

**Think about
Project report with questioning
Level 3 ST0973 Information
Communications Technician V1.2**



On the day of this assessment you will carry out:



A 30-minute questioning session



Face-to-face or remote



**In a suitable assessment environment
under exam conditions**



With an end-point assessor



Key point

You will have already submitted your project report that covers the required criteria for the project in advance of your questioning session. Your answers to questions must relate to your project report.



Do

- ☐ Review the criteria associated with the project with questioning - this can be found in the EPA Kit and in the table at the end of this document
- ☐ Review relevant legislation, regulations and your organisation's policies and procedures
- ☐ Ensure a quiet room is available and that there are no interruptions
- ☐ Be prepared to answer at least 5 questions and any follow-up questions that your assessor may ask



Don't

- ☐ Forget to bring your ID
- ☐ Forget to plan
- ☐ Forget to bring your project report to refer to during the questioning



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the project with questioning, you can resit the assessment



Use the table below to plan and prepare for the project report with questioning.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Core	
(P) Identify and apply valid approaches to documenting tasks, findings, actions and outcomes. (K12)	
(P) Demonstrate how you establish and diagnose the extent of the IT support task, in line with the organisation's policies and SLA's. (S10)	
(P) Evidence how you provide remote/ face-to-face support to resolve customer requirements. (S11)	
(P) Demonstrate an approach to your own work and that of coworkers which reflects the HSE policies of the industry and organisation. (S12)	

Assessment criteria	Key points to remember
Option 1: Support Technician	
(P) Demonstrate how you install or undertake basic upgrades, either physically or remotely and apply approaches to system updates, recognising their significance. (K21, S9)	
(P) Evaluate the interpretation of log files, event viewer and system tools. (K22)	
(P) Illustrate how you identify and scope the best solution informed by the system data associated with the task. (S13)	
(P) Demonstrate how you test and, evaluate the system's performance and compliance with customer requirements. (S14)	
(P) Demonstrate how you carry out routine maintenance across systems, (such as IT, Communications), ensuring organisational compliance at all times. (S17)	

Assessment criteria	Key points to remember
(P) Explain how you apply the necessary security, in line with access and/or encryption requirements. (S18)	
(D) Critically analyse their optimisation of system performance to validate compliance with customer requirements. (S14)	

Assessment criteria	Key points to remember
Option 2: Network Technician	
(P) Describe the principles of cloud and network architecture (including Wi-Fi). (K25)	
(P) Explain the fundamental principles of back up including when and why to use system backup within technical network tasks. (K33)	
(P) Demonstrate how you deploy applications on a network. (S22)	

Assessment criteria	Key points to remember
(P) Reviews the validity of their actions in setting up storage and data access for staff. (S23)	
(P) Demonstrate the application of security measures and justify them against network access requirements. (S24)	
(P) Demonstrate how you carry out routine maintenance across network systems, ensuring organisational compliance. (S25)	
(P) Describe how you monitor network-related workloads including DNS and firewalls. (S26)	
(P) Demonstrate how you install or undertake basic upgrades, either physically or remotely. (S27)	
(D) Evaluate the effectiveness of routine maintenance across network systems, ensuring organisational compliance always. (S25)	

Option 3: Digital Communications Technician

(P) Explain the basic elements of network communication architectures. (K37)

(P) Outline the purpose of digital communications technologies in general and within the project. (K41)

(P) Describe the factors affecting network performance within the project. (K42)

Assessment criteria

Key points to remember

(P) Define the principles of digital test and diagnostic equipment applying selected tools and equipment to resolve communications and/or telecommunications issues. (K43, S29)

(P) Demonstrate basic telecommunications activities, in response to an allocated task, designated responsibilities, instructions or a customer's requirements. (S30)

(D) Evaluate and apply a range of tools and or diagnostic equipment, for example, Hardware or Software components, to resolve Communications or Telecommunications requirements. (K43, S29)