

Unit	Technical Advice and Guidance 3	
SSC Code	TAG3	
SQA Code	H3B4 04	
SCQF Level	8	
SCQF Credit Value		
Unit summary		
Learning Outcomes The learner will:		Assessment Criteria
1. Understand the context for providing technical advice and guidance		<p>1.1 Explain how technical advice and guidance can be used to resolve problems and improve performance</p> <p>1.2 Evaluate available types, sources and applicability of information as a basis for technical advice and guidance</p> <p>1.3 Explain the commercial, regulatory and security factors which can apply to the provision of technical advice and guidance.</p> <p>1.4 Compare and contrast proactive and reactive technical advice and guidance</p> <p>1.5 Explain organisational procedures for providing technical advice and guidance.</p>
2. Provide reactive technical advice and guidance to customers		<p>2.1 Evaluate the purposes for which technical advice and guidance is required</p> <p>2.2 Verify that customers are entitled to receive the requested technical advice and guidance</p> <p>2.3 Obtain sufficient information to enable correct technical advice and guidance to be provided</p> <p>2.4 Provide relevant advice and guidance to customers based on all available information</p> <p>2.5 Communicate technical advice and guidance to customers in line with organisational procedures</p>

	confirming customer understanding of the information provided
3. Provide proactive technical advice and guidance to customers	<p>3.1 Evaluate the purposes for which the technical advice and guidance is required</p> <p>3.2 Assess the range of levels of technical knowledge of relevant customer groups</p> <p>3.3 Develop technical advice and guidance in formats which take into account the customers' levels of technical knowledge</p> <p>3.4 Select and use appropriate media to disseminate technical advice and guidance to identified customers</p> <p>3.5 Follow organisational procedures for providing proactive technical advice and guidance.</p>
4. Control the provision of technical advice and guidance	<p>4.1 Ensure that relevant information on the provision of technical advice and guidance is accurately recorded</p> <p>4.2 Analyse records to identify trends and recurring requests</p> <p>4.3 Implement an action plan to respond to trends and recurring requests</p> <p>4.4 Develop training materials on the provision of technical advice and guidance</p> <p>4.5 Contribute to the development of organisational strategy for providing technical advice and guidance</p>
Additional information about the unit	
Guidance on approaches to assessment	<p><i>LOs 2, 3 & 4 of 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