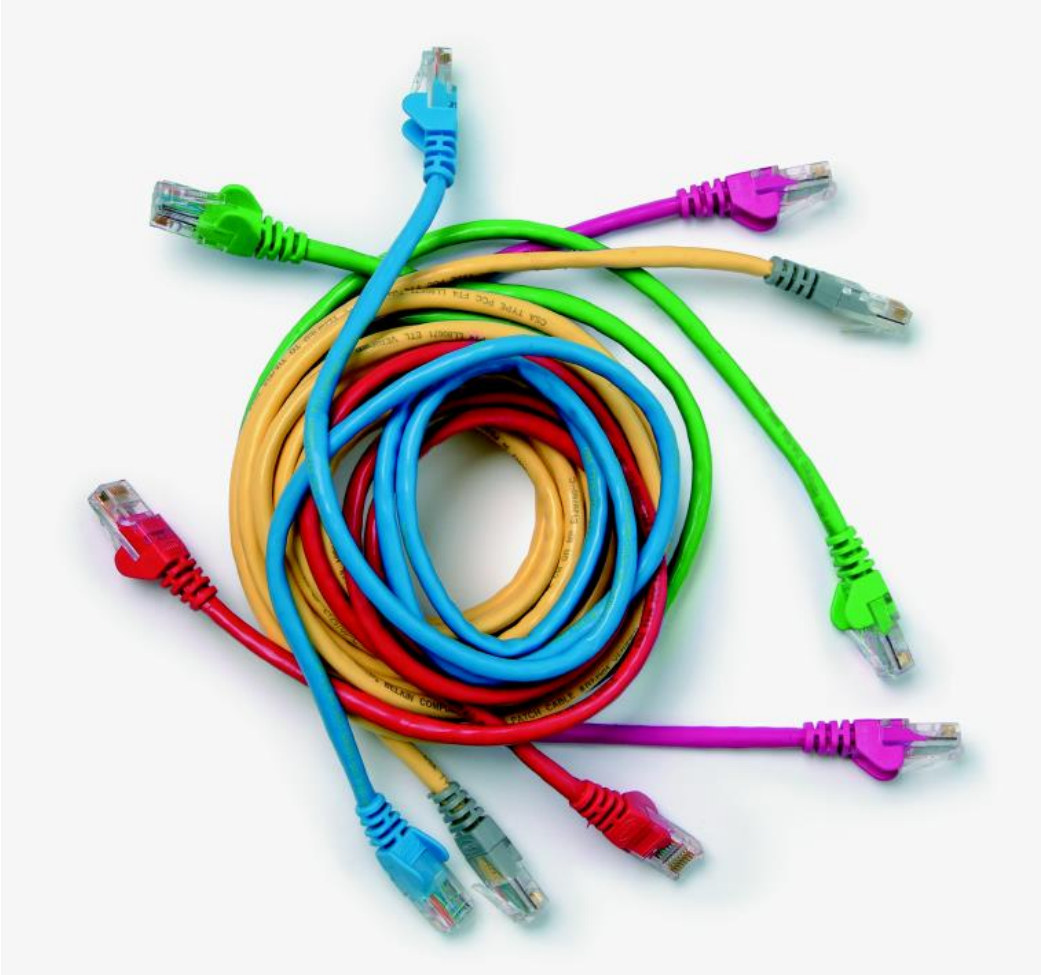
Level 2 Customer support provision 2 (7540-001)

Systems and Principles
Assignment guide for Candidates
Assignment D

www.cityandguilds.com
October 2017
Version 5.0



About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

Copyright

The content of this document is, unless otherwise indicated, © City & Guilds Limited 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 © City & Guilds Limited. 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 time of publication. 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 responsibility for any loss or damage arising from the use of information in this publication.

City & Guilds
Giltspur House,
5-6 Giltspur Street,
London, EC1A 9DE
T +44 (0)844 543 0000 (Centres)
T +44 (0)844 543 0033
(Learners)

www.cityandguilds.com
learnersupport@cityandguilds.com

Contents

Level 2 Customer support provision 2 (7540-001)

Assignment D

Introduction – Information for Candidates	2
Candidate Instructions	3

Level 2 Customer support provision 2 (7540-001)
Assignment D
Introduction – Information for Candidates

About this document
This assignment comprises all of the assessment for Level 2 Customer support provision 2 (7540-001).

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 **3 hours**.

Level 2 Customer support provision 2 (7540-001)

Candidate Instructions

Time allowance: 3 hours

Assignment set up:

This assignment is made up of **three** tasks:

- Task A – Collect information to provide support in response to customer requirements
- Task B – Audit equipment
- Task C – Develop and test automated procedures

Scenario

A small company has been experiencing a number of problems with its ICT systems. A user survey has been carried out and the results of this are available. You are now required to act upon the results of this survey to improve the use of the equipment. This will involve responding to users, auditing equipment and suggesting and testing automated routines.

Task A – Collect information to provide support in response to customer requirements

Please use the Answer Sheet provided to complete Task A.

1 Study the four questionnaire results sheets provided. From these, identify the following problems:

- a training need.
- a poor response time issue.
- two hardware needs.
- a slow system issue.

2 Produce a short written guide to help with the training need problem identified in Task A1.

3 Report the poor response time identified in Task A1 to your line manager by drafting an email to send. Print this draft

4 Give **one** example of how technical support may be restricted due to Health and Safety regulations.

5 Give **one** example when each of the following methods of providing technical support should be used:

- Verbal.
- Written.
- Practical

Task B – Audit equipment

Please use the Answer Sheet provided to complete Task B2.

1 Complete an audit of software on the workstation. You are not expected to dismantle any of the hardware. Use system utilities to obtain the information and record the details on the ICT System Audit Log (software). All answers must be completed and N/A should be used for 'not applicable'.

2 List **three** methods of gathering and recording information for ICT systems.

Task C – Develop and test automated procedures

Please use the Answer Sheet provided to complete Task C.

1 State **one** reason for identifying a customer's frequently performed task.

2 From the questionnaires provided, identify **one** frequently used routine which may improve the customer's use of ICT and could be automated

3 Set up an application to load automatically when the computer is switched on. The Assessor will tell you which application should be used. Test that this operates correctly and produce suitable screen prints.

4 Using the login script, batch file or macro provided by the Assessor, identify on a line by line basis, the effects of running this file. Note any errors and correct them.

5 Create a test plan for the login script, batch file or macro.

6 Input the login script, batch file or macro and test it using the plan from Task C5. Obtain screen prints to show the operation.

7 List **three** benefits of routine automated procedures.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

Published by City & Guilds
Giltspur House,
5-6 Giltspur Street,
London, EC1A 9DE
T +44 (0)844 543 0000 (Centres)
T +44 (0)844 543 0033 (Learners)
www.cityandguilds.com

City & Guilds is a global skills partner, empowering people, organisations and economies to develop the skills they need for growth.