

Unit	Working with IT & Telecoms hardware and equipment 2	
SSC Code	WHE2	
SQA Code	H3B6 04	
SCQF Level	6	
SCQF Credit Value	10	
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1. Understand how to work with IT and Telecoms hardware and equipment	<p>1.1 Describe the importance of planning IT & Telecoms work activities</p> <p>1.2 Describe available tools and techniques and their applicability to specific work activities.</p> <p>1.3 Describe organisational procedures for working with hardware and equipment and for recording information.</p> <p>1.4 Explain the importance of product specifications and customer requirements when carrying out work activities.</p> <p>1.5 Explain how regulatory requirements affect planned work activities.</p> <p>1.6 Explain the importance of security when working on IT and Telecoms systems</p> <p>1.7 Explain the importance of registering new hardware products.</p>	
2 Plan work activities on IT and Telecoms hardware and equipment	<p>2.1 Plan activities for working with hardware and equipment to meet given requirements</p> <p>2.2 Explain how to ensure that planned work activities cause minimum disruption to users of the system</p> <p>2.3 Explain how to design work plans to ensure the integrity and security of any stored data</p> <p>2.4 Ensure that any necessary work permissions have been obtained before commencing work activities</p>	

	<p>2.5 allocate the resources and materials required to carry out planned work activities in accordance with work plans</p> <p>2.6 Identify tools hardware, equipment and methods for use in the planned work activities</p>
3. Carry out work activities on IT and Telecoms hardware and equipment	<p>3.1 Use and handle tools and materials safely and in accordance with relevant guidelines and instructions when carrying out work activities</p> <p>3.2 Provide technical advice to support the work activities of immediate colleagues</p> <p>3.3 Set configuration options in line with work plans</p> <p>3.4 Operate tools, hardware and equipment in line with methods identified in planned work activities</p> <p>3.5 Record information on work activities in line with organisational requirements</p> <p>3.6 Check that all hardware has been registered in line with organisational procedures</p> <p>3.7 Communicate progress and the outcomes of work in line with organisational requirements</p> <p>3.8 Follow organisational procedures and relevant legislation or regulations when carrying out work activities</p>
Additional information about the unit	
Guidance on approaches to assessment	<p><i>Outcomes 2 & 3 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
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