



Australian Government

Assessment Requirements for ICTSAS301 Run standard diagnostic tests

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify hardware and operating system problems
- conduct diagnostic tests on a range of platforms according to preventative maintenance and diagnostic policy
- identify the root causes of the problems
- scan systems for computer viruses
- remove viruses using software tools and procedures
- remove viruses by restoring backups.

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:

- describe the client business domain, including client organisation structure and business functionality
- identify the current industry accepted hardware and software diagnostic tools, including products that manage:
 - backup procedures
 - configuration procedures
 - hardware maintenance
 - organisational security
- describe common symptoms of problems associated with:
 - desktop applications
 - operating systems
 - laptops

- mobile devices
- printers
- other common peripherals
- describe a range of preventative tasks relevant to maintaining hardware and software applications
- describe the organisational procedures relevant to diagnostic testing.

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 systems administration and support field of work and include access to:

- special purpose tools, equipment, materials and industry software packages
- security guidelines
- backup procedures
- diagnostic software
- organisational guidelines.

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=a53af4e4-b400-484e-b778-71c9e9d6aff2>