

**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
<b>Technical Support Staff</b>							
ITOS001L1	1	Core Skills for Operation and Support	One year experience in Information and Communications Technology industry	107860L1	Perform next level escalation	1	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107861L1	Understand the System Development Life Cycle for technical support	1	
				107862L1	Understand the principle of troubleshooting	3	
				107863L1	Understand the principle of data security	1	
				107864L1	Understand the principle of data protection	1	
				107865L1	Understand professional ethics and conducts	3	
				107866L2	Keep user/client informed of status of work	1	
				107867L2	Provide support to users	3	
ITOS002L2	2	Operation Support (Technical Support Staff)	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 (HK\$290) OR Written Test (HK\$550)
				107897L2	Restore system or files from backups	3	
				107898L2	Monitor server system status	3	
				107899L2	Provide help desk support	3	
				107901L2	Perform system backup	3	
				107908L2	Perform simple web page update	3	
ITOS003L2	2	Application Support (Technical Support Staff)	Three years experience in Information and Communications Technology industry, of which not less than one years in application support	107872L2	Coordinate application change requests with developer	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107873L2	Install and configure Apps on client devices	3	
				107874L2	Perform application configuration	3	
				107875L3	Troubleshoot application problems	3	
ITOS004L2	2	Email Support	Three years experience in Information and Communications Technology industry, of which not less than one years in email support	107876L2	Install and configure email clients	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107877L2	Detect and protect against email spam	3	
				107878L3	Resolve email problems	3	

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

Cluster Code	QF Level	Cluster Title	Years of Working Experience and Relevant Experience	UoC Code	Units of Competency (UoC)	Credit	Assessment Method & Fee
ITOS010L3	3	Network Support	Five years experience in Information and Communications Technology industry, of which not less than two years in network support	107882L3	Install and configure client/server application	6	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107883L3	Configure WAN connection	3	
				107884L3	Troubleshoot network issues	3	
ITOS011L3	3	Network Security Support (Technical Support Staff)	Five years experience in Information and Communications Technology industry, of which not less than two years in network security support	107887L3	Administer basic network security	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107889L3	Administer basic website security	6	
				107890L3	Administer perimeter firewall	3	
				107891L3	Strengthen workstation protection	3	
ITOS012L3	3	User Support	Five years experience in Information and Communications Technology industry, of which not less than two years in user support	107904L3	Provide support to mobile device users	6	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107905L3	Troubleshoot client device hardware issues	3	
				107907L3	Perform remote support	3	
ITOS013L3	3	Web Support	Five years experience in Information and Communications Technology industry, of which not less than two years in web support	107909L3	Troubleshoot web browser and connection issues	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107910L3	Maintain website performance	3	
				107911L3	Build simple web site using content management systems	3	
				107912L3	Maintain website	3	
<b>Help Desk Support</b>							
ITOS001L1	1	Core Skills for Operation and Support	One year experience in Information and Communications Technology industry	107860L1	Perform next level escalation	1	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107861L1	Understand the System Development Life Cycle for technical support	1	
				107862L1	Understand the principle of troubleshooting	3	
				107863L1	Understand the principle of data security	1	
				107864L1	Understand the principle of data protection	1	
				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		
ITOS014L2	2	Application Support (Help Desk Support)	Three years experience in Information and Communications Technology industry, of which not less than one years in application support	107873L2	Install and configure apps on client devices	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107876L2	Install and configure email clients	3	
				107899L2	Provide help desk support	3	
ITOS015L2	2	System Support (Help Desk Support)	Three years experience in Information and Communications Technology industry, of which not less than one years in system support	107894L2	Provide support for different operating systems	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107895L2	Configure desktop client environment	3	
				107896L2	Perform Operating System installation	3	
				107899L2	Provide help desk support	3	
				107906L3	Troubleshoot Operating System issues	3	
ITOS008L3	3	Core Skills for Operation and Support	Five years experience in Information and Communications Technology industry, of which not less than two years in operation and support	107870L3	Provide support for handling professional ethics and conducts issues	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107871L3	Implement "clean" business practices, good controls and integrity management	3	
ITOS012L3	3	User Support	Five years experience in Information and Communications Technology industry, of which not less than two years in user support	107904L3	Provide support to mobile device users	6	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107905L3	Troubleshoot client device hardware issues	3	
				107907L3	Perform remote support	3	
ITOS016L3	3	Network and Security Support	Five years experience in Information and Communications Technology industry, of which not less than two years in network and security support	107879L2	Build a small wireless LAN	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107880L2	Install and configure network components/devices	3	
				107882L3	Install and configure client/server application	6	
				107891L3	Strengthen workstation protection	3	
				107909L3	Troubleshoot web browser and connection issues	3	
<b>Field Technician</b>							
ITOS001L1	1	Core Skills for Operation and Support	One year experience in Information and Communications Technology industry	107860L1	Perform next level escalation	1	Verification of Documents (HK\$290) OR
				107861L1	Understand the System Development Life Cycle for technical support	1	
				107862L1	Understand the principle of troubleshooting	3	

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 (HK\$550)
				107864L1	Understand the principle of data protection	1	
				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	
ITOS017L2	2	Operation Support (Field Technician)	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 (HK\$290) OR Written Test (HK\$550)
				107897L2	Restore system or files from backups	3	
				107898L2	Monitor server system status	3	
				107901L2	Perform system backup	3	
ITOS004L2	2	Email Support	Three years experience in Information and Communications Technology industry, of which not less than one years in email support	107876L2	Install and configure email clients	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107877L2	Detect and protect against email spam	3	
				107878L3	Resolve email problems	3	
ITOS005L2	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)
				107880L2	Install and configure network components/devices	3	
				107881L2	Setup content sharing on server	3	
ITOS007L2	2	System Support	Three years experience in Information and Communications Technology industry, of which not less than one years in system support	107893L2	Implement system maintenance procedures	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107894L2	Provide support for different operating systems	3	
				107895L2	Configure desktop client environment	3	
				107896L2	Perform Operating System installation	3	
				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
ITOS008L3	3	Core Skills for Operation and Support	Five years experience in Information and Communications Technology industry, of which not less than two years in operation and support	107870L3	Provide support for handling professional ethics and conducts issues	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107871L3	Implement "clean" business practices, good controls and integrity management	3	
ITOS006L2	2	Procurement Support	Three years experience in Information and Communications Technology industry, of which not less than one years in procurement support	107868L2	Work with service providers/vendors/developers	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107900L2	Purchase computing hardware/components	3	
ITOS009L3	3	System Security Support	Five years experience in Information and Communications Technology industry, of which not less than two years in system security support	107885L2	Create and maintain user accounts on server	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107886L3	Configure user access control on server	3	
				107888L3	Administer system security	3	
ITOS010L3	3	Network Support	Five years experience in Information and Communications Technology industry, of which not less than two years in network support	107882L3	Install and configure client/server application	6	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107883L3	Configure WAN connection	3	
				107884L3	Troubleshoot network issues	3	
ITOS018L3	3	Network Security Support (Field Technician)	Five years experience in Information and Communications Technology industry, of which not less than two years in network security support	107887L3	Administer basic network security	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107889L3	Administer basic website security	6	
ITOS012L3	3	User Support	Five years experience in Information and Communications Technology industry, of which not less than two years in user support	107904L3	Provide support to mobile device users	6	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107905L3	Troubleshoot client device hardware issues	3	
				107907L3	Perform remote support	3	

Cluster Code	QF Level	Cluster Title	Years of Working Experience and Relevant Experience	UoC Code	Units of Competency (UoC)	Credit	Assessment Method & Fee
<b>Computer Operator</b>							
ITOS001L1	1	Core Skills for Operation and Support	One year experience in Information and Communications Technology industry	107860L1	Perform next level escalation	1	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107861L1	Understand the System Development Life Cycle for technical support	1	
				107862L1	Understand the principle of troubleshooting	3	
				107863L1	Understand the principle of data security	1	
				107864L1	Understand the principle of data protection	1	
				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	
ITOS019L2	2	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 (HK\$290) OR Written Test (HK\$550)
				107897L2	Restore system or files from backups	3	
				107898L2	Monitor server system status	3	
				107899L2	Provide help desk support	3	
				107901L2	Perform system backup	3	
				107902L2	Perform fundamental data centre operations	2	
				107908L2	Perform simple web page update	3	
ITOS020L2	2	System Support (Computer Operator)	Three years experience in Information and Communications Technology industry, of which not less than one years in system support	107876L2	Install and configure email clients	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107893L2	Implement system maintenance procedures	3	
				107894L2	Provide support for different operating systems	3	
				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	3	Core Skills for Operation and Support	Five years experience in Information and Communications Technology industry, of which not less than two years in operation and support	107870L3	Provide support for handling professional ethics and conducts issues	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107871L3	Implement "clean" business practices, good controls and integrity management	3	

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 industry, of which not less than one years in procurement support	107868L2	Work with service providers/vendors/developers	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107900L2	Purchase computing hardware/components	3	
ITOS012L3	3	User Support	Five years experience in Information and Communications Technology industry, of which not less than two years in user support	107904L3	Provide support to mobile device users	6	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107905L3	Troubleshoot client device hardware issues	3	
				107907L3	Perform remote support	3	
ITOS021L3	3	Web and Network Support	Five years experience in Information and Communications Technology industry, of which not less than two years in web and network support	107884L3	Troubleshoot network issues	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107912L3	Maintain website	3	
ITOS022L3	3	Security Support	Five years experience in Information and Communications Technology industry, of which not less than two years in security support	107885L2	Create and maintain user accounts on server	3	Verification of Documents (HK\$290) OR Written Test (HK\$550)
				107886L3	Configure user access control on server	3	
				107887L3	Administer basic network security	3	