

SVQ for IT Users (ITQ) — level 2 (SCQF level 5)

F99K 04: Setting Up an IT System 2

4 SCQF credit points at SCQF level 5

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 Select and connect up a personal computer safely with associated hardware and storage media to meet needs.	1 Select and connect up the components of an IT system safely, including any peripheral devices and storage media .	1 Describe what IT system components, storage and peripheral devices are needed. 2 Describe any health and safety issues associated with setting up an IT system. 3 Describe the characteristics of IT systems that affect performance .
	2 Select and connect an IT system to a communication service to meet needs.	1 Select and connect communication hardware safely to an IT system. 2 Select and connect to a communication service from an IT system.	1 Describe the factors that affect data transfer. 2 Identify the login and password details needed to connect to an Internet Service Provider (ISP).
	3 Install and configure software for use.	1 Configure the user interface to meet needs. 2 Set up and configure virus protection software. 3 Install and set up application software to meet needs. 4 Backup and restore system and data files.	1 Describe what security precautions need to be addressed.
4 Check that the IT system and communication service are working successfully.	1 Select and run suitable tests to make sure that the system and communication service are working successfully. 2 Respond to faults and error messages and use help and troubleshooting facilities to determine and take appropriate action.	1 Identify what tests can be used to check the IT system and communications . 2 Identify the help and troubleshooting facilities available to solve problems.	

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 2. It has a stated number of SCQF credit points = 4 at SCQF level 5.

Support Notes

Summary

A SCQF level 5 (ITQ level 2) user can select and connect up an IT system with a range of hardware, removable storage media and a communication service safely and run more advanced tests to check it is working successfully.

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

- ◆ re-assemble personal computer after moving house/office
- ◆ transferring personal files to a new PC
- ◆ setting up and testing a home wireless network

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 performance: Processor speed, memory size, storage capacity, network capability.

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

Peripheral devices: Speakers, modem, scanner, games console, joystick; *TV, data projector, white board; plug and play devices; customised setup routines*, printer and other device drivers.

Storage media: Disk, CD/DVD, data/memory stick, media card, mobile device, removable hard drive; *customised setup routines*.

Outcome 2

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

Data transfer: Which combinations of hardware and software offer different data transmission speeds; download capacity.

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

Outcome 3

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

Set up applications: Software licence; installation disks; manuals; *customised settings; download software; map network drive; register software*.

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; *check printer and other drivers*.

Communication tests: Send and receive test e-mail, navigate to ISP website; *ping IP address*.

Guidance on examples of evidence

Typical examples of evidence for Outcome 1

Assessor checklist which demonstrates candidate competence in the safe connection of a personal computer system with associated hardware and storage media to specified requirements. Candidate written responses to cover what components, storage and peripheral devices are required, associated health and safety issues and the performance characteristics of the IT system.

Typical examples of evidence for Outcome 2

Assessor checklist which demonstrates candidate competence in the safe connection of an IT system to a fit for purpose communication system. Candidate written responses to cover the factors affecting data transfers and the need for appropriate login and password details for ISP connection.

Typical examples of evidence for Outcome 3

Assessor checklist which demonstrates candidate competence in the installation and configuration of software for use. Candidate written responses to cover what security precautions require to be addressed

Typical examples of evidence for Outcome 4

Assessor checklist which demonstrates candidate competence in the checking of the appropriate operation of the IT system and communication system. Candidate written responses to cover what the tests to be employed to test the IT system and communications and to identify help and troubleshooting facilities.

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