Assessment Requirements for ICPSUP381 Operate and maintain computer resources

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- correctly operate and maintain computer resources
- produce log books and written records showing system maintenance and configuration history over a period of THREE months, including all reported abnormalities and how they were addressed
- perform a routine system back-up and restore a nominated file from an earlier back-up
- convert a document from one common file format to another and make the file available for access on a different platform (eg Macintosh application to MS-Windows application via suitably encoded Internet email attachment)
- research and report availability of upgrades and support for TWO pieces of hardware and TWO pieces of software currently in use.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

Work health and safety (WHS) requirements for terminal operators

- describe correct positioning of the keyboard, mouse and screen to avoid fatigue
- explain when a foot rest is appropriate

Computing technology

- describe relationships between baud rate, bits per second and bandwidth
- explain the meaning of MIPPS
- describe the function of the video card
- specify what must be checked before commencement of a software installation or upgrade

Security and storage of data

- identify risks that might exist for the system, the enterprise and users if an individual proceeds to install their own software (assuming the software has been scanned for viruses)
- describe back-up and restoration procedures currently used, as well as their strengths and weaknesses
- explain why hand-written records are kept
- describe how to identify and respond to a possible security breach or virus attack
- list environmental factors that could cause data loss from removable media

File preparation, conversion and encoding including cross-platform considerations

- describe how to retain fonts of converted files
- explain differences in file naming conventions between IBM-PC, Macintosh and Unix
- list three encoding methods for internet email transmission of files and state which platform each is used for
- list four common graphics file formats and when each format should be chosen

Correct use of network and telecommunications technologies

- explain how a Macintosh can communicate with another computer
- identify types of cabling and network cards installed and their effect on data transmission speed
- summarise how to transmit data
- describe how to conduct a search for product information on the internet
- identify the most efficient way to exchange files with clients or other companies

Specific hardware, peripherals and consumables for the pre-press area

- list the configuration of a typical high performance pre-press computer
- identify the form of computer language used to drive an image setter
- describe types of removable media commonly used in the pre-press area
- list pieces of hardware that require periodical cleaning

Pre-press software

- specify the limiting factor of most desktop publishing pre-press software
- explain where a multitasking computer operating system fits in the pre-press production process
- identify appropriate software to:
  - scan for a virus
  - produce a logo
  - manipulate an image
  - set up a printer network
  - create a page of text

Information sources

- list the machine manuals, safety and other documentation relevant to this task and outline the information included in these documents.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the Support field of work and include access to special purpose tools, equipment and materials.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426 e24131d