

Unit	Technical Advice and Guidance 2	
SSC Code	TAG2	
SQA Code	H3B3 04	
SCQF Level	7	
SCQF Credit Value	7	
Unit summary		
Learning Outcomes The learner will:		Assessment Criteria
1. Know the context for providing technical advice and guidance		<p>1.1 Describe how technical advice and guidance can be used to resolve problems and improve performance</p> <p>1.2 Describe the available types, sources and applicability of information which can form the basis of technical advice and guidance</p> <p>1.3 Describe the commercial, regulatory and security factors which can apply to the provision of technical advice and guidance.</p> <p>1.4 Differentiate between proactive and reactive technical advice and guidance</p> <p>1.5 Describe organisational procedures for providing technical advice and guidance.</p>
2. Provide reactive technical advice and guidance to customers		<p>2.1 Determine the purposes for which technical advice and guidance is required</p> <p>2.2 Use organisational guidance to verify that customers are entitled to receive the requested technical advice and guidance</p> <p>2.3 Communicate effectively with customers to elicit sufficient information to enable correct technical advice and guidance to be provided</p> <p>2.4 Provide advice and guidance in line with information specified by the customer</p>

	<p>2.5 Communicate technical advice and guidance to customers in line with organisational procedures confirming customer understanding of the information provided</p> <p>2.6 Follow organisational procedures for responding to customer requests including the timely escalation of those for which technical advice and guidance cannot be provided or does not resolve the request</p>
3. Provide proactive technical advice and guidance to customers	<p>3.1 Identify the purposes for which the technical advice and guidance is required</p> <p>3.2 Identify the customers level of technical knowledge, following organisational guidelines</p> <p>3.3 Develop technical advice and guidance in a format and style which takes into account the customers' level of technical knowledge</p> <p>3.4 Use appropriate media to disseminate technical advice and guidance to identified customers</p> <p>3.5 Follow organisational procedures for providing proactive technical advice and guidance.</p>
Additional information about the unit	
Guidance on approaches to assessment	<i>LOs 2 &amp; 3 of this unit must be assessed in the workplace.</i> 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 <a href="http://www.e-skills.com/nos">www.e-skills.com/nos</a>
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK