

**Unit Title:** IT Troubleshooting For Users  
**Unit Level:** Level 1  
**Unit Credit Value:** 2  
**GLH:** 18  
**LASER Unit Code:** WJG566  
**Ofqual Unit Code:** A/617/3822

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know about common hardware and software errors.	1.1	Outline common hardware and software errors which can be resolved by the user.
		1.2	Outline how to get information about hardware, operating systems and software.
		1.3	Outline how to identify and contact the appropriate IT help desk or service.
		1.4	Outline what information will help an expert to give advice on solving hardware and software errors.
2.	Be able to solve common hardware and software errors, getting help with more difficult problems.	2.1	Identify the cause of common hardware and software errors.
		2.2	Solve common hardware and software errors using built in tools and facilities.
		2.3	Give examples of when help to solve hardware and software errors would be required.

**Assessment Guidance:**

NA

**Additional Information:**

NA