

Space for centre logo



Award ID: **G8K9 47**

Level: **SCQF Level 7**

Award Title: **Professional Development Award in Desktop 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 Desktop Support at SCQF Level 7 include vendor-related topics, but are generic in nature. The units are already part of the HN Computing, HN Information Technology and the HN Computer 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 MCDST (Microsoft Certified Desktop Support Technician) qualification 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.

Candidates might also want to use this PDA to progress to further study in Computing, Information Technology or Computer Networking at Higher National level. Successful completion of this PDA would fully prepare candidates for the Microsoft Certified Desktop Support Technician (MCDST) examinations and would offer the opportunity to proceed to higher levels of Microsoft certification.

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.

Conditions of award

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

However, there are two vendor examinations associated with this PDA, and either one will give the candidate the Microsoft Certified Professional (MCP) certificate. If both exams are passed the candidate will gain the Microsoft Certified Desktop Support Technician (MCDST) certificate.

Consequently candidates who come to the PDA with either MCP or MCDST certificates can be accepted as having met the knowledge and understanding components of the relevant units.

Content and Structure of the award

The two units are mandatory.

UNIT TITLE	CODE	CREDIT VALUE	SCQF* LEVEL
Supporting User and Troubleshooting Desktop Applications	DM34 34	1	7
Supporting Users and Troubleshooting a Desktop Operating System	DM35 34	2	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:

- Configure and troubleshoot applications
- Resolve issues related to usability and application customisation
- Configure and troubleshoot network connectivity and security settings for applications
- Perform an installation of a desktop operating system using different installation methods
- Configure, manage and troubleshoot access to resources, desktop and user environments
- Troubleshoot network protocols and services

Centre Contact details