Requirements for Recognition of Prior Learning Information and Communications Technology (Operation & Support) Industry

| Cluster Code | QF Level | Cluster Title | Years of Working Experience and Relevant Experience | UoC Code | Units of Competency (UoC) | Credit | Assessment Method & Fee |
|-----------------|-------------|---|---|------------------------|---|-------------------|--|
| Technical Su | upport S | taff | | | | 1 - | |
| | | | | 107860L1 107861L1 | Perform next level escalation Understand the System Development Life Cycle for technical support | 1 | |
| | | | | 107862L1 | Understand the principle of troubleshooting | 3 | |
| | | | One year | 107863L1 | Understand the principle of data security | 1 | Verification of |
| ITOS001L1 | 1 | Core Skills for Operation | experience in Information and | 107864L1 | Understand the principle of data protection | 1 | Documents (HK\$290) |
| | _ | and Support | Communications Technology | 107865L1 | Understand professional ethics and conducts | 3 | OR Written |
| | | | industry | 107866L2 | Keep user/client informed of status of work | 1 | Test (HK\$550) |
| | | | | 107867L2 | Provide support to users | 3 | |
| | | | | 107869L2 | Comply with anti-bribery law and adopt a high standard of integrity in the operation and procurement of ICT products and services | 1 | |
| | | Operation Support | Three years experience in Information and Communications | 107892L1 | Maintain inventories of equipment/software | 3 | Verification |
| | | | | 107897L2 | Restore system or files from backups | 3 | of Documents (HK\$290) OR Written Test (HK\$550) |
| ITOS002L2 | 2 | | Technology | 107898L2 | Monitor server system status | 3 | |
| | | (Technical | industry, of which not less | 107899L2 | Provide help desk support | 3 | |
| | | Support Staff) | than one years in operation support | 107901L2 | Perform system backup | 3 | |
| | | | | 107908L2 | Perform simple web page update | 3 | |
| | | | Three years experience in | 107872L2 | Coordinate application change requests with developer | 3 | Verification |
| | | Application | Information and Communications | 107873L2 | Install and configure Apps on client devices | 3 | of Documents |
| ITOS003L2 | 2 | Support (Technical Support Staff) | Technology industry, of which not less than one years in | 107874L2 | Perform application configuration | 3 | (HK\$290) OR Written Test |
| | | | application support | 107875L3 | Troubleshoot application problems | 3 | (HK\$550) |
| | | Three years experience in Information and Communications Technology industry, of which not less than one years in email support | experience in | 107876L2 | Install and configure email clients | 3 | Verification of |
| ITOS004L2 | 2 | | Communications Technology industry, of | 107877L2 | Detect and protect against email spam | 3 | Documents (HK\$290) OR Written |
| | | | 107878L3 | Resolve email problems | 3 | Test (HK\$550) | |

| Cluster Code | QF Level | Cluster Title | Years of Working Experience and Relevant Experience | UoC Code | Units of Competency (UoC) | Credit | Assessment Method & Fee | |
|-----------------|-------------|---|---|---|--|----------------------------|---|-------------------|
| | | | Technology | 107879L2 | Build a small wireless LAN | 3 | Verification | |
| ITOS005L2 | 2 | Network Support | | 107880L2 | Install and configure network components/devices | 3 | of Documents (HK\$290) OR Written | |
| | | | which not less than one years in network support | 107881L2 | Setup content sharing on server | 3 | Test (HK\$550) | |
| ITOS006L2 | 2 | Procurement | Three years experience in Information and Communications Technology | 107868L2 | Work with service providers/vendors/developers | 3 | Verification of Documents (HK\$290) | |
| TICSCOOLE | - | Support | industry, of which not less than one years in procurement support | 107900L2 | Purchase computing hardware/components | 3 | OR Written Test (HK\$550) | |
| | 2 | 2 System Support | experience in Information and | 107893L2 | Implement system maintenance procedures | 3 | Verification of Documents (HK\$290) OR Written Test (HK\$550) | |
| | | | | 107894L2 | Provide support for different operating systems | 3 | | |
| ITOS007L2 | | | | 107895L2 | Configure desktop client environment | 3 | | |
| | | | | 107896L2 | Perform Operating System installation | 3 | | |
| | | | | 107903L3 | Perform basic system administration | 3 | | |
| | | | | 107906L3 | Troubleshoot Operating System issues | 3 | | |
| ITOS008L3 | 2 | Core Skills for 3 Operation and Support | Technology industry of | 107870L3 | Provide support for handling professional ethics and conducts issues | 3 | Verification of Documents (HK\$290) | |
| TTOSUU8L3 | 3 | | | 107871L3 | Implement "clean" business practices, good controls and integrity management | 3 | OR Written Test (HK\$550) | |
| ITOS009L3 | | System 3 Security Support | I Industry of | 107885L2 | Create and maintain user accounts on server | 3 | Verification of Documents | |
| | 3 | | | 107886L3 | Configure user access control on server | 3 | (HK\$290) OR Written | |
| | | | | than two years in system security support | 107888L3 | Administer system security | 3 | Test (HK\$550) |

| Cluster Code | QF Level | Cluster Title | Years of Working Experience and Relevant Experience | UoC Code | Units of Competency (UoC) | Credit | Assessment Method & Fee |
|-----------------|-------------|---|--|-------------|--|--------|---|
| | | | Five years experience in Information and | 107882L3 | Install and configure client/server application | 6 | Verification of Documents (HK\$290) OR Written |
| ITOS010L3 | 3 | Network Support | Technology industry, of | 107883L3 | Configure WAN connection | 3 | |
| | | | which not less than two years in network support | 107884L3 | Troubleshoot network issues | 3 | Test (HK\$550) |
| | | Network | Five years experience in Information and | 107887L3 | Administer basic network security | 3 | Verification of |
| ITOS011L3 | 3 | Security Support (Technical | Communications Technology industry, of | 107889L3 | Administer basic website security | 6 | Documents (HK\$290) OR |
| | | Support Staff) | which not less than two years in | 107890L3 | Administer perimeter firewall | 3 | Written Test |
| | | | network security support | 107891L3 | Strengthen workstation protection | 3 | (HK\$550) |
| | | User Support | Five years experience in Information and | 107904L3 | Provide support to mobile device users | 6 | Verification of Documents |
| ITOS012L3 | 3 | | rt Communications rt Technology industry, of which not less than two years in user support | 107905L3 | Troubleshoot client device hardware issues | 3 | (HK\$290) OR Written |
| | | | | 107907L3 | Perform remote support | 3 | Test (HK\$550) |
| | 3 | Web Support | Five years experience in Information and Communications ort Technology industry, of which not less than two years in web support | 107909L3 | Troubleshoot web browser and connection issues | 3 | Verification |
| | | | | 107910L3 | Maintain website performance | 3 | of Documents (HK\$290) OR Written Test (HK\$550) |
| ITOS013L3 | | | | 107911L3 | Build simple web site using content management systems | 3 | |
| | | | | 107912L3 | Maintain website | 3 | |
| Help Desk S | upport | | ı | I | | Γ | |
| | | | | 107860L1 | Perform next level escalation Understand the System | 1 | |
| | | | | 107861L1 | Development Life Cycle for technical support | 1 | |
| | | | | 107862L1 | Understand the principle of troubleshooting | 3 | Verification |
| | | | One year experience in | 107863L1 | Understand the principle of data security | 1 | of Documents |
| ITOS001L1 | 1 | Core Skills for Operation and Support | Information and Communications | 107864L1 | Understand the principle of data protection | 1 | (HK\$290) OR Written Test (HK\$550) |
| | | | Technology industry | 107865L1 | Understand professional ethics and conducts | 3 | |
| | | | | 107866L2 | Keep user/client informed of status of work | 1 | |
| | | | | 107867L2 | Provide support to users | 3 | |
| | | | | 107869L2 | Comply with anti-bribery law and adopt a high standard of integrity in the operation and | 1 | |

| Cluster Code | QF Level | Cluster Title | Years of Working Experience and Relevant Experience | UoC Code | Units of Competency (UoC) | Credit | Assessment Method & Fee |
|-----------------|-------------|---------------------------------------|---|-------------|--|--------|--|
| | | | • | | procurement of ICT products and services | | |
| | | | Three years experience in | 107873L2 | Install and configure apps on client devices | 3 | Verification |
| | | Application | Information and Communications | 107876L2 | Install and configure email clients | 3 | of Documents |
| ITOS014L2 | 2 | Support (Help Desk Support) | Technology industry, of which not less than one years in application support | 107899L2 | Provide help desk support | 3 | (HK\$290) OR Written Test (HK\$550) |
| | | | Three years experience in | 107894L2 | Provide support for different operating systems | 3 | Verification |
| | | System | Information and Communications | 107895L2 | Configure desktop client environment | 3 | of Documents (HK\$290) |
| ITOS015L2 | 2 | Support (Help Desk Support) | Technology industry, of | 107896L2 | Perform Operating System installation | 3 | OR |
| | | , | which not less | 107899L2 | Provide help desk support | 3 | Written Test |
| | | | than one years in system support | 107906L3 | Troubleshoot Operating System issues | 3 | (HK\$550) |
| | | Core Skills for Operation and Support | Five years experience in Information and | 107870L3 | Provide support for handling professional ethics and conducts issues | 3 | Verification of |
| ITOS008L3 | 3 | | Communications Technology industry, of which not less than two years in operation and support | 107871L3 | Implement "clean" business practices, good controls and integrity management | 3 | Documents (HK\$290) OR Written Test (HK\$550) |
| | | 3 User Support | Five years experience in | 107904L3 | Provide support to mobile device users | 6 | Verification |
| | | | Information and Communications | 107905L3 | Troubleshoot client device hardware issues | 3 | of Documents |
| ITOS012L3 | 3 | | Technology industry, of which not less than two years in user support | 107907L3 | Perform remote support | 3 | (HK\$290) OR Written Test (HK\$550) |
| | | | Five years | 107879L2 | Build a small wireless LAN | 3 | |
| | | | experience in Information and | 107880L2 | Install and configure network components/devices | 3 | Verification of |
| ITOS016L3 | 3 | Network and Security | Communications Technology industry, of | 107882L3 | Install and configure client/server application | 6 | Documents (HK\$290) OR |
| | | Support | which not less | 107891L3 | Strengthen workstation protection | 3 | Written |
| | | | than two years in network and security support | 107909L3 | Troubleshoot web browser and connection issues | 3 | Test (HK\$550) |
| Field Techni | ician | | | | | | |
| | | | One year | 107860L1 | Perform next level escalation | 1 | |
| ITOS001L1 | 1 | Core Skills for Operation | experience in Information and Communications | 107861L1 | Understand the System Development Life Cycle for technical support | 1 | Verification of Documents |
| | | and Support | Technology industry | 107862L1 | Understand the principle of troubleshooting | 3 | (HK\$290) OR |

| Cluster Code | QF Level | Cluster Title | Years of Working Experience and Relevant Experience | UoC Code | Units of Competency (UoC) | Credit | Assessment Method & Fee |
|-----------------|-------------|--|---|-------------|---|--------|---|
| | | | | 107863L1 | Understand the principle of data security | 1 | Written Test |
| | | | | 107864L1 | Understand the principle of data protection | 1 | (HK\$550) |
| | | | | 107865L1 | Understand professional ethics and conducts | 3 | |
| | | | | 107866L2 | Keep user/client informed of status of work | 1 | |
| | | | | 107867L2 | Provide support to users | 3 | |
| | | | | 107869L2 | Comply with anti-bribery law and adopt a high standard of integrity in the operation and procurement of ICT products and services | 1 | |
| | | | Three years experience in Information and | 107892L1 | Maintain inventories of equipment/software | 3 | Verification of |
| ITOS017L2 | 2 | Operation 2 Support (Field Technician) | Communications Technology industry, of which not less than one years in operation support | 107897L2 | Restore system or files from backups | 3 | Documents (HK\$290) OR |
| | | | | 107898L2 | Monitor server system status | 3 | Written Test (HK\$550) |
| | | | | 107901L2 | Perform system backup | 3 | |
| | 2 | 2 Email Support | Three years experience in Information and Communications Technology industry, of which not less | 107876L2 | Install and configure email clients | 3 | Verification of |
| ITOS004L2 | | | | 107877L2 | Detect and protect against email spam | 3 | Documents (HK\$290) OR Written |
| | | | than one years in email support | 107878L3 | Resolve email problems | 3 | Test (HK\$550) |
| | | 2 Network Support | Three years experience in Information and Communications Technology industry, of which not less than one years in network support | 107879L2 | Build a small wireless LAN | 3 | Verification of Documents (HK\$290) OR Written Test (HK\$550) |
| ITOS005L2 | 2 | | | 107880L2 | Install and configure network components/devices | 3 | |
| | | | | 107881L2 | Setup content sharing on server | 3 | |
| | | | | 107893L2 | Implement system maintenance procedures | 3 | |
| | | 2 System Support | Three years experience in Information and | 107894L2 | Provide support for different operating systems | 3 | Verification of |
| ITOS007L2 | 2 | | Communications Technology | 107895L2 | Configure desktop client environment | 3 | Documents (HK\$290) |
| | _ | | industry, of which not less than one years in system support | 107896L2 | Perform Operating System installation | 3 | OR Written Test (HK\$550) |
| | | | | 107903L3 | Perform basic system administration | 3 | |
| | | | | 107906L3 | Troubleshoot Operating System issues | 3 | |

| Cluster Code | QF Level | Cluster Title | Years of Working Experience and Relevant Experience | UoC Code | Units of Competency (UoC) | Credit | Assessment Method & Fee |
|-----------------|-------------|--|--|-------------|--|--------|--|
| | | Core Skills for | Five years experience in Information and Communications Technology | 107870L3 | Provide support for handling professional ethics and conducts issues | 3 | Verification of Documents (HK\$290) |
| ITOS008L3 | 3 | Operation and Support | industry, of which not less than two years in operation and support | 107871L3 | Implement "clean" business practices, good controls and integrity management | 3 | OR Written Test (HK\$550) |
| ITOCOOCI 2 | | Procurement | Three years experience in Information and Communications Technology | 107868L2 | Work with service providers/vendors/developers | 3 | Verification of Documents (HK\$290) |
| ITOS006L2 | 2 | Support | industry, of which not less than one years in procurement support | 107900L2 | Purchase computing hardware/components | 3 | OR Written Test (HK\$550) |
| | | System 3 Security Support | Five years experience in Information and Communications Technology | 107885L2 | Create and maintain user accounts on server | 3 | Verification of Documents (HK\$290) |
| ITOS009L3 | 3 | | industry, of which not less than two years in | 107886L3 | Configure user access control on server | 3 | OR Written Test |
| | | | system security support | 107888L3 | Administer system security | 3 | (HK\$550) |
| | | Network Support | Five years experience in Information and Communications Technology | 107882L3 | Install and configure client/server application | 6 | Verification of Documents (HK\$290) OR |
| ITOS010L3 | 3 | | | 107883L3 | Configure WAN connection | 3 | |
| | | | industry, of which not less than two years in network support | 107884L3 | Troubleshoot network issues | 3 | Written Test (HK\$550) |
| 170001013 | 2 | Network Security Support (Field Technician) | Five years experience in Information and Communications Technology | 107887L3 | Administer basic network security | 3 | Verification of Documents (HK\$290) |
| ITOS018L3 | 3 | | industry, of which not less than two years in network security support | 107889L3 | Administer basic website security | 6 | OR Written Test (HK\$550) |
| | | 3 User Support | Five years experience in Information and Communications | 107904L3 | Provide support to mobile device users | 6 | Verification of |
| ITOS012L3 | 3 | | | 107905L3 | Troubleshoot client device hardware issues | 3 | Documents (HK\$290) OR |
| | | | which not less than two years in user support | 107907L3 | Perform remote support | 3 | Written Test (HK\$550) |

| Cluster Code | QF Level | Cluster Title | Years of Working Experience and Relevant Experience | UoC Code | Units of Competency (UoC) | Credit | Assessment Method & Fee |
|-----------------|-------------|---|---|----------------------|---|--------|--|
| Computer C | perato | - | | | | | |
| | | | | 107860L1 107861L1 | Perform next level escalation Understand the System Development Life Cycle for technical support | 1 | |
| | | | | 107862L1 | Understand the principle of troubleshooting | 3 | |
| | | | One year | 107863L1 | Understand the principle of data security | 1 | Verification of |
| ITOS001L1 | 1 | Core Skills for Operation | experience in Information and | 107864L1 | Understand the principle of data protection | 1 | Documents (HK\$290) |
| 110300111 | _ | and Support | Communications Technology | 107865L1 | Understand professional ethics and conducts | 3 | OR Written |
| | | | industry | 107866L2 | Keep user/client informed of status of work | 1 | Test (HK\$550) |
| | | | | 107867L2 | Provide support to users | 3 | |
| | | | | 107869L2 | Comply with anti-bribery law and adopt a high standard of integrity in the operation and procurement of ICT products and services | 1 | |
| | | Operation Support (Computer Operator) | Three years experience in Information and Communications Technology industry, of which not less than one years in operation support | 107892L1 | Maintain inventories of equipment/software | 3 | Verification of Documents |
| | | | | 107897L2 | Restore system or files from backups | 3 | |
| | | | | 107898L2 | Monitor server system status | 3 | (HK\$290) |
| ITOS019L2 | 2 | | | 107899L2 | Provide help desk support | 3 | OR Written Test (HK\$550) |
| | | | | 107901L2 | Perform system backup | 3 | |
| | | | | 107902L2 | Perform fundamental data centre operations | 2 | |
| | | | | 107908L2 | Perform simple web page update | 3 | |
| | | | Three years experience in | 107876L2 | Install and configure email clients | 3 | |
| | | | | 107893L2 | Implement system maintenance procedures | 3 | |
| | | System | Information and Communications | 107894L2 | Provide support for different operating systems | 3 | of Documents |
| ITOS020L2 | 2 | 2 Support (Computer Operator) | Technology industry, of | 107895L2 | Configure desktop client environment | 3 | (HK\$290) OR Written |
| | | Operatory | which not less than one years in | 107896L2 | Perform Operating System installation Perform basic system | 3 | Test (HK\$550) |
| | | | system support | 107903L3 | administration | 3 | , , , , , , , |
| | | | | 107906L3 | Troubleshoot Operating System issues | 3 | |
| ITOS008L3 | 2 | Core Skills for Operation and Support | Five years experience in Information and Communications Technology | 107870L3 | Provide support for handling professional ethics and conducts issues | 3 | Verification of Documents (HK\$290) |
| | 3 | | Operation industry of | 107871L3 | Implement "clean" business practices, good controls and integrity management | 3 | OR Written Test (HK\$550) |

| Cluster Code | QF Level | Cluster Title | Years of Working Experience and Relevant Experience | UoC Code | Units of Competency (UoC) | Credit | Assessment Method & Fee |
|-----------------|-------------|-------------------------------|---|-------------|--|--------|--|
| ITOS006L2 | 2 | Procurement Support | Three years experience in Information and Communications Technology | 107868L2 | Work with service providers/vendors/developers | 3 | Verification of Documents (HK\$290) |
| TTOSUU6L2 | 2 | | upport industry, of which not less than one years in procurement support | 107900L2 | Purchase computing hardware/components | 3 | OR Written Test (HK\$550) |
| | | 3 User Support | Five years experience in Information and | 107904L3 | Provide support to mobile device users | 6 | Verification of Documents |
| ITOS012L3 | 3 | | Technology industry, of | 107905L3 | Troubleshoot client device hardware issues | 3 | (HK\$290) OR Written |
| | | | which not less than two years in user support | 107907L3 | Perform remote support | 3 | Test (HK\$550) |
| ITOS021L3 | 3 | Web and Network Support | Five years experience in Information and Communications Technology | 107884L3 | Troubleshoot network issues | 3 | Verification of Documents (HK\$290) |
| | | | industry, of which not less than two years in web and network support | 107912L3 | Maintain website | 3 | OR Written Test (HK\$550) |
| ITOS022L3 | | 3 Security Support | Five years experience in Information and | 107885L2 | Create and maintain user accounts on server | 3 | Verification of Documents |
| | 3 | | Communications Technology industry, of | 107886L3 | Configure user access control on server | 3 | (HK\$290) OR Written |
| | | | which not less than two years in security support | 107887L3 | Administer basic network security | 3 | Test (HK\$550) |