

**NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC  
QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY**

**PRESCRIPTION: US500 USER SUPPORT**

AIM OF MODULE:	To provide students with an introduction to the skills required for the role of user support specialist.
CREDITS:	7
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	2010
PRESCRIPTION EXPIRY DATE:	November 2011

**Level and Assessment Schedule**

TOPICS	Highest Skill Level				Suggested Assessment Percentage
	R	C	A	P	
1. Training		*			10
2. Help Desk		*			10
3. Writing User Instructions		*			10
4. User Requests		*			10
5. Presentation			*		10
6. Case Study			*		50
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## **LEARNING OUTCOMES:**

The student will:

- C 1 Describe the steps required to teach a simple task, given a stated scenario; e.g. teach a group of novice users how to login to a network.
- C 2 Describe the process by which user queries is allocated priorities, logged, and answered.
- C 3 Describe the techniques for writing instructions that are to be used by a novice computer user.
- C 4 Given a simple user request, identify the requirements, potential solutions and recommend a course of action.
- A 5 Make an informative presentation about a computer product.
- A 6 Using a case study apply skills learned in one of the above by providing practical support to computer users.

## **CONTENT**

### **1 TRAINING**

- Learning styles, teaching styles, training aids, preparing for training

### **2 HELP DESK**

- Problem logging and tracking, problem solving, conveying verbal instructions over the phone

### **3 WRITING USER INSTRUCTIONS**

- Format, layout, clear English, logical, use of diagrams and icons.

### **4 USER REQUESTS**

- Identify steps to analyse requirements, identify solutions and evaluate solutions to produce a recommendation.

## **5 PRESENTATION**

- Research a topic. Give either an informative or persuasive structured presentation.

## **6 PRACTICAL CASE STUDY**