

Space for centre logo



Award ID: **G8L3 47**

Level: **SCQF Level 7**

Award Title: **Professional Development Award in Computer Support at SCQF¹ Level 7**

Introduction to the Award

This Professional Development Award (PDA) is one of a suite which was designed to incorporate the knowledge and understanding required by popular vendor awards² into SQA's Higher National frameworks.

It has become increasingly clear that it needed to be offered in a flexible format with generic units.

The units which now make up this PDA in Computer Support at SCQF Level 7 include vendor-related topics, but are generic in nature. The units are already in the HND Computing and HND Computing Networking frameworks. Including this PDA into the HN frameworks allows candidates to work towards a Higher National qualification via short courses or part-time study.

Target Audience

Vendor awards are becoming increasingly popular with both candidates and employers.

As this award covers the knowledge and understanding associated with the CompTIA A+ concepts series and is, therefore, a good introduction to either desktop support or systems administration. It covers the knowledge and understanding associated with the CompTIA A+ certification. It will be attractive to candidates who are looking for employment at an entry level position as a desktop support technician. It would also be suitable for those wanting to prepare for advancement in their organisation.

¹ SCQF (Scottish Credit and Qualifications Framework) helps people to understand and compare different qualifications in Scotland. (visit the website www.scqf.org.uk for more information)

² Vendor Awards are those Awards designed and certificated by a product manufacturer or trade alliance organisation.

Candidates might also want to use this PDA to progress to further study in Computing or Computer Networking at Higher National level. On achieving this PDA candidates would also have the knowledge and skills required to sit the CompTIA A+ examination. Successful completion of this PDA would fully prepare candidates for the CompTIA A+ examination and offers progression to higher levels of study.

Conditions of award

Both mandatory units must be achieved in order to gain the award.

Content and Structure of the Award

The two units are mandatory.

UNIT TITLE	CODE	SCQF CREDIT VALUE	SCQF* LEVEL
Computing: PC Hardware and Operating Systems Essentials	F1XA 34	1	7
Computing: PC Hardware and Operating Systems Support	F1X9 34	1	7

*The Scottish Credit & Qualifications Framework (SCQF) is a way of helping people understand and compare Scottish Qualifications, by giving them credit points which shows how much learning has been achieved and a level on a scale of 12, to show how demanding the learning is. Details can be found at www.scqf.org.uk.

At the end of the award candidates will be able to:

- Describe PC and laptop fundamentals
- Install, optimise and upgrade current operating systems
- Install and configure printers and scanners
- Implement basic networks and security
- Describe basic end user support
- Implement advanced features of PCs and laptops.
- Operate advanced operating system features.
- Implement advanced printing and scanning features.
- Implement advanced networks and security.
- Identify safety and environmental issues and communicate with an end user.

Centre Contact details