

Unit Title: Optimise IT system performance  
 OCR unit number: 50  
 Level: 1  
 Credit value: 2  
 Guided learning hours: 15  
 Unit reference number: D/502/4244

## Unit purpose and aim

This is the ability to keep a personal computer system up to date, fully functional and operating efficiently; and to solve problems and errors involving the interaction between hardware and software components.

This unit is about the skills and knowledge to manage software, disks and devices to maintain hardware and software (system) performance, and solve common hardware and software problems and errors, getting help with more difficult problems.

Learning Outcomes	Assessment Criteria	Examples
The learner will:  1 Maintain hardware and software in working order	The learner can:  1.1 Identify the operating system and capacity of the <b>computer system</b> 1.1. Take appropriate steps to protect computer hardware against loss or damage 1.2. Run anti-virus and other <b>security software</b> regularly 1.3. Set up printers and other peripheral devices	<b>Computer system:</b> Make, model, serial number; operating system version; memory capacity; disk capacity  <b>Security software:</b> Anti-virus, malware. Frequency, timing
2 Manage files to maintain system performance	2.1. Use file navigation software to organise files into an appropriate folder structure 2.2. Backup and restore files and folders 2.3. Identify why it is important to undertake routine file housekeeping of the <b>information stored</b> on computer systems  2.1 Carry out routine <b>file housekeeping</b> so that information is easy to find	<b>Information storage:</b> Data files, folders, sub-folders, storage media  <b>File housekeeping:</b> Following local guidelines and conventions for naming and labelling; organising files, folders and storage media; saving back-ups; deleting unwanted files
3 Respond to common IT	3.1 Identify <b>common IT</b>	<b>IT system problems:</b> Program

Learning Outcomes	Assessment Criteria	Examples
system problems and errors	<p><a href="#">system problems</a> and responses</p> <p>3.2 Respond appropriately to common IT system problems</p> <p>3.3 Identify where to get <a href="#">expert advice</a></p> <p>3.4 Seek expert advice when appropriate</p>	<p>not responding, paper jam, storage full, error dialogue</p> <p><a href="#">Expert advice</a>: Limits of own understanding and skills, help menus, manufacturer's guidelines, how to follow advice, information needed by experts</p>
4 Customise the working environment to meet needs	4.1 Adjust <a href="#">system settings</a> as appropriate to individual needs	<a href="#">System settings</a> : Desktop, input and output settings

## Assessment

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All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met. Assessments must also take into account the additional information provided in the unit Purpose and Aims relating to the level of demand of:

- the activity, task, problem or question and the context in which it is set;
- the information input and output type and structure involved; and
- the IT tools, techniques or functions to be used.

See the Assessment and postal moderation section of the [ITQ Centre Handbook](#).

## Evidence requirements

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Candidates must complete the Evidence Checklist without gaps for this unit. Individual unit checklists are available to download from the qualification [webpage](#) (see forms).

## Guidance on assessment and evidence requirements

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Please refer to the ITQ centre handbook on our [webpage](#).

## Details of relationship between the unit and national occupational standards

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This unit maps fully to competences outlined in IT User National Occupational Standards version 3 (2009).