

Unit 125: Microsoft Windows 7, Enterprise Desktop Technician (70-685)

Unit code: D/601/6798

QCF Level 2: BTEC in IT

Credit value: 8

Guided learning hours: 70

● Aim and purpose

Candidates for this exam operate in computing environments that use Microsoft Windows 7 as a desktop operating system. Candidates should have at least one year of experience in the IT field, as well as experience implementing and administering any Windows client operating system in a networked environment.

Candidates should also be able to maintain systems, including monitoring for, and resolving, performance and reliability issues.

● Unit introduction

This unit is a comprehensive introduction to the principles of Microsoft Windows 7 operating system support enabling a learner to explore the range of techniques and skills common to the utilisation of this operating system.

The unit explores the resolution and support of issues with Windows 7 enterprise software installation and configuration issues, including where software. The learner will also support network access issues, for user rights, printing, and access to services. With the Windows 7 client, the learner will resolve performance and hardware issues, along with any resource issues that affects access for remote users.

Microsoft link with a range of different partners to offer a range of learning resources, where learners and centres can access these through Microsoft's Academic learning programme. To attain a pass, learners must take the Microsoft 70-685 certification exam.

This unit will prepare learners to sit the Microsoft 70-685 certification exam, this unit is also assessed with BTEC merit and distinction criteria.

To view general information about Microsoft objectives please visit: <https://www.microsoft.com/education/MSITAcademy/default.aspx> where the detailed scope and sequence for all certifications are available for anyone to download.

● Learning outcomes

On completion of this unit a learner should:

- 1 Identify Cause of and Resolving Desktop Application Issues
- 2 Identify Cause of and Resolving Networking Issues
- 3 Manage and Maintaining Systems That Run a Windows 7 Client
- 4 Support Mobile Users.

Unit content in relation to the Merit and Distinction Criteria

Performance issues: eg hardware failure, performance, resource, compatibility, viral infection, software compatibility, operating system compatibility

Common Desktop Issues: eg logon, software installation, software configuration, software failure, network connectivity, network name resolution, printer, network printer, wireless connectivity, remote access

Assessment and grading criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria for a pass grade describe the level of achievement required to pass this unit.

Assessment and grading criteria		
To achieve a pass grade the evidence must show that the learner is able to:	To achieve a merit grade the evidence must show that, in addition to the pass criteria, the learner is able to:	To achieve a distinction grade the evidence must show that, in addition to the pass and merit criteria, the learner is able to:
Pass the Microsoft 70-685 certification exam. The centre will evidence this with a copy of the learners results, the learner MUST PASS at the minimum set by Microsoft.	M1 recommend solutions to common Desktop Issues [IE, CT]	D1 investigate causes of common desktop issues [IE, CT, SM]
	M2 support users with common desktop issues [IE, SM]	D2 evaluate effectiveness of support given to users. [SM, IE]
	M3 troubleshoot performance issues. [TW, EP, SM]	

PLTS: This summary references where applicable in the pass criteria, in the square brackets, the elements of the personal, learning and thinking skills. It identifies opportunities for learners to demonstrate effective application of the referenced elements of the skills.

Key	IE – independent enquirers CT – creative thinkers	RL – reflective learners TW – team workers	SM – self-managers EP – effective participators
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Essential guidance for tutors

Delivery

Microsoft courses and associated certifications are delivered as part of an academic programme available to centres in UK and Eire. Centres may only access this certification's associated discounts from within this programme are advised to seek guidance on what current courses comprise the study/delivery required for learners to access the certification.

If learners are taking Microsoft study as part of their BTEC programme, it is recommended that both programmes of study are integrated. Practical and theory tasks for the Microsoft programme can be integrated into the study required for the merit and distinction criteria within this unit.

The outcomes of this unit are synergic with the other Microsoft units as well as those offered by Cisco, CompTIA and VMWare, where there are considerable differences. This unit may be delivered in parallel or in sequence. Units in computer hardware, software installation, systems support and networking, that are both BTEC specific as well as from other vendors may be taught in conjunction with the Microsoft units to enhance the learners experience.

Outline learning plan

Microsoft as part of the their academy programme, provide learning plans and study guidance for their courses. Microsoft suggest an estimated 75 hours of delivery to attain the pass criteria, in line with QCF credit and notional learning hours. The notional hours for managed learning is set at 40 for learners to attempt the merit and distinction

Assessment

To achieve a pass grade, learners must pass the Microsoft 70-685 examination.

Programme of suggested assignments

The table below shows a programme of suggested assignments that cover the merit and distinction criteria in the assessment and grading grid. This is for guidance and it is recommended that centres either write their own assignments or adapt any Edexcel assignments to meet local needs and resources.

Criteria covered	Assignment title	Scenario	Assessment method
M1, D1	Desktop Issues	Learners will investigate the causes of common desktop issues and recommend different solutions.	Report/Presentation.
M2, M3, D2	Adapt the installed system	Learners will support users with common desktop issues and performance issues and evaluate how 'effective' this support has been.	Observation/Practical/Report/Presentation.

Links to National Occupational Standards, other BTEC units, other BTEC qualifications and other relevant units and qualifications

To be completed, links to 6.1 of the NOS and may be co-presented with all other Microsoft modules

Essential resources

As members of the Microsoft academic programme, centres may choose to access a range of teaching and assessment practice resources. The technological requirement for this unit does not demand any more than the 'average' centre is already providing for a computer systems session, old computers, spare components, replacement parts will enhance the learning experience. Many installation versions of Microsoft products exist, that are easy to install in both desktop and server versions and now comparable in support and management terms to other popular operating systems. This unit can be delivered using virtual machines, where Microsoft Virtual PC may be used, or Oracle Virtual Box which can be run on a wide range of platforms.

Employer engagement and vocational contexts

Microsoft certification is internationally recognized by a diverse range of employers (from SME's to large corporations) as one of the principal certifications in systems support and maintenance.

Indicative reading for learners

For access to the Microsoft academic programme resources and more information on joining the programme, please visit <https://www.microsoft.com/education/MSITAcademy/default.aspx>

Delivery of personal, learning and thinking skills

The table below identifies the opportunities for personal, learning and thinking skills (PLTS) that have been included within the pass assessment criteria of this unit.

Skill	When learners are ...
Independent enquirers	The pass criteria is set by an examination, the PLTS of self management and reflective learning is supported by the learner, taking personal study and revision in advance of the Examination.
Creative thinkers	
Reflective learners	
Team workers	
Self-managers	
Effective participators	

Although PLTS are identified within this unit as an inherent part of the assessment criteria, there are further opportunities to develop a range of PLTS through various approaches to teaching and learning.

Skill	When learners are ...
Independent enquirers	investigating common desktop issues and recommending solutions
Creative thinkers	investigating common desktop issues and recommending solutions
Reflective learners	investigating common desktop issues and recommending solutions
Self-managers	supporting users with common desktop issues.

● Functional Skills – Level 2

Skill	When learners are ...
Follow and understand the need for safety and security practices	Supporting users with common desktop issues
Troubleshoot	Supporting users with common desktop issues
ICT – Find and select information	
Select and use a variety of sources of information independently for a complex task	Investigating common desktop issues
Access, search for, select and use ICT-based information and evaluate its fitness for purpose	Investigating common desktop issues
ICT – Develop, present and communicate information	
Bring together information to suit content and purpose	Investigating common desktop issues
English	
Speaking and listening – make a range of contributions to discussions and make effective presentations in a wide range of contexts	Reporting on common desktop issues
Reading – compare, select, read and understand texts and use them to gather information, ideas, arguments and opinions	Reporting on common desktop issues.