



Australian Government

Assessment Requirements for ICTSAS441 Support ICT system software

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 6.0.

Performance Evidence

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

- support ICT system software by completing all of the following, on two separate ICT systems:
 - ICT system file management
 - ICT system security management
 - ICT system backup
 - ICT system restore.

In the course of the above, the candidate must:

- prepare documentation and reports
- access required ICT system software and files
- maintain system performance benchmarks
- use a wide range of features and system tools.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- system software and system tools
- reasons for system performance problems, such as:
 - system utilisation
 - file and disk structure
 - performance reports and files
- system data levels
 - system performance indicators
 - predetermined system performance standards

- key features of change management systems
- the client business domain
- quality assurance practices with regard to supporting system software
- simple programming constructs
- vendor products and trends in product development.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- special purpose tools, equipment and materials for ICT system support
- industry software packages
- organisational performance benchmarks
- live system
- client user requirements.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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