Unit 4520-310 Technical advice and guidance

Level: **3**
Credit value: **12**
UAN: **J/601/3507**

Unit aim
The aim of this unit is to teach the learner how to provide technical support and to identify the purpose of giving such support and guidance. In order to this the learner will learn how technical advice and guidance can be used, and identify the types of information that can aid the user being supported.]

As part of this unit the learner will identify the purposes of IT technical support through providing support to different user types and know what to do when support or guidance fails. All of this will be done whilst following organisational guidelines.

Learning outcomes
There are **three** learning outcomes to this unit. The learner will:
1. Understand the context for providing technical advice and guidance
2. Be able to provide reactive technical advice and guidance to customers on a range of topics
3. Be able to provide proactive technical advice and guidance to customers

Guided learning hours
Although patterns of delivery are likely to vary considerably, it is recommended that **75** hours should be allocated for this unit.

Endorsement of the unit by a sector or other appropriate body
This unit is endorsed by e-skills UK.

How is this unit assessed?
Assessment is by a learner portfolio.

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Assessment Criteria

Outcome 1 Understand the context for providing technical advice and guidance

The learner can:

1. Describe how technical advice and guidance can be used to:
    - resolve problems
    - improve performance
2. Describe the types, sources and applicability of information which can form the basis of technical advice and guidance:
    - information from reference sources (eg manuals, handbooks, manufacturer's specifications)
    - information derived from the analysis of data (eg trend analysis, fault logs)
    - online information (eg manufacturer's websites, technical fora, discussion groups)
3. Describe the procedures and constraints which can apply to the provision of technical advice and guidance (eg escalation, commercial/contractual, legal/regulatory, information security)
4. Identify circumstances where technical advice and guidance should be provided proactively rather than reactively in response to customer requests (eg to rectify known faults, to provide new functionality)

Outcome 2 Be able to provide reactive technical advice and guidance to customers on a range of topics

The learner can:

1. Determine the purposes for which technical advice and guidance is required
2. Verify that customers are entitled to receive the requested technical advice and guidance
3. Communicate effectively with customers to elicit sufficient information to enable correct technical advice and guidance to be provided
4. Source and interpret relevant technical information to produce advice and guidance in response to customer requests
5. Communicate technical advice and guidance to customers in a format and style which meets their needs, confirming customer understanding of the information provided
6. Follow organisational procedures for responding to customer requests including the timely escalation of those for which technical advice and guidance can not be provided or does not resolve the request

Outcome 3 Be able to provide proactive technical advice and guidance to customers

The learner can:

1. Identify the purposes for which the technical advice and guidance is required
2. Identify the customers, and their level of technical knowledge, to whom the technical advice and guidance should be provided
3. Develop technical advice and guidance in a format and style which takes into account the customers' level of technical knowledge
4. Follow organisational procedures for providing proactive technical advice and guidance