



**Australian Government**

# **Assessment Requirements for ICTSAS308**

## **Run standard diagnostic tests**

**Release: 1**

# Assessment Requirements for ICTSAS308 Run standard diagnostic tests

## Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 4.0.

## 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
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## 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
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## 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

Companion Volume Implementation Guides are available from VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>