



**Unit Title: Working with ICT Hardware and Equipment**

OCR unit number: 199  
 Level: 3  
 Credit value: 12  
 Guided learning hours: 100  
 Unit reference number: M/500/7383

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 aim and purpose**

This unit provides learners with an opportunity to develop skills in planning and supervising the use of ICT hardware and equipment in a range of work activities. The unit provides learners with the chance to develop and apply risk management strategies and ensure work is carried out in accordance with relevant legislation.

| Learning Outcomes   | Assessment Criteria  | Teaching Content   |
|---|--|--|
| <p><b>The Learner will:</b></p> <p>1 Know how to plan and carry out or direct a wide range of work activities</p> | <p><b>The Learner can:</b></p> <p>1.1 Describe the working process such as:</p> <ul style="list-style-type: none"> <li>• tools and techniques to be used</li> <li>• procedures to be followed</li> <li>• procedures for information recording</li> <li>• customer requirements</li> <li>• product specifications</li> <li>• work planning</li> <li>• resource allocation</li> </ul> <p>1.2 Describe the appropriate uses of tools or techniques</p> <p>1.3 Explain which regulatory requirements affect work activities and how they do so</p> | <p>Candidates must have detailed understanding of the activities involving the installation and upgrade of hardware and equipment to include:</p> <ul style="list-style-type: none"> <li>• selection and use of appropriate tools and techniques</li> <li>• selection and use of relevant sources</li> <li>• identifying and selecting information</li> <li>• complying with health and safety requirements (organisational and legislative)</li> <li>• product registration</li> <li>• testing</li> <li>• problem solving</li> <li>• recording procedures</li> <li>• customer service requirements (internal and external)</li> </ul> <p>Candidates must have a detailed understanding of the</p> |

| Learning Outcomes  | Assessment Criteria   | Teaching Content  |
|--|---|---|
|  |   | legislative requirements to include: <ul style="list-style-type: none"> <li>• Data Protection Act</li> <li>• Computer Misuse Act</li> <li>• Software and copyright licensing laws</li> <li>• Health and Safety legislation</li> </ul> |
| 2 Plan and carry out or direct a wide range of work activities | 2.1 Select, adapt and use relevant tools and techniques safely<br>2.2 Provide technical advice to support working procedures such as: <ul style="list-style-type: none"> <li>• Health &amp; Safety</li> <li>• quality</li> <li>• use of tools</li> <li>• configuration</li> <li>• testing; logistics</li> <li>• waste disposal</li> <li>• problem escalation</li> <li>• information recording</li> <li>• obtaining work permissions</li> <li>• security and confidentiality</li> <li>• customer acceptance</li> <li>• commissioning</li> <li>• product registration</li> <li>• integration</li> </ul> 2.3 Obtain and allocate required materials<br>2.4 Record relevant information<br>2.5 Communicate the progress and outcome of work to the appropriate people | Candidates must be able to plan and carry out/supervise a wide range of work activities following organisational procedures whilst complying with legislative requirements  |
| 3 Minimise risks related to work activities                    | 3.1 Provide support and advice in assessing and minimising risks related to work activities such as: <ul style="list-style-type: none"> <li>• loss or corruption of data</li> <li>• loss of service</li> <li>• damage to equipment</li> <li>• effects on customer operations</li> </ul>   | Candidates must: <ul style="list-style-type: none"> <li>• have detailed understanding of risk assessment requirements</li> <li>• be able to carry out relevant risk assessments</li> </ul>  |

## Assessment

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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 should provide evidence to show they know how to plan and carry out or direct a wide range of work activities. Candidates should provide a detailed report including:

- working processes
- appropriate use of tools and techniques
- regulatory requirements affecting work activities

### Assessment Criterion 2

Candidates should provide evidence of planning and carrying out at least 3 different types of work activities.

Evidence can include detailed witness testimonies, work logs, plans etc.

### Assessment Criterion 3

Candidates should provide evidence of carrying out relevant risk assessments.

**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.

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

## 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) .