**Competition Brief**

**Competition Title**

IT Support Technician

**Competition duration -** 4 hours (part A 2.5 Hours, Part B 1.5 hours)

**Competition Overview**

IT Support Technicians are crucial to the day to day functioning of businesses in today’s modern world. They provide assistance to computer users by answering questions, resolving technical problems and maintaining a company's network, software and computer equipment.

In this competition, competitors will undertake a series of practical tasks which will demonstrate their abilities and skills in PC systems and networking. The full competition brief will be provided to each competitor on the morning of the competition.

The live competitions will be held at various venues across Wales.

**Please note the point of contact is responsible to inform the host of which version of OS is required for client and server.**

**Entry Criteria**

This competition is for those training for a career in the IT Industry and who are studying on a Level 2 or 3 BTEC Diploma or an apprenticeship. Please ensure your entrants have the skills and competences to complete the competition tasks.

**Entry capacity restrictions by organisation**

Maximum of **3 entries per organisation**. **Reserves** may also be registered to account for potential absences or withdrawals. This is the maximum number of entries permitted by an organisation for this competition.

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This is determined by ‘location’ and ‘organisation’. ‘Organisation’ refers to the competitors’ training provider/employer. ‘Location’ refers to a site where the competitor studies / is employed.

This competition may be subject to a selection process if competitor registration numbers exceed the host venue capacity. Where capacity is identified in a competition the reserve competitors may be invited to compete. The decision will be made following a consultation between Skills Competition Wales and the competition lead after registration closes. All parties will be notified of any changes.

For further guidance on these capacities, [click here.](https://inspiringskills.gov.wales/competitions/competition-registration-guide)

**Brief**

This competition focuses on all the essential requirements for a successful career as an IT Support Technician within any industry.

This competition tests your ability to configure IT hardware and software to meet customer

requirements. Competitors will be presented with a variety of tasks which can be conducted using Oracle Virtual Box or VMware or Hyper V:

* Storage
* Wireless
* RAM
* Graphics
* Microsoft Client (Windows 7 or above to suit the organisation )
* Oracle VM Virtual Box or VMware or Hyper V (get them to install one or both Virtualized O/S)
* Server (2008 or above)

They should also be familiar with MS Office application software.

**Software Installation / Troubleshooting**

* Installation
* Peripheral Drivers
* Network Components, correct IP / Subnet Mask Address
* Share a printer
* Operating System
* User profiles (local and admin)
* Application Software

Previous competition briefs are available to view and download via the Skills Competition Wales website, please [click here](https://inspiringskills.gov.wales/competitions/it-support-technician/archives) to access.

**Infrastructure List**

1 of the following for each competitor:

* Keyboard
* Mice
* Monitors
* Client PC - Windows 10 System or above
* Windows Server Operating System Disc 2008 or above (included in your disc pack) / USB stick/ disc
* Windows 10 Operating System Disc or above (included in your disc pack) / USB stick/disc
* Microsoft Office Disc (included in your disc pack) / USB stick/disc
* Driver Disc (included in your disc pack) / USB stick/disc
* USB Pen Drive (32Gb) containing Windows 10 or above, Office 2010/16, Security Software and various drivers located on USB plus Oracle VM Virtual Box or VMware Installation Files
* (included in your disc pack)
* Electrical Extension Cable (6 way) \*\* Check the room hosting the event can handle the power load \*\*
* PC
* Mobile phone able to connect to PC (task 5)

**Part B**

Learners will be supplied with a computer with motherboard, CPU & Power Supply pre installed and be expected to install 2 internal and 1 external including configuration.

**Objective:** Learners will gain practical experience in installing common computer components, understand the physical installation process, and learn how to configure them within the operating system.

**Equipment Provided to Learners (Pre-installed):**

* **Computer Case:** The physical enclosure.
* **Motherboard:** The main circuit board that connects all components.
* **CPU (Central Processing Unit):** The "brain" of the computer, typically with a heatsink and fan already mounted.
* **Power Supply Unit (PSU):** Supplies power to all components.

**Components Learners Will Install (Supplied Separately)**

* RAM
* Storage: HDD, SSD, M.2
* GPU (PCIe install)

**External options:**

* Keyboard
* Mouse
* Monitor

Learners will be required to evidence this via photographs and annotate their choices to explain their participation in the competition practical.

**Competition Rules**

For full terms and conditions of entry and competition rules [visit](https://inspiringskills.gov.wales/terms/registrations-terms-and-conditions).

**Generic competition rules**

* Use of a mobile phone essential
* Dropbox
* Listening to music via headphones is not permitted during competition activity.
* Any questions during competition activity should be addressed to the competition judging panel.
* Competitors should not communicate with other competitors during competition activity.
* It is the responsibility of each competitor to arrive on time for each competition session. No additional time will be allowed if you arrive late.
* Technical failure of your equipment should be reported immediately to the judging panel. Additional time will be allocated if the fault is beyond the control of the competitor.

**Marking and Assessment**

Marking and judging of this competition will be done by a team of experts from Industry, Further Education or Training Providers from across Wales, using a marking criteria and allocated marks to ensure consistency.

Breakdown of marking and assessment:

| A | Health, Safety and Security | 10% |
| --- | --- | --- |
| B | Installation | 10% |
| C | Configuration | 5% |
| D | Maintenance and Fault Finding | 5% |
| E | Domain | 5% |
| F | Folders, Permissions and User Profiles | 5% |
| G | Backup & Peripherals | 5% |
|  | **Total** | **45%** |
| **Part B** |  |  |
| A | Health and Safety  Specifics involved (ESD mat, clean and tidy workstation) | 10% |
| B | Installation  (mark for identification, and correct install) | 10% |
| C | Configuration  (setting up the software in relation to the installs) | 10% |
| D | Customer Service  (questioning from judges) | 10% |
| E | Cable management, compressed air and clean work station | 15% |
|  | **Total** | **55%** |

**Feedback and Recognition**

Individual and Group verbal feedback will be provided at the end of the competition. No results or awards will be awarded on the day, as marking will be quality assured.

All competitors will be issued with a Participation Certificate on the competition day. First, second, third and highly commended awards will be announced during the celebration event. The highly commended award recognises all competitors who have achieved above average. The celebration event will be held on Wednesday 18th March 2026, further details will be communicated to competitors and their points of contact by email.

Marksheets will be available upon request via [info@skillscompetitionwales.ac.uk](mailto:info@skillscompetitionwales.ac.uk) to competitors after the celebration event.

**Competition Lead**

**Lead Contact:**

Robert Jones

robert.jones1@cambria.ac.uk

**Expert Contacts:**

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Simon Prince - [simon.prince@cambria.ac.uk](mailto:simon.prince@cambria.ac.uk)

**Our partners**

This competition is delivered in partnership with



**Briff y Gystadleuaeth**

**Teitl y Gystadleuaeth**

Technegydd Cymorth TG

**Hyd y gystadleuaeth -** 4 awr (Rhan A 2.5 awr, Rhan B 1.5 awr)

**Trosolwg o’r Gystadleuaeth**

Mae Technegwyr Cymorth TG yn hanfodol i waith busnes o ddydd i ddydd yn y byd modern sydd ohoni. Maent yn rhoi cymorth i ddefnyddwyr cyfrifiaduron drwy ateb cwestiynau, datrys problemau technegol a chynnal rhwydwaith, meddalwedd ac offer cyfrifiadurol eu cwmni.

Yn y gystadleuaeth hon, bydd y cystadleuwyr yn ymgymryd â chyfres o dasgau ymarferol a fydd yn dangos eu galluoedd a'u sgiliau ym maes systemau cyfrifiadurol a rhwydweithio. Bydd y brîff cystadlu llawn yn cael ei ddarparu i bob cystadleuydd ar fore rownd gyntaf y gystadleuaeth.

Cynhelir rowndiau rhagbrofol byw mewn sawl lleoliad ledled Cymru.

**Nodwch mai'r pwynt cyswllt sy'n gyfrifol am hysbysu'r gwesteiwr o ba fersiwn o OS sy'n ofynnol ar gyfer cleient a gweinydd.**

**Meini Prawf Cystadlu**

Mae'r gystadleuaeth hon ar gyfer y rhai sy’n hyfforddi ar gyfer gyrfa yn y Diwydiant TG ac sy’n astudio ar gyfer Diploma BTEC Lefel 2neu 3 neu brentisiaeth.

Sicrhewch fod gan eich ymgeiswyr y sgiliau a'r gallu angenrheidiol i gwblhau'r dasg.

**Cyfyngiadau capasiti mynediad yn ôl sefydliad**

Uchafswm o **3 chystadleuydd fesul sefydliad**. Gellir cofrestru **cronfeydd wrth gefn** hefyd i gyfrifon absenoldeb neu dynnu'n ôl os bydd angen.

Dyma uchafswm y cystadleuwyr a ganiateir o bob sefydliad ar gyfer y gystadleuaeth hon. Penderfynir ar hyn yn ôl 'lleoliad' a 'sefydliad'. Mae 'sefydliad' yn cyfeirio at ddarparwr hyfforddiant/gyflogwr y cystadleuwyr.

Gall y gystadleuaeth hon fod yn destun proses ddethol os yw'r niferoedd cofrestru cystadleuwyr yn fwy na chapasiti'r lleoliad cynnal. Lle nodir bod capasiti ar gyfer y gystadleuaeth, gellir gwahodd cystadleuwyr wrth gefn i gystadlu. Bydd y penderfyniad yn cael ei wneud yn dilyn ymgynghoriad rhwng Cystadleuaeth Sgiliau Cymru ac arweinydd y gystadleuaeth ar ôl i'r cofrestru gau. Bydd pob parti yn cael gwybod am unrhyw newidiadau.

I gael rhagor o ganllawiau ynglŷn â chapasiti, [cliciwch yma.](https://inspiringskills.gov.wales/competitions/competition-registration-guide)

**Briff**

Mae'r gystadleuaeth hon yn canolbwyntio ar yr holl ofynion hanfodol ar gyfer gyrfa lwyddiannus fel Technegydd Cymorth TG o fewn unrhyw ddiwydiant.

Mae'r gystadleuaeth hon yn profi eich gallu i ffurfweddu caledwedd a meddalwedd TG i ddiwallu gofynion cwsmeriaid. Bydd cystadleuwyr yn cael amrywiaeth o dasgau y gellir eu cyflawni gan ddefnyddio Oracle Virtual Box neu VMware o Hyper V:

* Storio
* Di-wifr
* RAM
* Graffigwaith
* Cleient Microsoft (Windows 7uchod i weddu i'r sefydliad)
* Oracle VM Virtual Box neu VMware o Hyper V (byddant yn gosod naill ai un System Weithredu Rithwir neu’r ddwy ohonynt)
* Gweinydd (2008 i uchod)

Dylent hefyd fod yn gyfarwydd â meddalwedd cymwysiadau MS Office.

**Gosod Meddalwedd / Datrys Problemau**

* Gosod
* Gyrwyr Perifferol
* Cydrannau Rhwydwaith, Cyfeiriad IP / Masg Isrwyd cywir
* Rhannu argraffydd
* System Weithredu
* Proffiliau defnyddwyr (lleol a gweinyddol)
* Meddalwedd Cymwysiadau

Mae briffiau cystadleuaeth flaenorol ar gael i'w gweld a'u llwytho o’r wefan Cystadleuaeth Sgiliau Cymru, [cliciwch yma](https://inspiringskills.gov.wales/competitions/it-support-technician/archives) i gael mynediad iddynt.

**Rhestr Seilwaith**

1 o'r canlynol ar gyfer pob cystadleuydd:

* Bysellfwrdd
* Llygod
* Monitorau
* Pc Cleient - System Windows 10 neu’n uwch
* Disg System Weithredu Gweinydd Windows 2008 neu’n uwch (wedi'i gynnwys yn eich pecyn disg) / ffon / disg USB
* Disg System Weithredu Windows 10 neu’n uwch (wedi'i gynnwys yn eich pecyn disg) / ffon / disg USB
* Disg Microsoft Office (wedi'i gynnwys yn eich pecyn disg) / ffon/disg USB
* Disg Gyrrwr (wedi'i gynnwys yn eich pecyn disg) / ffon/disg USB
* USB Cof Bin (32Gb) sy'n cynnwys Windows 10 neu’n uwch na 10, Office 2010/16, Meddalwedd Diogelwch a gyrwyr amrywiol wedi'u lleoli ar USB ynghyd â Blwch Rhithwir Oracle VM neu Ffeiliau Gosod VMware
* (wedi'i gynnwys yn eich pecyn disg)
* Cebl Estyniad Trydanol (6 ffordd) \*\* Gwiriwch y gall yr ystafell sy'n cynnal y digwyddiad drin y llwyth pŵer \*\*
* Cyfrifiadur
* Ffôn symudol sy'n gallu cysylltu â PC (tasg 5)

**Rhan B**

Bydd dysgwyr yn cael cyfrifiadur gyda mamfwrdd, CPU a Chyflenwad Pŵer wedi'u gosod ymlaen llaw a disgwylir iddynt osod 2 mewnol ac 1 allanol gan gynnwys ffurfweddu.

**Amcan**: Bydd dysgwyr yn cael profiad ymarferol o osod cydrannau cyfrifiadurol cyffredin, deall y broses gosod ffisegol, ac yn dysgu sut i'w ffurfweddu o fewn y system weithredu.

**Offer a ddarperir i ddysgwyr (wedi'i osod ymlaen llaw):**

* **Cas Cyfrifiadur:** Yr amgaead corfforol.
* **Mamfwrdd:** Y prif fwrdd cylched sy'n cysylltu'r holl gydrannau.
* **CPU (Uned Brosesu Ganolog):** "Ymennydd" y cyfrifiadur, fel arfer gyda chyfnewidiwr gwres a ffan eisoes wedi'i osod.
* **Uned Gyflenwad Bŵer (PSU):** Yn cyflenwi pŵer i'r holl gydrannau.

**Cydrannau y bydd Dysgwyr yn eu Gosod (a Ddarperir ar Wahân):**

**Opsiynau mewnol:**

* RAM
* Storio HDD, SSD, M.2
* GPU (PCle gosod)

**Opsiynau allanol:**

* Bysellfwrdd
* Llygoden
* Monitor

Bydd gofyn i ddysgwyr ddangos tystiolaeth o hyn drwy ffotograffau ac anodi eu dewisiadau.

**Rheolau’r Gystadleuaeth**

I weld y telerau ac amodau mynediad llawn a’r rheolau cystadlu [ewch i](https://inspiringskills.gov.wales/terms/registrations-terms-and-conditions?lang=cy).

**Rheolau cystadlu cyffredinol**

* Bydd ffonau symudol yn cael eu diffodd yn ystod tasgau 1-4. Bydd ffôn symudol yn hanfodol ar gyfer tasg 5.
* Dropbox
* Rhaid diffodd ffonau symudol yn ystod y gweithgareddau cystadlu.
* Ni chaniateir gwrando ar gerddoriaeth drwy glustffonau yn ystod y gweithgareddau cystadlu.
* Os bydd unrhyw gwestiynau yn ystod y gweithgareddau cystadlu, dylid eu cyfeirio at banel beirniaid y gystadleuaeth.
* Ni ddylai cystadleuwyr gyfathrebu â chystadleuwyr eraill yn ystod gweithgareddau cystadlu.
* Cyfrifoldeb pob cystadleuydd yw cyrraedd yn brydlon ar gyfer pob sesiwn o'r gystadleuaeth. Ni chaniateir amser ychwanegol os byddwch yn cyrraedd yn hwyr.
* Os bydd methiant technegol gyda’ch offer dylech hysbysu’r panel beirniadu ar unwaith. Bydd amser ychwanegol yn cael ei ganiatáu os yw'r nam y tu hwnt i reolaeth y cystadleuydd.

**Marcio ac Asesu**

Caiff y gwaith o farcio a beirniadu'r gystadleuaeth ei gynnal gan dîm o arbenigwyr ar draws Cymru o blith Darparwyr Hyfforddiant, gweithwyr Addysg Bellach, neu gynrychiolwyr Diwydiant gan ddefnyddio meini prawf marcio a marciau wedi'u dyrannu i sicrhau cysondeb.

Dadansoddiad o farcio ac asesu:

| A | Iechyd, Diogelwch a Diogelwch | 10% |
| --- | --- | --- |
| B | Gosod | 10% |
| C | Ffurfweddu | 5% |
| E | Cynnal a Darganfod Diffygion | 5% |
| F | Parth | 5% |
| G | Ffolderi, Chaniatadau a Proffiliau Defnyddwyr | 5% |
| H | Copïau wrth gefn a Pherifferolion | 5% |
|  | **Cyfanswm** | **45%** |
| **Rhan B** |  |  |
| A | Iechyd a Diogelwch  Manylion dan sylw (mat ESD, gweithfan glân a thaclus) | 10% |
| B | Gosod  (marc ar gyfer nodi, a gosod yn gywir) | 10% |
| C | Ffurfweddu  (sefydlu'r meddalwedd mewn perthynas â'r gosodiadau) | 10% |
| E | Gwasanaeth Cwsmeriaid  (cwestiynu gan feirniaid) | 10% |
| F | Rheoli ceblau, aer cywasgedig a man gwaith glân | 15% |
|  | **Cyfanswm** | **55%** |

**Adborth a Chydnabyddiaeth**

Bydd adborth llafar Unigol a Grŵp yn cael ei ddarparu ar ddiwedd y gystadleuaeth. Ni roddir canlyniadau na gwobrau ar y diwrnod gan y bydd angen sicrhau ansawdd y gwaith marcio.

Bydd pob cystadleuydd yn cael Tystysgrif Cyfranogi ar ddiwrnod y gystadleuaeth. Bydd gwobrau cyntaf, ail, trydydd a chanmoliaeth uchel yn cael eu cyhoeddi yn ystod y digwyddiad dathlu. Mae'r wobr canmoliaeth uchel yn cydnabod yr holl gystadleuwyr sydd wedi cyflawni sgôr uwch na'r cyfartaledd. Cynhelir y digwyddiad dathlu ar Dydd Mercher 18 Mawrth 2026, bydd manylion pellach yn cael eu rhoi i gystadleuwyr a'u pwyntiau cyswllt trwy e-bost.

Bydd taflenni marciau ar gael ar gais drwy info@skillscompetitionwales.ac.uk i gystadleuwyr ar ôl y digwyddiad dathlu.

**Arweinydd y Gystadleuaeth**

**Cyswllt Arweiniol:**

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**Ein partneriaid**

Mae'r gystadleuaeth hon yn cael ei chyflwyno mewn partneriaeth â

