Unit	Investigating and Defining Customer Requirements for IT and Telecoms Systems 1
SSC Code	IDR1
SQA Code	H3AG 04
SCQF Level	5
SCQF Credit Value	9
Unit summary	Investigative methods e.g.: • observations • examination of existing documents, records or software • questionnaires • site surveys Defects e.g. inaccuracy, duplication and omission. Needs e.g.: • data to be stored and processed • functionality in terms of inputs, processes and outputs • capacity including numbers of users, throughput, and data storage

Learning Outcomes The learner will:	Assessment Criteria
1. Know how to investigate and define system requirements	1.1 State the types of needs and constraints which need to be identified to inform the design of an IT or Telecoms system 1.2 Identify common investigative methods and the types of information which they can be used to elicit 1.3 State the type of defects which can arise in information 1.4 State the importance of preserving the security and confidentiality of information
2. Assist with the investigation and definition of system requirements	2.1 Correctly use specified investigative methods under direction 2.2 Accurately record gathered information using specified documentation

	2.3 Review specified information to identify defects
	2.4 Analyse specified information to identify current functionality and capacity needs
	2.5 Accurately record the results of analyses using standard documentation
	2.6 Follow organisational procedures to preserve the security and confidentiality of information
Additional information about the unit	
Guidance on approaches to assessment	*LO2 of this unit must be assessed in the workplace.* Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from www.e-skills.com/nos
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK