

Unit	Remote Support for IT & Telecoms Products or Services	
SSR Code	RS1	
SQA Code	H3AK 04	
SCQF Level	5	
SCQF Credit Value	6	
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1. Know the role of remote support in the organisation	1.1 State the products or services to be supported 1.2 List the standard features and common uses of the products or services 1.3 Identify the main benefits of the products or services 1.4 Identify frequently used product or service configuration options 1.5 Identify organisational requirements and procedures for remote support	
2. Provide remote support for specified products or services	2.1 Promptly confirm the customer's identity 2.2 Correctly validate the request for support 2.3 Accurately identify the customer's support needs 2.4 Provide sufficient relevant information to meet the customer's needs, confirming their understanding of the information provided 2.5 Where customer needs are not met, promptly escalate the request to the relevant persons 2.6 Accurately record specified customer support information using given formats 2.7 Follow organisational procedures when providing support to customers	
Additional information about the unit		

Guidance on approaches to assessment	<p><i>This unit 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