

Unit	Technical Advice and Guidance 1	
SSC Code	TAG1	
SQA Code	H3B2 04	
SCQF Level	5	
SCQF Credit Value	4	
Unit summary		
Learning Outcomes The learner will:		Assessment Criteria
1. Know how to provide technical advice and guidance		<p>1.1 Identify how technical advice and guidance can be used</p> <p>1.2 List the types of information which can form the basis of technical advice and guidance</p> <p>1.3 Identify organisational procedures which can apply to the provision of technical advice and guidance</p> <p>1.4 Identify circumstances where technical advice and guidance should be provided proactively rather than reactively</p>
2. Provide reactive technical advice and guidance to customers		<p>2.1 Identify the purposes for which technical advice and guidance is required</p> <p>2.2 Check organisational guidance to ensure that customers are entitled to receive the requested technical advice and guidance</p> <p>2.3 Communicate effectively with customers to obtain specified information</p> <p>2.4 Provide advice and guidance in line with information specified by the customer</p> <p>2.5 Communicate technical advice and guidance to customers in line with organisational procedures, confirming customer understanding of the information provided</p>

	2.6 Follow organisational procedures for responding to customer requests including the timely escalation of those for which technical advice and guidance cannot be provided or does not resolve the request
Additional information about the unit	
Guidance on approaches to assessment	<i>LO 2 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 <a href="http://www.e-skills.com/nos">www.e-skills.com/nos</a>
Location of the unit within the subject/sector classification system	IT Professional
Name of the organisation submitting the unit	e-skills UK