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.

Application

This unit describes the skills and knowledge required to troubleshoot problems and conduct diagnostic tests on a range of platforms.

It applies to individuals who, while working under a level of supervision, have responsibility to action tasks in a frontline technical support capacity.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify common symptoms and preventative maintenance techniques	1.1 Develop a troubleshooting process to help resolve problems 1.2 Determine the specific symptoms relevant to different types of hardware, operating system and printer problems 1.3 Identify common preventative maintenance techniques to support maintenance strategies
2. Operate system diagnostics	2.1 Run the system diagnostic program according to specification 2.2 Modify the system configuration as indicated by the diagnostic program 2.3 Carry out preventative maintenance in line with organisational guidelines

ELEMENT	PERFORMANCE CRITERIA
3. Scan system for viruses	3.1 Scan the system to check and maintain virus protection
	3.2 Report identified viruses to an appropriate person
	3.3 Remove virus infections found by the scan using software tools and procedures, or by restoring backups
	3.4 Document relevant symptom and removal information

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1-2.3, 3.3	• Interprets textual information to identify issues and solutions to maintain the appropriate standards
Writing	3.2, 3.4	• Records key information to note output of investigations, and sequences writing to produce cohesive text for reference
Oral Communication	3.2	• Presents factual information in a clear manner, using specific and appropriate language
Interact with others	3.2	• Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts • Derives meaning from a range of oral texts in familiar and some unfamiliar contexts
Get the work done	All	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes • Makes routine decisions and implements standard procedures for routine tasks, using formal decision making processes for more complex and non-routine situations • Applies formal problem solving processes when tackling an unfamiliar problem, breaking complex issues into manageable parts and identifying and evaluating several options for action • Understands key principles and concepts that underpin the design, application and operation of digital systems and tools

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS301 Run standard diagnostic tests	ICASAS301A Run standard diagnostic tests	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2