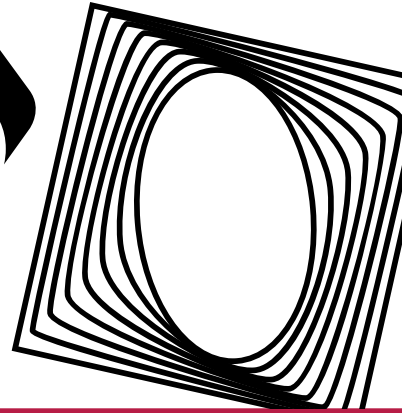


HeadsUp



Secretarial Studies

LEARNING GUIDE

960-722

IN COMPLIANCE
WITH THE NEW
*Program of
Study*

TECHNICAL SUPPORT

23

SOFAD





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INTRODUCTION

The competency *Technical Support* is part of the program of study for a DVS (Diploma of Vocational Studies) in Secretarial Studies. The program is divided into 25 competencies representing a total of 1485 hours of training.

Code	Number	Competency	Length (h)	Credits
960-501	01	The Occupation and the Training Process	15	1
960-515	02	Proofreading	75	5
960-526	03	Word Processing	90	6
960-534	04	Quality of Written English	60	4
960-544	05	Customer Service	60	4
960-554	06	Document Management	60	4
960-562	07	Producing Spreadsheets	30	2
960-572	08	Designing Presentations	30	2
960-584	09	Business Texts in English	60	4
960-596	10	Accounting Operations	90	6
960-605	11	Business Correspondence	75	5
960-613	12	Creating Databases	45	3
960-623	13	Handling Cash	45	3
960-635	14	Translation	75	5
960-644	15	Producing Tables and Charts	60	4
960-656	16	Visual Design of Documents	90	6
960-666	17	Business Texts in French	90	6
960-672	18	Digital Media	30	2
960-833	19	Interacting in French	45	3
960-695	20	Following up on Business Correspondence	75	5
960-704	21	Meetings and Events	60	4
960-714	22	Producing Reports	60	4
960-722	23	Technical Support	30	2
960-733	24	Coordinating Multiple Tasks	45	3
960-746	25	Entering the Workforce	90	6

One credit corresponds to 15 hours of training.

PRESENTATION OF THE LEARNING GUIDE

The general competency *Technical Support* is one of the 25 competencies covered in the Secretarial Studies vocational program. The educational aims of the program are to maintain and promote the quality of English, improve the quality of customer service, develop learners' desire to improve their knowledge of technological tools, and develop their sense of autonomy and initiative.

Secretaries today are trained to work independently yet play an integral role in any management team. They are indispensable assistants to managers and professionals, handling a variety of files and assuming multiple responsibilities. The competencies required to meet the needs of modern organizations are numerous and increasingly varied.

This guide will help you develop your competencies in technical support. You will learn to provide your future colleagues with technical assistance in executing tasks on their computer, restoring the operation of a device or optimizing its performance.

This learning guide contains everything you need to progress towards your occupational goal: learning situations that are representative of the real-life work of a secretary and clear explanations so that you can complete multiple technical support tasks efficiently. These include identifying common issues on various types of equipment (for example, computers, smartphones, printers) and troubleshooting operating systems, basic software or Internet access.

QUALITY OF ENGLISH

This guide will also help you improve your skills in written English, because your role goes beyond providing technical support. You must produce documentation to help users solve similar problems or to carry out certain IT tasks.

PREREQUISITES

The expected outcomes in this guide take into account the general and specific competencies you have already acquired in your secretarial training.

WORK SITUATIONS

This guide consists of three work situations (WS) that will not only lead you to acquire new knowledge but teach you to apply it with ease and use it skillfully. Each situation follows the same structure. First, you read about the work context and the assignment you must carry out.

Next, you embark on a series of engaging and motivating tasks. You will be guided step-by-step through each task. The learning content will be explained in detail, and supported with multiple exercises to ensure that you acquire this new learning. All the answers to the exercises are in the answer key, at the end of the guide.

EVALUATION OF LEARNING

This guide includes two scored activities, presented in separate booklets that have been provided with the guide. You can also download them from the portailsofad.com website. You will find all the information you need in your guide when you reach the appropriate stage for evaluation.

Scored activities must be submitted for correction and grading. You will hand them in to your teacher if you are taking the course in an education centre, or you will send them to your tutor if you are registered for distance learning. In either case, the corrected document will be returned to you.

Scored activities are an excellent way for you to identify areas of difficulty so that you can work to overcome them. The last scored activity in the guide was developed following the same criteria as those of the final evaluation for the course. It therefore serves as a realistic practice test for the official final examination, which will take place under supervision in an adult education centre.

REQUIRED MATERIALS

- the *Technical Support* learning guide and answer key
- two scored activities
- access to the portailsofad.com website
- videos demonstrating how technological equipment, materials and tools work (available on portailsofad.com)

RECOMMENDATIONS FOR SUCCESS

We recommend that you do all the exercises in the learning guide as well as the two scored activities provided. Carefully compare your answers with the answer key and, if necessary, review content to make sure you fully understand it before going on to the next task.

If you have questions, do not hesitate to ask your teacher or tutor for explanations.

The course is estimated to take approximately 30 hours to complete. Set up a study schedule that takes into account your needs as well as your obligations: family, work or other responsibilities. Follow the schedule you have set as closely as possible.

OVERVIEW OF THE LEARNING GUIDE

Opening Pages

The title page presents the number and title of the work situation.



The situation begins with a description of the context in which you will complete different tasks to acquire the target competency.

The Your Assignment section summarizes and lists the tasks you will perform during the work situation.

The total length of all the situation tasks includes the scored activity, if applicable.



Situation Highlights

The task number is clearly indicated.

TASK 1.1

Identifying Common Issues on Various Types of Equipment

Computer technology is a very broad science based on logic. Like mathematics and other areas of science, **algorithms** are used in programming. For example, if you withdraw \$20 from an ATM, the algorithm will prompt several operations to produce an outcome: your \$20 bill.

Despite robust algorithms, software and hardware can sometimes behave as expected. This is when a problem is not apparent. Some...



Algorithm
An algorithm is a series of operations or tasks that produce an outcome. This series necessarily includes a start and an end.

Troubleshooting a Desktop Computer

A desktop computer may be configured in various ways. At minimum, the following hardware will be connected to the base:

- a screen (or **monitor**)
- a keyboard
- a mouse

Of course, other equipment, called **peripherals**, may also be connected, such as:

- a printer
- a USB key
- speakers
- a scanner
- a camera
- a USB hub



3 Name three problems that may occur with a desktop computer. Draw on your own experience.

- _____
- _____
- _____

>> Compare your answer with the ANSWER KEY.

Most Common Issues

Various problems may occur with a desktop computer. In terms of hardware, the most common issues are:

- The computer will not start up.
- The monitor shows a black screen.
- The monitor shows a blue screen.
- The keyboard or mouse is unresponsive.
- The computer is making unusual noises.

NB
Some issues may fall into more than one category and apply to different technological tools.

Terms that may be difficult to understand are defined in the page margins.

The NB feature draws your attention to an important observation.

Relevant examples illustrate and support the content.

The Tip feature presents practical advice to help you do an exercise.

In terms of software, the following issues may arise:

- An error message appears on the screen.
- The current program is greyed out and the message "Not Responding" appears.
- The computer constantly reboots in a loop.
- The monitor shows a blue screen.

It is important to remember that everyone has a different level of knowledge of computers and that some people are more at ease with technology than others. Consequently, sometimes problems result from the user's incorrect usage or lack of technical knowledge. Also, the user's interpretation of what is happening may lead to a false diagnosis. Here are a few examples:

EXAMPLE 1

Peter Miller, an agent at Prestige Homes, tells you that his computer will not start up. He says that he has connected and disconnected all the cables several times without success. It turns out that Peter did not press the **On** button on his monitor, which was in a black screen.

Tip

Planning

To help you develop efficient work habits, it is a good idea to plan time in your agenda to take inventory on a regular basis. For example, you could set aside 20 minutes for this task every two weeks.

A simple and efficient way of stocktaking is to create a spreadsheet in Microsoft Excel containing the following elements:

- date of stocktaking
- name of person doing stocktaking
- list of supplies held in stock, including product numbers
- product descriptions
- amount of each item that should be in stock
- actual amount of each item in stock



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Using a spreadsheet program (for example, Microsoft Excel or Google Sheets), create a table to be used to track the inventory of supplies at Four Bridges Elementary.

➔ Compare your answer with the ANSWER KEY.

Receiving and Checking Your Order

You receive a box of printing supplies you ordered. Before you put anything away, you must check two things:

- Which order is it?
- Do the quantities received match the order?

You may have placed several orders with the same supplier. Thankfully, suppliers must always include a delivery slip, which you will find either inside the box or affixed to the box in a clear envelope. The information contained in this document is similar to the purchase order: the date, the supplier's name and contact information, your name, your organization's name and contact information, the product name, the number and description of the supplies ordered, and the quantities delivered.

Checking

When checking an order, it is important to be thorough to avoid any errors. For example, the product number should be checked on the purchase order, the delivery slip and the item itself, as different products may have similar numbers. Referring to the purchase order as well as the delivery slip and the item itself is good practice. Once the product and quantity have been checked, you can circle the amount ordered on the purchase order and the amount received on the delivery slip. If all the items have been delivered, indicate the date received and sign the delivery slip. Save these documents in case of queries or verification by your supervisor.

This pictogram tells you that you must use the Internet to complete the task.

A regularly repeated instruction points out the best time to compare your answers with the answer key (at the end of the guide).

This pictogram, accompanied by an instruction, tells you which file, document or tool you need to download from the SOFAD website, at portailsofad.com, in order to perform the task.



Please consult the competency's webliography on portailsofad.com for a list of makers of high-volume multifunction printers and their websites.

Next, on the website, find the support and drivers section and either select or search for the printer model you are looking for. You should find technical documentation, often in PDF format, here. Otherwise, performing an Internet search with the printer's model name and the keyword "user guide" should work.

10 What is the difference between a flatbed scanner and a sheetfed scanner? As needed, perform an Internet search to find out more.



4

For each of the situations described below, decide whether it reflects a supply issue or an IT issue. Place a tick in the appropriate column.

SITUATION	SUPPLY ISSUE	IT ISSUE
a) Your boss calls you because the department's multifunction printer is not printing. When you look at the printer, you see a message on the display panel: "Replace cartridge."		
b) Justine, one of the department's accounting clerks, sends you an email to say she is unable to print out a report. When you reach her office, you see that there are about ten unprinted documents in the print queue.		
c) You try to staple a document using the multifunction printer, but without success. You check the staple compartment and see that it is empty.		
d) You bump into Arielle in the corridor and she tells you that she is unable to scan the sales report for September. A message appears on the multifunction printer: "Scan was not successful."		
e) You receive another email from Justine telling you that her printer is not working again. When you reach her office, you see that the paper tray is empty.		

>> Compare your answer with the answer key.

Content is often presented in tables to make it easier to understand.



3 Troubleshooting IT Equipment in General

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Go to the SOFAD portal to view the video *health_and_safety.mp4*. List the five potential hazards that the employee did not take into account and suggest corrections.

- _____
- _____
- _____
- _____
- _____

➤ Compare your answer with the ANSWER KEY. ✓

This pictogram tells you that you must view a video on the SOFAD website, at portailsofad.com.

In this learning situation, you discovered how to diagnose the most common IT issues, note the most relevant information for an IT technician, write a communication in the event of a system failure and write a procedure. The knowledge you have acquired will be essential not only to your further learning but also in your day-to-day life.

Scored Activity 1



You must now complete Scored Activity 1.

Go to the SOFAD website at portailsofad.com and download the document titled *Scored Activity 1*. Complete the activity and hand it in to your teacher, or send it to your tutor according to the terms provided when you registered.




At the end of Situations 1 and 3, this pictogram tells you to complete a scored activity.

TECHNICAL SUPPORT

A LEARNING GUIDE
FROM THE COLLECTION

Heads 
*Secretarial
Studies*




With the Heads  learning guides, students acquire competency through authentic work situations so that they are ready to deal with the demands and needs of the labour market.


The learning guide **Technical Support** is fully compliant with the vocational program in secretarial studies (DVS 5857), in the training sector of administration, commerce and computer technology.

As students perform the assigned tasks, they acquire elements of the competency *Technical Support*:

- ensuring equipment is working correctly and performing basic maintenance
- assisting personnel in using technological tools and equipment
- writing and communicating technical information
- procuring office supplies

The learning guide **Technical Support** consists of three work situations:

-  Practising IT Medicine
-  Troubleshooting Printing Equipment and Procuring Supplies
-  Troubleshooting IT Equipment in General

Discover our new Heads  series: stimulating learning resources for contextualized training that promotes success both at school and in the workplace.

The learning guide and the answer key (PDF), as well as complementary digital resources, are available online at portailsofad.com.

