

---

**Overview**

This standard covers the skills you need to provide technical assistance for computer application software (does not include CAD) and equipment for scientific or technical activities, in accordance with approved procedures and practices. You will be expected to identify and use relevant understanding, methods and skills to complete tasks and address problems that, whilst well defined, have a measure of complexity. You will be expected to initiate and complete tasks and procedures as well as exercise autonomy and judgement within limited parameters. You will also be aware of different perspectives or approaches used within the workplace.

On completion of workplace activities, you will be required to show you have addressed problems that, whilst well defined, may be complex and non-routine. You will use appropriate investigation to inform actions and review how effective these methods have been. You will report any problems with the activities, materials or equipment that you cannot personally resolve, or that are outside your permitted authority, to the relevant people. This will include, where relevant, taking responsibility for supervising or guiding others, taking personal responsibility for your own actions and for the quality and accuracy of the work that you carry out. You will be expected to work to instructions, with a minimum of supervision, either on your own or as part of a team.

Your underpinning knowledge will enable you to use factual, procedural and theoretical understanding to complete scientific or technical tasks and address problems that, whilst well defined, may be complex and non-routine. You will be able to interpret and evaluate relevant workplace information and ideas.

**Who this standard is for**

The standard is recommended for more experienced laboratory staff possibly who are about to complete an apprenticeship.

---

**Performance**

**criteria**

- You must be able to:
- P1 ensure that your work is carried out in accordance with workplace procedures
  - P2 agree and provide the technical support requirement with the relevant people
  - P3 gather relevant and accurate information for the technical support provided
  - P4 demonstrate computer application software and equipment methods and skills in a manner appropriate to workplace needs
  - P5 communicate the required information about the work done, to authorised people, in accordance with departmental and organisational procedures

## Knowledge and understanding

### You need to know and understand:

- K1 the health and safety requirements of the area in which you are carrying out the activities
- K2 the scientific or technical techniques and processes you must use correctly in the workplace
- K3 the limits of your own authority and to whom you should report if you have problems that you cannot resolve
- K4 the organisational policies that exist for the use and application of licensed computer software
- K5 the organisational policies that exist for the use of anti-virus and anti-spy software protection
- K6 the organisational policies that exist on data protection and the data protection act
- K7 the lines of communication and responsibilities in your department, and the links with the rest of the organisation
- K8 the specific safety and security precautions to be taken when working with computer equipment
- K9 the correct start up and shutdown procedures to be used for the computer systems
- K10 how to identify and select the correct software package from the on-screen menu
- K11 how to deal with system problems (such as error messages received, peripherals which do not respond as expected, obvious faults with the equipment or connecting leads)
- K12 how to use the software to perform required operations for organisations requirements
- K13 the organisational standards and conventions that are used for the computer and the software
- K14 why it is important to create backup copies of software and to file them in a separate and safe location away from electromagnetic sources
- K15 the document control and reporting procedures that should be used
- K16 the reasons why effective communication is important, and the methods used

COGLS313

Provide technical support for computer application software  
and equipment in life sciences and related industries



---

for communicating effectively

## COGLS313

Provide technical support for computer application software and equipment in life sciences and related industries



---

<b>Developed by</b>	Cogent
<b>Version number</b>	1
<b>Date approved</b>	October 2013
<b>Indicative review date</b>	October 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Cogent
<b>Original URN</b>	COGLS313
<b>Relevant occupations</b>	Associated Professionals and Technical Occupations; Science and Mathematics; Science; Science and Engineering Technicians; Professional Occupations; Science Professionals
<b>Suite</b>	Life Sciences and Related Industries 3
<b>Key words</b>	technical support, CAD, computer application, software

---