, paper jam, storage full, error dialogue.

**Expert advice:** Limits of own understanding and skills, help menus, manufacturer's guidelines, how to follow advice, information needed by experts.

### **Outcome 4**

**System settings:** Desktop, input and output settings.

## **Guidance on examples of evidence**

### **Typical examples of evidence for Outcome 1**

Assessor checklist demonstrating that the candidate is competent in all aspects of the Outcome.

### **Typical examples of evidence for Outcome 2**

Assessor checklist demonstrating that the candidate is competent in all practical aspects of the Outcome. Candidate statement on why it is important to undertake routine housekeeping.

### **Typical examples of evidence for Outcome 2**

Assessor checklist demonstrating that the candidate is competent in all practical aspects of the Outcome. Candidate statement on where to find expert advice.

### **Typical examples of evidence for Outcome 2**

Assessor checklist demonstrating that the candidate can customise the working environment to appropriate requirements.

## **Disabled candidates and/or those with additional support needs**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements)