Competition Overview/Brief

WorldSkills UK Advanced IT Support Technician

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| About the Competition |
| This competition focuses on all the essential requirements for a successful career as an IT Support Technician within any industry. This competition tests your ability to configure IT hardware and software to meet customer requirements. This will involve setting up a Client /Server network with a domain controller. Competitors will be presented with a variety of hardware and software components:* Storage
* Wireless
* Peripherals including Printers
* RAM
* Graphics
* Cables and switches
* Microsoft Client (Windows 7 and Windows 10)
* Server (2008/2012) including Hyper-V

 They should also be familiar with application software Office 2013 |

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| The Detail |
| Competitors will undertake a series of practical tasks which will demonstrate their abilities and skills in PC systems and networking.The full competition brief will be provided to each competitor on the morning of the competition heat. You can download the Past Test Pieces from a previous year’s UK Final here: [2015](https://www.dropbox.com/sh/5cohivczsw6bw3x/AAAVXaM74RcTpxZ2AKpvbYF7a?dl=0) [2014](https://www.dropbox.com/sh/i41bzoilhklrwgi/AACtQBuMOhR_U1EZu3IzgLX-a?dl=0) or [2016 Heat](https://www.dropbox.com/sh/dqc3msnu5kv8tmn/AADSZLRYetqP8XsOXeDcmDOSa?dl=0)The scope of the competition covers the main features of the job role. These are:**Internal component installation**HDD / Additional HDDDVD DriveMemoryNIC / VGA / Sound Card / WiFi NICPower UnitBIOS**Peripheral Installation (EXTERNAL)**Printer Web Cam / Digital Camera / ScannerExternal HDD / DVD**Networking Equipment**Hub / Switch / Wireless Access PointNetwork Cables (Straight Thru and Crossover)Create your own cables**Software Installation / Troubleshooting**InstallationPeripheral DriversNetwork Components, correct IP / Subnet Mask AddressShare a printerOperating SystemApplication SoftwareUser management and file sharing |

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| Entry Requirements  |
| This competition is intended for those competitors with 2 years experience of this skill in education, training, employment, or who are enrolled in a programme of study or have completed the equivalent to a level 3 qualification. [SCQF equivalent level 6]Up to 3 competitors per college/organisation may enter this competition. Colleges/organisations with more than one campus may enter up to 6 competitors – with a maximum of 3 competitors per campus.eg – A multi campus college/organisation with 3 sites could enter 1 competitor from site A, 2 competitors from site B and 3 competitors from site C = 6 competitors maximum. |

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| Marking and Assessment |
| All marks are objective and will be awarded by the judges as follows

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| A | Health & Safety | **10%** |
| B  | Installation | **10%** |
| C | Configuration | **25%** |
| D | Make an Ethernet Cable |  **5%** |
| E | Maintenance and Fault Finding | **15%** |
| F | Domain | **15%** |
| G | Folders & Permissions | **15%** |
| H | Backup and Printers |  **5%** |
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| **Total** |  | **100%** |

Each competition test will be assessed and marked independently of the other test. The tests will be assessed and marked in accordance with the general and specific competition rules.A panel of judges have been drawn from industry, colleges and training providers. Thejudges’ decisions will be independently moderated and quality assured before beingconfirmed.NB: The top candidates achieving the highest marks in the heats will be invited to the UK final. There is no automatic entrance to the UK final for heat winners. WorldSkills UK will inform finalists following moderation of marks from the regional competitions.If a competitor has a complaint on the day it is advised that this be discussed with the host, head judge or WorldSkills UK representative. If this is not possible the grievance procedure must be used, the procedure is found in the competitions rules, which is downloadable from [worldskillsuk](https://www.worldskillsuk.org/worldskills-uk-competitions/for-competitors/competition-rules) |

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| Contact Details |
| For technical advice about the competition contact: Toby Bell**Phone:** 01670841200 ext 329**Email:** toby.bell@northland.ac.uk  |

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| Competition Rules |
| * Mobile phones to be switched off during competition activity
* Listening to music via headphones is not permitted during competition activity
* Any questions during competition activity should be addressed to the competition Judge
* Competitors should not communicate with other competitors during competition activity
* It is the responsibility of each competitor to arrive on time for each competition session. No additional time will be allowed if you arrive late.
* Technical failure of your equipment should be reported immediately to your judge. Additional time will be allocated if the fault is beyond the control of the competitor
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| Competition Partners |
| This competition is managed by Northumberland College |

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| Relevant Links |
| <https://www.worldskillsuk.org/worldskills-uk-competition-materials#_> |