



Australian Government

Assessment Requirements for ICTSAS446 Fault find and troubleshoot ICT equipment, hardware and software problems

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:

- apply fault finding methods to determine a problem with an ICT system, on at least two occasions, each occasion on a different ICT system
- troubleshoot and resolve problem identified on each ICT system.

In the course of the above, the candidate must:

- identify, analyse and document fault finding method and faults
- develop and document troubleshooting process
- obtain and use suitable tools and equipment
- systematically test variables until problem is isolated.

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:

- ICT systems, including:
 - ICT equipment (including peripheral devices)
 - hardware
 - software
 - operating systems
- organisational procedures, including:
 - fault finding, troubleshooting, analysis and test recording documentation
 - fault finding tool gathering and use procedures
 - ICT system data collection procedures
 - variable and system testing procedures
 - solution implementation procedures

- fault finding test filing procedures
- client support and maintenance practices
- industry accepted hardware and software products
- system's functionality characteristics
- change management tools that may be used for fault finding and troubleshooting ICT equipment, hardware and software problems
- key features of quality assurance practices, including locating and troubleshooting ICT:
 - equipment faults
 - hardware faults
 - software faults
 - operating system faults
- change control procedures of the organisation
- range of trouble shooting methodologies and system testing tools
- symptoms of faulty ICT equipment and probable causes of problems
- basic preventative maintenance techniques
- legislative, regulatory, standards and codes of practice that impact on the ICT service sector.

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:

- equipment, hardware, software and systems to be diagnosed
- diagnostic and fault-finding tools
- technical and system documentation
- organisational requirements for documenting solution.

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>