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 2009 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 2 Customer support provision 2 (7266/7267-402) ....................... 3
Candidate instructions ........................................................................ 3
About this document
This assignment comprises all of the assessment for Level 2 Customer support provision 2 (7266/7267-402).

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.
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 try and improve the use of the equipment. This will involve responding to users, auditing equipment and suggesting and testing automated routines.

Task A

1. Study the four questionnaire results sheets provided. From these, identify the following problems.
   
   a) A training need.
   b) A poor response time issue.
   c) Two hardware needs.
   d) A slow system issue.

2. Produce a short written guide to help with the problem identified in Task 1a).

3. Report the poor response time identified in Task 1b) to your line manager and document it.

4. State two possible hardware issues which could be causing the problem identified in Task 1d).

Q1. Give one example of how technical support may be restricted due to Health and Safety regulations.
**Task B**

1. Use suitable operating system tools such as an event log to assess whether the issues in Task A 1d) are software or hardware based. Obtain printouts of relevant results.

2. Document **two** recommendations based on the results which would improve the provision for the customer.

3. 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”.

**Q2** List **five** methods of gathering and recording information for ICT systems.

**Task C**

**Q3** State **one** reason for identifying a customer's frequently performed task.

1. From the questionnaires provided, identify **one** frequently used routine which could be automated.

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

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

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

5. Input the login script, batch file or macro and test it using the plan from Task B4. Obtain screen prints to show the operation.

**Q4** List **five** benefits of routine automated procedures.

6. Hand all paperwork and removable storage media to your Assessor. Ensure that your name is clearly identified on your work.

7. Sign above your name and hand all paperwork to your Assessor.

**End of assignment**