Open Awards Qualification Unit

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1 Unit Details

Unit Title:	Optimise IT System Performance.
QAC Code:	F/506/3375
Level:	Level 2
Credit Value:	4
Minimum GLH:	30

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Keep computer hardware and software operating efficiently.	1.1 Describe the main features and functions of the computer operating system.
	1.2 Take appropriate steps to protect computer hardware from loss or damage.
	1.3 Configure anti-virus and other security software.
	1.4 Install and configure printers and other peripheral devices.
	1.5 Configure network settings for mobile and remote computing.
	1.6 Configure a computer to present or display information to an audience.
2. Manage files and disks to optimise performance.	2.1 Use file navigation software to organise files into an appropriate folder structure.
	2.2 Backup and restore files and folders.
	2.3 Describe why it is important to undertake file housekeeping of the information stored on computer systems and how it affects performance.

	2.4	Manage file and disk housekeeping so that information is secure and easy to find.
	2.5	Share files and folders with other users.
	2.6	Distinguish between data and system file types.
3. Troubleshoot and respond to common IT system problems and errors.	3.1	Describe common IT system problems and what causes them.
	3.2	Describe and record IT system problems to enable effective support.
	3.3	Describe when to try to solve a problem independently and when to get expert advice.
	3.4	Troubleshoot and respond to IT system problems appropriately.
	3.5	Check that errors and problems have been resolved satisfactorily.
4. Customer the working environment to optimise performance.	4.1	Describe methods that can be used to optimise system performance.
	4.2	Select and adjust system settings to optimise performance as appropriate.
	4.3	Configure the automatic start of programmes and other graphical display options.
5. Maintain software to meet performance needs.	5.1	Describe when and how to upgrade software.
	5.2	Use appropriate techniques to maintain software.
	5.3	Locate and install driver files for different devices.