

# Open Awards Qualification Unit



This unit forms part of a regulated qualification.

## 1 Unit Details

Unit Title:	IT Maintenance for Users
Unit Reference Number:	R/615/8646
Level:	Level 1
Credit Value:	2
Minimum GLH:	18

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about the importance of routine maintenance on IT products	1.1 Identify: <ul style="list-style-type: none"> <li>a) What maintenance can be done safely</li> <li>b) What should be left to experts</li> </ul>
	1.2 State why routine maintenance is important
	1.3 State problems that may happen if maintenance is not carried out
	1.4 Outline the health and safety issues of using IT including: <ul style="list-style-type: none"> <li>a) Health and safety risks to self in using IT</li> <li>b) Health and safety risks to others from common hardware</li> <li>c) Health and safety laws and guidelines which affect the use of IT</li> </ul>
2. Be able to carry out regular routine maintenance of hardware and software	2.1 Maintain performance by : <ul style="list-style-type: none"> <li>a) Name and organise files and folders</li> <li>b) Backing-up personal data to suitable storage media</li> <li>c) Delete unwanted personal files regularly</li> </ul>

2.2 Clean external and internal hardware:  
a) Select suitable cleaning methods and materials  
b) Clean hardware

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2.3 Observe health and safety procedures related to maintenance of IT equipment