SFJ ZI02
Monitor and review the performance of technical support systems and equipment

Overview

This unit covers monitoring and reviewing the performance of systems and equipment i.e. common and complex audio, video and communication equipment; checking the quality of the product; modifying, repairing and replacing equipment and introducing additional equipment in order to achieve good quality results.

There are two elements
1. Monitor technical systems and ancillary items
2. Review the performance of equipment

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Performance criteria

You must be able to:

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Monitor technical systems and ancillary items

P1 locate the technical systems and ancillary items to be monitored and establish safe means of access

P2 confirm that technical systems and ancillary items are operating effectively

P3 identify unexpected deviations and take appropriate actions in accordance with working practices and customer requirements

P4 carry out monitoring safely and securely in accordance with customer's and organisational guidelines

P5 complete relevant documentation accurately, comprehensively and legibly

P6 consult relevant personnel to confirm the operational effectiveness of the technical systems and ancillary items

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Review the performance of equipment

You must be able to:

P7 check the quality of the product and identify deficiencies in quality required

P8 discuss recommendations to improve the quality of the product with relevant personnel and agree possible solutions

P9 implement agreed solutions safely and securely

P10 check the environmental integrity, safety and security of equipment

P11 record changes introduced to the equipment accurately, completely and legibly

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Knowledge and understanding

Legal and organisational requirements

You need to know and understand:

K1   your responsibilities under current legislation and regulations and the implications of non-compliance
K2   the approved ways of working
K3   how to carry out risk assessments and why these are required
K4   safe systems of working

Monitoring and reviewing the performance of equipment

You need to know and understand:

K5   the capabilities of deployed equipment
K6   the effect of the installation on other systems and ancillary items
K7   what adjustments may be made to systems and ancillary items
K8   how to use test equipment to assess performance and safety
K9   how to establish the environmental integrity, safety and security of equipment
K10   how to interpret and use technical specifications
K11   why monitoring the effectiveness of the systems and ancillary items is important
K12   how to monitor technical systems and ancillary items and how to analyse their efficiency and effectiveness
K13   how to recognise imperfections in system results and how to improve the quality achieved
K14   what other equipment is available to improve performance
K15   how to carry out test and measurement procedures
K16   what information to record and the importance of keeping accurate records

Principles and theories

You need to know and understand:

K17   the principles of electricity
K18   electronic theory and how it applies to the equipment being reviewed

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Monitor technical systems and ancillary items

1 actions
  1.1 repair
  1.2 replace
  1.3 adjust

Review the performance of equipment

2 products
  2.1 audio
  2.2 stills photographs (images)
  2.3 video
  2.4 other data

3 solutions
  3.1 modify equipment
  3.2 repair
  3.3 replace
  3.4 introduce additional equipment

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