

Unit	IT & Telecoms Fault Diagnosis 1	
SSC Code	TFD1	
SQA Code	H3AN 04	
SCQF Level	5	
SCQF Credit Value		
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1. Know the technical fault diagnosis process	<p>1.1 State the role of fault validation, information gathering, information analysis and solution identification in the fault diagnosis process</p> <p>1.2 List the types of information that are commonly needed to support the fault diagnosis process</p> <p>1.3 Describe common diagnostic methods</p> <p>1.4 State the importance of minimising disruption to service during diagnostics</p>	
2. Understand the organisational fault diagnosis environment	<p>2.1 Identify organisational tools and procedures for fault diagnosis</p> <p>2.2 List sources of relevant specialist technical information and advice</p>	
3. Diagnose faults in familiar IT or Telecoms equipment	<p>3.1 Use existing diagnostic information to identify fault indications and possible causes</p> <p>3.2 Correctly use specified diagnostic tools to generate additional diagnostic information</p> <p>3.3 Use available diagnostic and technical information to identify the probable cause of faults</p> <p>3.4 Select, from given alternatives, a suitable remedy to rectify identified faults</p> <p>3.4 Accurately record fault diagnosis activities using standard documentation</p> <p>3.5 Follow organisational procedures during fault diagnosis activities</p>	

Additional information about the unit	
Guidance on approaches to assessment	<i>Los 2 & 3 of this unit must be assessed in the workplace.</i> Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from www.e-skills.com/nos
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK