



Unit Title:	Working with ICT Hardware and Equipment
OCR unit number	200
Level:	4
Credit value:	15
Guided learning hours:	90
Unit reference number:	T/500/7384

Candidates undertaking this unit must complete real work activities in a work environment. Simulation is only allowed in exceptional circumstances (please refer to the centre handbook for further details).

Unit purpose and aim

This unit provides learners with the opportunity to develop advanced skills in working with ICT hardware and equipment in a supervisory or management role. The unit will help learners to design and apply risk management strategies and ensure work is carried out in accordance with legislation and other regulatory requirements.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
The Learner will: 1 Understand how to manage working practices for ICT hardware and equipment	The Learner can: 1.1 Explain how to align processes with organisational objectives and customer needs 1.2 Explain the appropriate uses of tools and techniques 1.3 Explain which regulatory requirements might affect working procedures and how to take them into account.	Candidates must have a detailed understanding of how to ensure organisational objectives and processes support customer needs. This should take into consideration: <ul style="list-style-type: none"> tools and techniques regulatory requirements
2 Manage and improve working practices relating to ICT hardware and equipment	2.1 Select, adapt and use relevant tools and techniques safely 2.2 Create and implement working procedures relating to the use of ICT hardware and equipment 2.3 Obtain and allocate required materials 2.4 Record relevant information 2.5 Communicate the progress and outcome of work to the appropriate people 2.6 Develop documentation to support effective working practices 2.7 Develop tools to enable more efficient working practices 2.8 Contribute to the development	Candidates must be able to: <ul style="list-style-type: none"> devise and implement appropriate working practices to support the organisation's work strategy

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	of the organisation's work strategy	
3 Be able to improve working practices to minimise risk to the organisation	3.1 Improve working practices in order to assess and minimise risks	Candidates must be able to critically review and improve where required, working practices

Assessment

Candidates undertaking this unit must complete real work activities in order to produce evidence to demonstrate they are occupationally competent. Real work is where the candidate is engaged in activities that contribute to the aims of the organisation by whom they are employed, for example in paid employment or working in a voluntary capacity.

Simulation is only allowed for aspects of units when a candidate is required to complete a work activity that does not occur on a regular basis and therefore opportunities to complete a particular work activity do not easily arise. When simulation is used, assessors must be confident that the simulation replicates the workplace to such an extent that candidates will be able to fully transfer their occupational competence to the workplace and real situations.

Internal quality assurance personnel must agree the use of simulated activities before they take place and must sample all evidence produced through simulated activities.

It is the assessor's role to satisfy themselves that evidence is available for all performance, knowledge and evidence requirements before they can decide that a candidate has finished a unit. Where performance and knowledge requirements allow evidence to be generated by other methods, for example by questioning the candidate, assessors must be satisfied that the candidate will be competent under these conditions or in these types of situations in the workplace in the future. Evidence of questions must include a written account of the question and the candidate's response. Observations and/or witness testimonies must be detailed and put the evidence into context ie the purpose of the work etc.

All of the assessment criteria in the unit must be achieved and clearly evidenced in the submitted work, which is externally assessed by OCR.

Evidence for the knowledge must be explicitly presented and not implied through other forms of evidence.

Evidence requirements

All aspects of the assessment criteria must be covered and evidence must be available that shows where and how the assessment criteria have been achieved.

Assessment Criterion 1

Candidates should provide a detailed report including

- organisational objectives and processes supporting customer needs
- appropriate uses of tools and techniques
- regulatory requirements that might affect working procedures

Assessment Criterion 2

Candidates should provide evidence of

- devising and implementing appropriate working practices

This could include copies of correspondence, logs, records, procedures etc.

Assessment Criterion 3

Candidates should provide a detailed report critically reviewing working practices and identifying possible improvements

Candidates are encouraged to choose activities which will allow them to cover all or a majority of the criteria at one time. It is not necessary to use different activities for each element of the criterion.

Guidance on assessment and evidence requirements

Evidence can reflect how the candidate carried out the process or it can be the product of a candidate's work or a product relating to the candidate's competence.

For example: The process that the candidate carries out could be recorded in a detailed personal statement or witness testimony. It is the assessor's responsibility to make sure that the evidence a candidate submits for assessment meets the requirements of the unit.

Questioning the candidate is normally an ongoing part of the assessment process, and is necessary to:

- test a candidate's knowledge of facts and procedures
- check if a candidate understands principles and theories *and*
- collect information on the type and purpose of the processes a candidate has gone through.
- candidate responses must be recorded

It is difficult to give a detailed answer to how much evidence is required as it depends on the type of evidence collected and the judgement of assessors. The main principles, however, are as follows: for a candidate to be judged competent in a unit, the evidence presented must satisfy:

- all the items listed, in the section 'Learning Outcomes'
- all the areas in the section 'Assessment Criteria'

The quality and breadth of evidence provided should determine whether an assessor is confident that a candidate is competent or not. Assessors must be convinced that candidates working on their own can work independently to the required standard.

You should refer to the '*Admin Guide: Vocational Qualifications (A850)*' for *Notes on Preventing Computer-Assisted Malpractice*.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk .