



Australian Government

ICTSAS311 Maintain computer hardware

Release: 1

ICTSAS311 Maintain computer hardware

Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Supersedes and is equivalent to ICTSAS303 Care for computer hardware.

Application

This unit describes the skills and knowledge required to conduct preventative maintenance on physical computing components. It includes identifying methods to enable optimal operating system functionality, security protection, and performance levels, by producing maintenance plans and applying safe working practices.

The unit applies to individuals who may work in supervised technical support roles with some responsibility to maintain organisational hardware, using a wide range of information and communications technology (ICT) skills and knowledge.

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to maintain computer hardware	1.1 Confirm work brief relating to work tasks, hardware and peripheral quality standards, work health and safety (WHS) standards, and organisational policies and procedures 1.2 Confirm and review hardware manufacturer specifications 1.3 Check and confirm that safe working environment is compliant for hardware maintenance activities
2. Review computer hardware	2.1 Select and source required computer hardware diagnostic technologies and inspect computer hardware according to

ELEMENT	PERFORMANCE CRITERIA
	manufacturer specifications 2.2 Identify components requiring maintenance according to organisational policies and procedures 2.3 Document identified components requiring maintenance 2.4 Store necessary component document in required location and distribute to required personnel
3. Develop maintenance plan	3.1 Determine maintenance requirements according to manufacturer specifications 3.2 Document maintenance requirements in required format 3.3 Record explicit references to computer vulnerabilities and maintenance procedures in required format 3.4 Present maintenance plan information to required personnel 3.5 Seek and implement feedback on maintenance plan from required personnel
4. Apply maintenance plan	4.1 Prepare identified computer hardware components for maintenance according to maintenance plan 4.2 Fix identified computer hardware components according to maintenance plan 4.3 Report on any maintenance issues within scope of own role, or escalate as required 4.4 Seek sign-off from required personnel according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	• Presents factual information in a clear manner, using specific and required language • Responds to questions and feedback in a constructive manner
Reading	• Researches and interprets a range of routine texts to identify requirements and standards
Writing	• Uses simple vocabulary to record key information in a sequential manner
Initiative and enterprise	• Makes low-impact decisions in familiar situations, based on a range of predefined or routine solutions and evaluates the effectiveness of the outcome

Skill	Description
Planning and organising	Plans and implements routine tasks and workload, making limited decisions on sequencing, timing and collaboration
Problem solving	- Responds to predictable routine problems and implements standard and logical solutions - Compares technical specifications, and identifies solutions to new and emerging issues
Self-management	Takes some personal responsibility for following organisational procedures and establishing safe work practices

Unit Mapping Information

Supersedes and is equivalent to ICTSAS303 Care for computer hardware.

Links

Companion Volume Implementation Guide is found on VETNet - -

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