

Unit	IT & Telecoms Fault Diagnosis 3	
SSC Code	TFD3	
SQA Code	H3AR 04	
SCQF Level	8	
SCQF Credit Value		
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1. Understand the technical fault diagnosis process	1.1 Explain the role of fault validation, information gathering, information analysis and solution identification in the fault diagnosis process 1.2 Explain how information is used to support the fault diagnosis process 1.3 Evaluate a range of diagnostic methods 1.4 Explain the importance of minimising disruption to service while diagnosing and remedying faults	
2. Maintain and develop the organisational fault diagnosis environment	2.1 Evaluate current organisational tools and procedures for fault diagnosis and remedy to identify possible improvements 2.2 Ensure that agreed identified improvements to organisational tools and procedures for fault diagnosis and remedy are implemented promptly and disseminated to all relevant persons 2.3 Review and update sources of relevant specialist technical information and advice 2.4 Contribute to the development of organisational strategy for fault diagnosis and remedy	
3. Manage the technical aspects of fault diagnosis and remedy	3.1 Ensure that training and guidance on organisational tools and procedures for fault diagnosis and remedy are available to all relevant persons 3.2 Ensure that individuals' fault diagnosis and remedy	

	<p>activities are reviewed for compliance with organisational procedures</p> <p>3.3 Ensure that all necessary feedback is provided to individuals to improve compliance with organisational procedures</p> <p>3.4 Analyse the records of fault diagnosis and remedy over time to identify trends and recurring faults</p> <p>3.5 Implement an action plan to respond to trends and recurring faults</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 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