Australian Government

Department of Education, Employment and Workplace Relations

ICASAS421A Support users and troubleshoot desktop applications

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

ICASAS421A Support users and troubleshoot desktop 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 sustain users who run operating systems (OS) in a corporate or home environment.

Application of the Unit

This work requires the application of a combination of complex technical and problem-solving skills and is relevant to frontline service personnel who may resolve operating system issues by telephone, by connecting to an end user's system remotely, or by visiting an end user's desktop.

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. Install, configure and troubleshoot applications	1.1 Install **application**
	1.2 Configure and customise application within user environment
	1.3 Resolve application problems
2. Resolve issues related to usability, customisation and connectivity	2.1 Determine **problems**
	2.2 Research solutions
	2.3 Recommend solutions to client
	2.4 Resolve issues
3. Configure application security	3.1 Identify and troubleshoot problems related to security permissions
	3.2 Identify and respond to **security incidents**
	3.3 Manage application security settings

Required Skills and Knowledge

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

Required skills

- communication skills to liaise with people working across different OS and levels of operation
- literacy skills to read and interpret complex technical and non-technical information from a range of sources
- planning and organisational skills to balance competing and complex demands
- problem-solving skills to anticipate and respond to a range of security incidents.

Required knowledge

- OS and office applications
- sources of OS patches
- specific features of security incidents
- typical systems and procedures of user support.

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, configure and troubleshoot computer applications • customise computer applications • anticipate and respond to a range of security incidents.
Context of and specific resources for assessment	Assessment must ensure access to: • appropriate OS installation CD or recovery boot discs • computers with application errors • samples of operating system patches • stand-alone or networked personal computer • appropriate learning and assessment support when required • modified equipment for people with special needs.
Method of assessment	A range of assessment methods will be used to assess practical skills and knowledge for example: • evaluation of a security breach and a non-functional mail box • direct observation of the candidate troubleshooting and repairing corrupted data • verbal or written questioning of typical systems and procedures of user support.
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.

Application may include:	• in-house applications • network applications • office applications • programming applications • terminal emulation applications.
Problems may include:	• access to devices • access to network resources • keyboard emulation • keyboard shortcuts • screen resolution.
Security Incidents may include:	• application of critical updates • identification of virus attacks • resetting forgotten password.

Unit Sector(s)

Systems administration and support