Accredited

Cambridge TECHNICALS

OCR LEVEL 2 CAMBRIDGE TECHNICAL

CERTIFICATE/DIPLOMA IN

IT

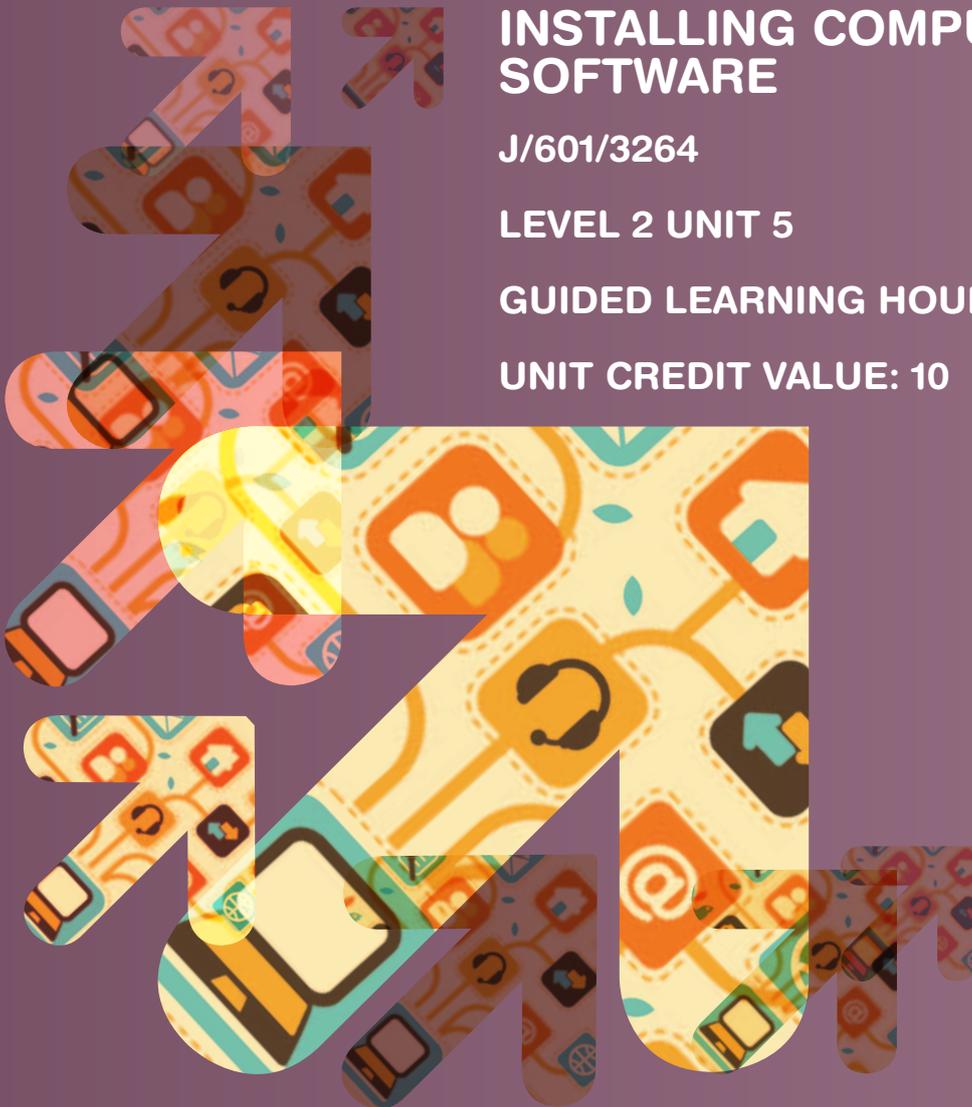**INSTALLING COMPUTER SOFTWARE**

Y/601/3264

LEVEL 2 UNIT 5

GUIDED LEARNING HOURS: 60

UNIT CREDIT VALUE: 10

OCR

INSTALLING COMPUTER SOFTWARE

J/601/3264

LEVEL 2

AIM OF THE UNIT

This unit will give the learners an understanding of and practical experience of the typical day to day tasks that an IT support technician carries out. They will develop an understanding of the requirements for software installation, through the practical activities of installation, testing software and accurately documenting the associated processes.

ASSESSMENT AND GRADING CRITERIA

Learning Outcome (LO) The learner will:	Pass The assessment criteria are the pass requirements for this unit. The learner can:	Merit To achieve a merit the evidence must show that, in addition to the pass criteria, the learner is able to:	Distinction To achieve a distinction the evidence must show that, in addition to the pass and merit criteria, the learner is able to:
1 Know software installation processes	P1 describe types of software licences and legal requirements of their use	M1 select the appropriate types of licences for particular user requirements	
	P2 describe the processes involved in installing software	M2 explain the reasons for installing or upgrading software for a user	
2 Be able to prepare for software installation	P3 prepare for software installation		D1 justify the decisions made during preparation for software installation
3 Be able to install and configure software	P4 install an item of software		
	P5 configure new software to specified requirements	M3 justify the configuration to meet the needs of a user	
4 Be able to test and document software installation	P6 test and document a new software installation		

TEACHING CONTENT

The unit content describes what has to be taught to ensure that learners are able to access the highest grade.

Anything which follows an i.e. details what must be taught as part of that area of content.

Anything which follows an e.g. is illustrative, it should be noted that where e.g. is used, learners must know and be able to apply relevant examples to their work though these do not need to be the same ones specified in the unit content.

LO1 Know software installation processes

- **purpose**
  - o   User or business needs;
  - o   improved functionality
  - o   System security/protection
  - o   System maintenance
  - o   Compatibility issues
  - o   Upgrade or reinstallation.
- **processes:**
  - o   identify user need;
  - o   plan installation;
  - o   develop test plan/table
  - o   prepare for installation
  - o   install;
  - o   test, correct and complete installation
  - o   update relevant documentation
  - o   register software as required
  - o   communicate changes to users
  - o   remedy unexpected problems.
- **software licenses:**
  - o   types (e.g. open source, single license, multi-user license)
  - o   legal and organisational requirements to include software piracy
  - o   registration (e.g. release of sensitive information, access to support, further information on updates).

LO2 Be able to prepare for software installation

- **preparation:**
  - o   loading method (e.g. CD/DVD, web, synchronisation application)
  - o   review process and procedures documentation (e.g. supplier and organisational)
  - o   check compatibility (e.g. technical, storage, user requirements)
  - o   backup data

- o   rollback options (e.g. setting a restore point, uninstalling software)
- o   source resources (e.g. new software, license keys, access permissions, configuration details, system information)
- o   uninstall existing software as appropriate.

LO3 Be able to install and configure software

- new software (e.g. applications, operating systems)
- upgraded software (e.g. new releases, updates/add-ins, patches)
- configuration of installed software to user or organisational requirements.

LO4 Be able to test and document software installation

- **test the software;**
  - o   using a developed test plan
  - o   correct and retest as applicable
  - o   check completed installation against user requirements.
- **documentation:**
  - o   work records (e.g. preparation tasks, installation date, by whom, hardware detail, problems encountered, test plan, test data)
  - o   user/customer communications and requirements
  - o   licensing requirements.

DELIVERY GUIDANCE

Wherever possible the unit should be delivered effectively within a practical workshop environment, giving learners exercises or case studies. Learners may have a variety of experience in installing software and this needs to be given due consideration.

Know software installation processes
Start with an introduction to the unit by looking at the reasons to why software needs to be replaced or upgraded and any legal requirements. Ideally this could be achieved with discussions, hand-outs, or quizzes. The main focus of this unit needs to be on the installation of the software and as such it is expected that delivery of the unit will be based around these practical workshops. Learners should also explore the range of software types that they will need to be installing as the preparations and requirements for the installation process may vary, they could be encouraged to discuss the new software that is to be installed and identify the differences in requirements.

Be able to prepare for software installation
Software can be loaded onto a computer system using a number of different methods and learners will need to recognise and acknowledge the different methods and try these out practically as part of their learning to identify the advantages and disadvantages. They should be encouraged to discuss when each method might be appropriate or inappropriate. If using the internet this could lead to additional tasks, such as unzipping files or making back up of the files downloaded, they must understand that these are common requirements and should prepare for them prior to the installation. They will also need to be made aware of using appropriate sites and the possible repercussions; hence this method should only be completed with care.

Learners will need to be made aware of activities that need to be undertaken before installation and the importance of preparation. The following questions could be asked:
• Does the existing data need backing up?
• Does a restore point need to be set?
• Does previous or old software need to be uninstalled?
• Are the required resources available e.g. license keys, the software?
• What method of installation is most appropriate?
• What are the user requirements?

Learners should prepare and/or use checklists for the installation of the software. This could be done within smaller groups with groups feeding back and comparing their findings to develop a definitive list which they may then choose to use for the installations they carry out.

Be able to install and configure software
Learners will need a variety of different types of software to install to give them sufficient practice before attempting the assessment. The software to be installed must be accompanied by the necessary paperwork to allow the learners the experience of using any checklists and instruction sheets that come with the software. Learners may also be given copies of the licences for completion to familiarise them with the actual documentation, terminology etc.

Learners should also explore the different requirements for different user needs based on the type of software being installed. This may have been identified in earlier group discussions on user needs as part of the installation process. They could explore these using mind maps or group discussions.

Be able to test and document software installation
Testing the software is very important to the installation process and the learners should explore the types of documentation required throughout the installation process and how to clearly document installation. This may have been identified during early group discussions or may be included as part of them to extend the scope of their learning. They should understand and use test plans for the testing of the installation to meet user and system requirements and show that the final setup is suitable for the user requirements. Learners should be encouraged to discuss testing options and the test that may be carried out to include details of how the test will be indentified as successful or requiring retest. They should compare test plans from installations that they have carried out that were both successful and unsuccessful.

SUGGESTED ASSESSMENT SCENARIOS AND TASK PLUS GUIDANCE ON ASSESSING THE SUGGESTED TASKS

To achieve a pass grade, learners must achieve all the pass criteria listed in the assessment and grading criteria grid.

Assessment and Grading Criteria P1, P2, M1, M2

Learners could create a presentation or report on a software installation processes describing the software licenses, any legal requirements and what processes to look at before any installations and explaining the purpose for each.

Learners must provide evidence that they can accurately describe all the different types of software licenses described in the teaching content for learning outcome 1 and any legal requirements that govern their use. This could be evidenced by presentations, posters, leaflets etc.

Learners must be able to describe the processes involved when installing software. This could be evidenced by presentations, posters, reports, video/audio recordings etc.

For merit criterion M1 learners must clearly identify the software licence types they chose for specific installations and the user requirements that influenced their decisions. This could be evidenced in a presentation or report format.

For merit criterion M2 learners must explain the purpose of the installation based on user requirements and its benefits to the user and organisations This could be evidenced in a presentation or report format.

NB The learner could produce a single report or presentation which could, potentially, meet the merit requirements as well as those of the pass level.

Assessment and Grading Criteria P3, D1

Learners will need to be given software to install and they should prepare documentation on the steps necessary to prepare a system for the installation. They should ensure that they identify the installation methods and ensure that considerations for these are included as part of their planning process.

The learners must be able to carry out all the steps necessary to prepare a system for a specific installation. This could be

evidenced by tutor observation, witness statements, video/audio recordings etc and the work records from the learners completed in P4 and P5.

For distinction criterion D1 learners must clearly show that they can review the whole installation process and justify the decisions made to include how they could have improved their planning, execution and/or documentation of the work. This could be evidenced in the form of a report.

Assessment and Grading Criteria P4, P5, M3

Learners should be given a software installation with specific installation requirements and prepare and carry out the installation.

Learners must show that they can install one piece of specific software this could be evidenced with a report enhanced with screenshots (photos) of the process, witness statements. It would help the learner if the installation was linked to the planning in earlier assessment criteria.

Learners must show they can configure the installed software to meet the specific requirements. This does not need to be complex but will need to show that some changes have been made for a specific and identified purpose. This could be evidenced with a report enhanced with screenshots (photos) of the configuration settings, witness statements.

For the merit criterion M3 which is an extension of P5, the learners must be able to justify the configuration options they have selected and clearly identify how they meet the needs of the user, this could be in the format of a report, leaflet, annotated table or presentation.

Assessment and Grading Criteria P6

Learners must show that they can follow procedures correctly and test the software installation properly. Learners should evidence this by written documentation and a test table/plan. They must show any amendments made in the process of testing the installation, errors and retests within the test table/plan.

MAPPING WITHIN THE QUALIFICATION TO THE OTHER UNITS

Unit 4: Installing Computer Hardware

Unit 6: Setting up an IT Network

Unit 7: IT Support

Unit 8: IT Fault Diagnosis and Remedy

LINKS TO NOS

5.4 Systems Integration

5.5 IT/Technology systems installation

CONTACT US

Staff at the OCR Customer Contact Centre are available to take your call between 8am and 5.30pm, Monday to Friday.

We're always delighted to answer questions and give advice.

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