



<b>Unit Title:</b>	<b>Software Installation and Upgrade</b>
OCR unit number	21
Level:	2
Credit value:	9
Guided learning hours:	80
Unit reference number:	D/500/7329

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

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This is the ability to install or upgrade software on any ICT system following agreed processes.

It includes:

- preparation and planning
- installation or upgrade
- configuration and handover to the customer

The software installation/upgrade target can be any system capable of running software which can be interactively installed or upgraded. Examples include base stations, switches and hubs, control systems and mobile, desktop and server computers.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p><b>The Learner will:</b></p> <p>1 Understand relevant parts of the installation/upgrade process</p>	<p><b>The Learner can:</b></p> <p>1.1 Describe the relevant parts of the software installation and upgrade process including:</p> <ul style="list-style-type: none"> <li>• procedures to be followed</li> <li>• procedures for information recording</li> <li>• software storage locations to be used</li> <li>• specifications of the software</li> </ul> <p>1.2 Describe relevant software loading facilities</p>	<p>Candidates must have an understanding of the processes and procedures to be followed when installing/upgrading software including:</p> <ul style="list-style-type: none"> <li>• precautionary procedures</li> <li>• software licensing regulations</li> <li>• recording of installation</li> <li>• potential storage locations</li> <li>• identifying software specifications</li> </ul> <p>Candidates must have an understanding of the loading facilities available for installing/upgrading software</p>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
2 Install/upgrade software	2.1 Follow relevant installation/upgrade procedures 2.2 Use appropriate software loading facilities 2.3 Record relevant information 2.4 Communicate the progress and outcome of the installation/upgrade to the appropriate people	Candidates must be able to follow appropriate procedures in order to effectively install/upgrade a range of software.  Candidate must be able to use appropriate software loading facilities and record relevant information relating to the installation process.  Candidates must have an understanding of the importance of communicating progress with relevant personnel and the range of communication methods available.

## 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

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**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 must provide a report describing the processes that have to be followed when installing/upgrading software. The evidence should cover at least one software application installation, one operating system installation, one software application upgrade. The specifications of the software must be included and the storage locations identified. Candidates must describe the software loading facilities available and which ones they would actually use.

### Assessment Criterion 2

Candidates must provide evidence of installing:

- an operating system
- a software application package

And provide evidence of carrying out a software upgrade. The evidence must include:

- identification of the software to be installed/upgraded
- the specification of the software
- the location of the installation/upgrade
- safety measures taken
- procedures/processes followed
- identification of the use of appropriate software loading facilities
- recording of relevant information
- communicating progress to relevant personnel

**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

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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.

## Additional information

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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](http://www.ocr.org.uk) .