Assessment Criteria Unit 6: Technical Support
Candidate 6956

Strand a Mark Band 1	Mark Band 2	Mark Band 3
The learner: • successfully installs one hardware and one software upgrade, with **extensive** prompting • carries out some **limited** testing of the system, but **not sufficient to guarantee that it works correctly**. Whilst working on the upgrade, the learner adheres to relevant standard way of working, but needs **frequent** prompting.	The learner: • successfully installs one hardware and one software upgrade, with only **limited** prompting • carries out **adequate** testing of the system to ensure that it **works correctly**. Whilst working on the upgrade, the learner adheres to relevant standard way of working, with only **occasional** prompting.	The learner: • successfully installs one hardware and one software upgrade, **independently** • carries out **extensive** testing of the system to ensure that it **works correctly** and to **optimise its performance**. Whilst working on the upgrade, the learner adheres to relevant standard way of working, **independently**.
(0 — 5)	(6 — 8)	(9 — 10)

Comments: The candidate has provided evidence of successfully installing one item of software (WinCleaner One Click) and installing additional RAM, there is, however, no check for compatibility of the new RAM with the current system. The evidence is well annotated through a pdf presentation with notes and the upgrades are shown to be working. There is ample evidence of testing the software upgrade and the evidence clearly indicates it has been successfully installed. The candidate has produced a test plan for the hardware update, thoroughly tested the newly installed software and produced a rationale of why the upgrades were undertaken. There is a brief comment to suggest that the upgrades were carried out on the system built in unit 4. There should be some indication of this being undertaken (page 101 of the unit specification).
Good photographic evidence of installing the additional RAM has been produced. There is clear reference to working safely; the candidate has commented regarding isolating the computer from the mains and use of anti-static wrist band. The testing is thorough and the confirmation of SWOW allows this candidate to attain marks in mark band 2. More explicit evidence of optimising performance would have placed this candidate in mark band 3.

Mark awarded 8

Strand b Mark Band 1	Mark Band 2	Mark Band 3
The learner produces an on-screen technical support manual that gives **brief** instructions for carrying out **some** routine maintenance and troubleshooting, **but omits some essential information**.	The learner produces a **clearly presented**, on-screen technical support manual that gives **detailed** instructions for carrying out routine maintenance and troubleshooting.	The learner produces a **clearly presented,** on-screen technical support manual that gives **complete** and **easy to follow** instructions for carrying out routine maintenance and troubleshooting, **enabling someone else to maintain the system without further assistance**.
(0 - 8)	(9 - 12)	(13 - 15)

Comments: The candidate has produced a well presented and detailed technical manual which is in a format suitable for on-screen display. However, the manual needs to be easy to read on screen which should involve good navigation so that the reader can locate the information required quickly and easily. Whilst there is a link to each major section and it contains sufficient information relating to routine maintenance i.e. Defrag, backup and restore, the manual does not have an index to all the topics without having to explore each section to see what they contain.   Trouble shooting is also included together with suggestions of the less obvious solutions to routine maintenance which might be required to be undertaken. The candidate has attempted to include many of the sections indicated in 6.1 and 6.2 of the unit specification.

Each item is introduced and for many of the routines there are screen shots which help the reader follow the instructions. There is a maintenance schedule included together with internet connectivity and security issues.

The candidate has presented a manual which can be read on screen with sufficient audience awareness to meet the requirements of the top of Mark Band 2.

Although the manual is well presented, to access mark band 3, the reader must be able to locate the information required quickly and easily and there should be a recommended procedure for recording any maintenance work carried out. The candidate has suggested that all work undertaken be recorded but has not produced any details relating to a procedure for recording this work.

Mark Awarded 12.

Strand c Mark Band 1	Mark Band 2	Mark Band 3
The presentation includes: • a **brief** description of the key features of at least four web-based tools for collaborative working • a description of the capabilities and limitations of each tool, but with little or no comparison • a demonstration of aspects of the setup and use of a web-based tool, but not detailed enough to give a clear picture of what is involved.	The presentation includes: • a **detailed** description — supported by examples — of the key features of at least four web-based tools for collaborative working • a **detailed** description and **comparison** of the capabilities and limitations of each tool • a **clear** demonstration of the setup and use of a web-based tool, giving an accurate picture of what is involved.	The presentation includes: • a **comprehensive** description — supported by a range of well-chosen examples — of the key features of at least four web-based tools for • collaborative working • a **detailed** description and **comparison** of the capabilities and limitations of each tool, assessing their **suitability for particular tasks** • an **effective** demonstration of the setup and use of a web-based tool, giving a full and accurate picture of what is involved.
(0 - 8)	**(9 - 11)**	**(12 - 15)**

Comments: A series of good explanations with comparisons of four tools used for collaborative working with well chosen examples and comprehensive descriptions of the capabilities and limitations of each tool, assessing their suitability for particular tasks. Setting up and managing a 'Sharepoint' site has been fully and carefully explained. The candidate has used a range of well-chosen examples to illustrate the key features of each chosen web-based too which is sufficient for the bottom of mark band 3.l There is possibly too much text on some of the slides which could distract from the primary purpose of the presentation which is to illustrate the functions of the software. It is not really designed to be delivered to an audience it lends itself more to be read on-screen. The slides should be designed to convey key messages only; the details should appear in the speaker notes and/or handouts. This combination should then enable the audience to make an informed decision based upon the presentation. Holistically there is enough technical evidence within the presentation to meet the requirements of mark band 3 but the construction of the actual presentation stops the awarding of high marks in this band.

Mark Awarded 12.

Strand d		
Mark Band 1	**Mark Band 2**	**Mark Band 3**
The report: • **identifies some** of the communication needs of a small business (SME) • makes **some** recommendations, for internet connectivity, security procedures, an internet access policy and use of email • is **written** in simple, non-technical language.	The report: • **describes most** of the communication needs of a small business (SME) • makes **detailed** recommendations, with some justification, for internet connectivity, security procedures, an internet access policy and use of email • is **clearly presented** in simple, non-technical language.	The report: • **describes all** the communication needs of a small business (SME), **both current and future** • makes **detailed** and **appropriate** recommendations, with **full justification**, for internet connectivity, security procedures, an internet access policy and use of email • is **effectively** presented in simple, non-technical language, demonstrating full awareness of audience and purpose.
(0 - 10)	(11 - 15)	(16 - 20)

Comments: The candidate has produced a very well detailed report in simple non-technical language which investigates many of the communications options available to an SME. Within the report, the candidate discusses the communication needs in specific terms and includes sensible recommendations for the four elements which need to be covered.
The candidate has covered all the requirements of Mark Band 2 and has included both current and future needs but has not submitted the additional evidence of fully justifying each recommendation in order to move into Mark Band 3.

Mark Awarded 15

Overall Comments

The eportfolio is relatively easy to access. The candidate has used folders and a sensible link (index.htm) to start the eportfolio. The Index page contains the links to supporting evidence but it is sometimes difficult to return to the main index from some of the sections.

The candidate is clearly working at AS level for this qualification with much of the evidence being of a high standard.

The end mark reflects a candidate working at the A/B grade boundary area and is clearly capable of achieving a higher grade A mark. Note – the boundaries can change each year at Awarding.

Overall Mark Awarded 47/60