

BTEC Tech IT Support Curriculum Map

Unit No & Title	Task	Learning Objective	Assessment Criteria	Hand Out Date	Hand In Date		Teacher
Unit 1: Set Up and Configure Technology Systems	A day in the life of a Junior Customer Support Technician	A: Install, configure and test hardware in a computer system to meet user requirements B: Install, configure and test software in computer systems and mobile devices to meet user requirements		03 December 2019	31 January 2020	HT1 - HT3 September - January	HUK
	Let's make I.T. secure.	C: Apply appropriate security measures to computer systems and mobile devices.		31 March 2020	22 April 2020	HT1 - HT3 September - January	
Unit 2: Exploring Current and Emerging Technologies	Technology, its purpose and future	A: Explore current and emerging technologies and their purpose		08 October 2019	15 January 2020	HT2 - HT3 November - January	PAF
	Technology in an organisation	B: Investigate how an organisation uses technology to meet its needs		12 February 2020	01 April 2020	HT3 - HT5 January - April	
Unit 3: Security Protection and Risk Management	External Assessment	A: Security Threats B: Methods used to secure computer systems and data C: Legal Requirements and IT security policies and procedures		Test Date: 07/01/2020		HT1 - HT3 September - January	TRD
Unit 4: Working as an IT Support	Reviewing IT Support	A: Explore the processes and procedures used by IT support technicians		23 January 2020	14 February 2020	HT3 - HT4 January - February	TRD
	IT Support in action	B: Carry out IT support technician tasks using a range of skills C: Report on the work carried out as an IT support technician, reviewing own practice		04 March 2020	21 April 2020	HT4 - HT5 March - May	