

Unit	IT & Telecoms Fault Diagnosis 2	
SSC Code	TFD2	
SQA Code	H3AP 04	
SCQF Level	7	
SCQF Credit Value		
Unit summary		
<b>Learning Outcomes The learner will:</b>	<b>Assessment Criteria</b>	
1. Understand the technical fault diagnosis process	1.1 Describe the role of fault validation, information gathering, information analysis and solution identification in the fault diagnosis process  1.2 Describe the types of information that are commonly needed to support the fault diagnosis process  1.3 Explain common diagnostic methods and give examples of their appropriate use  1.4 Explain the importance of minimising disruption to service during diagnostics	
2. Understand the organisational fault diagnosis environment	2.1 Describe organisational tools and procedures for fault diagnosis  2.2 Identify sources of relevant specialist technical information and advice	
3. Diagnose faults in a range of IT or Telecoms equipment	3.1 Interpret existing diagnostic information to identify fault indications and possible causes  3.2 Select and correctly use appropriate diagnostic tools to generate additional diagnostic information  3.3 Analyse all available diagnostic and technical information to identify the probable cause of faults  3.4 Accurately record fault diagnosis activities using standard documentation  3.5 Follow organisational procedures for fault diagnosis	
4. Select remedies for faults in a range of	4.1 Describe the factors which need to be taken into	

IT or Telecoms equipment	<p>account when selecting remedies for faults</p> <p>4.2 Evaluate potential remedies to identify the most effective one</p>
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 <a href="http://www.e-skills.com/nos">www.e-skills.com/nos</a></p>
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK