

SVQ for IT Users (ITQ) — level 1 (SCQF level 4)

F99J 04: Setting Up an IT System 1

3 SCQF credit points at SCQF level 4

Description: This is the ability to safely set up the components of an IT system (eg personal computer — PC, keyboard, mouse and printer), removable storage media (eg data stick or external DVD drive), and communication service to access the Internet and associated software and check that they are working properly.

Outcome	Skills and Techniques	Knowledge and Understanding	
On completion of this Unit the candidate should be able to:			
	1 Connect up a personal computer, printer and peripheral devices safely.	1 Connect up the components of an IT system safely, including a printer and other peripheral devices . 2 Connect removable storage media to a PC safely.	1 Identify what IT system components, storage and peripheral devices are needed and how to connect them. 2 Identify any health and safety issues associated with setting up an IT system.
	2 Connect to an IT communication service.	1 Connect communication hardware safely to a PC. 2 Connect to a communication service from a PC.	1 Identify the details needed to connect to an Internet Service Provider (ISP).
	3 Set up software for use.	1 Configure the user interface to meet needs. 2 Set up and configure virus protection software. 3 Set up files and software to meet needs.	1 Identify what security precautions need to be addressed when connecting to the internet.
4 Check that the IT system and communication service are working successfully.	1 Run tests to check that the system and communication service are working successfully. 2 Respond to error messages and report faults as appropriate.	1 Identify simple tests that can be used to check the system. 2 Identify simple communication tests that can be used to check the internet connection. 3 Identify how to report faults and seek expert help.	

Note: The **emboldened** items are exemplified in the Support Notes.

Evidence Requirements

Completion of a portfolio (manual, electronic or combination) to cover all of the Skills and Techniques and Knowledge and Understanding points stated above. The evidence generated should adhere to the Assessment Strategy for this award and encompass a range of evidence types.

NB: It is possible to achieve this Unit by Accreditation of Prior Achievement (APA), however, the relevant evidence must be referenced within the portfolio.

General information

This Unit equates to NOS (National Occupational Standards for IT Users 2009) SIS: Set Up an IT System level 1. It has a stated number of SCQF credit points = 3 at SCQF level 4.

Support Notes

Summary

A SCQF level 4 (ITQ level 1) user can connect up the basic components of an IT system, removable storage media and a communication service safely using default setup routines and run simple tests to check it is working successfully.

Examples of context which illustrate typical activities which might be undertaken by users:

- ◆ following supplier instructions to assemble the component parts of a new computer
- ◆ add new peripheral or storage 'plug and play' devices
- ◆ recycle used computer equipment

Examples of content are given separately for highlighted text, where explanatory notes are required on terminology in the Outcomes, and do not form part of the standards. Such examples are not meant to form a prescriptive list for the purposes of assessment but rather to amplify and interpret the generic terms used in the Performance Criteria in the light of current usage of ICT systems and software. These examples are subject to change as new tools and techniques become commonplace and older ones drift out of use.

The examples given below are indicative of the learning content and are not intended to form a prescriptive list for the purpose of assessment.

Outcome 1

Health and safety issues: Health and safety issues, risks from hardware, electrical connection risks and guidelines, use and disposal of cleaning materials, handling equipment. Risks to self and others from using hardware; health and safety point of contact.

IT system components: Will vary according to the set up, for example: personal computer, monitor, keyboard, mouse (or other pointing device).

Peripheral devices: Speakers, scanner, games console, joystick; plug and play devices; default setup routines, printer and other device drivers.

Removable storage media: Disk, CD/DVD, data/memory stick, media card, mobile device, removable hard drive; default setup routines.

Outcome 2

Communication hardware: Router, modem, mobile data device, wireless router.

Communication service: Broadband, dial up, wireless, network connections, mobile device.

Outcome 3

User interface: Operating system, date, time, language settings; set up user account; desktop shortcuts.

Set up files and software applications: Software licence; installation disks; manuals; default settings; autosave settings; secure removal/transfer of data.

Outcome 4

System tests: Hardware and software; print test pages, check files are saved on storage media, open and close applications; open and close files; access network files and applications; certificates and labelling.

Communication tests: Send and receive test e-mail, navigate to ISP website.

Report faults: Helpdesk; information needed by experts; manufacturer's faults.

Guidance on examples of evidence

Typical examples of evidence for Outcome 1

Assessor checklist which will demonstrate candidate competence in the safe connection of a personal computer, printer and peripheral devices. Candidate statements covering the identification of what IT components are required for a specific purpose and how to connect them, and the health and safety issues involved in the connection.

Typical examples of evidence for Outcome 2

Assessor checklist which will demonstrate candidate competence in the connection of communication hardware to an IT system and the connection to a communication service. Candidate statement on the details required to connect an IT system to an Internet Service Provider (ISP).

Typical examples of evidence for Outcome 3

Assessor checklist which will demonstrate candidate competence in the set up of software for use. Candidate statement on security precautions required when connecting to the internet.

Typical examples of evidence for Outcome 4

Assessor checklist which will demonstrate candidate competence in the confirmation that the IT system and communication service are working successfully. Candidate statement on the details required to test the system for appropriate operation, communication tests to check the Internet connection and how to report faults and seek expert help.

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