



Australian Government

Department of Education, Employment and Workplace Relations

ICAS2010B Apply problem solving techniques to routine malfunctions

Release: 1

ICAS2010B Apply problem solving techniques to routine malfunctions

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to apply problem solving techniques to determine the origin and plan for the resolution of a routine malfunction. The following units are linked and form an appropriate cluster: • ICAD2003B Receive and process oral and written communication No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify problems	1.1. Identify hardware, software, user or procedural problem areas to appropriate person in the organisation 1.2. Define and determine problem to be investigated 1.3. Objectively identify and document current conditions of the hardware, software, user or problem
2. Recommend solutions to problem	2.1. Identify potential solutions to problem 2.2. Develop, document, rank and present recommendations about possible solutions to the appropriate person for decision 2.3. Plan the implementation of solutions 2.4. Plan the evaluation of solutions 2.5. Document the recommended solution and submit to the appropriate person for confirmation

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- Decision making within a limited range of options
- Clear and precise communication that varies according to audience
- Team participation
- Time management as applied to self-management
- Analytical skills in relation to routine malfunctions
- Customer service skills
- Questioning and active listening to clarify general information

Required knowledge

- Broad knowledge of help desk and maintenance practices
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas
- Broad knowledge of the operating system
- Broad knowledge of current industry practices

REQUIRED SKILLS AND KNOWLEDGE

- Broad knowledge of diagnostic tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Assessment must confirm the ability to apply problem solving techniques to determine the root cause of a routine malfunction or to refer the problem according to escalation procedures.

To demonstrate competency in this unit the learner will require access to:

- Detailed information relating to organisational processes
- Business objectives
- Information on a range of IT business solutions
- Work station

Context of and specific resources for assessment

The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform in a range of varied activities or knowledge applications where there is a clearly defined range of contexts in which the choice of actions required is usually clear. There would generally be limited complexity in the range of operations to be applied.

Assessment must ensure:

- Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes would be characteristic.
- Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

Method of assessment

The purpose of this unit is to define the standard of performance to be achieved in the workplace. In

EVIDENCE GUIDE

	undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1. - Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. - Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: - ICAD2003B Receive and process oral and written communication An individual demonstrating this competency would be able to: - Demonstrate basic operational knowledge in a moderate range of areas - Apply a defined range of skills - Apply known solutions to a limited range of predictable problems - Perform a range of tasks where choice between a limited range of options is required - Assess and record information from varied sources

EVIDENCE GUIDE

	• Take limited responsibility for own outputs in work and learning • Maintain knowledge of industry products and services
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Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Appropriate person</i> may include:	• supervisor • teacher • authorised business representative • client
<i>Hardware</i> may include:	• Workstations, personal computers • Modems or other connectivity devices • Networks • Remote sites • Servers
<i>Software</i> may include but is not limited to:	• commercial, in-house, packaged or customised software
<i>User</i> may include:	• a person within a department • a department within the organisation • a third party
<i>Solutions</i> may include but is not limited to:	• new hardware • hardware upgrades • new software • software upgrades • user training • implementing a new system
<i>Problem</i> may include:	• routine malfunctions or problems that affect the immediate work environment, particularly in relation to using equipment such as

RANGE STATEMENT

	workstations, keyboards, peripherals
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Unit Sector(s)

Unit sector	Support
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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