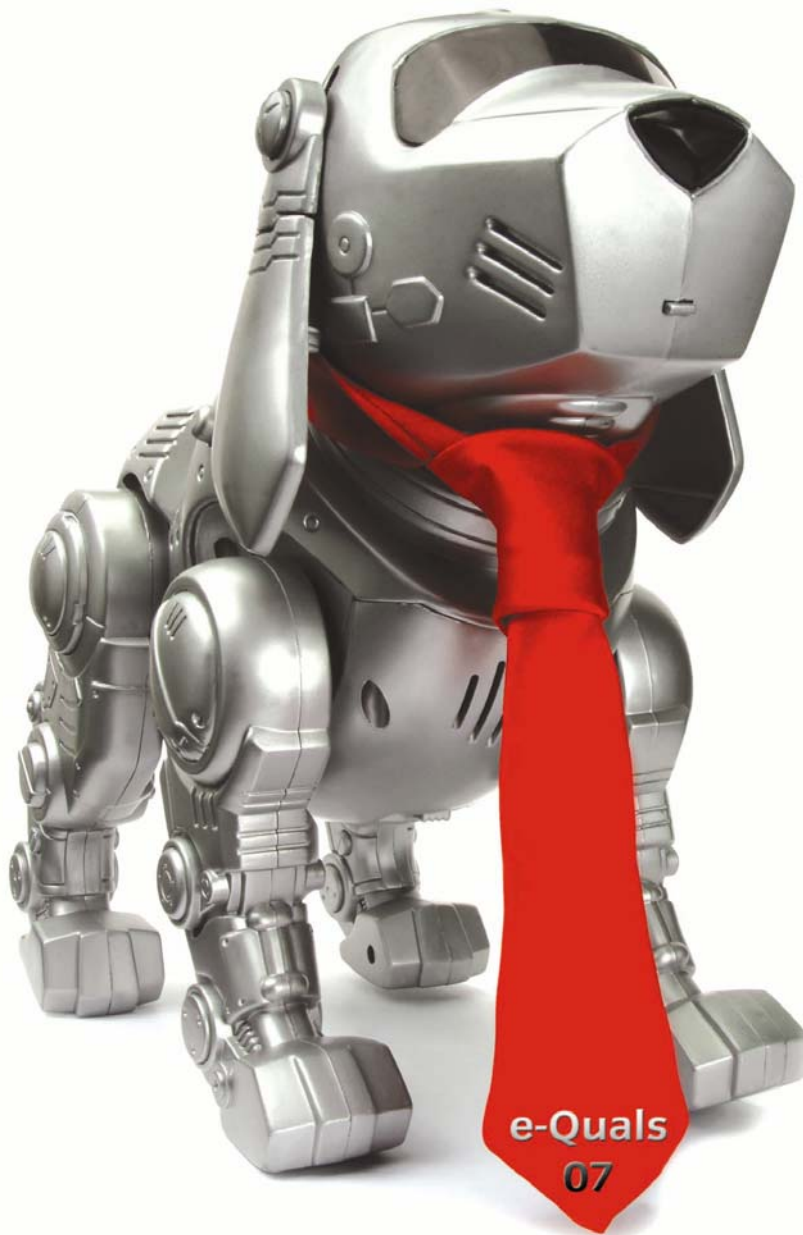


Level 3 Develop ICT technical documentation and procedures (7266/7267-508)

e-Quals
Assignment guide for Candidates
Assignment A



About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group

The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute 2007 and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* on the City & Guilds website also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications

City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)20 7294 2800

F +44 (0)20 7294 2400

www.cityandguilds.com

learnersupport@cityandguilds.com

Contents

Introduction – Information for Candidates	2
Level 3 Develop ICT technical documentation and procedures (7266/7267-508)	3
Candidate instructions	3

Level 3 Develop ICT technical documentation and procedures (7266/7267-508) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Develop ICT technical documentation and procedures (7266/7267-508).

Health and safety

You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance

The recommended time allowance for this assignment is 4 hours

Level 3 Develop ICT technical documentation and procedures (7266/7267-508) Candidate instructions

Time allowance: 4 hours

Assignment set up:

This assignment is made up of **two** tasks

- Task A – produce a procedure for handling hard disk drives
- Task B – carry out and amend the procedures

Scenario

You are a support engineer in a company providing system support to customers with large numbers of users. Your company is responsible for arranging the repair of faulty system components and therefore deals with a large throughput of serviceable and unserviceable items. Items for repair are delivered to the stores by support engineers and are then packed and dispatched to the repair organisation by stores staff. There have recently been complaints from the repair organisation and from some internal departments that hard disk drives for repair have been

- poorly packed and have arrived damaged
- found to contain highly confidential data
- poorly labelled, with little or no recording documentation.

You have been asked to produce the following.

- Preparation, handling and packing procedures for hard disk drives.
- Documentation to enable the components to be properly identified and repaired.

Documents should be produced in the 'house style' indicated by the examples supplied by your Assessor.

Task A

- 1 Using the information resources provided by your Assessor, gather information relating to the preparation, handling and packing of hard disk drives and decide on the type and format of documentation required.
- 2 Prepare draft documentation from the information gathered including a
 - a) preparation procedure for hard disk drives prior to packing
 - b) handling / storage / packing procedure for serviceable and unserviceable hard disk drives
 - c) documentation procedure with sample documents to include labels, fault reports and a form to notify accounts that an item has been sent for repair.

On completion, hand in your answer to task A. You will **not** be able to make any further amendments. You will then be given documentation for Task B.

- Q1 You have a contract to produce technical documentation for a customer to use commercially. Describe **three** legal factors that might apply when using information from the following sources.

- The Internet.
- Manufacturers' manuals.
- Technical staff contact information.

- Q2 Describe suitable documentation formats for the following cases.

- a) Helpdesk operators requiring quick reference to large quantities of information.
- b) Network operating staff carrying out complex routine maintenance.
- c) Staff using a networked laser printer.

Task B

In this task, you are asked to try out the documentation to ensure that it is clear and unambiguous.

- 1 Using the hard disk drive and materials provided, carry out the procedures given to you by your Assessor. Make notes of any procedures that are ambiguous or difficult to interpret.
- 2 Amend the procedures and documentation to rectify the problems noted and save to a suitable location.
- Q3 State **four** types of software package that could be used to produce technical documentation and describe their functions.
- Q4 State **two** possible consequences of failing to pilot new documentation with a customer.
- 6 Hand all paperwork and removable storage media to your Assessor. Ensure that your name is clearly identified on your work.
- 4 Sign above your name and hand all paperwork to your Assessor.

End of assignment

**Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com**

**City & Guilds is a registered charity
established to promote education
and training**