Unit Title: **IT Maintenance For Users**
Unit Level: **Level 1**
Unit Credit Value: **2**
GLH: **18**
LASER Unit Code: **WJG565**
Ofqual Unit Code: **T/617/3821**

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		**The learner can:**	
1.	Understand the importance of routine maintenance on IT equipment.	1.1	State why routine maintenance of IT equipment is important.
		1.2	State problems if IT equipment is not properly maintained.
		1.3	Identify: • what maintenance can be done safely by users. • what maintenance tasks should be left to experts.
		1.4	Outline the health and safety issues of using IT including: (a) health and safety risks to self in using IT (b) health and safety risks to others from common hardware (c) health and safety laws and guidelines which affect the use of IT.
2.	Be able to carry out regular routine maintenance of hardware and software.	2.1	State the difference between software and hardware.
		2.2	Name and organise files and folders
		2.3	Back up personal data to suitable storage media.
		2.4	Delete unwanted personal files.
		2.5	Select suitable cleaning materials for hardware.
		2.6	Clean hardware.
		2.7	Observe health and safety procedures related to maintenance of IT equipment.

Assessment Guidance:
Current legal and regulatory frameworks and guidance as well as accepted good practice must be applied to the delivery of this unit.

Additional Information:
NA