Highfield Level 3 End-point Assessment for ST0973 Information Communications Technician – Support Technician

Mock Assessment Materials

Project report with questioning

Core			
Ref	**Pass criteria**	**Achieved**	**Not achieved**
PR1	Identifies and applies valid approaches to documenting tasks, findings, actions and outcomes. (K12)		
PR2	Demonstrates how they establish and diagnose the extent of the IT support task, in line with the organisation's policies and SLA's. (S10)		
PR3	Evidence how they provide remote/face-to-face support to resolve customer requirements. (S11)		
PR4	Demonstrates an approach to their own work and that of coworkers which reflects the HSE policies of the industry and organisation. (S12)		

Support Technician			
Ref	**Pass criteria**	**Achieved**	**Not achieved**
PRS1	Demonstrates how they install or undertake basic upgrades, either physically or remotely and apply approaches to system updates, recognising their significance. (K21, S9)		
PRS2	Evaluates the interpretation of log files, event viewer and system tools. (K22)		
PRS3	Illustrates how they identify and scope the best solution informed by the system data associated with the task. (S13)		
PRS4	Demonstrates how they test and, evaluate the system's performance and compliance with customer requirements. (S14)		

			Achieved	Not achieved
PRS5	Demonstrate how they carry out routine maintenance across systems, (such as IT, Communications), ensuring organisational compliance at all times. (S17)			
PRS6	Explain how they apply the necessary security, in line with access and/or encryption requirements. (S18)			
Ref	**Distinction criteria**		Achieved	Not achieved
PRS7	Critically analyses their optimisation of system performance to validate compliance with customer requirements. (S14)			

Highfield