

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

Mock Assessment Materials

Professional discussion underpinned by portfolio

Core			
Ref	Pass criteria	Achieved	Not achieved
PD1	Explains the principles of system backup/storage. (K1)		
PD2	Describes basic elements of technical documentation, its interpretation, completion and importance in escalation as appropriate. (K2, S8)		
PD3	Identifies and applies the principles of root cause problem solving using fault diagnostic tools and techniques for troubleshooting and rectification'. (K3, S2)		
PD4	Outlines the principles of basic network addressing for example: binary. (K4)		
PD5	Describes the key principles of cloud and cloud-based services. (K5)		
PD6	Analyses the fundamentals and principles of networks and components. (K6, K11)		
PD7	Explains how they interpret and prioritise internal or external customer's requirements in line with organisation's policy. (S1)		
PD8	Outlines the principles of cultural awareness and describes how diversity impacts on delivery of support tasks. (K7)		
PD9	Describes how they apply principles of Continuous Professional Development to support their contribution to delivery of necessary business output and technical developments. (S3)		
PD10	Identifies and applies methods of communication with stakeholders, selecting technical and/or nontechnical language in reflection of the audience to inform progress and escalation and develop and maintain effective working relationships with them. (K8, S5, S6, B2)		
PD11	Describes different types of maintenance and preventative measures to reduce the incidence of faults. (K9)		

PD12	Explains how they ensure that they operate safely and securely across platforms and responsibilities applying the key principles of security including the role of People, Product and Process in secure systems. (K10, S4)		
PD13	Outlines how they have a basic awareness of legislation in relation to disposal of waste materials for example Waste Electronic and Electrical regulations. (K13)		
PD14	Explains how they manage and prioritise the allocated workload effectively making best use of time and resources. (S7)		
PD15	Explains their approach to work tasks which reflects their own professionalism and use of independent initiative. (B1)		
PD16	Explains how they take a productive and organised approach to their work. (B3)		
PD17	Discusses how they take a self-motivated approach to their work, for example how they manage their own time effectively and take responsibility to complete the job. (B4)		
Ref	Distinction criteria	Achieved	Not achieved
PD18	Reviews the success of root cause problem solving where they have applied fault diagnostics for troubleshooting'. (K3)		
PD19	Evaluates the impact of People, Product and Process on secure systems within their 'organisation'. (K10)		
PD20	Critically analyses their use of tools and techniques to undertake tasks such as installation, maintenance or fault rectification. (S2)		

Support Technician

Ref	Pass criteria	Achieved	Not achieved
PDS1	Defines the principles of operating systems and describes the architecture of hardware systems and devices. (K14)		
PDS2	Describes the principles of remote operation of devices including how to deploy and securely integrate mobile devices into a network. (K15)		
PDS3	Outlines the principles of peripherals for example printers and scanners. (K16)		
PDS4	Explains the principles of virtualisation of servers, applications, and networks. (K17)		
PDS5	Explains disaster recovery, and outlines how disaster recovery plans work with reference to a role they have played within one. (K18)		
PDS6	Explains the principles of Test Plans by reference to their role and significance. (K19)		
PDS7	Outlines purpose, creation, and maintenance of asset registers. (K20)		
PDS8	Outlines the basic elements of infrastructure architectures including Wi-Fi and wired networks. (K23)		
PDS9	Explains how they escalate non routine problems in line with procedures. (S15)		
PDS10	Explains the use of basic scripting to execute relevant tasks. (S16)		
Ref	Distinction criteria	Achieved	Not achieved
PDS11	Evaluate and assess the organisations Asset Register and their role in updating it. (K20)		