



## National Unit specification: general information

**Unit title:** Computing: Technical Documentation and Procedures (SCQF level 6)

**Unit code:** FW06 12

**Superclass:** CA

**Publication date:** September 2011

**Source:** Scottish Qualifications Authority

**Version:** 01

## Summary

The purpose of this Unit is to enable candidates to produce technical documentation and procedures in relation to the storage, handling and maintenance of IT equipment. Candidates will research the correct method of handling IT equipment and create procedures to recognised organisational standards. Candidates will be introduced to legal issues involving the use of researched materials. The importance of evaluation, testing and amending documentation will be highlighted.

This is an optional Unit in the NC Computing: Technical Support (SCQF level 6). It is also available as a freestanding Unit.

This Unit is suitable for students interested in progressing to computing related course particularly courses such as HNC Technical Support.

## Outcomes

- 1 Investigate the requirements of technical documents and procedures for IT equipment.
- 2 Produce technical documents and procedures for IT equipment in accordance with a prescribed organisational standard.
- 3 Evaluate the content of the documents and procedures produced to ensure they meet their purpose.

## Recommended entry

While entry is at the discretion of the centre, it will be beneficial that candidates have attained one of the following, or equivalent:

- ◆ *Computing Studies* at SCQF level 4
- ◆ *Information and Communication Technology* (F3GC 10)

## **General information (cont)**

**Unit title:** Computing: Technical Documentation and Procedures  
(SCQF level 6)

### **Credit points and level**

1 National Unit credit at SCQF level 6: (6 SCQF credit points at SCQF level 6\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

### **Core Skills**

Opportunities to develop aspects of Core Skills are highlighted in the Support notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill component in this Unit.

## **National Unit specification: statement of standards**

**Unit title:** Computing: Technical Documentation and Procedures  
(SCQF level 6)

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

### **Outcome 1**

Investigate the requirements of technical documents and procedures for IT equipment.

#### **Performance Criteria**

- (a) Analyse a common reported problem relating to IT equipment.
- (b) Research the recognised handling procedures relating to IT equipment.
- (c) Identify possible software applications to develop IT documentation and procedures.
- (d) Identify distribution methods for technical documentation.
- (e) Adhere to legal issues when sourcing information for technical documentation.

### **Outcome 2**

Produce technical documents and procedures for IT equipment in accordance with a prescribed organisational standard.

#### **Performance Criteria**

- (a) Produce a technical document to be distributed to users in relation to a common reported problem with IT equipment.
- (b) Adopt recognised house standards throughout the technical documentation.

### **Outcome 3**

Evaluate the content of the documents and procedures produced to ensure they meet their purpose.

#### **Performance Criteria**

- (a) Test effectiveness of technical documentation.
- (b) Describe the importance of evaluating IT documentation and procedures.
- (c) Amend IT documentation in accordance with errors identified in the testing process.

## National Unit specification: statement of standards (cont)

**Unit title:** Computing: Technical Documentation and Procedures  
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### Evidence Requirements for this Unit

Evidence is required to demonstrate that candidates have achieved all Outcomes and Performance Criteria.

Evidence is required to demonstrate that candidates meet the requirements of all the Outcomes and Performance Criteria.

**Outcome 1** — written and/or oral, recorded and performance evidence which includes:

- ◆ an accurate analysis of a common IT equipment related problem which includes three issues, to be addressed, correctly identified and documented
- ◆ recognised handling procedures relating to IT equipment are researched satisfactorily including sources of information of recognised procedures correctly identified
- ◆ identification of three software applications that may be utilised to develop IT documentation and procedures and identification of when it would be appropriate to use each application.
- ◆ identification of three distribution methods by which IT procedures may be provided to the user.
- ◆ accurate description of how the legal requirements apply to the development of IT documentation.
- ◆ adherence to legal requirements while sourcing information

The evidence for this Outcome should be obtained under controlled, supervised conditions. The assessment will be open-book.

**Outcome 2** — written and/or oral, recorded and product evidence which includes the production of a satisfactory technical document for effective handling of the reported IT related problem. The technical document should:

- ◆ take into consideration the computing literacy levels of the user and use terminology appropriate to the level of user
- ◆ formatted to organisational standard

The evidence for this Outcome should be obtained under controlled, supervised conditions. The assessment will be open-book.

## National Unit specification: statement of standards (cont)

**Unit title:** Computing: Technical Documentation and Procedures  
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**Outcome 3** — written and/or oral recorded evidence that demonstrates that the candidate can evaluate the content of the technical documents produced to ensure they meet their purpose. The candidate is required to fully evaluate the procedure created in Outcome 2(a).

The evaluation should include:

- ◆ a description of the importance of evaluating IT documentation and procedures which includes the identification of the consequences of distributing incomplete, inaccurate or inappropriately levelled technical documents
- ◆ carrying out a test of the effectiveness of the technical documentation
- ◆ making amendments to the original content of the technical documents to address the problems identified during testing
- ◆ retesting of the documentation

The evidence for this Outcome should be obtained under controlled, supervised conditions. The assessment will be open-book.

## National Unit specification: support notes

**Unit title:** Computing: Technical Documentation and Procedures  
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This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

### Guidance on the content and context for this Unit

This Unit aligns to the following National Occupational Standards (NOS) from eskills UK:

- ◆ National Occupational Standards Unit 7.2 Problem Management

The actual distribution of time between Outcomes is at the discretion of the centre. However, the following distribution is suggested:

- ◆ Outcome 1: 10 hours
- ◆ Outcome 2: 20 hours
- ◆ Outcome 3: 10 hours

#### Outcome 1

This Outcome relates to the candidate investigating a commonly reported problem relating to ICT equipment. Recommended ICT problems could relate to the handling of hard drives or faulty/obsolete computers, etc. The candidate should analyse a scenario and identify obvious or potential problems with the current process. The problems could include:

- ◆ hard drive not formatted prior to disposal
- ◆ equipment being misplaced
- ◆ equipment unidentifiable
- ◆ equipment in work area with no detail of issue
- ◆ or any other suitable problem

Candidate should research the recognised handling procedures relating to ICT equipment. The candidate should be encouraged to research the internet, magazines or tech manuals/books for information in the correct process for the handling of the ICT equipment and should also be encouraged to keep a history of internet searches.

Where candidates utilise the internet they are required to state the history of the search this may include:

- ◆ search engine utilised
- ◆ search criteria
- ◆ number of results returned and time taken for search
- ◆ URL(s) of appropriate website containing a recognised handling procedure

Candidates will identify possible software applications to develop ICT documentation and procedures. Possible applications could be Word Processing Document, Text Editors, PDF, HTML or any other appropriate application.

## National Unit specification: support notes (cont)

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Appropriate distribution methods for technical documentation could include CD, DVD, USB pen drive, online etc.

Regarding legal issues when sourcing information for technical documentation, the main Act to be considered is the Copyright, Design and Patents Act 1988. This includes the issue of plagiarism, the unauthorised use of material and the right of an author to be given credit as author or director of a piece of material.

### Outcome 2

Candidates should select appropriate software to produce a procedure for the handling of the ICT equipment identified in Outcome 1. The candidate should be given a list of organisational standards formatting to be incorporated within the procedure.

Candidates must produce a technical document to be distributed to users in relation to a commonly reported problem with ICT equipment. The candidate may use a word processing document, HTML editor or any suitable application for the delivery method. Candidates should be encouraged to identify user levels — computer beginners, computer literate, computer experts or computer technicians. Each level of user requires a different type instructions and different terminology would be used in the instructions.

Candidates should adhere to recognised house styles throughout the technical documentation.

Organisational standards may include predefined

- ◆ Heading 1 format
- ◆ Heading 2 format
- ◆ body text font and point size
- ◆ line spacing
- ◆ bullet format
- ◆ header and footers
- ◆ logo placement
- ◆ or any other appropriate formatting

### Outcome 3

Candidates must test the effectiveness of produced documentation and procedures. The candidate should either test the document or the lecturer may suggest peer testing.

The candidate should:

- ◆ ensure instructions are suitable for the intended level of user
- ◆ all spelling and grammar are correct
- ◆ all required steps are included
- ◆ identify any inappropriate terminology for level of user
- ◆ identify any formatting errors
- ◆ identify any other appropriate error
- ◆ identify any suggestion for improvement

## National Unit specification: support notes (cont)

**Unit title:** Computing: Technical Documentation and Procedures  
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Candidates must identify the importance of evaluating ICT documentation and procedures. This could include:

- ◆ to ensure the procedure is effective
- ◆ to identify errors in instructions
- ◆ to ensure professionalism
- ◆ to ensure all steps are accurate
- ◆ to ensure all steps are included
- ◆ to avoid user confusion
- ◆ to gain user trust and confidence in documentation

Candidates must amend ICT documentation and procedures identified during testing evaluation. The candidate is required to amend the document created in PC2.

### Guidance on learning and teaching approaches for this Unit

A practical, hands-on approach to learning should be adopted. The emphasis should be on learning-by-doing. Terminology and underpinning knowledge should be introduced in a practical context.

Throughout this Unit, candidate activities should relate to their personal or vocational interests. For example candidates could locate, process and communicate information relating to their academic work, hobbies and pastimes, recreational and entertainment preferences or other topics that can genuinely stimulate their interest.

### Guidance on approaches to assessment for this Unit

Evidence of practical competence could be stored in a portfolio. At the completion of this Unit the portfolio should contain a range of evidence, drawn from the Evidence Requirements for each Outcome.

Candidate evidence could be stored and submitted in an electronic portfolio (e-portfolio). Opportunities exist for integration between teaching and assessment, for example the process of setting up a smartgroup to use as a repository for an electronic portfolio could in itself be a source of assessment evidence.

A case study would be suitable to provide the candidate with a work related situation where there is no event procedure in evidence. A logbook or word processed document would be suitable to document all findings.

A logbook may be used to document evidence for PC3 (a) & (b).



## National Unit specification: support notes (cont)

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### Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

### Opportunities for developing Core Skills

In this Unit candidates are required to develop skills in producing technical documentation and procedures in relation to the safe storage, handling and maintenance of IT equipment.

Candidates will:

- ◆ investigate the causes of a commonly reported IT related problem
- ◆ research correct processes and handling procedures
- ◆ produce technical documents and procedures for resolving IT related problem to organisational standard pitched at a level appropriate to the user
- ◆ evaluate effectiveness of technical documentation produced

This means that as candidates are doing this Unit they will be developing aspects of the Core Skills of *Problem Solving* and *Communication*.

In addition, whilst completing this Unit, candidates may develop aspects of the following Core Skill where specific learning and teaching approaches are adopted:

- ◆ *ICT* — candidates may use the internet to carry out searches for information on the correct process for handling of IT equipment. They may also make use of different types of software to produce the technical documents and carry out an electronic evaluation with users.

## **National Unit specification: support notes (cont)**

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### **Disabled candidates and/or those with additional support needs**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website **[www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements)**

## History of changes to Unit

| Version | Description of change | Date |
|---------|-----------------------|------|
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