

IT trouble-shooting for users

About this unit

Structure

This unit is taken from the national occupational standards for IT Users (ITQ), Unit 2D It is divided into sections covering “what you need to do”, “what you need to know and understand” and “what proof you need”. These are described in detail below.

What it is about

Who is this unit for?

This unit is suitable for you if your work involves use of skills and experience to solve most types of errors (eg faulty cable connections, broken mouse, software that needs more memory to open or damage to software from viruses); and knowing about problems to do with compatibility.

At the end of this unit you will be able to

Solve errors on most types of hardware and software using skills and experience.

What you need to do

Restart

- 1 Restart most hardware and software using tools supplied by the manufacturer.

Correct errors

- 2 Choose and use methods that have worked in the past to correct different types of errors.
- 3 Check that errors have been corrected.

What you need to know and understand

Errors

- A What errors and problems can be corrected from experience, to do with: most hardware and storage media; most software; combinations of hardware and software; data; and viruses.

Advice

- B Where and how to find advice on common errors with most hardware and software.

Compatibility

- C What problems can occur when hardware, software and operating systems are not compatible.
- D Why compatibility standards are needed.

What proof you need

You will need to produce at least **two comprehensive** tasks for your assessor to judge and decide whether you have met the requirements of this unit. These tasks must:

- be fully supported by evidence which has come from your job in the workplace (or from a simulated activity)
- show that you have done and know everything from the “What you need to do” and “What you need to know and understand” sections of the unit