Australian Government

Department of Education, Employment and Workplace Relations

ICAT3025B Run standard diagnostic tests

Release: 1

ICAT3025B Run standard diagnostic tests

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to conduct diagnostic tests on a range of platforms.
	There may be benefit in concurrent learning with the following unit:
	• ICAS3234B Care for computer hardware
	The following units are linked and form an appropriate cluster:
	• ICAI3020B Install and optimise operating system software
	• ICAS3024B Provide basic system administration
	• ICAU3019B Migrate to new technology
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Operate system diagnostics	1.1. Run the system diagnostic program according to specification
	1.2. Modify the system configuration as indicated by the diagnostic program
	1.3. Carry out *preventative maintenance* in line with *organisational guidelines*
2. Scan system for viruses	2.1. Scan the system to check and maintain virus protection
	2.2. Report identified viruses to an *appropriate person*
	2.3. Remove virus infections found by the scan using software tools and/or procedures or by restoring back-ups
	2.4. Document relevant symptom and removal information

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• Problem solving skills for a defined range of predictable problems • Literacy skills in regard to interpretation of computer manuals • Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information • Use of diagnostic tools
Required knowledge
• Configuration procedures • Back-up procedures • Organisational security procedures • Diagnostic software/hardware • Hardware maintenance • Security procedures

Evidence Guide

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 following is essential: • Assessment must confirm the ability to conduct diagnostic tests on a range of platforms according to preventative maintenance and diagnostic policy, and to correctly identify the root causes of the problems. To demonstrate competency in this unit the person will require access to: • Security guidelines • Back-up procedures • Diagnostic software
Context of and specific resources for assessment	Demonstrating competence in basic diagnostic testing will include knowledge by recall in a narrow range of areas; demonstrating basic practical skills, such as the use of relevant tools; perform a sequence of routine tasks given clear direction; and receive and pass on messages/information. Demonstration of these competence would involve: • Demonstration of basic testing and adherence to operational procedures • Applying knowledge solutions to a limited range of unpredictable problems • Performing a range of diagnostic tasks where suspected breakdowns or irregularities of performance have appeared • Assessing and recording information from varied sources The breadth, depth and complexity of knowledge and skills in this competency would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some

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EVIDENCE GUIDE	
	leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available. Assessment must ensure: • Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the section of equipment, services or contingency measures and within known time constraints would be characteristic. • Applications may involve some responsibility for others. Participation in teams including group or team coordination may be involved.
Method of assessment	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 practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1. • 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

EVIDENCE GUIDE	
	purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICAI3020B Install and optimise operating system software • ICAS3024B Provide basic system administration • ICAU3019B Migrate to new technology An individual demonstrating this competency would be able to: • Demonstrate some relevant theoretical knowledge • Apply a range of well-developed skills • Apply known solutions to a variety of predictable problems • Perform processes that require a range of well-developed skills where some discretion and judgement is required • Interpret available information, using discretion and judgement • Take responsibility for own outputs in work and learning • Take limited responsibility for the output of others • Maintain knowledge of industry products and services

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.

Preventative maintenance	• scheduled fault-finding • optimising of hard drives

RANGE STATEMENT	
includes but is not limited to:	• scanning for viruses
Organisational guidelines may include but are not limited to:	• personal use of emails and internet access • content of emails • downloading information and accessing particular websites • opening mail with attachments • virus risk • dispute resolution • document procedures and templates • communication methods • financial control mechanisms
Appropriate person may include:	• supervisor • teacher • authorised business representative • client
Software may include but are not limited to:	• diagnostic tools and their operation • virus protection software and operation • operating systems and modules for configuration • types of virus and impact

Unit Sector(s)

Unit sector	Test

Co-requisite units

Co-requisite units		

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Competency field

Competency field	