

Unit	Remote Support for IT & Telecoms Products or Services 3	
SSC Code	RS3	
SQA Code	H3AM 04	
SCQF Level	8	
SCQF Credit Value	12	
Unit summary		
Learning Outcomes The learner will:		Assessment Criteria
1. Understand the role of remote support in the organisation	<p>1.1 Explain the types of products and services to be supported</p> <p>1.2 Evaluate the service level requirements of the agreements under which support is provided</p> <p>1.3 Evaluate the effectiveness of different methods and media for providing remote support</p>	
2. Maintain and develop the organisation's remote support provision	<p>2.1 Evaluate current organisational tools and procedures for remote support to identify possible improvements</p> <p>2.2 Review organisational provision of remote support against best practice and external standards</p> <p>2.3 Ensure that agreed identified improvements to organisational tools and procedures for providing remote support are implemented promptly and disseminated to all relevant persons</p> <p>2.4 Contribute to the development of organisational strategy for providing remote support</p>	
3. Manage the provision of remote support	<p>3.1 Ensure that training and guidance on organisational tools and procedures for providing remote support are available to all relevant persons</p> <p>3.2 Ensure that individuals' provision of remote support is reviewed for compliance with organisational procedures</p> <p>3.3 Ensure that all necessary feedback is provided to</p>	

	<p>individuals to improve compliance with organisational procedures</p> <p>3.4 Analyse the records of support provision over time to identify trends and recurring requests.</p> <p>3.5 Implement an action plan to respond to trends and recurring requests.</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