

Unit	Remote Support for IT & Telecoms Products or Services 2	
SSC Code	RS2	
SQA Code	H3AL 04	
SCQF Level	6	
SCQF Credit Value	9	
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1. Understand the role of remote support in the organisation	1.1 Describe the advanced features of the products or services to be supported 1.2 Describe the main benefits and uses of the products or services 1.3 Describe how the product or service can be configured to meet customer needs 1.4 Identify sources of technical or specialist information and advice on the products or services 1.5 Explain organisational requirements and procedures for remote support	
2. Provide remote support for specified products or services	2.1 Promptly confirm the customer's identity 2.2 Correctly validate the request for support 2.3 Accurately identify the customer's support needs 2.4 Where the product or service is capable of meeting the customer's needs provide sufficient relevant information to enable this 2.5 Where customer needs are not met, promptly escalate the request for relevant action 2.6 Where the existing product or service is not intended to meet the customer's needs identify and suggest additional or alternative products or services 2.7 Confirm the customer's expectations of any further actions and their understanding of all information	

	<p>provided</p> <p>2.8 Accurately record customer support information using given formats</p> <p>2.9 Follow organisational procedures when providing support to customers</p>
Additional information about the unit	
Guidance on approaches to assessment	<p><i>This unit must be assessed in the workplace.</i></p> <p>Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.</p>
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	<p>This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from www.e-skills.com/nos</p>
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK