Australian Government

Department of Education, Employment and Workplace Relations

ICAICT206A Install software applications

Release: 1

ICAICT206A Install software applications

Modification History

Release	Comments
Release 1	This Unit first released with *ICA11 Information and Communications Technology Training Package version 1.0*

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to select, install or upgrade basic commercial software applications.

Application of the Unit

This unit applies to workers who require the information and communications technology (ICT) skills to select, install and upgrade basic commercial software applications within a small to large office environment. Communicating effectively and supporting software application packages are key components of any ICT business or office environment.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	*Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.*

Elements and Performance Criteria

1. Determine software or software upgrade requirements	1.1 Document *client* requirements and report to *appropriate person*
	1.2 Act on instructions to meet client requirements, according to *organisational requirements*
2. Obtain software or software upgrade	2.1 Investigate and select a *software application program* that best conforms to requirements and organisational policies
	2.2 Obtain application program under instruction from appropriate *person*
	2.3 Determine *licensing requirements* and record, according to organisational guidelines
	2.4 Ensure target *computer* conforms to the minimum hardware and *operating system* requirements of the *application program*
3. Install or upgrade software	3.1 Install new or upgraded *software application program* according to *appropriate person* or organisational instructions
	3.2 Complete the installation process efficiently and effectively to minimise disruption
	3.3 Carry out testing and acceptance, according to corporate guidelines, paying particular attention to possible *effect* on other systems
	3.4 Ensure client requirements are satisfied
	3.5 Refer outstanding *client* issues to *appropriate person* as necessary

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
    - communicate with peers and supervisors
    - support software application deployment
- literacy skills to:
    - interpret user manuals and help functions
    - make decisions about licensing requirements
    - read and write basic workplace documents
    - seek assistance and expert advice
- technical skills to:
    - carry out testing
    - upload and install software
    - use computer hardware.

Required knowledge

- broad general knowledge of:
    - client business domain
    - hardware storage devices
    - input and output devices
    - licensing arrangements and responsibilities
    - operating systems supported by the organisation
    - organisational guidelines for purchasing
    - software application packages
    - software copyright responsibilities.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • install software applications through operating system instructions • configure computer to accept new software or upgrade • carry out testing and acceptance according to corporate guidelines.
Context of and specific resources for assessment	Assessment must ensure access to: • PC where software installation may be performed • use of application software currently used in industry • documents detailing organisational testing and acceptance policy and procedures • appropriate learning and assessment support when required. Where applicable, physical resources should include equipment modified for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • verbal or written questioning to assess candidate's underpinning knowledge of software upgrade requirements, current industry standard application software and acceptance testing procedures • direct observation of candidate upgrading or installing new software.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined

| | with targeted questioning to assess required knowledge. |

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Client may include:	• employees • external organisations • individuals • internal departments.
Appropriate person may include:	• authorised business representative • client • supervisor.
Organisational requirements may include:	• budget • corporate purchasing • guidelines • licensing arrangements.
Software application program may include:	• database programs • email programs • internet browsers • spreadsheets • system browsers • word processing.
Licensing requirements may include:	• cost of licence • number of licences required • support provided • type of licence.
Computer may include:	• laptops • servers • workstations.
Operating system may include:	• Mac OS X • Linux • Windows.
Effect may relate to:	• data entry • effect on normal business • installation time • problems.

        Innovation and Business Skills Australia

Unit Sector(s)

General ICT