Assessment Requirements for ICTSAS308
Run standard diagnostic tests

Release: 1
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Modification History

<table>
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<th>Release</th>
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<td>Release 1</td>
<td>This version first released with ICT Information and Communications Technology Training Package Version 4.0.</td>
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Performance Evidence

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

- Identify and document six ICT problems and corresponding testing and preventative maintenance techniques to provide for troubleshooting process planning
- Implement preventative maintenance techniques to address three common symptoms of problems associated with each of the following:
  - desktop application
  - operating system
  - laptop
  - mobile device
  - printer
- Identify and address three virus infections using a system diagnostic program

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes:

- Impact of organisational structure, diagnostic testing procedures and guidelines, and software specifications on conducting diagnostic testing
- Hardware and software diagnostic tools, including products that manage:
  - backup procedures
  - configuration procedures
  - hardware maintenance
  - security
- Common symptoms of problems associated with:
  - desktop applications
  - operating systems
• laptops
• mobile devices
• printers
• Preventative maintenance techniques relevant to maintaining hardware and software applications
• Common diagnostic testing approaches

Assessment Conditions
Skills must be demonstrated in a workplace or simulated environment typical of those in an ICT working environment.
• Hardware and software diagnostic tools and specifications
• System with virus protection software installed
• Tools, equipment, materials, software packages
• ICT documentation including details of current architecture, operating system, software applications, and hardware
• Requirements relating to ICT maintenance and testing
• Individual superior in the organisation

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

Links