



Australian Government

Department of Education, Employment and Workplace Relations

ICAI2015B Install software applications

Release: 1

ICAI2015B Install software applications

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit defines the competency required to install or upgrade basic software applications using a commercial applications program.</p> <p>There may be benefit in concurrent learning with the following units:</p> <ul style="list-style-type: none"> • ICAU2005B Operate computer hardware • ICAU2006B Operate computing packages • ICAU2231B Use computer operating system <p>The following units are linked and form an appropriate cluster:</p> <ul style="list-style-type: none"> • ICAS2016B Record client support requirements • ICAS2017B Maintain system integrity • ICAU2005B Operate computer hardware • ICAU2006B Operate computing packages • ICAU2231B Use computer operating system
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

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.
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Elements and Performance Criteria

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

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- General customer service
- Decision making in a limited range of options
- Problem solving of known problems in routine procedures
- Plain English literacy and communication skills in relation to the presentation of information
- Report writing skills for business requiring some analysis and evaluation of

REQUIRED SKILLS AND KNOWLEDGE

information in a defined range of areas

Required knowledge

- Organisational guidelines for purchasing
- Broad general knowledge of licensing arrangements and responsibilities
- Broad general knowledge of software copyright responsibilities
- Broad general knowledge of operating systems supported by the organisation
- Broad general knowledge of hardware storage devices
- Broad general knowledge of input/output devices
- Broad general knowledge of the client business domain

Evidence Guide

EVIDENCE GUIDE	
<p>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.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> Assessment must confirm the ability to install software applications through operating system instructions and to configure computer to accept new software or upgrade. <p>To demonstrate competency in this unit the person will require access to:</p> <ul style="list-style-type: none"> Organisation's applications needs Appropriate software
Context of and specific resources for assessment	<p>The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform in a range of varied activities or knowledge applications where there is a clearly defined range of contexts in which the choice of actions required is usually clear. There would generally be limited complexity in the range of operations to be applied.</p> <p>Assessment must ensure:</p> <ul style="list-style-type: none"> Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes would be characteristic. Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.
Method of assessment	<p>The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility</p>

EVIDENCE GUIDE	
	<p>practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.</p> <ul style="list-style-type: none"> • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
<p>Guidance information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • ICAU2005B Operate computer hardware • ICAU2006B Operate computing packages • ICAU2231B Use computer operating system • ICAS2016B Record client support requirements • ICAS2017B Maintain system integrity <p>An individual demonstrating this competency would be able to:</p> <ul style="list-style-type: none"> • Demonstrate basic operational knowledge in a moderate range of areas • Apply a defined range of skills • Apply known solutions to a limited range of predictable problems • Perform a range of tasks where choice between a limited range of options is required • Assess and record information from varied sources

EVIDENCE GUIDE

	<ul style="list-style-type: none"> • Take limited responsibility for own outputs in work and learning • Maintain knowledge of industry products and services
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Range Statement**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.

<i>Appropriate person</i> may include:	<ul style="list-style-type: none"> • supervisor • teacher • authorised business representative • client
<i>Organisational requirements</i> may include but are not limited to:	<ul style="list-style-type: none"> • guidelines • corporate purchasing • licensing arrangements • budget
<i>Application program</i> may include:	<ul style="list-style-type: none"> • database programs • word processors • email programs • internet browsers • system browsers • spreadsheets
<i>Licensing requirements</i> may include:	<ul style="list-style-type: none"> • type of licence • cost of licence • support provided • number of licences required
<i>Client</i> may include but is not limited to:	<ul style="list-style-type: none"> • internal departments • external organisations • individual people • internal employees
<i>Computer</i> may include:	<ul style="list-style-type: none"> • laptops

RANGE STATEMENT	
	<ul style="list-style-type: none"> • workstations • servers
<i>Hardware</i> may include:	<ul style="list-style-type: none"> • Workstations, personal computers • Modem or other connectivity device, including DSL modems • Networks • Remote sites • Servers
<i>Operating System</i> may include but is not limited to:	<ul style="list-style-type: none"> • Linux 7.0 or above • Windows 2000 or above • Apple OS X or above
<i>Software</i> may include but is not limited to:	<ul style="list-style-type: none"> • commercial software applications • organisation-specific software
<i>Impact</i> may be in relation to:	<ul style="list-style-type: none"> • installation time • effect on normal business • problems • data entry

Unit Sector(s)

Unit sector	Implement

Co-requisite units

Co-requisite units		

Competency field

Competency field	
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