

Unit 9: Customer support (2010)

Student Name:

Teacher:

Date:

Assessment Objective	Pass	Merit	Distinction
AO1 <i>Identify and provide basic types of technical information and support required by end-users using appropriate communication methods</i>	Candidates will identify at least one type of end-user and the associated end-user requirements.	Candidates will identify at least two different types of end-user and their associated end-user requirements.	Candidates will identify more than two different types of end-user and their associated end-user requirements. Candidates will provide support to end-users using clear communication methods.
AO1 NOTES	AO1: P M D		
AO2 <i>Use appropriate methods to record specific details of problem/requirements identified by end-user</i>	Candidates will use basic information gathering techniques to record details of problems reported by end-users but these will be limited and will not enable all needs/requirements of the end-users to be recorded. They will use basic methods of recording problems and the record will have essential information (problem/requirement and date/time).	Candidates will use appropriate information gathering techniques to record details of problems reported by end-users, these will be well documented and will enable most of the needs/requirements of the end-users to be recorded. They will record information clearly and using electronic methods of recording (eg call logging software).	Candidates will use complex information gathering techniques to record a detailed analysis of problems reported by end-users, these will be of a high standard and will enable all of the needs/requirements of the end-users to be recorded. They will record information clearly and fully and will include suggested solutions and identification of support staff. They will use efficient electronic methods of recording (eg call logging software, electronic submission).
AO2 NOTES	AO2: P M D		
AO3 <i>Select technical information from a variety of sources</i>	Candidates will select a few sources for technical information; not all sources identified will be appropriate (eg written or verbal).	Candidates will select a range of mostly appropriate sources of technical information (eg online, help lines).	Candidates will select a wide range of appropriate sources of technical information (eg online, written, verbal, help lines, support sites).
AO3 NOTES	AO3: P M D		
AO4 <i>Participate in reviews and produce reports detailing existing hardware and software provision and identify existing frequently used automated procedures</i>	As a member of a team, candidates will create and use appropriate methods to gather information to identify the current usage of hardware and software, and existing frequently used automated procedures. However their contribution will be limited to basic suggestions and may not always be the most appropriate. Their contribution to the report on the existing hardware and software provision and the use of frequently used automated procedures will be limited. They will use basic methods of gathering information eg questionnaires.	As a member of a team, candidates will create and use appropriate methods to gather information to identify the current usage of hardware and software, and existing frequently used automated procedures. Their contribution will be significant and appropriate. They will make a significant contribution to the report on the existing hardware and software provision, and the use of frequently used automated procedures. They will use basic methods of gathering information and present this information clearly.	As a member of a team, candidates will create and use appropriate methods to gather information to identify the current usage of hardware and software and existing frequently used automated procedures. Their contribution will be instrumental and their suggestions will be appropriate and detailed. They will take leading roles in preparing the report on the existing hardware and software provision and the use of frequently used automated procedures. The report will be appropriate and comprehensive and will provide detailed explanations. They will use appropriate methods of collating information eg audit trails, network access logs.
AO4 NOTES	AO4: P M D		

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Assessment Objective	Pass	Merit	Distinction
<p>AO5 <i>Identify and use appropriate methods to produce recommendations for potential improvements in the use of hardware and software, and automated procedures</i></p>	<p>Candidates will identify and use appropriate methods to produce recommendations for potential improvements in the use of hardware, software and automated procedures. They will identify a limited number of potential improvements to the problems they have identified. The method selected may not be the most appropriate and may not fully record the needs/problems of the end-user. They will make broad recommendations for improvements based on their investigations; however their suggestions will be limited and will lack detail. The recommendations for potential improvements will not fully cover all the needs of the end-user. There will be little or no explanation of these procedures.</p>	<p>Candidates will identify and use appropriate methods to produce recommendations for potential improvements in the use of hardware, software and automated procedures. They will suggest a number of potential improvements to the problems they have identified and some will be appropriate. They will record most of the needs/problems of the end-user. Record keeping/audit trails will be included. Candidates will identify the techniques used for information gathering and the information collected will be clearly shown; a brief explanation as to the suitability of each method used will be given. All record keeping will be detailed and will include mostly relevant information. The recommendations for potential improvements will cover most of the needs of the end-user. There will be some explanation of these procedures.</p>	<p>Candidates will identify and use appropriate methods to produce recommendations for potential improvements in the use of hardware, software and automated procedures. They will suggest potential improvements to all the problems they have identified, and most will be appropriate. Candidates will identify the techniques used for information gathering and the information collected will be clearly shown; a detailed explanation as to the suitability of each method used will be given and suggestions for future improvements will have been made. All record keeping will be comprehensive and will include all relevant information. Candidates will make comprehensive recommendations for improvements based on their investigation, and these suggestions will be described in detail. The recommendations for potential improvements will cover all of the needs of the end-user and will be detailed.</p>
<p>AO5 NOTES</p>	<p>AO5: P M D</p>		
<p>AO6 <i>Create and test routine automated procedures and assist others to create more complex automated procedures</i></p>	<p>Candidates will create and install one automated procedure based on the recommendations identified. They will develop and use a test plan for this procedure, but this will be limited with no remedial action taken. As a member of a team, candidates will participate in discussions to identify end-user requirements of complex automated procedures; their contribution will be limited and based on their own knowledge. Candidates will assist in the selection, creation and installation of one complex procedure and will assist in developing a test plan but their contribution will be limited. They will assist in the production of end-user documentation but their contribution will be limited.</p>	<p>Candidates will create and install one automated procedure based on the recommendations identified. They will develop and use an appropriate test plan for this procedure, and will attempt to take remedial action when necessary. As a member of a team, candidates will make significant contributions, during discussions, to identify end-user requirements of complex automated procedures and will draw upon some external knowledge as well as their own knowledge base. Candidates will identify some existing configurations that may be affected by these procedures, and will explain why these may be affected. Their ability to identify how any problems could be remedied may be limited. Candidates will play a significant role in the selection, creation and installation of a procedure and in developing a test plan. They will assist in the production of end-user documentation and will make a significant contribution to ensure that the documentation is fairly comprehensive.</p>	<p>Candidates will play a leading role in discussions to identify end-user requirements for complex automated procedures, and will draw upon external knowledge as well as their own knowledge base. Candidates will identify all existing configurations that may be affected by these procedures and will explain why these may be affected identifying how any problems could be remedied. Candidates will play a leading role in the selection, creation and installation of this procedure and in developing a test plan. They will assist in the production of end-user documentation and will ensure that the documentation is comprehensive.</p>
<p>AO6 NOTES</p>	<p>AO6: P M D</p>		

Overall grade awarded for this unit: **PASS** **MERIT** **DISTINCTION** (Circle ONE grade) **Signature:** _____