Unit Title:	**User Profile Administration**	
OCR unit number	32	
Level:	3	
Credit value:	9	
Guided learning hours:	80	
Unit reference number:	K/500/7379	

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 enables learners to administer user profiles, including how to create and edit profiles. Learners will be able to make specified changes, creating group profiles and providing guidance on user profiles to immediate colleagues

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
The Learner will: 1 Know how to administer user profiles	**The Learner can:** 1.1 Describe the organisational policy on user profiles such as: • user Identifier (e.g. username) • password and related information (e.g. change frequency) • allowed system access (e.g. times, locations) • allowed access to facilities (e.g. data software) 1.2 Describe how to create and edit user and standard profiles 1.3 Describe how user profiles affect access to system facilities such as: • shared resources (e.g data storage, printers) • software • data	Candidates must have a detailed understanding of: • their organisational policy with respect to changes to user profiles • the use of profiles and what the profile provides a person with access to Candidates must be able to create and edit user and standard profiles

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
2 Administer user profiles	2.1 Make specified changes to user profiles 2.2 Specify user profiles to meet individual requirements 2.3 Create standard profiles for groups of users 2.4 Provide guidance on user profiles to immediate colleagues	Candidates must be able to make changes to a user profile as required Candidates must be able to specify which user profiles meet differing access requirements and provide guidance on user profiles to others Candidates must be able to create standard profiles for groups of users

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 must provide a detailed report, explaining:

- what a user profile is

- what access it can give a user

- different methods for making changes to user profiles and how it changes the access right of the user.

- the organisational policy relating to user profiles

- how to create and edit standard profiles

Assessment Criterion 2

Candidates must provide evidence of making changes to user profiles a required. The evidence may include:

- job sheet request

- screen dumps of before and after the changes

- evidence that the change has taken place successfully via testing of the access to the system

Candidates must provide evidence of specifying user profiles based on access requirements. This evidence may include:

- job sheet request

- creation or editing of use profile (before and after screen dumps)

- evidence that the user profile has been created and/or edited via use of testing of access to the system

Candidates must provide evidence of creating profiles for groups of users. The evidence may include:

- job sheet request

- creation or editing of use profile (before and after screen dumps)

- evidence that the user profile has been created and/or edited via use of testing of access to the system

Candidates must provide evidence of providing guidance to others. Evidence may include:

- copies of emails

- detailed witness testimony and/or observation. This should include what support and guidance was required and why and how support and guidance was given.

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.

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 .