Skills for Employment Investment Program (SEIP)

ASSESSMENT TOOL

FOR

IT SUPPORT SERVICES

(IT SECTOR)

Finance Division, Ministry of Finance
Government of the People's Republic of Bangladesh

Table of Contents

PART A – THE ASSESSOR

Instructions to Assessor

Assessment is the process of identifying a candidate's skills and knowledge set against the industry established standards in the workplace. It requires the candidate to consistently and over time demonstrate skills, knowledge and attitude that enable confident completion of workplace tasks in a variety of situations.

In judging assessment evidence, the assessor must ensure that the evidence is:

- authentic (the candidate's own work)

- valid (directly related to the current version of the endorsed competency standard)

- reliable (show that the candidate consistently meets the endorsed unit of competency)

- current (reflects the candidate's current capacity to perform the aspect of work covered by the endorsed unit of competency)

- sufficient (covers the full range of elements in the relevant unit of competency)

There are a number of assessment methods that may be employed including but not limited to:

- written examination

- oral questioning

- practical demonstration

A single unit of competency may be assessed or a group of units of competency may be assessed, either in an actual workplace or a simulated workplace environment.

Conducting Assessment

Prior to commencement of assessment, candidates must have the tasks clearly explained to them. Also, the assessor should provide candidates with clear advice and information about the:

- date, time and place for assessment

- structure of assessment

- number of times performance must be demonstrated or observed

- amount or type of assistance candidates can expect

- assessment environment

- resources required for assessment

- performance standards or benchmarks relevant to the qualification

As well as informing the candidate of what they will be required to do during the assessment, the assessor will also need to explain what evidence they will need to provide in response to the various assessment tasks.

If a candidate is required to submit evidence, any explanation must include specific guidance on:

- what to include as evidence

- how to present the evidence

- how to submit the evidence and to whom

Assessing Competence

Competency-based assessment does not award grades, but simply identifies if the candidate has the skills, knowledge and attitudes to undertake the required task to the specified standard.

Therefore, when assessing competency an assessor has two possible results (assessment decisions) that can be awarded:

- Competent (C)

- Not Yet Competent (NYC)

Competent (C)

If the candidate is able to successfully answer and demonstrate what is required to the expected standard of the assessment criteria, they will be deemed as 'Competent'.

The assessor will award 'Competent' if they feel the candidate has the necessary skills, knowledge and attitudes in all assessment tasks for a given package.

Not Yet Competent (NYC)

If the candidate is unable to answer and demonstrate competency to the expected standard, they will be deemed to be 'Not Yet Competent'.

This does not mean the candidate will need to complete all the assessment tasks again. When applying for reassessment, the focus will be on the specific assessment tasks that were not performed to the required standard.

The candidate may be required to:

(a)   undertake further training or instruction

(b)   undertake the specific assessment task again until they are deemed to be competent

Recording Assessment Information

When all assessment tasks are concluded, the evidence summary sheet should be completed, signed by all parties, and any outstanding activities or issues actioned.

The assessor should ensure that all appropriate forms are completed and signed by all parties.

CHECKLIST FOR ASSESSOR		
Prior to the assessment I have:	**Tick (✓)**	**Remarks**
Ensured the candidate is informed about the venue and schedule of assessment.		
Received current copies of the assessment criteria to be assessed, assessment plan and evidence plan.		
Reviewed the assessment criteria and evidence plan to ensure I clearly understood the instructions and the requirements of the assessment process.		
Identified and accommodated any special needs of the candidate.		
Checked the set-up and resources for the assessment.		
During the assessment I have:		
Introduced myself and confirmed identities of candidates.		
Collected the admission slips.		
Put candidates at ease by being friendly and helpful.		
Checked completed self-assessment guide.		
Explained to candidates the purpose, context and benefits of the assessment.		
Ensured candidates understood the assessment process and the assessment procedure.		
Provided candidates with an overview of the assessment criteria to be used.		
Gave specific and clear instructions to the candidates.		
Observed carefully the specified time limits provided in the assessment package.		
Stayed at the assessment area during the entire duration of the assessment activity.		
Ensured notes are made on unusual conditions or situations during the assessment and include these in the report.		
Did not provide any assistance during the assessment or indicated in any way whether the candidate is or is not performing the		

activity correctly (intervened only for health and safety reasons).		
Implemented the evidence gathering process and ensured its validity, reliability, fairness and flexibility.		
Collected appropriate evidence and matched relevance to the elements, performance criteria, range of variables and evidence guide in the relevant units of competency.		
Explained the results reporting procedure to the candidate.		
Encouraged candidates to seek clarifications if in doubt about the pre- and post-assessment activity procedures.		
Asked candidates for feedback on the assessment.		
Explained legal, health and safety, and ethical issues, if applicable.		
After the assessment I have:		
Provided feedback on the assessment decision. This includes the following: ▪ clear and constructive feedback on the assessment decision ▪ information on ways of addressing any identified gaps in competency revealed by the assessment ▪ opportunity to discuss the assessment process and outcome ▪ information on reassessment process (if necessary) ▪ information on appeal (if necessary)		
Prepared the necessary assessment reports. This includes the following: ▪ record the assessment decision using the prescribed rating sheet ▪ maintain records of the assessment procedures, evidence collected and assessment decision ▪ endorse assessment decision to BTEB ▪ prepare recommendations for the issuance of certificate		
Thanked candidate for participating in the assessment.		

Assessment Evidence Guide

The purpose of assessment is to confirm that an individual can perform to the standards expected by in the workplace, as expressed in the competency standards.

To attain the certificate of **IT Support Services**, a candidate must demonstrate competent skill and knowledge in all the units of competency listed below. Upon successful completion of all assessment activities, a candidate shall be awarded with a certificate.

CODE	UNIT OF COMPETENCY
Generic Competencies	
SEIP-IT-ITS-01-G	Perform computations using basic mathematical concepts of computer technology
SEIP-IT-ITS-02-G	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-ITS-03-G	Communicate in English in the workplace
SEIP-IT-ITS-04-G	Work in a self-directed team
Sector-specific Competencies	
SEIP-IT-ITS-01-S	Operate a personal computer and use office application
SEIP-IT-ITS-02-S	Type documents in Bangla and English
SEIP-IT-ITS-03-S	Send and retrieve information using email, web browsers, video/audio tools
SEIP-IT-ITS-04-S	Comply to ethical standards in IT workplace
Occupation-specific Competencies	
SEIP-IT-ITS-01-O	Install hardware components
SEIP-IT-ITS-02-O	Configure software
SEIP-IT-ITS-03-O	Work with hardware and software application
SEIP-IT-ITS-04-O	Perform networking
SEIP-IT-ITS-05-O	Maintain network computer security
SEIP-IT-ITS-06-O	Perform troubleshooting

Assessment Evidence Plan

An assessment evidence plan is a document that assists in establishing what evidence needs to be collected by the assessor to ensure that the candidate meets all the appropriate requirements of the competency standard. It usually contains a record of:

▪ evidence requirements as set out in the competency standard

▪ who will collect the evidence

▪ time period needed to collect the evidence

Occupation:	IT Support Services				
Unit Name:	Perform computations using basic mathematical concepts of computer technology				
Unit Code:	SEIP-IT-ITS-01-G				
Assessment Method:	**P**		**O**		**W**
	Performance *(including demonstration and observation)*		Oral questioning		Written examination *(including short-answer, multiple choice, and true or false questions)*
Element	**Performance Criteria**			**P**	**O**	**W**
1. Identify calculation requirements in the workplace	1.1. Calculation requirements are identified from workplace information.					√
2. Select appropriate mathematical methods/concepts for calculation	2.1. Appropriate method is selected to carry out the calculation requirement.					√
3. Use tool/instrument to perform calculations	3.1. Calculations are completed using appropriate tools and instruments.			√		√

Occupation:	IT Support Services				
Unit Name:	Apply occupational health and safety (OHS) practice in the workplace				
Unit Code:	SEIP-IT-ITS-02-G				
Assessment Method:	**P**		**O**		**W**
	Performance *(including demonstration and observation)*		Oral questioning		Written examination *(including short-answer, multiple choice, and true or false questions)*
Element	**Performance Criteria**			**P**	**O**	**W**
1. Identify OHS policies and procedures	1.1. OHS policies and safe operating procedures are read and understood.					√
	1.2. Safety signs and symbols are identified and followed.			√		

		1.3.	Emergency response, evacuation procedures and other contingency measures are determined.			√
2.	Apply personal health and safety practices	**2.1.**	OHS policies and procedures are followed and practiced.	√		√
		2.2.	Personal protective equipment (PPE) is selected and used.	√		
		2.3.	Personal hygiene is maintained.	√		
3.	Report hazards and risks	**3.1.**	Hazards and risks are identified, assessed and controlled.	√	√	
		3.2.	Incidents arising from hazards and risks are reported to authority.		√	
		3.3.	Corrective actions are implemented to correct unsafe conditions in the workplace.			√
4.	Respond to emergencies	**4.1.**	Alarms and warning devices are responded.			√
		4.2.	Emergency response plans and procedures are implemented.		√	
		4.3.	First aid procedure is applied during emergency situations.	√		

Occupation:	IT Support Services				
Unit Name:	Communicate in English in the workplace				
Unit Code:	SEIP-IT-ITS-03-G				
Assessment Method:	**P**		**O**	**W**	
	Performance *(including demonstration and observation)*		Oral questioning	Written examination *(including short-answer, multiple choice, and true or false questions)*	
Element	**Performance Criteria**			**P**	**O**	**W**
1. Read and understand workplace documents in English	**1.1.** Workplace documents are read and understood.				√
	1.2. Visual information is interpreted.			√	
2. Write simple workplace communications in English	**2.1.** Simple routine workplace documents are prepared using key words, phrases, simple sentences and visual aids are prepared.				√
	2.2. Key information is written in the appropriate places in standard forms.				√
3. Listen and comprehend to English conversations	**3.1.** Active listening is demonstrated.		√	√	

4.	Perform conversations in English language	4.1.	Conversation is performed in English with peers, customers and management to the required workplace standard.	√	√	

Occupation:	IT Support Services					
Unit Name:	Work in a self-directed team					
Unit Code:	SEIP-IT-ITS-04-G					
Assessment Method:	**P**		**O**		**W**	
	Performance *(including demonstration and observation)*		Oral questioning		Written examination *(including short-answer, multiple choice, and true or false questions)*	
Element	**Performance Criteria**			**P**	**O**	**W**
1. Identify team goals and work processes	1.1.	Team goals and collaborative decision-making processes are identified.				√
	1.2.	Roles and responsibilities of team members are identified.			√	
	1.3.	Relationships within the team and with other workers are identified.			√	
2. Communicate and cooperate with team members	2.1.	Effective interpersonal skills are used to interact with team members and to contribute to activities and objectives.		√		√
	2.2.	Formal and informal forms of communication are used effectively to support team achievement.		√		√
	2.3.	Diversity in character is respected and valued in team functioning.		√	√	
	2.4.	Views and opinions of other team members are understood and valued.		√	√	
	2.5.	Workplace terminology is used correctly to assist communication.		√		√
3. Work as a team member	3.1.	Duties, responsibilities, authorities, objectives and task requirements are identified and clarified with team.				√
	3.2.	Tasks are performed in accordance with organisational and team requirements, specifications and workplace procedures.		√		√
	3.3.	Team member's support with other members is made to ensure team achieves goals, awareness and requirements.		√	√	
	3.4.	Agreed reporting lines are followed using standard operating procedure.				√
4. Solve problems as team member	4.1.	Current and potential problems faced by team are identified.				√

| | | 4.2. | A solution to the problem is identified. | | √ | |
| | | 4.3. | Problems are solved effectively and the outcome of the implemented solution is evaluated. | | √ | |

Occupation:	IT Support Services			
Unit Name:	Operate personal computer and use office applications			
Unit Code:	SEIP-IT-ITS-01-S			
Assessment Method:	**P**	**O**	**W**	
	Performance *(including demonstration and observation)*	Oral questioning	Written examination *(including short-answer, multiple choice, and true or false questions)*	
Element	**Performance Criteria**		**P**	**O**	**W**
1. Start and shut down the computer	1.1. Peripheral devices are checked for correct connection, position and usability.				√
	1.2. Input electrical parameters of the device are checked in accordance with peripheral device specification.				√
	1.3. Power of computer and other peripheral devices are switched on.		√		
	1.4. All open applications programs are logged out in accordance with standard application procedure.		√		
	1.5. All open files/documents are exited.			√	
	1.6. Personal computer is shut down in accordance with standard shut off procedure.		√		
	1.7. The computer and other peripherals are switched off and unplugged power supply in accordance with standard procedure.		√		
2. Access basic system information	2.1. User name and password as prompted and note access, privacy, security and related conditions of use displayed on introductory screens are inserted.				√
	2.2. PC desktop environment Graphical User Interface (GUI) settings is arranged and customised.				√
	2.3. The operating system information is identified.			√	
	2.4. System configuration and application versions in operation are navigated.		√		
	2.5. On-line help functions are used as required.				√
3. Work with files, folders and user application programs	3.1. Desktop environment is navigated and manipulated.		√		
	3.2. Desktop icons are selected, opened and closed to access application programs.		√		

	3.3.	Files, folders and application programs are worked upon.	√		
	3.4.	Application windows and return to desktop original condition are manipulated.		√	
	3.5.	Basic directory and sub-directories are created and named.			√
	3.6.	Attributes of directories are identified.		√	
	3.7.	Files for user and organisation requirements are created and organised.			√
	3.8.	Data are entered into the desired office application in accordance with work requirements.	√		
	3.9.	Files are copied and saved to available data storage/disk drives.	√		
4. Print documents	4.1.	Print settings, if required are entered into the program.	√		
	4.2.	Default printer is changed where necessary.		√	
	4.3.	Print command is entered to effect printing of documents.	√	√	
	4.4.	Adjust document print output where necessary.	√	√	

Occupation:	IT Support Services					
Unit Name:	Type documents in Bangla and English					
Unit Code:	SEIP-IT-ITS-02-S					
Assessment Method:	**P**		**O**		**W**	
	Performance *(including demonstration and observation)*		Oral questioning		Written examination *(including short-answer, multiple choice, and true or false questions)*	
Element	**Performance Criteria**			**P**	**O**	**W**
1. Install the application	1.1.	Specialised utilities for typing Bangla and English are installed and available.		√		
2. Select appropriate tools and keyboard layout	2.1.	Appropriate tools are selected for typing.		√		
	2.2.	Appropriate keyboard layout is selected.		√		
3. Type document using different style format	3.1.	Document content is typed with different format.		√		
	3.2.	Document is typed at a minimum speed in English and in Bangla in accordance with workplace requirements.		√		

Occupation:	IT Support Services					
Unit Name:	Send and retrieve information using email, web browsers, video/audio tools					
Unit Code:	SEIP-IT-ITS-03-S					
Assessment Method:	**P**		**O**		**W**	
	Performance *(including demonstration and observation)*		Oral questioning		Written examination *(including short-answer, multiple choice, and true or false questions)*	

Element	Performance Criteria	P	O	W
1. Access the internet	**1.1.** Internet browser is opened and home page is set.	√		
2. Search the internet	**2.1.** Search engine is located and selected.	√		√
	2.2. Search engine is used to search for information	√		
3. Research and apply 'netiquette' principals	**3.1.** Netiquette' (or web etiquette) principles are applied when working with email and browsing.	√	√	
	3.2. Rules of good online manners from at least two netiquette sites are reviewed.		√	
4. Organised and send message	**4.1.** Email application package is used to create a new email.		√	
	4.2. Email message is sent.		√	
	4.3. Email message are replied to and forwarded as appropriate, using the carbon copy and forward features.		√	
	4.4. Attachment and/or email is opened and saved to relevant folders.			√
	4.5. Email message is deleted as required.		√	
	4.6. Inbox is sorted according to sender's name and date received.		√	

Occupation:	IT Support Services					
Unit Name:	Comply to ethical standards in IT workplace					
Unit Code:	SEIP-IT-ITS-04-S					
Assessment Method:	**P**		**O**		**W**	
	Performance *(including demonstration and observation)*		Oral questioning		Written examination *(including short-answer, multiple choice, and true or false questions)*	

Element	Performance Criteria	P	O	W
	1.1. Customer/clients views are respected at all times.			√

1.	Uphold the interest of clients	1.2.	Confidentiality of information is upheld in accordance with organizational policies, national legislation and workplace policies.		√	
		1.3.	Potential conflicts of interest are identified and involved parties of potential conflicts are notified.		√	
		1.4.	Proprietary rights of clients/customer are asserted.		√	
2.	Deliver quality products and services	2.1.	Products and services are provided that match the operational and financial needs of clients.	√		
		2.2.	Work is completed to industry and international standards.	√		
		2.3.	Quality processes are implemented when developing products and services.		√	
3.	Demonstrate professionalism at work	3.1.	Work processes are delivered effectively and efficiently within known standards.			√
		3.2.	Skills, knowledge and qualifications are presented in a professional manner.		√	
		3.3.	Services and products developed by self and others are correctly delivered.		√	
		3.4.	Unbiased and objective information are provided to clients.		√	
		3.5.	Realistic estimates for time, cost and delivery of outputs are presented during negotiation.		√	
4.	Obey workplace code of conduct	4.1.	Workplace code of conduct is followed.	√	√	

Occupation:	IT Support Services		
Unit Name:	Install hardware components		
Unit Code:	SEIP-IT-ITS-01-O		
Assessment Method:	**P**	**O**	**W**
	Performance *(including demonstration and observation)*	Oral questioning	Written examination *(including short-answer, multiple choice, and true or false questions)*
Element	**Performance Criteria**	**P**	**O**	**W**
1. Assemble power supply	1.1. PC power supply is installed.	√		√
	1.2. Power and data cables are properly connected.	√		
	1.3. Front panel and data cables are properly connected.	√		
	1.4. PC system unit is connected to the electrical power line.	√		

			√		
		1.5. Display unit (monitor) is connected to the electrical power line.	√		
2. Assemble motherboard components		2.1. Processor is installed.	√		
		2.2. Processor heat sink and cooling fan are installed	√		
		2.3. RAM (memory) is installed.		√	
		2.4. Other peripherals are installed.		√	
3. Install and format hardware devices		3.1. Hardware components are installed in appropriate I/O slot or connected to the appropriate port.			√
		3.2. Hardware components are installed.		√	
		3.3. Input and output unit is connected.	√		
		3.4. Hard disk and CD/DVD interface is selected correctly.	√		
		3.5. Boot device sequence is modified.			√
		3.6. BIOS and CMOS setting are modified.			√
		3.7. The computer is configured to accept the new peripherals.		√	
		3.8. Hardware peripherals are tested and confirm client satisfaction.	√		
		3.9. Particular attention must be paid to possible impact on other systems and adjustments are made as require.	√		

Occupation:	IT Support Services				
Unit Name:	Configure software				
Unit Code:	SEIP-IT-ITS-02-O				
Assessment Method:	**P**		**O**		**W**
	Performance *(including demonstration and observation)*		Oral questioning		Written examination *(including short-answer, multiple choice, and true or false questions)*
Element	**Performance Criteria**			**P**	**O**	**W**
1. Acquire knowledge on software	1.1. User requirements for software are documented.			√		
	1.2. PC software components are collected and stored according to user manual or guidelines			√		
	1.3. Operating system components are determined and functionality of the components are defined.			√		

			P	O	W
		1.4. Types of operating system are identified.	√		
		1.5. Order or upgraded version of software components are identified.		√	
		1.6. Software components are installed and functional.	√		
2.	Install operating system and other software	**2.1.** Hard disk partition is done correctly.	√		
		2.2. Required device driver is installed.	√		
		2.3. Operating system is installed.		√	
		2.4. Older version of software component is upgraded.		√	
		2.5. Operating system and its components are configured and optimized in accordance with workplace requirement.		√	
		2.6. Utility software are identified.		√	
		2.7. Utility software are installed and configured.		√	

Occupation:	IT Support Services		
Unit Name:	Work with hardware and software application		
Unit Code:	SEIP-IT-ITS-03-O		
Assessment Method:	**P**	**O**	**W**
	Performance *(including demonstration and observation)*	Oral questioning	Written examination *(including short-answer, multiple choice, and true or false questions)*
Element	**Performance Criteria**	**P**	**O**	**W**
---	---	---	---	---
1. Install hardware components	**1.1.** Function of hardware components are identified.			√
	1.2. Key components are explained.			√
	1.3. Hardware components are installed in accordance with manufacturer's instruction.		√	
2. Use required software components	**2.1.** Software maintenance specification is reviewed.	√		
	2.2. Diagnostics procedure for fault detection and analysis is identified.	√		
	2.3. Fault/degradation of software performance is identified.	√		
	2.4. Faulty software is replaced with the minimum disruption with the client.	√		
	3.1. Hardware and software maintenance and support services are rendered.		√	

3.	Provide post installation support and maintenance	3.2.	Fault and maintenance data, replacement data, replacement of equipment or software is recorded.		√	
		3.3.	Maintenance document is reviewed and updated.		√	
		3.4.	Maintenance records are kept for future use/reference.		√	

Occupation:	IT Support Services					
Unit Name:	Perform networking					
Unit Code:	SEIP-IT-ITS-04-O					
Assessment Method:	**P**		**O**		**W**	
	Performance *(including demonstration and observation)*		Oral questioning		Written examination *(including short-answer, multiple choice, and true or false questions)*	

Element	Performance Criteria		P	O	W
1. Establish a new network	**1.1.**	Organisational requirements to set-up a new network are collected.			√
	1.2.	Domain name is assigned if required.	√		
	1.3.	Host name is assigned if required.	√		
	1.4.	Collected information are documented.	√		
	1.5.	Collected information are analysed and network design plan is devised.			√
	1.6.	Network design plan is reviewed and approved by appropriate person of the organisation.	√		
	1.7.	Required equipment and tools are listed.			√
2. Expand the existing network	**2.1.**	Existing network topology and network protocol is reviewed and documented.		√	
	2.2.	Existing network design is reviewed for expansion.			√
	2.3.	Network address plan is documented.			√
	2.4.	Appropriate transmission media is connected with the existing network.	√		
	2.5.	Address is assigned to client machine.		√	
	2.6.	Conflict of NIC (network interface card) is assessed.		√	
	2.7.	NIC is disabled and enabled.	√		
	2.8.	Test is done using simple network connectivity tools.	√		

			P	O	W
	2.9.	Connectivity is tested with gateway and any known host of the internet.	√		
	2.10.	PC internet firewall is configured to protect PC from unwanted packet.	√		
	2.11.	Internet proxy address is assigned.	√		
	2.12.	All the settings, confutation and PC network address are documented for future maintenance purpose.	√		
3. Configuring and testing network	**3.1.**	Configuring basic networking devices.	√		
	3.2.	Applying a basic configuration of wired or wireless network	√		
	3.3.	Verifying connectivity.	√		
	3.4.	Monitoring and documenting networks.	√		
4. Perform SOHO networking	**4.1.**	Design SOHO networking.		√	
	4.2.	SOHO networks is installed and configured.		√	
	4.3.	SOHO networks security is maintained.			√
5. Install hardware and software components for networking	**5.1.**	Network hardware and hardware driver software is installed.	√		
	5.2.	Hardware and software components are determined.			√
	5.3.	Existing network transmission media is determined.		√	

Occupation:	IT Support Services		
Unit Name:	Maintain computer security		
Unit Code:	SEIP-IT-ITS-05-O		
Assessment Method:	**P**	**O**	**W**
	Performance *(including demonstration and observation)*	Oral questioning	Written examination *(including short-answer, multiple choice, and true or false questions)*
Element	**Performance Criteria**		**P**	**O**	**W**
1. Establish safe work practices	**1.1.** Relevant legal and OHS requirements related to the installation and maintenance of computer hardware are determined, recorded and applied.		√		
	1.2. Legal requirements specified by hardware manufacturer are determined, recorded and applied.				√

		1.3.	Safety requirements specified by manufacturer are determined, recorded and applied.		√	
		1.4.	System administrator account is determined in accordance with standard password rule.		√	
		1.5.	Administrator account password is protected and preserved in a secured place.		√	
2.	Check software licenses	**2.1.**	Operating system and other software licenses are checked and verified.	√		
		2.2.	Necessary actions are taken to update or renew expired licenses.	√		
3.	Analyse the threat	**3.1.**	Possible security threat is identified.	√		
		3.2.	Identified security threat is analysed to find out its characteristics.	√		
		3.3.	Possible cause of infection is determined from analysis.	√		
4.	Protect system from security threat	**4.1.**	Full system scanning is carried out before installing any anti-malware software.	√		
		4.2.	Anti-malware software is installed.		√	
		4.3.	Malware guard is started/activated.		√	
		4.4.	System recovery disk is created and preserved.		√	
		4.5.	Important directory and files are backed up regularly and maintained.		√	
		4.6.	Affected files are isolated or mark as quarantine.			√
		4.7.	Security threat is removed from the system using anti-malware software.			√
5.	Update malware database	**5.1.**	Anti-malware software updates are renewed regularly.		√	
		5.2.	Security updates of OS and other software are downloaded/collected and applied		√	
		5.3.	Common types of destructive software are identified.			√
6.	Identify and take action to stop spam	**6.1.**	Common types of spam are identified.			√
		6.2.	Appropriate action with regards to spam is taken.			√
		6.3.	Spam filters are configured and used to protect unauthorized access from spammers.		√	
7.	Recover system from possible damage	**7.1.**	Damage done by security threat is determined.			√
		7.2.	Anti-malware software is used to recover boot sector for damaged boot sector of the standalone system.			√

	7.3. Possible effect is identified for files that need to be deleted.			√
	7.4. Recovery disk is used to recover boot sector for damaged boot sector of the standalone system.		√	
	7.5. Deleted files are restored from the backup.		√	

Occupation:	IT Support Services			
Unit Name:	Perform troubleshooting			
Unit Code:	SEIP-IT-ITS-06-O			
Assessment Method:	**P**	**O**	**W**	
	Performance *(including demonstration and observation)*	Oral questioning	Written examination *(including short-answer, multiple choice, and true or false questions)*	
Element	**Performance Criteria**	**P**	**O**	**W**
1. Identify the problem	**1.1.** Appropriate person is interviewed about the problem.		√	
	1.2. Problem scenarios are analysed.			√
	1.3. Fault identified using diagnostic tool.		√	
2. Gather information to assist the fault finding and its solution	**2.1.** Network design, support and maintenance documents are reviewed.		√	
	2.2. Appropriate person is consulted and solution is identified.	√		
	2.3. Cost of repair replacement of hardware/equipment is calculated and approved.			√
3. Repair or replace faulty equipment/software components	**3.1.** Faulty hardware equipment and software component is repaired or replaced.		√	
	3.2. Repaired/replaced equipment is tested.	√		
	3.3. Network activity is tested.	√		
	3.4. Network and computer maintenance and troubleshooting documents are updated.			√

PART B – THE CANDIDATE

Instructions to Candidate

To be assessed as competent, you must provide evidence which demonstrates that you can perform to the necessary standard the various elements of these units of competency that comprise of the Certificate in **IT support services**. Assessment of competency requires you to consistently demonstrate skill, knowledge and aptitude (through a variety of assessment tools such as multiple choice, short-answer questions, oral questioning, workplace observation, and practical demonstration) that enables confident completion of workplace tasks in a variety of situations.

In judging the evidence, your assessor must ensure that the evidence is:

- authentic (your own work)

- valid (directly related to the current version of the units of competency)

- reliable (consistently demonstrates of your knowledge and skill)

- current (shows your current capacity to perform the work)

- sufficient (covers the full range of elements comprised within the units of competency)

Furthermore, the assessment process must:

- provide for valid, reliable, flexible and fair assessment

- provide for judgment to be made on the basis of sufficient evidence

- offer valid, authentic and current evidence

- include workplace requirements

There are two types of assessment:

1. <u>Knowledge Assessment</u> - is designed to enable assessment against the various *elements* contained within the units of competency through a variety of activities such as multiple choice, short-answer questions, oral questioning. It is essentially examining your theoretical knowledge.

   This provides the assessor with substantial evidence of your knowledge and aptitude to perform the work relating to the specific unit of competency, in conjunction with other assessment tools such as workplace observation.

   You should complete the knowledge assessment as directed by the assessor and follow all instructions as and when given. If you are unable to complete the knowledge assessment, please speak to the assessor about alternative assessment solutions.

2. <u>Skill Assessment</u> – is designed to enable assessment against the various *performance criteria* contained within the units of competency through, for example, demonstration of skill in a simulated or actual work environment. In essence, it is an examination of your practical ability.

   This provides the assessor with substantial evidence of your ability to perform the work relating to the specific unit of competency to the standard expected by industry (the benchmark).

   You should complete the skill assessment as directed by the assessor and follow all instructions as and when given, ensuring your own health and safety.

Once you have been assessed as competent against all of the units of competency comprising of the qualification being undertaken, you will be awarded your certificate.

You assessor will discuss in more detail the requirements for assessment for each unit of competency at the appropriate time.

And please do not panic if you are not assessed as competent on any part of your qualification at your first attempt. Your assessor will discuss with you any identified skill and knowledge gaps, work through those with you and assist you as much as possible in attaining competency.

Self-Assessment Guide

Before undertaking any assessment, you should review the list of skills, knowledge and aptitudes relating to the assessment (drawn from the units of competency, its various elements and performance criteria) to determine whether you have current competency in these areas.

If you believe you can demonstrate the skills and knowledge required and can successfully complete the various assessment activities, you should then proceed to discuss your assessment with the assessor and complete Assessment Agreement.

However, should you not believe, for whatever reason, that you are not able to successfully complete the various assessment activities, then speak with the assessor. The assessor will assist you in identifying any skill and knowledge gaps, work through those with you and assist you as much as possible in attaining competency.

Please complete the self-assessment checklist below and discuss with the assessor.

Qualification:	IT Support Services
Units of competency:	**Generic units:**
	Perform computations using basic mathematical concepts of computer technology
	Apply occupational health and safety (OHS) practice in the workplace
	Communicate in English in the workplace
	Work in a self-directed team
	Sector-specific units:
	Operate a personal computer and use office application
	Type documents in Bangla and English
	Send and retrieve information using email, web browsers, video/audio tools
	Comply to ethical standards in IT Workplace
	Occupation-specific units:
	Install hardware components
	Configure software
	Work with hardware and software application
	Perform networking
	Maintain network computer security
	Perform troubleshooting

Instructions:
- Read each of the questions in the left-hand column of the chart
- Place a tick (√) in the appropriate box opposite each question to indicate your answer

Can I?	YES	NO
▪ Identify calculation requirements from workplace information		
▪ Select appropriate method to carry out calculation requirements		

▪	Complete calculations using appropriate tools and instruments		
▪	Read and understand OHS policies and safe operating procedures		
▪	Identify and follow safety signs and symbols		
▪	Determine emergency response, evacuation procedures and other contingency measures		
▪	Follow and practice OHS policies and procedures		
▪	Select and use personal protective equipment (PPE)		
▪	Maintain personal hygiene		
▪	Identify, assess and control hazards and risks		
▪	Report incidents arising from hazards and risks to authority		
▪	Implements corrective actions to correct unsafe conditions in the workplace		
▪	Respond to alarms and warning devices		
▪	Implement emergency response plans and procedures		
▪	Apply first aid procedures during emergency situations		
▪	Read and understand workplace documents		
▪	Interpret visual information		
▪	Prepare simple routine workplace documents using key words, phrases, simple sentences and visual aids		
▪	Write key information in the appropriate places in standard forms		
▪	Demonstrate active listening		
▪	Perform conversation in English with peers, customers and management to the required workplace standard		
▪	Identify team goals and collaborative decision-making processes		
▪	Identify roles and responsibilities of team members		
▪	Identify relationship within team and with other workers are identified		
▪	Use effective interpersonal skills to interact with team members and to contribute to activities and objectives		
▪	Use formal and informal forms of communication effectively to support team achievement		
▪	Respect and value diversity in character in team functioning		
▪	Understand and value views and opinions of other team members		
▪	Use workplace terminology correctly to assist communication		
▪	Identify and clarify with team the duties, responsibilities, authorities, objectives and task requirements		

▪ Perform tasks in accordance with organizational and team requirements, specifications and workplace procedures		
▪ Make team member's support with other members to ensure team achieves goals, awareness and requirements		
▪ Follow agreed reporting lines using standard operating procedure		
▪ Identify current and potential problems faced by team		
▪ Identify a solution to the problem		
▪ Solve problems effectively and the outcome of the implemented solution is evaluated		
▪ Check peripheral devices for correct connection, position and usability		
▪ Check input electrical parameters of the device in accordance with peripheral device specification		
▪ Switch on power of computer and other peripheral devices		
▪ Log out all open applications programs in accordance with standard application procedure		
▪ Exit all open files/documents		
▪ Shut down personal computer in accordance with standard shut off procedure		
▪ Switch off the computer and other peripherals and unplug power supply in accordance with standard procedure.		
▪ Insert user name and password as prompted and note access, privacy, security and related conditions of use displayed on introductory screens		
▪ Arrange and customize PC desktop environment/graphical user interface (GUI) settings		
▪ Identify the operating system information		
▪ Navigate system configuration and application versions in operation		
▪ Use on-line help functions as required		
▪ Navigate and manipulate desktop environment		
▪ Select, open and close desktop icons to access application programs		
▪ Work upon files, folders and application programs		
▪ Manipulate application windows and returns to desktop original condition		
▪ Create and name basic directory and sub-directory		
▪ Identify attributes of directories		
▪ Enter data into the desired office application in accordance with work requirements		

▪	Copy and save files to available data storage/disk drives		
▪	Enter print settings if required into the program		
▪	Change default printer where necessary		
▪	Enter print command to effect printing documents		
▪	Adjust document print output where necessary		
▪	Install and make available specialised utilities for typing Bangla and English		
▪	Select appropriate tools for typing		
▪	Select appropriate keyboard layout for typing		
▪	Type document content with different format		
▪	Type document at a minimum speed in English and in Bangla in accordance with workplace requirements		
▪	Open internet browser and set home page		
▪	Locate and select search engine		
▪	Use search engine to search for information		
▪	Apply netiquette' (or web etiquette) principles when working with emails and browsing		
▪	Review rules of good online manners from at leats two netiquette sites		
▪	Use email application package to create a new email		
▪	Send email message		
▪	Reply email message and forward using the carbon as appropriate, using the carbon copy and forward features		
▪	Open and save attachment and/or email to relevant folders		
▪	Delete email message as required		
▪	Sort inbox according to senders' name and date received		
▪	Respect customers/clients' views at all times		
▪	Upheld confidentiality of information in accordance with organizational policies, national legislation and workplace policies		
▪	Identify potential conflicts of interest and notify involve parties of potential conflicts		
▪	Assert propriety rights of client/customer		
▪	Provide products and services that match the operational and financial needs of clients		

▪ Complete work to industry and international standards		
▪ Implement quality processes when developing products and services		
▪ Deliver work processes effectively and efficiently within known standards		
▪ Present skills, knowledge and qualifications in a professional manner		
▪ Correctly deliver develop services and products by self and others		
▪ Provide unbiased and objective information to clients		
▪ Present realistic estimates for time, cost and delivery of outputs during negotiation		
▪ Follow workplace code of conduct		
▪ Install PC power supply		
▪ Connect power and data cables		
▪ Connect front panel power switch, front or back panel USB port, status LED's etc.		
▪ Connect PC system unit to the electrical powerline		
▪ Connect display unit (monitor) to the electrical power line		
▪ Install processor		
▪ Install processor heat sink and cooling fan		
▪ Install RAM (memory)		
▪ Install other peripherals		
▪ Insert hardware components in appropriate I/O slot or connected to the appropriate port		
▪ Install hardware components		
▪ Connect input and output unit		
▪ Select hard disk and CD/DVD interface correctly		
▪ Modify booth device sequence		
▪ BIOS and CMOS setting are modified		
▪ Configure computer to accept the new peripherals		

▪ Test hardware peripherals and confirm client satisfaction		
▪ Pay particular attention to possible impact on other system and adjustments are made as required		
▪ Document user requirements for software		
▪ Collect and store PC software components according to user manual or guidelines		
▪ Determine operating system components and define functionality of the components		
▪ Identify types of operating system		
▪ Identify older or upgraded version of software components		
▪ Install software components and make functional		
▪ Do hard disk partition correctly		
▪ Install required device driver		
▪ Install operating system		
▪ Upgrade older version of software component		
▪ Configure operating system and its components and optimize in accordance with workplace requirement		
▪ Identify utility software		
▪ Install and configure utility software		
▪ Identify function of hardware components		
▪ Explain key components		
▪ Install hardware components in accordance with manufacturer's instruction		
▪ Review software maintenance specification		
▪ Identify diagnostics procedure for fault detection and analysis		
▪ Identify fault/degradation of software performance		
▪ Replace faulty software with the minimum disruption with the client		
▪ Render hardware and software maintenance and support services		
▪ Record fault and maintenance data, replacement of equipment or software		

▪ Review and update maintenance document		
▪ Keep maintenance records for future use/reference		
▪ Collect organizational requirements to set-up a new network		
▪ Assign domain name if required		
▪ Document collected information		
▪ Analyse collected information and devise network design plan		
▪ Review and approve network design plan by appropriate person of the organization		
▪ List required equipment and tools		
▪ Review and document existing network topology and network protocol		
▪ Review existing network design for expansion		
▪ Document network address plan		
▪ Connect appropriate transmission media with the existing network		
▪ Assign address to client machine		
▪ Assess conflict of NIC (network interface)		
▪ Disable and enable NIC		
▪ Do test using simple network connectivity tools		
▪ Test connectivity with gateway and any known host of the internet		
▪ Configure PC internet firewall to protect PC from unwanted packet		
▪ Assign internet proxy address		
▪ Document all the settings, confutation and PC network address for future maintenance purpose.		
▪ Configure basic network devices		
▪ Apply a basic configuration of wired or wireless network		
▪ Verify connectivity		
▪ Monitor and document networks		

▪ Design SOHO networking		
▪ Install and configure SOHO network		
▪ Install and configure SOHO network		
▪ Maintain SOHO network security		
▪ Install network hardware and hardware driver software		
▪ Determine hardware and software components		
▪ Determine existing network transmission media		
▪ Determine, record and apply relevant legal and OHS requirements related to the installation and maintenance of computer hardware		
▪ Determine, record and apply legal requirements specified by hardware manufacturer		
▪ Determine, record and apply safety requirements specified by manufacturer		
▪ Determine system administrator in accordance with standard password rule		
▪ Protect administrator account password and preserve in secured place		
▪ Check and verify operating system and other software licenses		
▪ Take necessary actions o update or renew expired licenses		
▪ Identify possible security threats		
▪ Analyse identified security threats to find out its characteristics		
▪ Determine possible cause of infection from analysis		
▪ Carry out full system scanning before installing any anti-malware software		
▪ Install anti-malware software		
▪ Start/activate malware guard		
▪ Create and preserve system recovery disk		
▪ Back up and maintain regularly important directory and files		
▪ Isolate affected files or mark as quarantine		
▪ Remove security threat from the system using anti-malware software		

▪ Renew regularly anti-malware software updates		
▪ Download/collect and apply security updates of OS and other software		
▪ Identify common types of spam		
▪ Take appropriate action with regards to spam		
▪ Configure and use spam filters to protect unauthorized access from spammers		
▪ Determine damaged done by security threat		
▪ Use anti-malware software to recover affected files		
▪ Identify possible effect for files that needs to be deleted		
▪ Use recovery disk to recover boot sector for damaged boot sector of the standalone system		
▪ Restore deleted files from the backup		
▪ Interview appropriate person about the problem		
▪ Analyse problem scenarios		
▪ Identify fault using diagnostic tool		
▪ Review network design, support and maintenance documents		
▪ Consult appropriate person and identify solution		
▪ Calculate and approve cost of repair or replacement of hardware/equipment		
▪ Repair or replace faulty hardware equipment and software		
▪ Test repaired/replaced equipment		
▪ Test network activity		
▪ Update network and computer maintenance and troubleshooting documents		

I agree to undertake assessment in the knowledge that the information gathered will only be used for educational and professional development purposes, and can only be accessed by concerned assessment personnel and my manager/supervisor.

Candidate's signature:		**Date:**	

PART C – THE ASSESSMENT

Assessment Agreement – IT Support Services

The purpose of assessment is to confirm that you can perform to the standards expected in the workplace of an occupation, as expressed in the competency standards (after completion of self-assessment and in agreement with assessor).

To help achieve this, an assessment agreement is required to navigate both you and the assessor through the assessment process.

The assessment agreement is designed to provide a clear understanding of what and how you will be assessed and to nominate the tools that may be used to collect the assessment evidence.

You, the assessor and/or workplace supervisor should agree on the assessment requirements, dates and deadlines.

Therefore, to attain the Certificate of **IT support services**, you must demonstrate competence in the following units, as established in the assessment agreement:

CODE	UNIT OF COMPETENCY
Generic Competencies	
SEIP-IT-ITS-01-G	Perform computations using basic mathematical concepts of computer technology
SEIP-IT-ITS-02-G	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-ITS-03-G	Communicate in English in the workplace
SEIP-IT-ITS-04-G	Work in a self-directed team
Sector-specific Competencies	
SEIP-IT-ITS-01-S	Operate a personal computer and use office application
SEIP-IT-ITS-02-S	Type documents in Bangla and English
SEIP-IT-ITS-03-S	Send and retrieve information using email, web browsers, video/audio tools
SEIP-IT-ITS-04-S	Comply to ethical standards in IT workplace
Occupation-specific Competencies	
SEIP-IT-ITS-01-O	Install hardware components
SEIP-IT-ITS-02-O	Configure software
SEIP-IT-ITS-03-O	Work with hardware and software application
SEIP-IT-ITS-04-O	Perform networking
SEIP-IT-ITS-05-O	Maintain network computer security
SEIP-IT-ITS-06-O	Perform troubleshooting

After successful completion of learning and assessment, you shall be awarded with a certificate.

Assessment Agreement	
Occupation:	IT Support Services
Assessment Centre:	
Candidate Name:	
Assessor Name:	
Unit of Competency	
Generic Competencies	
SEIP-IT-ITS-01-G	Perform computations using basic mathematical concepts of computer technology
SEIP-IT-ITS-02-G	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-ITS-03-G	Communicate in English in the workplace
SEIP-IT-ITS-04-G	Work in a self-directed team
Sector-specific Competencies	
SEIP-IT-ITS-01-S	Operate a personal computer and use office application
SEIP-IT-ITS-02-S	Type documents in Bangla and English
SEIP-IT-ITS-03-S	Send and retrieve information using email, web browsers, video/audio tools
SEIP-IT-ITS-04-S	Comply to ethical standards in IT workplace
Occupation-specific Competencies	
SEIP-IT-ITS-01-O	Install hardware components
SEIP-IT-ITS-02-O	Configure software
SEIP-IT-ITS-03-O	Work with hardware and software application
SEIP-IT-ITS-04-O	Perform networking
SEIP-IT-ITS-05-O	Maintain network computer security
SEIP-IT-ITS-06-O	Perform troubleshooting

Resources Required for Assessment

Candidates must have access to the following:
- copies of activities, questions, projects nominated by the assessor
- relevant organisational policies, protocols and procedural documents (if required)
- devices or tools to record answers
- appropriate actual or simulated workplace
- all necessary tools and equipment used in performance of the work-based task
- any other resources normally used in the workplace

Assessment Instructions

Candidates should respond to the formative and summative assessments either verbally or in writing as agreed with the assessor. Written responses can be recorded in the spaces provided (if more space is required attach additional pages) or submitted in a word-processed document.

If candidates answer verbally, the assessor should record their answers in detail.

Candidates should also undertake observable tasks that provide evidence of performance. The assessor must provide instruction to candidates on what is expected during observation, and arrange a suitable time and location for demonstration of these skills.

Candidates must fully understand what they are required to do to complete these assessment tasks successfully, then sign the declaration.

Performance Standards

To receive a **satisfactory** result for the assessments, candidates must complete all activities, questions, projects, and tasks nominated by the assessor, to the required standard.

Completion of all tasks for a unit of competency, to a satisfactory level, will contribute to an assessment of competence for that specific individual unit (or units if holistic assessment approach is taken).

Successful completion of all the units of competency that comprise of the qualification **IT support services**, will result in the candidate being issued with the relevant, nationally recognised certificate.

Assessors must clearly explain the required performance standards.

Declaration

I declare that:

- the assessment requirements have been clearly explained to me
- all the work completed towards assessment will be my own
- cheating and plagiarism are unacceptable

Candidate Signature:		**Date:**	
Assessor Signature:		**Date:**	

PART D – ASSESSMENT TOOLS

Specific Instructions to Assessor

Please read carefully and prepare as necessary:

1. The assessor shall (practical demonstration assessment activities):

   ▪ provide the candidate with the necessary tools, equipment, machinery and materials for completion of one (1) set of the following practical demonstration assessment activities:

     o Set A:

       ▪ Prepare a computer and establish network

       ▪ Prepare documentation

       ▪ Disassemble and assemble a computer

     o Set B:

       ▪ Prepare PC and set-up and configure network

       ▪ Scan and print a document

       ▪ Maintain and configure the malfunctioned computer

     o Set C:

       ▪ Install small area network and configure a server

       ▪ Prepare and print a document

       ▪ Recover a file system

   ▪ provide the candidate with the copy of the specific instruction to candidate

   ▪ allow practical demonstration to be performed within four (4) hours including preparation of the materials

   ▪ ensure that the candidate **FULLY** understands the instructions before proceeding to the performance of the assessment activity

   ▪ allow fifteen (15) minutes for the candidate to familiarise themselves with the resources to be used during the practical demonstrations

   ▪ ensure that the candidate is wearing appropriate personal protective equipment (PPE) before allowing them to proceed with the assessment activity

2. Assessment shall be based on the performance criteria in each of the units of competency. The evidence gathering method shall be comprised of:

   (a) Written Test (1 hour) – **knowledge evidence**

   (b) Practical Demonstration (4 hours) – **performance evidence**

   The practical demonstration activities will be divided into three (3) tasks (contained in one set):

   (i) Practical Demonstration 1 (2 hours)

   (ii) Practical Demonstration 2 (1 hour)

   (iii) Practical Demonstration 3 (1 hour)

Important: Prepare one of the computers with:

- **Missed NTLDR** system files and any one of driver software (Example: MODEM driver, NIC driver, etc)
- Power cable, connection to the monitor, keyboard and mouse should be unplugged
- No printer and scanner are connected and installed
- Uninstall any antivirus software and MS Office 2016 (if it is pre-installed)

3. Final assessment is your responsibility as the accredit/certified assessor.

4. At the conclusion of each assessment activity, you will provide feedback to the candidate of the assessment result. The feedback will indicate whether the candidate is:

☐ **COMPETENT**

☐ **NOT YET COMPETENT**

5. The list of tools, equipment, machinery and materials to be provided for completion of the practical demonstration assessment activities can be found at:

- Set A – Practical Demonstration 1: page 50
- Set A – Practical Demonstration 2: page 55
- Set A – Practical Demonstration 3: pages 59
- Set B – Practical Demonstration 1: page 64
- Set B – Practical Demonstration 2: page 68-69
- Set B – Practical Demonstration 3: page 73-74
- Set C – Practical Demonstration 1: page 79
- Set C – Practical Demonstration 2: page 83
- Set C – Practical Demonstration 3: page 87-88

Specific Instructions to Candidate

You should respond to the assessment either in writing or verbally as agreed with the assessor. Written responses can be recorded in the spaces provided; if more space is required attach additional pages or submit a word-processed document.

If you answer verbally, the assessor should record your answers in detail. Please check your recorded answers carefully and thoroughly to ensure that they are accurate.

You may also be undertaking observable activities (i.e. practical demonstration) that provide evidence of performance. The assessor must provide you with clear instructions on what is expected during this type of assessment, and arrange a suitable time and location for demonstration of these skills.

To receive a satisfactory result for the assessments, you must complete all of the assessment activities; including questions, projects and tasks nominated by the assessor, to the required standard.

This assessment is based upon the units of competency in <u>IT Support Services</u>. Using the performance criteria as a benchmark, evidence will be gathered through:

1. Written Test (1 hour) – a variety of multiple-choice, true of false and short answer theory questions to support your competence with regard to the required knowledge (**knowledge evidence**).

2. Practical Demonstration (4 hours) – observable tasks outlined in the elements and performance criteria of the units of competency, completed to support a judgement of satisfactory performance to the required standard (**performance evidence**).

   There will be one (1) set of practical demonstration activities to complete. The assessor will direct you as to which 'set' you will be required to complete out of the following:

   o Set A:
      ▪ Prepare a computer and establish network (2 hours)
      ▪ Prepare documentation (1 hour)
      ▪ Disassemble and assemble a computer (1 hour)

   o Set B:
      ▪ Prepare PC and set-up and configure network (2 hours)
      ▪ Scan and print a document (1 hour)
      ▪ Maintain and configure the malfunctioned computer (1 hour)

   o Set C:
      ▪ Install small area network and configure a server (2 hours)
      ▪ Prepare and print a document (1 hour)
      ▪ Recover a file system (1 hour)

3. The assessor will provide all necessary tools, equipment, machinery and materials required to complete each assessment activity.

4. These assessments cover all units of competency for IT Support Services.

5. The assessor will provide you with feedback of your performance after completion of each assessment activity. This feedback shall indicate whether you are:

   ☐ **COMPETENT**

☐ **NOT YET COMPETENT**

6. Complete of all assessment activities, to a satisfactory level, will contribute to a final assessment of competence.

Written Test

WRITTEN TEST - INSTRUCTIONS	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Unit of Competency	
Generic Competencies	
SEIP-IT-ITS-01-G	Perform computations using basic mathematical concepts of computer technology
SEIP-IT-ITS-02-G	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-ITS-03-G	Communicate in English in the workplace
SEIP-IT-ITS-04-G	Work in a self-directed team
Sector-specific Competencies	
SEIP-IT-ITS-01-S	Operate a personal computer and use office application
SEIP-IT-ITS-02-S	Type documents in Bangla and English
SEIP-IT-ITS-03-S	Send and retrieve information using email, web browsers, Video/Audio tools
SEIP-IT-ITS-04-S	Comply to ethical standards in IT workplace
Occupation-specific Competencies	
SEIP-IT-ITS-01-O	Install hardware components
SEIP-IT-ITS-02-O	Configure software
SEIP-IT-ITS-03-O	Work with hardware and software application
SEIP-IT-ITS-04-O	Perform networking
SEIP-IT-ITS-05-O	Maintain network computer security
SEIP-IT-ITS-06-O	Perform troubleshooting
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
Read and understand the directions carefully:	

- this written examination is based on the performance criteria from all the units of competency in IT support services
- this assessment activity will be used to measure your underpinning knowledge
- write your answers on the paper provided
- answer all the questions as best as possible
- you have 1 (one) hour to complete this test

WRITTEN TEST	
Multiple Choice	

This is a **multiple-choice** of test. Choose the appropriate answer and circle the letter that corresponds with your answer.

1.	The most important precaution that must be taken while working on internal parts of the computer is:	a. Disconnect the power cable from the motherboard b. Disconnect the power cables from all drives c. Wear a semi-conductor wrist strap d. Wear grounded antistatic wrist strap
2.	You have just replaced a malfunctioning motherboard in a computer with a brand new one. You want to make sure that the new motherboard is functioning well before you connect other components such as the network adapter and graphics card. The best to test the basic functionality of the motherboard is:	a. Beep codes b. BIOS c. POST d. Successful boot
3.	The laptop used by your manager is having video problems. The best task to find out whether there is a problem with the LCD screen is:	a. Change the LCD screen b. Connect an external monitor c. Recycle power on the laptop d. Remove the LCD screen cable and reconnect it
4.	The recommended method to enhance the life and performance of a laptop battery	a. Fully discharge and recharge the battery every day b. Fully discharge and recharge the battery every two to three weeks c. Use only NiCad batteries d. Use the power management features available in the operating system
5.	The best practice regarding downloading and installing software updates is	a. All systems should be configured for automatic download and installation b. All updates should be installed as soon as they are available

| | | c. There is no need to install any updates unless they address some security issue |
| | | d. Updates should be thoroughly tested before installation |

6.	The primary requirement for an infrared wireless connection is:	a. A direct line on sight
		b. A shared frequency band
		c. A wireless router
		d. An access point

7.	You have been called to maintain a failed server at a customer's site. Upon arrival, you find that the manager is worried about losing critical data stored on the server. Your reaction should be:	a. Cheer him up with jokes
		b. Remain serious all the time
		c. Tell him confidently that you will do your best to rectify the problem
		d. Tell him it happens everywhere and with everybody

8.	A connector that cannot be attached with a fibre optic cable is:	a. BNC
		b. MT-RJ
		c. SC
		d. ST

9.	You have been asked to make a plan to back up all critical servers in the office. Where is the best place to keep the back-up tapes after the backup is completed?	a. At a secured offsite location
		b. IN a locked closet outside the server room
		c. In the manager's cabin
		d. Inside the server's room

10.	One of the users in your office complains that he is not able to connect to the network or the internet. The step that you should take first in order to troubleshoot the connectivity problem is:	a. Ping a remote host
		b. Ping the default gateway
		c. Ping the IP address of the user's computer
		d. Ping the loopback address

True or False Quiz

Tick (√) the box corresponding to the correct answer.

11.	You are to develop a system to control how and when a user will be allowed to connect to a remote access server. You should specify which media should be used to connect and to which group the user should belong. The aspects of computer security you are supposed to work with is the authentication.	True ☐ False ☐
12.	You have just received an email, which says that most of the stocks listed on the NY stock exchange would be sold for $1 on the Fourth of July (American Independence Day). You check with some of your friends, and they also received the same message. The term that best describes this kind of message is an email spam.	True ☐ False ☐
13.	You received and email from a software vendor letting you know that a new security update is available on its web site for its messaging application. You should immediately install the update on a nonproduction email server and test it for bugs.	True ☐ False ☐
14.	20 inches cable needed for network connection is equal to 50.8 centimetres.	True ☐ False ☐
15.	An angry customer calls, complaining that a technician from your company has recently performed a software upgrade on their system and now the modem will not connect with other modems. You should tell the customer that none of your technicians would leave a condition like that, and that you think the client is very wrong on his concern.	True ☐ False ☐

Fill in the Missing Blanks

Write the word or group of words needed to complete the following sentences.

16.	A customer complains that the computer spontaneously reboots and sometimes will not start at all. Furthermore, even when the computer does start, there's not as much noise as usual. The possible cause of this problem is _____.
17.	An expansion port that is always used for a high-speed, high resolution, 3-D graphics video adapter is known as _____.

Short Answer

Write a short answer in the space provided (not to exceed more than approximately sixty (60) words).

18.	While working with a relatively inexperienced customer over the telephone, you become aware that the customer is having great difficulty following your directions. How should you help the customer even if he cannot see you?	

19.	A large number of employees burn CD's on their desktop and take them home. You suspect that some employees might be burning CD's with confidential corporate data. What should you do in cases like this?	
20.	What should you do when you ran an anti-virus utility and it found no virus, however you still suspect that your computer acquired one?	

Feedback to candidate:

Assessment decision for this assessment activity:
    ☐ **Competent**   ☐ **Not Yet Competent**

Candidate's Signature:		**Date:**	
Assessor' Signature:		**Date:**	

Written Test - Answers

Answers are highlighted in **bold** and *italics*.

Multiple Choice		
1.	The most important precaution that must be taken while working on internal parts of the computer is:	a. Disconnect the power cable from the motherboard b. Disconnect the power cables from all drives c. Wear a semi-conductor wrist strap ***d. Wear grounded antistatic wrist strap***
2.	You have just replaced a malfunctioning motherboard in a computer with a brand new one. You want to make sure that the new motherboard is functioning well before you connect other components such as the network adapter and graphics card. The best to test the basic functionality of the motherboard is:	***a. Beep codes*** b. BIOS c. POST d. Successful boot
3.	The laptop used by your manager is having video problems. The best task to find out whether there is a problem with the LCD screen is:	a. Change the LCD screen ***b. Connect an external monitor*** c. Recycle power on the laptop d. Remove the LCD screen cable and reconnect it
4.	The recommended method to enhance the life and performance of a laptop battery	a. Fully discharge and recharge the battery every day ***b. Fully discharge and recharge the battery every two to three weeks*** c. Use only NiCad batteries d. Use the power management features available in the operating system
5.	The best practice regarding downloading and installing software updates is	a. All systems should be configured for automatic download and installation b. All updates should be installed as soon as they are available

		c. There is no need to install any updates unless they address some security issue **d. Updates should be thoroughly tested before installation**
6.	The primary requirement for an infrared wireless connection is:	**a. A direct line on sight** b. A shared frequency band c. A wireless router d. An access point
7.	You have been called to maintain a failed server at a customer's site. Upon arrival, you find that the manager is worried about losing critical data stored on the server. Your reaction should be:	a. Cheer him up with jokes b. Remain serious all the time **c. Tell him confidently that you will do your best to rectify the problem** d. Tell him it happens everywhere and with everybody
8.	A connector that cannot be attached with a fibre optic cable is:	**a. BNC** b. MT-RJ c. SC d. ST
9.	You have been asked to make a plan to back up all critical servers in the office. Where is the best place to keep the back-up tapes after the backup is completed?	**a. At a secured offsite location** b. IN a locked closet outside the server room c. In the manager's cabin d. Inside the server's room
10.	One of the users in your office complains that he is not able to connect to the network or the internet. The step that you should take first in order to troubleshoot the connectivity problem is:	a. Ping a remote host b. Ping the default gateway c. Ping the IP address of the user's computer **d. Ping the loopback address**
True or False Quiz		

11.	You are to develop a system to control how and when a user will be allowed to connect to a remote access server. You should specify which media should be used to connect and to which group the user should belong. The aspects of computer security you are supposed to work with is the authentication.	True ☐ **False** √
12.	You have just received an email, which says that most of the stocks listed on the NY stock exchange would be sold for $1 on the Fourth of July (American Independence Day). You check with some of your friends, and they also received the same message. The term that best describes this kind of message is an email spam.	True ☐ **False** √
13.	You received and email from a software vendor letting you know that a new security update is available on its web site for its messaging application. You should immediately install the update on a nonproduction email server and test it for bugs.	**True** √ False ☐
14.	20 inches cable needed for network connection is equal to 50.8 centimetres.	**True** √ False ☐
15.	An angry customer calls, complaining that a technician from your company has recently performed a software upgrade on their system and now the modem will not connect with other modems. You should tell the customer that none of your technicians would leave a condition like that, and that you think the client is very wrong on his concern.	True ☐ **False** √

Fill in the Missing Blanks

16.	A customer complains that the computer spontaneously reboots and sometimes will not start at all. Furthermore, even when the computer does start, there's not as much noise as usual. The possible cause of this problem is **_the power supply_**.
17.	An expansion port that is always used for a high-speed, high resolution, 3-D graphics video adapter is known as **_AGP_**.

Short Answer	

18.	While working with a relatively inexperienced customer about computers over the telephone, you become aware that the customer is having great difficulty following your directions. How should you help the customer even if he cannot see you?	*May include but not limited to:* *checking your conversation and try to communicate clearly.*
19.	A large number of employees burn CD's on their desktop and take them home. You suspect that some employees might be	*Propose for the management a policy restricting burning of CD's on company computers.*

	burning CD's with confidential corporate data. What should you do in cases like this?	
20.	What should you do when you ran an anti-virus utility and it found no virus, however you still suspect that your computer acquired one?	*Download an outlet for your antivirus utility.*

Set A: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Prepare a computer and establish network
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	

Instructions:

Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Support Services
- this assessment activity will be used to measure your underpinning skills
- you will have fifteen (15) minutes to familiarise yourself with the resources to be used
- you have two (2) hours to complete this demonstration

Procedure:

- observe and wear personal protective equipment (PPE) as required for the task to be performed
- read the specification information provided
- collect all materials needed to complete the task
- perform the task within the given time
- observe and follow all health and safety (OHS) requirements at all times

Job Specification Information:

1. Collect required supplies, materials, tools and equipment required for the job.
2. Connect all computer peripherals including uninterruptible power supply (UPS).
3. Power/switch on the PC to tests if it will function..
4. Troubleshoot the PC's operating system if it does not boot correctly **(Caution: Do not format the computer)**.
5. Create new user (with administrative privilege, by your name and with the following password **$RFVbgt5**).
6. Customize the desktop for the user that you have created.
7. Create a LAN with 3 workstations/computers, network printer and a switch/router.
8. Check the connectivity of each workstation by using PING command in the command prompt..
9. All workstations must be connected to the network printer. Test print using each workstation to test its connectivity.
10. Create a shared folder by the name **ICT Support** in **My Documents** folder.

Drawing, Plan, Diagram or Sketch:

N/A

Resources Required:

Tools:	N/A
Equipment:	Computer with their peripherals
Machinery:	N/A
Materials:	Operating system Application software Crimped cable (both cross over and straight through) Antivirus software Screw driver Network cable tester Ink Paper (for test printing)
PPE:	Dress appropriately

Set A: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Prepare a computer and establish network
Assessment Centre:	
Date of Assessment:	
Instructions:	The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate. Performance can be observed in an actual workplace or in a simulated working environment. If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject. The assessment activity (practical demonstration) should: ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate

OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	**No**
Identified and followed safety signs and symbols	☐	☐
Selected and used personal protective equipment (PPE)	☐	☐
Maintained personal hygiene	☐	☐
Switched on power of computer and other peripheral devices	☐	☐
Logged out all open applications programs in accordance with standard application procedure	☐	☐
Shut down personal computer in accordance with standard shut down procedure	☐	☐
Switched off and unplugged power supply of the computer and other peripherals in accordance with standard procedure	☐	☐
Navigated system configuration and application versions in operation	☐	☐
Navigated and manipulated desktop environment	☐	☐
Selected, opened and closed desktop icons to access application programs	☐	☐

Worked upon files, folders and application programs	☐	☐
Entered data into the desired office application in accordance with work requirements	☐	☐
Copied and saved files to available data storage/disk drives	☐	☐
Entered into the program print settings, if required	☐	☐
Installed and made available specialized utilities for typing Bangla and English	☐	☐
Selected appropriate tools for typing	☐	☐
Selected appropriate keyboard layout	☐	☐
Typed document content with different format	☐	☐
Typed document content at minimum speed in English and in Bangla in accordance with workplace requirements	☐	☐
Opened internet browser and set home page	☐	☐
Used searched engine to search for information	☐	☐
Provided products and services that match the operational and financial needs of clients	☐	☐
Completed work to industry and international standards	☐	☐
Connected power and data cables properly	☐	☐
Connected front panel and data cables properly	☐	☐
Connected PC system unit to the electrical power line	☐	☐
Connected display unit (monitor) to the electrical power line	☐	☐
Installed processor	☐	☐
Installed processor heat sink and cooling fan	☐	☐
Selected hard disk and CD/DVD interface correctly	☐	☐
Tested hardware peripherals and confirm client satisfaction	☐	☐
Paid particular attention to possible impact on other systems and made adjustments as require	☐	☐
Documented user requirements for software	☐	☐
Collected and stores PC software components according to user manual or guidelines	☐	☐
Determined operating software components and defined functionality of the component	☐	☐
Identified types of operating system	☐	☐
Installed software components and functional	☐	☐
Done hard disk partition correctly	☐	☐
Installed required device driver	☐	☐
Reviewed software maintenance specification	☐	☐
Identified diagnostics procedure for fault detection and analysis	☐	☐
Identified fault/degradation of software performance	☐	☐
Replaced faulty software with the minimum disruption with the client	☐	☐
Determined, recorded and applied relevant legal and OHS requirements related to the installation and maintenance of computer hardware	☐	☐

Checked and verified operating system and other software licenses	☐	☐
Taken necessary actions to update or renew expired licenses	☐	☐
Identified possible security threats	☐	☐
Analysed identified security threat to find out its characteristics	☐	☐
Determined possible cause of infection from analysis	☐	☐
Carried out full system scanning before installing any anti-malware software	☐	☐
Assigned domain name if required	☐	☐
Assigned host name if required	☐	☐
Documented collected information	☐	☐
Reviewed and approved network design plan by appropriate person of the organization	☐	☐
Connected appropriate transmission media with the existing network	☐	☐
Disabled and enabled NIC	☐	☐
Done test using simple network connectivity tools	☐	☐
Tested connectivity with gateway and any known host of the internet	☐	☐
Configured PC internet firewall to protect PC from unwanted packet	☐	☐
Assigned internet proxy address	☐	☐
Documented all the settings, confutation and PC network address for future maintenance	☐	☐
Configured basic networking devices	☐	☐
Applied a basic configuration of wired or wireless network	☐	☐
Verified connectivity	☐	☐
Monitored and documented works	☐	☐
Installed network hardware and hardware driver	☐	☐

Feedback to candidate:

Assessment decision for this assessment activity:

☐ **Competent**   ☐ **Not Yet Competent**

Candidate's Signature:		**Date:**	
Assessor' Signature:		**Date:**	

Set A: Practical Demonstration 2

<table>
<tr><td colspan="2" align="center">PRACTICAL DEMONSTRATION 2</td></tr>
<tr><td>Candidate Name:</td><td></td></tr>
<tr><td>Assessor Name:</td><td></td></tr>
<tr><td>Qualification:</td><td>Certificate in IT Support Services</td></tr>
<tr><td>Task:</td><td>Prepare documentation</td></tr>
<tr><td>Assessment Centre:</td><td></td></tr>
<tr><td>Date of Assessment:</td><td></td></tr>
<tr><td>Time of Assessment:</td><td></td></tr>
</table>

Instructions:

Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Support Services
- this assessment activity will be used to measure your underpinning skills
- you will have fifteen (15) minutes to familiarise yourself with the resources to be used
- you have one (1) hour to complete this demonstration

Procedure:

- observe and wear personal protective equipment (PPE) as required for the task to be performed
- read the specification information provided
- collect all materials needed to complete the task
- perform the task within the given time
- observe and follow all health and safety (OHS) requirements at all times

Job Specification Information:

1. Collect required supplies, materials, tools and equipment required for the job (refer to the list provided to you by your competency assessor).
2. Prepare documentation based on the given template and save it in the folder **ICT support** by a file name **Specification** (create the template using Microsoft word and fill all the information).
3. Compare the computers specification and suggests a computer with a better performance and justify your reason.
4. Print the document through shared printer over the network.

Drawing, Plan, Diagram or Sketch:

Computers comparison by their specification:

Computer description	Computer 1	Computer 2
System board		
Operating system		
CPU manufacturer		
Processor type		
Processor speed		
Network security and anti-virus software		
Bios version		

RAM capacity		
ROM storage capacity		
Graphic card brand		
Graphic card speed		

Resources Required:	
Tools:	N/A
Equipment	Computer and its peripherals Printer
Machinery	N/A
Materials:	Operating system Application software Antivirus software Screw driver Crimped cable (both cross over and straight through) Network cable tester Paper Ink
PPE:	N/A

Set A: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Prepare documentation
Assessment Centre:	
Date of Assessment:	
Instructions:	The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate. Performance can be observed in an actual workplace or in a simulated working environment. If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject. The assessment activity (practical demonstration) should: ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate

OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	**No**
Identified and followed safety signs and symbols	☐	☐
Selected and used personal protective equipment (PPE)	☐	☐
Maintained personal hygiene	☐	☐
Switched on power of computer and other peripheral devices	☐	☐
Logged out all open applications programs in accordance with standard application procedure	☐	☐
Shut down personal computer in accordance with standard shut down procedure	☐	☐
Switched off and unplugged power supply of the computer and other peripherals in accordance with standard procedure	☐	☐
Navigated system configuration and application versions in operation	☐	☐
Navigated and manipulated desktop environment	☐	☐
Selected, opened and closed desktop icons to access application programs	☐	☐

Worked upon files, folders and application programs	☐	☐
Entered data into the desired office application in accordance with work requirements	☐	☐
Copied and saved files to available data storage/disk drives	☐	☐
Entered into the program print settings, if required	☐	☐
Installed and made available specialized utilities for typing Bangla and English	☐	☐
Selected appropriate tools for typing	☐	☐
Selected appropriate keyboard layout	☐	☐
Typed document content with different format	☐	☐
Typed document content at minimum speed in English and in Bangla in accordance with workplace requirements	☐	☐
Opened internet browser and set home page	☐	☐
Used searched engine to search for information	☐	☐
Documented user requirements for software	☐	☐
Collected and stored PC software components according to user manual guidelines	☐	☐
Determined operating software components and defined functionality of the components	☐	☐
Installed software components and functional	☐	☐
Done hard disk partition correctly	☐	☐
Installed required device driver	☐	☐
Assigned domain name if required	☐	☐
Assigned host name if required	☐	☐
Documented collected information	☐	☐
Reviewed and approved network design plan by appropriate person of the organization	☐	☐
Connected appropriate transmission media with the existing network	☐	☐
Disabled and enabled NIC	☐	☐
Done test using simple network connectivity tools	☐	☐
Tested connectivity with gateway and any known host of the internet	☐	☐
Configured PC internet firewall to protect PC from unwanted packet	☐	☐
Assigned internet proxy address	☐	☐
Documented all the settings, confutation and PC network address for future maintenance	☐	☐
Configured basic networking devices	☐	☐
Applied a basic configuration of wired or wireless network	☐	☐
Verified connectivity	☐	☐
Monitored and documented works	☐	☐
Installed network hardware and hardware driver	☐	☐
Feedback to candidate:		

Assessment decision for this assessment activity: ☐ **Competent** ☐ **Not Yet Competent**			
Candidate's Signature:		**Date:**	
Assessor' Signature:		**Date:**	

Set A: Practical Demonstration 3

PRACTICAL DEMONSTRATION 3	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Disassemble and assemble a computer
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	

Instructions:

Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Support Services
- this assessment activity will be used to measure your underpinning skills
- you will have fifteen (15) minutes to familiarise yourself with the resources to be used
- you have one (1) hour to complete this demonstration

Procedure:

- observe and wear personal protective equipment (PPE) as required for the task to be performed
- read the specification information provided
- collect all materials needed to complete the task
- perform the task within the given time
- observe and follow all health and safety (OHS) requirements at all times

Job Specification Information:

1. Collect required supplies, materials, tools and equipment required for the job (refer to the list provided to you by your competency assessor).
2. Ensure that computer parts will not be affected/damaged by the electrostatic discharge (ESD). Wear appropriate protective devices to avoid such incident.
3. Back up your data using the removable disk before you disassemble the PC.
4. Disassemble the PC with utmost care. (Inform the assessor if done)
5. Assemble the PC and test if the PC is functioning well.

Drawing, Plan, Diagram or Sketch:

N/A

Resources Required:

Tools:	N/A
Equipment:	Computer and its peripherals
Machinery:	N/A
Materials:	Operating system

	Application software
	Antivirus software
	Screw driver
	Crimped cable (both cross over and straight through)
	Network cable tester
PPE:	Wear appropriate PPE for the task

Set A: Practical Demonstration 3 – Observation Checklist

PRACTICAL DEMONSTRATION 3 – OBSERVATION CHECKLIST	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Disassemble and assemble a computer
Assessment Centre:	
Date of Assessment:	
Instructions:	The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate. Performance can be observed in an actual workplace or in a simulated working environment. If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject. The assessment activity (practical demonstration) should: - fit industry requirements in which the assessment will be conducted - adhere, where possible, to reasonable adjustment practices - ensure that suitable performance benchmarks are applied and explained to the candidate

OBSERVATION RECORD

Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	**No**
Identified and followed safety signs and symbols	☐	☐
Selected and used personal protective equipment (PPE)	☐	☐
Maintained personal hygiene	☐	☐
Switched on power of computer and other peripheral devices	☐	☐
Logged out all open applications programs in accordance with standard application procedure	☐	☐
Shut down personal computer in accordance with standard shut down procedure	☐	☐
Switched off and unplugged power supply of the computer and other peripherals in accordance with standard procedure	☐	☐
Navigated system configuration and application versions in operation	☐	☐
Navigated and manipulated desktop environment	☐	☐
Selected, opened and closed desktop icons to access application programs	☐	☐

Worked upon files, folders and application programs	☐	☐
Entered data into the desired office application in accordance with work requirements	☐	☐
Copied and saved files to available data storage/disk drives	☐	☐
Entered into the program print settings, if required	☐	☐
Installed and made available specialized utilities for typing Bangla and English	☐	☐
Selected appropriate tools for typing	☐	☐
Selected appropriate keyboard layout	☐	☐
Typed document content with different format	☐	☐
Typed document content at minimum speed in English and in Bangla in accordance with workplace requirements	☐	☐
Opened internet browser and set home page	☐	☐
Used searched engine to search for information	☐	☐
Consulted appropriate person and identified solution	☐	☐
Tested repaired/replaced equipment	☐	☐
Tested network activity	☐	☐

Feedback to candidate:

Assessment decision for this assessment activity:

☐ **Competent**   ☐ **Not Yet Competent**

Candidate's Signature:		**Date:**	
Assessor' Signature:		**Date:**	

Set B: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Prepare PC and set-up and configure network
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	

Instructions:

Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Support Services
- this assessment activity will be used to measure your underpinning skills
- you will have fifteen (15) minutes to familiarise yourself with the resources to be used
- you have two (2) hours to complete this demonstration

Procedure:

- observe and wear personal protective equipment (PPE) as required for the task to be performed
- read the specification information provided
- collect all materials needed to complete the task
- perform the task within the given time
- observe and follow all health and safety (OHS) requirements at all times

Job Specification Information:

1. Collect required supplies, materials, tools and equipment required for the job.
2. Create partition on the hard disk as C(40%) and D(50%).
3. Install windows server 2003 on C drive using NTFS file systems and Windows ___ on D drive using FAT file system to create dual boot systems.
4. Install device driver NIC, VGA and Sound drivers.
5. Install Microsoft Office _____, and Antivirus on Windows ___.
6. Upgrade Microsoft Office _____ to Microsoft Office _____ without uninstalling the former version of the application software.
7. Update the antivirus.
8. Configure a peer to peer network in XYZ company having two computers and one printer including the following activities:
    - sharing the printer
    - sharing the hard disk
    - printing the shared document

Drawing, Plan, Diagram or Sketch:

N/A

Resources Required:	
Tools:	N/A
Equipment:	Computer with their peripherals
Machinery:	N/A
Materials:	Operating system Application software Crimped cable (both cross over and straight through) Compatible device driver Antivirus with update patch Driver software Additional cards (VGA card)
PPE:	Dress appropriately

Set B: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Prepare PC and set-up and configure network
Assessment Centre:	
Date of Assessment:	
Instructions:	The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate. Performance can be observed in an actual workplace or in a simulated working environment. If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject. The assessment activity (practical demonstration) should: ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate

OBSERVATION RECORD

Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	**No**
Identified and followed safety signs and symbols	☐	☐
Selected and used personal protective equipment (PPE)	☐	☐
Maintained personal hygiene	☐	☐
Switched on power of computer and other peripheral devices	☐	☐
Logged out all open applications programs in accordance with standard application procedure	☐	☐
Shut down personal computer in accordance with standard shut down procedure	☐	☐
Switched off and unplugged power supply of the computer and other peripherals in accordance with standard procedure	☐	☐
Navigated system configuration and application versions in operation	☐	☐
Navigated and manipulated desktop environment	☐	☐
Selected, opened and closed desktop icons to access application programs	☐	☐

Worked upon files, folders and application programs	☐	☐
Entered data into the desired office application in accordance with work requirements	☐	☐
Copied and saved files to available data storage/disk drives	☐	☐
Entered into the program print settings, if required	☐	☐
Installed and made available specialized utilities for typing Bangla and English	☐	☐
Selected appropriate tools for typing	☐	☐
Selected appropriate keyboard layout	☐	☐
Typed document content with different format	☐	☐
Typed document content at minimum speed in English and in Bangla in accordance with workplace requirements	☐	☐
Opened internet browser and set home page	☐	☐
Used searched engine to search for information	☐	☐
Provided products and services that match the operational and financial needs of clients	☐	☐
Completed work to industry and international standards	☐	☐
Connected power and data cables properly	☐	☐
Connected front panel and data cables properly	☐	☐
Connected PC system unit to the electrical power line	☐	☐
Connected display unit (monitor) to the electrical power line	☐	☐
Installed processor	☐	☐
Installed processor heat sink and cooling fan	☐	☐
Selected hard disk and CD/DVD interface correctly	☐	☐
Tested hardware peripherals and confirm client satisfaction	☐	☐
Paid particular attention to possible impact on other systems and made adjustments as require	☐	☐
Documented user requirements for software	☐	☐
Collected and stores PC software components according to user manual or guidelines	☐	☐
Determined operating software components and defined functionality of the component	☐	☐
Identified types of operating system	☐	☐
Installed software components and functional	☐	☐
Done hard disk partition correctly	☐	☐
Installed required device driver	☐	☐
Reviewed software maintenance specification	☐	☐
Identified diagnostics procedure for fault detection and analysis	☐	☐
Identified fault/degradation of software performance	☐	☐
Replaced faulty software with the minimum disruption with the client	☐	☐
Determined, recorded and applied relevant legal and OHS requirements related to the installation and maintenance of computer hardware	☐	☐

Checked and verified operating system and other software licenses	☐	☐
Taken necessary actions to update or renew expired licenses	☐	☐
Identified possible security threats	☐	☐
Analysed identified security threat to find out its characteristics	☐	☐
Determined possible cause of infection from analysis	☐	☐
Carried out full system scanning before installing any anti-malware software	☐	☐
Assigned domain name if required	☐	☐
Assigned host name if required	☐	☐
Documented collected information	☐	☐
Reviewed and approved network design plan by appropriate person of the organization	☐	☐
Connected appropriate transmission media with the existing network	☐	☐
Disabled and enabled NIC	☐	☐
Done test using simple network connectivity tools	☐	☐
Tested connectivity with gateway and any known host of the internet	☐	☐
Configured PC internet firewall to protect PC from unwanted packet	☐	☐
Assigned internet proxy address	☐	☐
Documented all the settings, confutation and PC network address for future maintenance	☐	☐
Configured basic networking devices	☐	☐
Applied a basic configuration of wired or wireless network	☐	☐
Verified connectivity	☐	☐
Monitored and documented works	☐	☐
Installed network hardware and hardware driver	☐	☐

Feedback to candidate:

Assessment decision for this assessment activity:

☐ **Competent**   ☐ **Not Yet Competent**

Candidate's Signature:		**Date:**	
Assessor' Signature:		**Date:**	

Set B: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Scan and print a document
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	

Instructions:

Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Support Services
- this assessment activity will be used to measure your underpinning skills
- you will have fifteen (15) minutes to familiarise yourself with the resources to be used
- you have one (1) hour to complete this demonstration

Procedure:

- observe and wear personal protective equipment (PPE) as required for the task to be performed
- read the specification information provided
- collect all materials needed to complete the task
- perform the task within the given time
- observe and follow all health and safety (OHS) requirements at all times

Job Specification Information:

1. Collect required supplies, materials, tools and equipment required for the job (refer to the list provided to you by your competency assessor).
2. Connect the scanner with one of the computers provided.
3. Scan your admission card and save it in the folder **ICT Support** with **GIF** file format by your name (size of scanned file should be less than **400 KB**).
4. Print your scanned document.

Drawing, Plan, Diagram or Sketch:

N/A

Resources Required:

Tools:	N/A
Equipment:	Computer and its peripherals Scanner Printer
Machinery:	N/A

Materials:	Operating system
	Application software
	Antivirus software
	Screw driver
	Crimped cable (both cross over and straight through)
	Network cable tester
PPE:	Wear appropriate PPE for the task

Set B: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Scan and print a document
Assessment Centre:	
Date of Assessment:	
Instructions:	The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate. Performance can be observed in an actual workplace or in a simulated working environment. If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject. The assessment activity (practical demonstration) should: ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate

OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	**No**
Identified and followed safety signs and symbols	☐	☐
Selected and used personal protective equipment (PPE)	☐	☐
Maintained personal hygiene	☐	☐
Switched on power of computer and other peripheral devices	☐	☐
Logged out all open applications programs in accordance with standard application procedure	☐	☐
Shut down personal computer in accordance with standard shut down procedure	☐	☐
Switched off and unplugged power supply of the computer and other peripherals in accordance with standard procedure	☐	☐
Navigated system configuration and application versions in operation	☐	☐
Navigated and manipulated desktop environment	☐	☐
Selected, opened and closed desktop icons to access application programs	☐	☐

Worked upon files, folders and application programs	☐	☐
Entered data into the desired office application in accordance with work requirements	☐	☐
Copied and saved files to available data storage/disk drives	☐	☐
Entered into the program print settings, if required	☐	☐
Installed and made available specialized utilities for typing Bangla and English	☐	☐
Selected appropriate tools for typing	☐	☐
Selected appropriate keyboard layout	☐	☐
Typed document content with different format	☐	☐
Typed document content at minimum speed in English and in Bangla in accordance with workplace requirements	☐	☐
Opened internet browser and set home page	☐	☐
Used searched engine to search for information	☐	☐
Assigned domain name if required	☐	☐
Assigned host name if required	☐	☐
Documented collected information	☐	☐
Reviewed and approved network design plan by appropriate person of the organization	☐	☐
Connected appropriate transmission media with the existing network	☐	☐
Disabled and enabled NIC	☐	☐
Done test using simple network connectivity tools	☐	☐
Tested connectivity with gateway and any known host of the internet	☐	☐
Configured PC internet firewall to protect PC from unwanted packet	☐	☐
Assigned internet proxy address	☐	☐
Documented all the settings, confutation and PC network address for future maintenance	☐	☐
Configured basic networking devices	☐	☐
Applied a basic configuration of wired or wireless network	☐	☐
Verified connectivity	☐	☐
Monitored and documented works	☐	☐
Installed network hardware and hardware driver	☐	☐

Feedback to candidate:

Assessment decision for this assessment activity:

☐ **Competent** ☐ **Not Yet Competent**

Candidate's Signature:		Date:	

Assessor' Signature:		Date:	

Set B: Practical Demonstration 3

PRACTICAL DEMONSTRATION 3	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Maintain and configure the malfunctioned computer
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	

Instructions:

Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Support Services
- this assessment activity will be used to measure your underpinning skills
- you will have fifteen (15) minutes to familiarise yourself with the resources to be used
- you have one (1) hour to complete this demonstration

Procedure:

- observe and wear personal protective equipment (PPE) as required for the task to be performed
- read the specification information provided
- collect all materials needed to complete the task
- perform the task within the given time
- observe and follow all health and safety (OHS) requirements at all times

Job Specification Information:

1. Collect required supplies, materials, tools and equipment required for the job.
2. Identify the problem of the malfunctioned computer and fix it. (Check that the data bus and power cables of the hard disk are not connected)
3. Add additional VGA and card properly (caution: make sure that additional VGA card is available)

Drawing, Plan, Diagram or Sketch:

N/A

Resources Required:

Tools:	N/A
Equipment:	Computer with their peripherals
Machinery:	N/A
Materials:	Operating system Application software

	Crimped cable (both cross over and straight through)
PPE:	Dress appropriately

Set B: Practical Demonstration 3 – Observation Checklist

<table>
<tr><td colspan="3" align="center">**PRACTICAL DEMONSTRATION 3 – OBSERVATION CHECKLIST**</td></tr>
<tr><td>**Candidate Name:**</td><td colspan="2"></td></tr>
<tr><td>**Assessor Name:**</td><td colspan="2"></td></tr>
<tr><td>**Qualification:**</td><td colspan="2">Certificate in IT Support Services</td></tr>
<tr><td>**Task:**</td><td colspan="2">Maintain and configure the malfunctioned computer</td></tr>
<tr><td>**Assessment Centre:**</td><td colspan="2"></td></tr>
<tr><td>**Date of Assessment:**</td><td colspan="2"></td></tr>
<tr><td>**Instructions:**</td><td colspan="2">The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate.

Performance can be observed in an actual workplace or in a simulated working environment.

If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject.

The assessment activity (practical demonstration) should:
- fit industry requirements in which the assessment will be conducted
- adhere, where possible, to reasonable adjustment practices
- ensure that suitable performance benchmarks are applied and explained to the candidate</td></tr>
<tr><td colspan="3" align="center">**OBSERVATION RECORD**</td></tr>
<tr><td rowspan="2">**Performance Criteria**</td><td colspan="2">Place a ✓ to show if evidence has been demonstrated competently</td></tr>
<tr><td align="center">**Yes**</td><td align="center">**No**</td></tr>
<tr><td>Identified and followed safety signs and symbols</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>Selected and used personal protective equipment (PPE)</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>Maintained personal hygiene</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>Switched on power of computer and other peripheral devices</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>Logged out all open applications programs in accordance with standard application procedure</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>Shut down personal computer in accordance with standard shut down procedure</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>Switched off and unplugged power supply of the computer and other peripherals in accordance with standard procedure</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>Navigated system configuration and application versions in operation</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>Navigated and manipulated desktop environment</td><td align="center">☐</td><td align="center">☐</td></tr>
<tr><td>Selected, opened and closed desktop icons to access application programs</td><td align="center">☐</td><td align="center">☐</td></tr>
</table>

Worked upon files, folders and application programs	☐	☐
Entered data into the desired office application in accordance with work requirements	☐	☐
Copied and saved files to available data storage/disk drives	☐	☐
Entered into the program print settings, if required	☐	☐
Installed and made available specialized utilities for typing Bangla and English	☐	☐
Selected appropriate tools for typing	☐	☐
Selected appropriate keyboard layout	☐	☐
Typed document content with different format	☐	☐
Typed document content at minimum speed in English and in Bangla in accordance with workplace requirements	☐	☐
Opened internet browser and set home page	☐	☐
Used searched engine to search for information	☐	☐
Provided products and services that match the operational and financial needs of clients	☐	☐
Completed work to industry and international standards	☐	☐
Connected power and data cables properly	☐	☐
Connected front panel and data cables properly	☐	☐
Connected PC system unit to the electrical power line	☐	☐
Connected display unit (monitor) to the electrical power line	☐	☐
Installed processor	☐	☐
Installed processor heat sink and cooling fan	☐	☐
Selected hard disk and CD/DVD interface correctly	☐	☐
Tested hardware peripherals and confirm client satisfaction	☐	☐
Paid particular attention to possible impact on other systems and made adjustments as require	☐	☐
Documented user requirements for software	☐	☐
Collected and stores PC software components according to user manual or guidelines	☐	☐
Determined operating software components and defined functionality of the component	☐	☐
Identified types of operating system	☐	☐
Installed software components and functional	☐	☐
Done hard disk partition correctly	☐	☐
Installed required device driver	☐	☐
Reviewed software maintenance specification	☐	☐
Identified diagnostics procedure for fault detection and analysis	☐	☐
Identified fault/degradation of software performance	☐	☐
Replaced faulty software with the minimum disruption with the client	☐	☐
Determined, recorded and applied relevant legal and OHS requirements related to the installation and maintenance of computer hardware	☐	☐

Checked and verified operating system and other software licenses	☐	☐
Taken necessary actions to update or renew expired licenses	☐	☐
Identified possible security threats	☐	☐
Analysed identified security threat to find out its characteristics	☐	☐
Determined possible cause of infection from analysis	☐	☐
Carried out full system scanning before installing any anti-malware software	☐	☐

Feedback to candidate:

Assessment decision for this assessment activity:

☐ **Competent**   ☐ **Not Yet Competent**

Candidate's Signature:		**Date:**	
Assessor' Signature:		**Date:**	

Set C: Practical Demonstration 1

PRACTICAL DEMONSTRATION 1	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Install small area network and configure a server
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	

Instructions:

Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Support Services
- this assessment activity will be used to measure your underpinning skills
- you will have fifteen (15) minutes to familiarise yourself with the resources to be used
- you have two (2) hours to complete this demonstration

Procedure:

- observe and wear personal protective equipment (PPE) as required for the task to be performed
- read the specification information provided
- collect all materials needed to complete the task
- perform the task within the given time
- observe and follow all health and safety (OHS) requirements at all times
- Install a small area network and configure server
- Connect three computers using star topology and configure the Active Directory server
- Create domain users Belay and Tigist, Two groups finance and sales
- Share a printer for each computer

Job Specification Information:

1. Collect required supplies, materials, tools and equipment required for the job.
2. Check the computer for functionality.
3. Crimp the cables accordingly.
4. Configure the network.
5. Configure a server as an Active Directory Server.
6. Create two Users and Groups.
7. Add Belay to Finance Group and Tigist to Sales Group.
8. Share the printer.
9. Verify your configuration.
10. Ensure that you calculated for the exact amount of cables to be use (this will avoid waste of cables used).

Drawing, Plan, Diagram or Sketch:

N/A	
Resources Required:	
Tools:	Maintenance tools
Equipment:	Computer with their peripherals (functional NIC), with one of them having server operating system
Machinery:	N/A
Materials:	Operating system CD
	Network cable
	Crimper
	Computers and their peripherals
	RJ-45 connector
	UTP table
	Hub/switch
	Printer
	Hub/Switch
	Network cable tester
PPE:	Dress appropriately

Set C: Practical Demonstration 1 – Observation Checklist

PRACTICAL DEMONSTRATION 1 – OBSERVATION CHECKLIST	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Install small area network and configure a server
Assessment Centre:	
Date of Assessment:	
Instructions:	The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate. Performance can be observed in an actual workplace or in a simulated working environment. If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject. The assessment activity (practical demonstration) should: ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate

OBSERVATION RECORD		
Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	**No**
Identified and followed safety signs and symbols	☐	☐
Selected and used personal protective equipment (PPE)	☐	☐
Maintained personal hygiene	☐	☐
Switched on power of computer and other peripheral devices	☐	☐
Logged out all open applications programs in accordance with standard application procedure	☐	☐
Shut down personal computer in accordance with standard shut down procedure	☐	☐
Switched off and unplugged power supply of the computer and other peripherals in accordance with standard procedure	☐	☐
Navigated system configuration and application versions in operation	☐	☐
Navigated and manipulated desktop environment	☐	☐
Selected, opened and closed desktop icons to access application programs	☐	☐

Worked upon files, folders and application programs	☐	☐
Entered data into the desired office application in accordance with work requirements	☐	☐
Copied and saved files to available data storage/disk drives	☐	☐
Entered into the program print settings, if required	☐	☐
Installed and made available specialized utilities for typing Bangla and English	☐	☐
Selected appropriate tools for typing	☐	☐
Selected appropriate keyboard layout	☐	☐
Typed document content with different format	☐	☐
Typed document content at minimum speed in English and in Bangla in accordance with workplace requirements	☐	☐
Opened internet browser and set home page	☐	☐
Used searched engine to search for information	☐	☐
Assigned domain name if required	☐	☐
Assigned host name if required	☐	☐
Documented collected information	☐	☐
Reviewed and approved network design plan by appropriate person of the organization	☐	☐
Connected appropriate transmission media with the existing network	☐	☐
Disabled and enabled NIC	☐	☐
Done test using simple network connectivity tools	☐	☐
Tested connectivity with gateway and any known host of the internet	☐	☐
Configured PC internet firewall to protect PC from unwanted packet	☐	☐
Assigned internet proxy address	☐	☐
Documented all the settings, confutation and PC network address for future maintenance	☐	☐
Configured basic networking devices	☐	☐
Applied a basic configuration of wired or wireless network	☐	☐
Verified connectivity	☐	☐
Monitored and documented works	☐	☐
Installed network hardware and hardware driver	☐	☐

Feedback to candidate:

Assessment decision for this assessment activity:

    ☐ **Competent**   ☐ **Not Yet Competent**

Candidate's Signature:		**Date:**	
Assessor' Signature:		**Date:**	

Set C: Practical Demonstration 2

PRACTICAL DEMONSTRATION 2	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Prepare and print a document
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	

Instructions:

Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Support Services
- this assessment activity will be used to measure your underpinning skills
- you will have fifteen (15) minutes to familiarise yourself with the resources to be used
- you have one (1) hour to complete this demonstration

Procedure:

- observe and wear personal protective equipment (PPE) as required for the task to be performed
- read the specification information provided
- collect all materials needed to complete the task
- perform the task within the given time
- observe and follow all health and safety (OHS) requirements at all times

Job Specification Information:

1. Collect required supplies, materials, tools and equipment required for the job (refer to the list provided to you by your competency assessor).
2. Prepare documentation based on the given template and save it in the folder **ICT support** by a file name **Specification** (create the template using Microsoft word and fill all the information).
3. Compare the computers specification and suggests a computer with a better performance and justify your reason.
4. Print the document through shared printer over the network.

Drawing, Plan, Diagram or Sketch:

Computers comparison by their specification:

Computer description	Computer 1	Computer 2	Remarks
System board			
Operating system			
CPU manufacturer			
Processor type			
Processor speed			
Network security and anti-virus software			
Bios version			

RAM capacity			
ROM storage capacity			
Graphic card brand			
Graphic card speed			

Resources Required:	
Tools:	N/A
Equipment:	Computer and its peripherals Printer
Machinery:	N/A
Materials:	Operating system Application software Antivirus software Screw driver Crimped cable (both cross over and straight through) Network cable tester Paper Ink
PPE:	Wear appropriate PPE for the task

Set C: Practical Demonstration 2 – Observation Checklist

PRACTICAL DEMONSTRATION 2 – OBSERVATION CHECKLIST	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Prepare and print a document
Assessment Centre:	
Date of Assessment:	
Instructions:	The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate. Performance can be observed in an actual workplace or in a simulated working environment. If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject. The assessment activity (practical demonstration) should: ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate

OBSERVATION RECORD

Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	**No**
Identified and followed safety signs and symbols	☐	☐
Selected and used personal protective equipment (PPE)	☐	☐
Maintained personal hygiene	☐	☐
Switched on power of computer and other peripheral devices	☐	☐
Logged out all open applications programs in accordance with standard application procedure	☐	☐
Shut down personal computer in accordance with standard shut down procedure	☐	☐
Switched off and unplugged power supply of the computer and other peripherals in accordance with standard procedure	☐	☐
Navigated system configuration and application versions in operation	☐	☐
Navigated and manipulated desktop environment	☐	☐

Selected, opened and closed desktop icons to access application programs	☐	☐
Worked upon files, folders and application programs	☐	☐
Entered data into the desired office application in accordance with work requirements	☐	☐
Copied and saved files to available data storage/disk drives	☐	☐
Entered into the program print settings, if required	☐	☐
Installed and made available specialized utilities for typing Bangla and English	☐	☐
Selected appropriate tools for typing	☐	☐
Selected appropriate keyboard layout	☐	☐
Typed document content with different format	☐	☐
Typed document content at minimum speed in English and in Bangla in accordance with workplace requirements	☐	☐
Opened internet browser and set home page	☐	☐
Used searched engine to search for information	☐	☐
Documented user requirements for software	☐	☐
Collected and stored PC software components according to user manual guidelines	☐	☐
Determined operating software components and defined functionality of the components	☐	☐
Installed software components and functional	☐	☐
Done hard disk partition correctly	☐	☐
Installed required device driver	☐	☐
Assigned domain name if required	☐	☐
Assigned host name if required	☐	☐
Documented collected information	☐	☐
Reviewed and approved network design plan by appropriate person of the organization	☐	☐
Connected appropriate transmission media with the existing network	☐	☐
Disabled and enabled NIC	☐	☐
Done test using simple network connectivity tools	☐	☐
Tested connectivity with gateway and any known host of the internet	☐	☐
Configured PC internet firewall to protect PC from unwanted packet	☐	☐
Assigned internet proxy address	☐	☐
Documented all the settings, confutation and PC network address for future maintenance	☐	☐
Configured basic networking devices	☐	☐
Applied a basic configuration of wired or wireless network	☐	☐
Verified connectivity	☐	☐
Monitored and documented works	☐	☐
Installed network hardware and hardware driver	☐	☐

Feedback to candidate:			
Assessment decision for this assessment activity: ☐ **Competent**　　　　　☐ **Not Yet Competent**			
Candidate's Signature:		**Date:**	
Assessor' Signature:		**Date:**	

Set C: Practical Demonstration 3

<table>
<tr><td colspan="2" align="center">PRACTICAL DEMONSTRATION 3</td></tr>
<tr><td>Candidate Name:</td><td></td></tr>
<tr><td>Assessor Name:</td><td></td></tr>
<tr><td>Qualification:</td><td>Certificate in IT Support Services</td></tr>
<tr><td>Task:</td><td>Recover file system</td></tr>
<tr><td>Assessment Centre:</td><td></td></tr>
<tr><td>Date of Assessment:</td><td></td></tr>
<tr><td>Time of Assessment:</td><td></td></tr>
</table>

Instructions:

Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in IT Support Services
- this assessment activity will be used to measure your underpinning skills
- you will have fifteen (15) minutes to familiarise yourself with the resources to be used
- you have one (1) hour to complete this demonstration

Procedure:

- observe and wear personal protective equipment (PPE) as required for the task to be performed
- read the specification information provided
- collect all materials needed to complete the task
- perform the task within the given time
- observe and follow all health and safety (OHS) requirements at all times
- Install a small area network and configure server
- Connect three computers using star topology and configure the Active Directory server
- Create domain users Belay and Tigist, Two groups finance and sales and;
- Share a printer for each computer

Job Specification Information:

1. Collect required supplies, materials, tools and equipment required for the job.
2. Solve the issue of a computer which boots regularly and displays on the monitor screen the message "NTLDR file is missing". (Assume that the computer should not be formatted)
3. Recover the system file missed.

Drawing, Plan, Diagram or Sketch:

N/A

Resources Required:

Tools:	Maintenance tools
Equipment:	Computer with their peripherals (functional NIC), with one of them having server operating system

Machinery:	N/A
Materials:	Operating system CD
	Network cable
	Crimper
	Computers and their peripherals
	RJ-45 connector
	UTP table
	Hub/switch
	Printer
	Hub/Switch
	Network cable tester
PPE:	Dress appropriately

Set C: Practical Demonstration 3 – Observation Checklist

PRACTICAL DEMONSTRATION 3 – OBSERVATION CHECKLIST	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Task:	Recover file system
Assessment Centre:	
Date of Assessment:	
Instructions:	The tasks listed on the observation checklist of the practical demonstration will provide performance evidence of the candidate. Performance can be observed in an actual workplace or in a simulated working environment. If performance of particular tasks cannot be observed, you may ask the candidate to explain a procedure or enter into a discussion on the subject. The assessment activity (practical demonstration) should: ▪ fit industry requirements in which the assessment will be conducted ▪ adhere, where possible, to reasonable adjustment practices ▪ ensure that suitable performance benchmarks are applied and explained to the candidate

OBSERVATION RECORD

Performance Criteria	Place a ✓ to show if evidence has been demonstrated competently	
	Yes	**No**
Identified and followed safety signs and symbols	☐	☐
Selected and used personal protective equipment (PPE)	☐	☐
Maintained personal hygiene	☐	☐
Switched on power of computer and other peripheral devices	☐	☐
Logged out all open applications programs in accordance with standard application procedure	☐	☐
Shut down personal computer in accordance with standard shut down procedure	☐	☐
Switched off and unplugged power supply of the computer and other peripherals in accordance with standard procedure	☐	☐
Navigated system configuration and application versions in operation	☐	☐
Navigated and manipulated desktop environment	☐	☐

Selected, opened and closed desktop icons to access application programs	☐	☐
Worked upon files, folders and application programs	☐	☐
Entered data into the desired office application in accordance with work requirements	☐	☐
Copied and saved files to available data storage/disk drives	☐	☐
Entered into the program print settings, if required	☐	☐
Installed and made available specialized utilities for typing Bangla and English	☐	☐
Selected appropriate tools for typing	☐	☐
Selected appropriate keyboard layout	☐	☐
Typed document content with different format	☐	☐
Typed document content at minimum speed in English and in Bangla in accordance with workplace requirements	☐	☐
Opened internet browser and set home page	☐	☐
Used searched engine to search for information	☐	☐
Provided products and services that match the operational and financial needs of clients	☐	☐
Completed work to industry and international standards	☐	☐
Connected power and data cables properly	☐	☐
Connected front panel and data cables properly	☐	☐
Connected PC system unit to the electrical power line	☐	☐
Connected display unit (monitor) to the electrical power line	☐	☐
Installed processor	☐	☐
Installed processor heat sink and cooling fan	☐	☐
Selected hard disk and CD/DVD interface correctly	☐	☐
Tested hardware peripherals and confirm client satisfaction	☐	☐
Paid particular attention to possible impact on other systems and made adjustments as require	☐	☐
Documented user requirements for software	☐	☐
Collected and stores PC software components according to user manual or guidelines	☐	☐
Determined operating software components and defined functionality of the component	☐	☐
Identified types of operating system	☐	☐
Installed software components and functional	☐	☐
Done hard disk partition correctly	☐	☐
Installed required device driver	☐	☐
Reviewed software maintenance specification	☐	☐
Identified diagnostics procedure for fault detection and analysis	☐	☐
Identified fault/degradation of software performance	☐	☐
Replaced faulty software with the minimum disruption with the client	☐	☐

Determined, recorded and applied relevant legal and OHS requirements related to the installation and maintenance of computer hardware	☐	☐
Checked and verified operating system and other software licenses	☐	☐
Taken necessary actions to update or renew expired licenses	☐	☐
Identified possible security threats	☐	☐
Analysed identified security threat to find out its characteristics	☐	☐
Determined possible cause of infection from analysis	☐	☐
Carried out full system scanning before installing any anti-malware software	☐	☐

Feedback to candidate:

Assessment decision for this assessment activity:

☐ **Competent**　　　　☐ **Not Yet Competent**

Candidate's Signature:		**Date:**	
Assessor' Signature:		**Date:**	

Oral Questions (Optional)

ORAL QUESTIONS - INSTRUCTIONS	
Candidate Name:	
Assessor Name:	
Qualification:	Certificate in IT Support Services
Unit of Competency	
Generic Competencies	
SEIP-IT-ITS-01-G	Perform computations using basic mathematical concepts of computer technology
SEIP-IT-ITS-02-G	Apply occupational health and safety (OHS) practice in the workplace
SEIP-IT-ITS-03-G	Communicate in English in the workplace
SEIP-IT-ITS-04-G	Work in a self-directed team
Sector-specific Competencies	
SEIP-IT-ITS-01-S	Operate a personal computer and use office application
SEIP-IT-ITS-02-S	Type documents in Bangla and English
SEIP-IT-ITS-03-S	Send and retrieve information using email, web browsers, video/audio tools
SEIP-IT-ITS-04-S	Comply to ethical standards in IT workplace
Occupation-specific Competencies	
SEIP-IT-ITS-01-O	Install hardware components
SEIP-IT-ITS-02-O	Configure software
SEIP-IT-ITS-03-O	Work with hardware and software applications
SEIP-IT-ITS-04-O	Perform networking
SEIP-IT-ITS-05-O	Maintain network computer security
SEIP-IT-ITS-06-O	Perform troubleshooting
Assessment Centre:	
Date of Assessment:	
Time of Assessment:	
Instructions:	
Read and understand the directions carefully: - these oral questions are based on the performance criteria from all the units of competency in IT support services. - oral questions are designed to enable additional assessment of your underpinning knowledge - you should present your responses as directed by the assessor - answer all the questions asked by the assessor as best as possible	

ORAL QUESTIONS			
Question		Place a ✓ in the appropriate box to show if evidence has been demonstrated competently	
		Yes	**No**
1.	What should you do if an application has been incorrectly installed?	☐	☐
2.	What equipment is safe to use when removing dust from the computer?	☐	☐
3.	What cable orientation will you use to connect two routers	☐	☐
4.	What would you do if an integrated NIC or modem is damaged or failed?	☐	☐
5.	What would you do if a computer user places a bios Password and forget?	☐	☐
6.	What would you do if the computer displays the message "Boot failure" during start up?	☐	☐
7.	What would you do if there is only one IDE cable to connect the hard disk and the CD-ROM?	☐	☐
8.	What would you do if Ping from the client to the server is unsuccessful?	☐	☐
9.	What precautions must be taken when maintaining computer hardware?	☐	☐
10.	What measures would you take to prevent power interruption while working with computers?	☐	☐

Feedback to candidate:

Assessment decision for this assessment activity:

☐ **Competent**   ☐ **Not Yet Competent**

Candidate's Signature:		**Date:**	
Assessor' Signature:		**Date:**	

Oral Questioning Guideline

General Guidelines For Effective Questioning
▪ Keep questions short and focused on one key concept
▪ Ensure that questions are structured
▪ Test the questions to check that they are not ambiguous
▪ Use `open-ended questions such as `what if...?' and `why...?' questions, rather than closed questions
▪ Keep questions clear and straight forward and ask one at a time
▪ Use words that the candidate is able to understand
▪ Look at the candidate when asking questions
▪ Check to ensure that the candidate fully understands the questions
▪ Ask the candidate to clarify or re-phrase their answer if the assessor does not understand the initial response
▪ Confirm the candidate's response by repeating the answer back in his/her own words
▪ Encourage a conversational approach with the candidate when appropriate, to put him or her at ease
▪ Use questions or statements as prompts for keeping focused on the purpose of the questions and the kind of evidence being collected
▪ Use language at a suitable level for the candidate
▪ Listen carefully to the answers for opportunities to find unexpected evidence
▪ Follow up responses with further questions, if useful, to draw out more evidence or to make links between knowledge areas
▪ Compile a list of acceptable responses to ensure reliability of assessments

Oral Questions (Optional) - Answers

Answers are highlighted in **bold** and *italics*.

ORAL QUESTIONS		
Question		**Answer**
1.	What should you do if an application has been incorrectly installed?	*Uninstall, and then reinstall.*
2.	What equipment is safe to use when removing dust from the computer?	*Vacuum or use compress air to blow it.*
3.	What cable orientation will you use to connect two routers	*Cross over cable orientation.*
4.	What would you do if an integrated NIC or modem is damaged or failed?	*If the parallel port is integrated with the mother board, you must replace the mother board; or, Buy and connect a network interface card to the PCI/PCIe slot of the motherboard (it's more economical than replacing the motherboard with a new one).*
5.	What would you do if a computer user places a bios Password and forget?	*CMOS battery must be removed temporarily or clean CMOS by shortening CMOS jumper.*
6.	What would you do if the computer displays the message "Boot failure" during start up?	*Check the hard disk cable connectors (if this is ok), check the CMOS setup.*
7.	What would you do if there is only one IDE cable to connect the hard disk and the CD-ROM?	*Set the devices as master and slave.*
8.	What would you do if Ping from the client to the server is unsuccessful?	*-check the TCP/IP stack* *-check the network interface card* *-check the network cable*
9.	What precautions must be taken when maintaining computer hardware?	*-turn off power supply* *-use safety device and tool kit*
10.	What measures would you take to prevent power interruption while working with computers?	*Use UPS.*

Assessment Evidence Summary Sheet

<table>
<tr><td colspan="4" align="center">EVIDENCE SUMMARY SHEET</td></tr>
<tr><td>Candidate Name:</td><td colspan="3"></td></tr>
<tr><td>Assessor Name:</td><td colspan="3"></td></tr>
<tr><td>Qualification:</td><td colspan="3">Certificate in IT Support Services</td></tr>
<tr><td>Assessment Centre:</td><td colspan="3"></td></tr>
<tr><td>Date(s) of Assessment:</td><td colspan="3"></td></tr>
</table>

The performance of the candidate in the following unit or units of competency and the methods engaged to assess performance are as follows:

Unit of Competency	Assessment Method	Competent	Not Yet Competent
All units of competency comprising of the qualification	Written Test	☐	☐
	Practical Demonstration 1 (Set ….)	☐	☐
	Practical Demonstration 2 (Set ….)	☐	☐
	Practical Demonstration 3 (Set ….)	☐	☐
	Oral Questioning (optional)	☐	☐

Note: Issuance of a certificate will only be given to a candidate who has successfully been assessed as competent for **ALL** units of competency.

<table>
<tr><td colspan="3" align="center">Recommendation</td></tr>
<tr>
<td>❑
Issuance of Statement of Achievement *(indicate title of SOA, if full Certificate is not met)*</td>
<td>❑
Submission of additional documents
Specify:</td>
<td>❑
Reassessment
Specify:</td>
</tr>
<tr>
<td colspan="2">Did the candidate overall performance meet the required evidence/standard?</td>
<td>☐ Yes   ☐ No</td>
</tr>
<tr>
<td>Overall Evaluation:</td>
<td colspan="2">❑ Competent   ❑ Not Yet Competent</td>
</tr>
<tr>
<td>General Comments:</td>
<td colspan="2"></td>
</tr>
</table>

Candidate Signature:		Date:	
Assessor Signature:		Date:	
Institution Manager Signature:		Date:	

-- -------------

CANDIDATES COPY
(Please presents this form when you claim your Certificate)

Assessment Results Summary			
Qualification:	Certificate in IT Support Services		
Name of Candidate:		**Date:**	
Name at Assessment Centre:		**Date:**	
Assessment Results:	❑ **Competent** ❑ **Not Yet Competent**		
Recommendation:	❑ Issuance of SOA *(indicate title of SOA, if full certificate is not met)*		
	❑ Submission of additional documents – specify:		
	❑ Reassessment - specify:		
Assessed by: (name and signature)		**Date:**	
Attested by: (name and signature):		**Date**	

Assessment Validation Map

This identifies how the assessment tools in this resource assess:

- elements and performance criteria
- critical aspects of assessment
- skills and knowledge
- employability skills

Unit of Competency:	SEIP-IT-ITS-01-G – Perform computations using basic mathematical concepts of computer technology		
Element	**Assessment Method**		
	Written	**Practical**	**Oral**
1. Identify calculation requirements in the workplace.	14	A1, B1, B3, C1	
2. Select appropriate mathematical methods/concepts for the calculation.	14	A1, B1, B3, C1	
3. Use tool/instruments to perform calculations.	14	A1, B1, B3, C1	
Unit of Competency:	SEIP-IT-ITS-02-G – Apply occupational health and safety (OH&S) practices in the workplace		
Element	**Assessment Method**		
	Written	**Practical**	**Oral**
1. Identify OHS policies and procedures.	1	A1-3, B1-3, C1-3	2
2. Apply personal health and safety practices.		A1-3, B1-3, C1-3	2
3. Report hazards and risks.		A1-3, B1-3, C1-3	10
4. Respond to emergencies.		A1-3, B1-3, C1-3	10
Unit of Competency:	SEIP-IT-ITS-03-G – Communicate in English in the workplace		
Element	**Assessment Method**		
	Written	**Practical**	**Oral**

Element	Written	Practical	Oral
1. Read and understand workplace documents in English.	15, 18	A1-3, B1-3, C1-3	
2. Write simple workplace communications in English.		A1-3, B1-3, C1-3	
3. Listen and comprehend to English conversations.	15, 18	A1-3, B1-3, C1-3	
4. Perform conversations in English language.	15, 18	A1-3, B1-3, C1-3	

Unit of Competency:	SEIP-IT-ITS-04-G – Work in a self-directed team

| Element | Assessment Method | | |
	Written	Practical	Oral
1. Identify team goals and work processes.	15		
2. Communicate and cooperate with team members.	15	A1-3, B1-3, C1-3	
3. Work as a team member.	9, 18	A1-3, B1-3, C1-3	
4. Solve problem as a team member.	9, 15, 18	A1-3, B1-3, C1-3	

Unit of Competency:	SEIP-IT-ITS-01-S – Operate a personal computer and use office application

| Element | Assessment Method | | |
	Written	Practical	Oral
1. Start and shut down the computer.		A1, A3, B1, B3, C1, C3	4, 6
2. Access basic system information.	1	A2, B2, C2	
3. Work with files, folders and user application programs.		A2, B2, C21	
4. Print documents.		A2, B2, C2	

Unit of Competency:	SEIP-IT-ITS-02-S – Type documents in Bangla and English

Element	Assessment Method		
	Written	Practical	Oral
1. Install the application.		A1, B1, C1	
2. Select appropriate tools and keyboard layout.		A1, B1, C1	
3. Type document using different style format.		A1, B1, C1	

Unit of Competency:	SEIP-IT-ITS-03-S – Send and retrieve information using email, web browsers, video/audio tools

Element	Assessment Method		
	Written	Practical	Oral
1. Access the internet.	12	A1, A3, B1, B3, C1, C3	
2. Search the internet.		A1, A3, B1, B3, C1, C3	
3. Research and apply 'netiquette' principals.	12	A1, A3, B1, B3, C1, C3	
4. Organise and send message.	12, 13	A1, A3, B1, B3, C1, C3	

Unit of Competency:	SEIP-IT-ITS-04-S – Comply to ethical standards in IT workplace

Element	Assessment Method		
	Written	Practical	Oral
1. Uphold the interest of clients.	7, 15, 16	A1, A2, A3, B1, B2, B3, C1, C2, C3	
2. Deliver quality products and services.	7, 15, 16	A1, A2, A3, B1, B2, B3, C1, C2, C3	
3. Demonstrate professionalism at work.	7, 15, 16	A1, A2, A3, B1,	

Element	Written	Practical	Oral
		B2, B3, C1, C2, C3	
4. Obey workplace code of conduct.	7, 15, 16	A1, A2, A3, B1, B2, B3, C1, C2, C3	

Unit of Competency:	SEIP-IT-ITS-01-O – Install hardware components

Element	Assessment Evidence Method		
	Written	Practical	Oral
1. Assemble power supply.	16	A1, B1, C1	
2. Assemble motherboard components.	2	A1, B1, C1	
3. Install and format hardware devices.		A1, B1, C1	

Unit of Competency:	SEIP-IT-ITS-02-O – Configure software

Element	Assessment Method		
	Written	Practical	Oral
1. Acquire knowledge on software.	17	A1, B1, C1	2
2. Install operating system and other software.	17	A1, B1, C1	2

Unit of Competency:	SEIP-IT-ITS-03-O – Work with hardware and software application

Element	Assessment Method		
	Written	Practical	Oral
1. Install hardware components.		A1, B1, C1	7, 9
2. Use required software components.		A1, B1, C1	
3. Provide post installation support maintenance.		A1, B1, C1	

Unit of Competency:	SEIP-IT-ITS-04-O – Perform networking

Element	Assessment Method

	Written	Practical	Oral
1. Establish a new network.	6	A1, B1, C1	3, 4, 8
2. Expand the existing network.		A1, B1, C1	3, 4, 8
3. Configuring and testing network.		A1, B1, C1	3, 8
4. Perform SOHO networking.		A1, B1, C1	3, 8
5. Install hardware and software components for networking.	6, 8	A1, B1, C1	3, 4, 8

Unit of Competency:	SEIP-IT-ITS-05-O – Maintain network computer security

Element	Assessment Method		
	Written	Practical	Oral
1. Establish safe work practices.	11	A1-3, B1-3, C1-3	4, 5
2. Check software licenses.	5, 13	A1, B1, C1	5
3. Analyse the threat.	11	A1, B3, C1, C3	5
4. Protect system from security threat.	20	A1, B1, C1	5
5. Update malware data base.		A1, B1, B3, C1	5
6. Identify and take action to stop spam.		A1, B1, B3, C1	5
7. Recover system from possible damage.		A1, B3, C3	5

Unit of Competency:	SEIP-IT-ITS-06-O – Perform troubleshooting

Element	Assessment Method		
	Written	Practical	Oral
1. Identify the problem.	3, 4, 10	A1, B3, C3	10
2. Gather information to assist the fault finding and its solution.	3, 4, 10	A1, B3, C3	

3.	Repair or replace faulty equipment/software components.	3, 4	A1, B3, C3	10