



Australian Government

**Assessment Requirements for ICTSAS426
Locate and troubleshoot ICT equipment,
system and software faults**

Release: 1

Assessment Requirements for ICTSAS426 Locate and troubleshoot ICT equipment, system and software faults

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:

- determine the most appropriate fault finding method
- document the troubleshooting process
- analyse and identify faults
- obtain suitable tools and equipment
- apply simple checks, tests and fault finding methodologies
- apply the recommended means to rectify fault and document results.

Note: Evidence must be provided for at least TWO organisations or situations.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain client support and maintenance practices
- identify and describe current industry accepted hardware and software products, including features and capabilities
- discuss the system's current functionality, including details of the proposed system modifications
- describe one or more change management tools
- explain the key features of quality assurance practices with regard to locating and troubleshooting information and communications technology (ICT) equipment, system and software faults
- outline the change control procedures of the organisation
- describe a range of trouble shooting methodologies and system testing tools
- list and describe common symptoms of faulty ICT equipment
- identify and describe legislative, regulatory, standards or codes of practice that impact on the ICT service sector.

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 including:

- system to be diagnosed
- diagnostic and fault finding tools
- technical and system documentation
- organisational requirements for documenting solution.

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>