Assessment Requirements for ICTSAS211 Develop solutions for basic ICT malfunctions and problems

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify at least one basic hardware or software malfunction and at least one user or procedural ICT problem
- develop and document potential solutions to each of the above.

In the course of the above, the candidate must:

- refer unresolved problems to required support personnel
- apply problem-solving techniques to determine the origin of ICT problems.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational procedures regarding:
    - accessing malfunctioning hardware, software, user or procedural malfunctions
    - Work Health and Safety (WHS) requirements for hardware and equipment use
- required industry hardware and software products and services
- required industry maintenance, service and helpdesk practices, processes and procedures
- operating systems used within the ICT industry
- required industry standard diagnostic tools
- computer malfunctions and resolutions
- basic industry documentation practices and procedures
- problem solving techniques that may be used in the development of solutions for basic ICT malfunctions and problems.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- hardware and software with ICT malfunctions
- ICT problems relating to users or systems
- organisational procedures
- digital device with internet connectivity and required browsers.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2