Platinum Unit 28 - Optimise IT System Performance

BACK TO SCHOOLS ITQ **[1]**

Handbook home page **[2]**

- General guidance for interpreting QCF qualification levels [3]
- **Link to assessor's guide to interpreting the criteria for this unit** [4]
- Click on the links in the table below for specific guidance on the assessment criteria.
- National Strategies APP criteria [5].
- References to personal learning and thinking skills (PLTS) [6]

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Level 3, Unit 28 - Optimise IT System Performance (5 credits)

1. Keep computer hardware and software operating efficiently	2. Manage files to maintain and improve performance	3. Trouble shoot and respond to IT system problems quickly and effectively	4. Plan and monitor the routine and non-routine maintenance of hardware and software	5. Review and modify hardware and software to maintain performance
1.1 Explain the factors that should be taken into account when choosing an operating system [7]	2.1 Explain why it is important to undertake file housekeeping of the information stored on computer systems and how it affects performance [8]	3.1 Assess IT system problems, explain what causes them and how to respond to them and avoid similar problems in the future [9]	4.1 Clarify the resources that will be needed to carry out maintenance [10]	5.1 Use appropriate techniques to maintain software for optimum performance [11]
1.2 Take appropriate	2.2 Use file navigation	3.2 Carry out contingency	4.2 Develop a plan for the	5.2 Clarify when and

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steps to protect computer hardware from loss or damage [12]	software to organise files into an appropriate folder structure [13]	planning to recover from system failure and data loss [14]	maintenance of IT hardware and software [15]	how to upgrade software [16]
1.3 Explain why routine fault-finding procedures are important [17]	2.3 Archive, backup and restore files and folders [18]	3.3 Monitor and record IT system problems to enable effective response [19]	4.3 Monitor the implementation of maintenance plans, updating them where necessary [20]	5.3 Review and modify hardware settings to maintain performance [21]
1.4 Use an appropriate fault-finding procedure to routinely monitor hardware performance [22]	2.4 Manage file and disk housekeeping so that information is secure and easy to find [23]	3.4 Monitor system settings and adjust when necessary [24]		
1.5 Configure anti-virus and other security software [25]	2.5 Configure access to remote file systems [26]	3.5 Explain when and where to get expert advice [27]		
1.6 Install and configure printers and other peripheral devices [28]	2.6 Distinguish between data and system file types [29]	3.6 Help others to select and use appropriate resources to respond to IT system problems [30]		
1.7 Configure synchronisation and maintain security on remote access sessions [31]		3.7 Check that errors and problems have been resolved satisfactorily [32]		
1.8 Configure a computer to present or display information to				

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Links to ITQ units

Entry Level	Level 1	Level 2	Level 3
Entry Level 1, Unit R - Registration [35]	Level 1, Unit R - Registration [36]	Level 2, Unit R - Registration [37]	Level 3, Unit R - Registration [38]
Entry Level 1, Unit 1 - Improving Productivity Using IT (1 credit) [39]	Level 1, Unit 1 - Improving Productivity Using IT (3 credits) [40]	Level 2, Unit 1 - Improving Productivity Using IT (4 credits) [41]	Level 3, Unit 1 - Improving Productivity Using IT (5 credits) [42]
Entry Level 1, Unit 2 - Using ICT to Select and Exchange Information (2 credits) [43]	Level 1, Unit 2 - Website Software (3 credits) [44]	Level 2, Unit 2 - Website Software (4 credits) [45]	Level 3, Unit 2 - Website Software (5 credits) [46]
Entry Level 1, Unit 3 - Online Basics (2 credits) [47]	Level 1, Unit 3 - Using Collaborative Technologies (3 credits) [48]	Level 2, Unit 3 - Using Collaborative Technologies (4 credits) [49]	Level 3, Unit 3 - Using Collaborative Technologies (6 credits) [50]
Entry Level 1, Unit 4 - Desktop Publishing Software (2 credits) [51]	Level 1, Unit 4 - IT Security for Users (1 credit) [52]	Level 2, Unit 4 - IT Security for Users (2 credits) [53]	Level 3, Unit 4 - IT Security for Users (3 credits) [54]
Entry Level 1, Unit 5 - Safe Working Practices (2 credits) [55]	Level 1, Unit 5 - Spreadsheet Software (3 credits) [56]	Level 2, Unit 5 - Spreadsheet Software (4 credits) [57]	Level 3, Unit 5 - Spreadsheet Software (6 credits) [58]
Entry Level 1, Unit 6 - Using ICT in the Workplace (2 credits) [59]	Level 1, Unit 6 - Specialist Software (2 credits) [60]	Level 2, Unit 6 - Specialist software (3 credits) [61]	Level 3, Unit 6 - Specialist Software (4 credits) [62]
Entry Level 1, Unit 7 - Imaging software (2 credits) [63]	Level 1, Unit 7 - Word Processing (3 credits) [64]	Level 2, Unit 7 - Word processing (4 credits) [65]	Level 3, Unit 7 - Word Processing Software (6 credits) [66]
Entry Level 1, Unit 8 - Using ICT	Level 1, Unit 8 - Using the Internet	Level 2, Unit 8 - Using the internet	Level 3, Unit 8 - Using the Internet

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Equipment in a Work Place (2 credits) [67]
(3 credits) [68]
(4 credits) [69]
(5 credits) [70]

Entry Level 1, Unit 9 - Using Word Processing Software (2 credits) [71]
Level 1, Unit 9 - Drawing and planning (2 credits) [72]
Level 2, Unit 9 - Drawing and planning (3 credits) [73]
Level 3, Unit 9 - Drawing and Planning Software (4 credits) [74]

Entry Level 1, Unit 11 - Audio and Video Software (2 credits) [75]
Level 1, Unit 10 - Presentation Software (3 credits) [76]
Level 2, Unit 10 - Presentation software (4 credits) [77]
Level 3, Unit 10 - Presentation Software (6 credits) [78]

Entry Level 1, Unit 12 - Presentation Software (2 credits) [79]
Level 1, Unit 11 - Database Software (3 credits) [80]
Level 2, Unit 11 - Database software (4 credits) [81]
Level 3, Unit 11 - Database Software (6 credits) [82]

Entry Level 1, Unit 13 - Computer Games Development (2 credits) [83]
Level 1, Unit 12 - Desktop Publishing Software (3 credits) [84]
Level 2, Unit 12 - Desktop Publishing Software (4 credits) [85]
Level 3, Unit 12 - Desktop Publishing Software (5 credits) [86]

Entry Level 1, Unit 14 - Video Communication (2 credits) [87]
Level 1, Unit 13 - Using Email (2 credits) [88]
Level 2, Unit 13 - Using Email (3 credits) [89]
Level 3, Unit 13 - Using Email (3 credits) [90]

Entry Level 1, Unit 29 - Understand social media (2 credits) [91]
Level 1, Unit 14 - Audio Software (2 credits) [92]
Level 2, Unit 14 - Audio Software (3 credits) [93]
Level 3, Unit 14 - Audio Software (4 credits) [94]

Entry Level 2, Unit R - Registration [95]
Level 1, Unit 15 - Imaging Software (3 credits) [96]
Level 2, Unit 15 - Imaging Software (4 credits) [97]
Level 3, Unit 15 - Imaging Software (5 credits) [98]

Entry Level 2, Unit 1 - Improving Productivity Using IT (2 credits) [99]
Level 1, Unit 16 - IT Communication Fundamentals (2 credits) [100]
Level 2, Unit 16 - IT Communication Fundamentals (2 credits) [101]
Level 3, Unit 17 - Video Software (4 credits) [102]

Entry Level 2, Unit 2 - Using ICT to Select and Exchange Information (2 credits) [103]
Level 1, Unit 17 - Video Software (2 credits) [104]
Level 2, Unit 17 - Video Software (3 credits) [105]
Level 3, Unit 23 - Multimedia Software (6 credits) [106]

Entry Level 2, Unit 3 - Online
Level 1, Unit 18 - IT Software
Level 2, Unit 18 - IT Software
Level 3, Unit 24 - Additive

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Basics (2 credits) [107]	Fundamentals (3 credits) [108]	Fundamentals (3 credits) [109]	Manufacture (6 credits) [110]
Entry Level 2, Unit 4 -Desktop Publishing Software (2 credits) [111]	Level 1, Unit 19 - IT User Fundamentals (3 credits) [112]	Level 2, Unit 19 - IT User Fundamentals (3 credits) [113]	Level 3, Unit 27 - Design Software (5 credits) [114]
Entry Level 2, Unit 5 - Using ICT: Safe Working Practices (1 credit) [115]	Level 1, Unit 20 - Using Mobile IT Devices (2 credits) [116]	Level 2, Unit 20 - Using Mobile IT Devices (2 credits) [117]	Level 3, Unit 28 - Optimise IT System Performance (5 credits) [118]
Entry Level 2, Unit 6 - Using ICT in the Workplace (3 credits) [119]	Level 1, Unit 21 - Data Management Software (2 credits) [120]	Level 2, Unit 21 - Data Management Software (3 credits) [121]	Level 3, Unit 29 - Set Up an IT System (5 credits) [122]
Entry Level 2, Unit 7 - Imaging software (2 credits) [123]	Level 1, Unit 22- Understanding the social and environmental impact of architecture and construction (3 credits) [124]	Level 2, Unit 22 -Understanding the social and environmental impact of architecture and construction (4 credits) [125]	Level 3, Unit 30 - Computer Aided Design (6 credits) [126]
Entry Level 2, Unit 8 - Using ICT Equipment in a Work Place (2 credits) [127]	Level 1, Unit 23 - Multimedia Software (3 credits) [128]	Level 2, Unit 23 - Multimedia Software (4 credits) [129]	Level 3, Unit 32 - Computerised Accounting Software (5 credits) [130]
Entry Level 2, Unit 9 - Using Word Processing Software (2 credits) [131]	Level 1, Unit 24 - Additive Manufacture (3 credits) [132]	Level 2, Unit 24 - Additive Manufacture (3 credits) [133]	Level 3, Unit 33 - Application Development Using Project Management Methods (6 credits) [134]
Entry Level 2, Unit 10 - ICT for Employment (1 credit) [135]	Level 1, Unit 25 - Developing Computer Games and Puzzles (4 credits) [136]	Level 2, Unit 25 - Developing Computer Games and Puzzles (4 credits) [137]	Level 3, Unit 37 - Internet of Things (6 credits) [138]
Entry Level 2, Unit 11 - Audio and Video Software (2 credits) [139]	Level 1, Unit 26 - Computer Games Development (3 credits) [140]	Level 2, Unit 26 - Computer Games Development (4 credits) [141]	Level 3, Unit 40 - Cloud Based Services and Applications (5 credits) [142]
Entry Level 2, Unit 12 -	Level 1, Unit 27 - Design Software	Level 2, Unit 27 - Design Software	Level 3, Unit 41 - Cloud Based

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Presentation Software (2 credits) [143]

(3 credits) [144]

(4 credits) [145]

Systems and Security (5 credits) [146]

Entry Level 2, Unit 14 - Video Communication (2 credits) [147]

Level 1, Unit 28 - Optimise IT System Performance (2 credits) [148]

Level 2, Unit 28 - Optimise IT System Performance (4 credits) [149]

Level 3, Unit 42 - Undertaking a RealWorld Project (5 credits) [150]

Entry Level 2, Unit 16 - Using Collaborative Technologies (2 credits) [151]

Level 1, Unit 29 - Set Up an IT System (3 credits) [152]

Level 2, Unit 29 - Set Up an IT System (4 credits) [153]

Level 3, Unit 44 - Bespoke Software (4 credits) [154]

Entry Level 2, Unit 26 - Computer Games Development (2 credits) [155]

Level 1, Unit 30 - CAD (3 credits) [156]

Level 2, Unit 30 - CAD (3 credits) [157]

Level 3, Unit 57 - Networking Fundamentals (5 credits) [158]

Entry Level 2, Unit 29 - Understand social media (2 credits) [159]

Level 1, Unit 31 - Internet Safety for IT users (3 credits) [160]

Level 2, Unit 32 - Computerised Accounting Software (3 credits) [161]

Level 3, Unit 60 - Cisco CCNA 1 – Introduction to Networks (6 credits) [162]

Entry Level 2, Unit 32 - Website Software (2 credits) [163]

Level 1, Unit 32 - Computerised Accounting Software (2 credits) [164]

Level 2, Unit 33 - Application Development Using Project Management Methods (4 credits) [165]

Level 3, Unit 61 - Cisco CCNA 2 – Routing and Switching (6 credits) [166]

Entry Level 2, Unit 36 - Specialist Software (2 credits) [167]

Level 1, Unit 36 - Financial Modelling (3 credits) [168]

Level 2, Unit 34 - Developing skills for project management (4 credits) [169]

Level 3, Unit 62 - Cisco CCNA 3 – Scaling Networks (6 credits) [170]

Entry Level 3, Unit R - Registration [171]

Level 1, Unit 38 - Animation Software (3 credits) [172]

Level 2, Unit 35 - Using Project Management Software (4 credits) [173]

Level 3, Unit 63 - Cisco CCNA 4 – Connecting Networks (6 credits) [174]

Entry Level 3, Unit 1 - Improving Productivity Using IT (3 credits) [175]

Level 1, Unit 39 - Digital Art (3 credits) [176]

Level 2, Unit 38 - Animation Software (4 credits) [177]

Level 3, Unit 64 - Cisco – CCNA Security (6 credits) [178]

Entry Level 3, Unit 2 - Online Basics (1 credit) [179]

Level 1, Unit 43 - E-safety for learners (2 credits) [180]

Level 2, Unit 39 - Digital Art (4 credits) [181]

Level 3, Unit 65 - Cisco – CyberSecurity Essentials (6

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credits) [182]

Entry Level 3, Unit 3 - Desktop Publishing Software (2 credits) [183]

Level 1, Unit 50 - Developing skills for remote working (3 credits) [184]

Level 2, Unit 43 - E-safety for learners (3 credits) [185]

Level 3, Unit 66 - Cisco – IT Essentials (6 credits) [186]

Entry Level 3, Unit 4 - Displaying Information Using ICT (3 credits) [187]

Level 1, Unit 51 - Effectiveness communication using remote systems (4 credits) [188]

Level 2, Unit 50 - Developing skills for remote working (3 credits) [189]

Level 3, Unit 67 - Cisco – Networking Essentials (6 credits) [190]

Entry Level 3, Unit 5 - Using ICT to Find Information (3 credits) [191]

Level 1, Unit 102 - Digital Editing and Publishing (4 credits) [192]

Level 2, Unit 51 - Effectiveness communication using remote systems (4 credits) [193]

Entry Level 3, Unit 6 - Communicating Information Using ICT (3 credits) [194]

Level 1, Unit 103 - Digital Modelling (4 credits) [195]

DELLevel 2, Unit 70 - Understanding of Cyber Security and Online Threats (3 credits) [196]

Entry Level 3, Unit 7 - Producing Charts Using ICT (3 credits) [197]

Level 1, Unit 105 - Digital Design and Graphics (4 credits) [198]

DELLevel 2, Unit 71 - Analysing and Evaluating Cyber Threats (3 credits) [199]

Entry Level 3, Unit 8 - IT Security for users (1 credit) [200]

DELLevel 2, Unit 72 - Applying and Deploying Security Tools and Best Practice (3 credits) [201]

Entry Level 3, Unit 10 - Presentation software (2 credits) [202]

DELLevel 2, Unit 73 - Extended Project: Securing and Defending Online Systems (6 credits) [203]

Entry Level 3, Unit 14 - Audio and Video Software (2 credits) [204]

Level 2, Unit 80 - Digital Tools and Best Practice for Project Management (5 credits) [205]

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Entry Level 3, Unit 15 - Imaging Software (2 credits) [206]

Entry Level 3, Unit 16 - Using Collaborative Technologies (3 credits) [208]

Entry Level 3, Unit 20 - Introduction to Using mobile IT devices (2 credits) [210]

Entry Level 3, Unit 23 - Multimedia Software (2 credits) [212]

Entry Level 3, Unit 25 - Developing Computer Games and Puzzles (3 credits) [214]

Entry Level 3, Unit 26 - Computer Games Development (3 credits) [216]

Entry Level 3, Unit 28 - Personal information management software (1 credit) [217]

Entry Level 3, Unit 32 - Website Software (2 credits) [218]

Entry Level 3, Unit 36 - Specialist Software (2 credits) [167]

Level 2, Unit 81 - Digital Safety and Security Policies and Procedures (4 credits) [207]

Level 2, Unit 82 - Digital Editing and Publishing (3 credits) [209]

Level 2, Unit 83 - Digital Design and Graphics (3 credits) [211]

Level 2, Unit 84 - Digital Modelling and Data Management (3 credits) [213]

Level 2, Unit 85 - Virtual Reality and the Development Life Cycle (4 credits) [215]

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[110] https://theingots.org/community/sil3u24
[111] https://theingots.org/community/siel2u4

(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function(){ (i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new Date();a=s.createElement(o), m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefore(a,m) })(window,document,'script','//www.google-analytics.com/analytics.js','ga'); ga('create', 'UA-46896377-2', 'auto'); ga('send', 'pageview');

[112] https://theingots.org/community/sil1u19
[113] https://theingots.org/community/sil2u19
[114] https://theingots.org/community/sil3u27
[115] https://theingots.org/community/siel2u5
[116] https://theingots.org/community/sil1u20
[117] https://theingots.org/community/sil2u20
[118] https://theingots.org/community/sil3U28
[119] https://theingots.org/community/siel2u6
[120] https://theingots.org/community/sil1u21
[121] https://theingots.org/community/sil2u21
[122] https://theingots.org/community/sil3u29
[123] https://theingots.org/community/siel2u7
[124] https://theingots.org/community/sil1u22
[125] https://theingots.org/community/sil2u22
[126] https://theingots.org/community/sil3u30
[127] https://theingots.org/community/siel2u8
[128] https://theingots.org/community/sil1u23
[129] https://theingots.org/community/sil2u23
[130] https://theingots.org/community/sil3u32
[131] https://theingots.org/community/siel2u9
[132] https://theingots.org/community/sil1u24
[133] https://theingots.org/community/sil2u24
[134] https://theingots.org/community/sil3u33
[135] https://theingots.org/community/siel2u10
[136] https://theingots.org/community/sil1u25
[137] https://theingots.org/community/sil2u25
[138] https://theingots.org/community/sil3u37
[139] https://theingots.org/community/siel2u11
[140] https://theingots.org/community/sil1u26
[141] https://theingots.org/community/sil2u26
[142] https://theingots.org/community/sil3u40
[143] https://theingots.org/community/siel2u12
[144] https://theingots.org/community/sil1u27
[145] https://theingots.org/community/sil2u27
[146] https://theingots.org/community/sil3u41
[147] https://theingots.org/community/siel2u14
[148] https://theingots.org/community/sil1u28
[149] https://theingots.org/community/sil2u28
[150] https://theingots.org/community/sil3u42
[151] https://theingots.org/community/siel2u16
[152] https://theingots.org/community/sil1u29
[153] https://theingots.org/community/sil2u29
[154] https://theingots.org/community/sil3u44
[155] https://theingots.org/community/siel2u26
[156] https://theingots.org/community/sil1u30
[157] https://theingots.org/community/sil2u30
[158] https://theingots.org/community/sil3u57
[159] https://theingots.org/community/siel2u29
[160] https://theingots.org/community/sil1u31
[161] https://theingots.org/community/sil2u32
[162] https://theingots.org/community/sil3u60
[163] https://theingots.org/community/siel2u32
[164] https://theingots.org/community/sil1u32
[165] https://theingots.org/community/sil2u33
[166] https://theingots.org/community/sil3u61
[167] https://theingots.org/community/siel3u36
[168] https://theingots.org/community/sil1u36
[169] https://theingots.org/community/sil2u34
[170] https://theingots.org/community/sil3u62

(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function(){ (i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new Date();a=s.createElement(o), m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefore(a,m) })(window,document,'script','//www.google-analytics.com/analytics.js','ga'); ga('create', 'UA-46896377-2', 'auto'); ga('send', 'pageview');

[171] https://theingots.org/community/siel3u0reg
[172] https://theingots.org/community/sil1u38
[173] https://theingots.org/community/sil2u35
[174] https://theingots.org/community/sil3u63
[175] https://theingots.org/community/siel3u1
[176] https://theingots.org/community/sil1u39
[177] https://theingots.org/community/sil2u38
[178] https://theingots.org/community/sil3u64
[179] https://theingots.org/community/siel3u2
[180] https://theingots.org/community/sil1u43
[181] https://theingots.org/community/sil2u39
[182] https://theingots.org/community/sil3u65
[183] https://theingots.org/community/siel3u3
[184] https://theingots.org/community/sil1u50
[185] https://theingots.org/community/sil2u43
[186] https://theingots.org/community/sil3u66
[187] https://theingots.org/community/siel3u_noprogression_1169
[188] https://theingots.org/community/sil1u51
[189] https://theingots.org/community/sil2u50
[190] https://theingots.org/community/sil3u67
[191] https://theingots.org/community/siel3u5
[192] https://theingots.org/community/sil1u102
[193] https://theingots.org/community/sil2u51
[194] https://theingots.org/community/siel3u6
[195] https://theingots.org/community/sil1u103
[196] https://theingots.org/community/sil2u70
[197] https://theingots.org/community/siel3u7
[198] https://theingots.org/community/sil1u105
[199] https://theingots.org/community/sil2u71
[200] https://theingots.org/community/siel3u4
[201] https://theingots.org/community/sil2u72
[202] https://theingots.org/community/siel3u10
[203] https://theingots.org/community/sil2u73
[204] https://theingots.org/community/siel3u14
[205] https://theingots.org/community/sil2u80
[206] https://theingots.org/community/siel3u15
[207] https://theingots.org/community/sil2u81
[208] https://theingots.org/community/siel3u16
[209] https://theingots.org/community/sil2u82
[210] https://theingots.org/community/siel3u20
[211] https://theingots.org/community/sil2u83
[212] https://theingots.org/community/siel3u23
[213] https://theingots.org/community/sil2u84
[214] https://theingots.org/community/siel3u25
[215] https://theingots.org/community/sil2u85
[216] https://theingots.org/community/siel3u26
[217] https://theingots.org/community/siel3u28
[218] https://theingots.org/community/siel3u32

(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function(){ (i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new Date();a=s.createElement(o), m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefore(a,m) })(window,document,'script','//www.google-analytics.com/analytics.js','ga'); ga('create', 'UA-46896377-2', 'auto'); ga('send', 'pageview');