



Australian Government

Department of Education, Employment and Workplace Relations

ICAS2014B Connect hardware peripherals

Release: 1

ICAS2014B Connect hardware peripherals

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to connect hardware peripherals according to instructions. There may be benefit in concurrent learning with the following unit: • ICAU2005B Operate computer hardware The following units are linked and form an appropriate cluster: • ICAS2008B Maintain inventories for equipment, software and documentation • ICAS2016B Record client support requirements • ICAS2017B Maintain system integrity • ICAU2005B Operate computer hardware • ICAU2007B Maintain equipment and consumables 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. Confirm requirements of client	1.1. Identify client peripheral requirements and confirm in accordance with organisational standards 1.2. Document client requirements and peripherals needed in line with organisational standards and report findings to the appropriate person 1.3. Verify client requirements with appropriate person in line with organisational standards and reporting procedures 1.4. Take action to ensure client support expectations are covered by vendor warranty and support services
2. Obtain required peripherals	2.1. Obtain peripherals under instruction from appropriate person 2.2. Enter peripherals into equipment inventory according to organisational standards 2.3. Validate that contents of delivered components and physical contents match the packing list and resolve discrepancies if necessary 2.4. Store peripherals according to vendor/manual guidelines
3. Connect hardware peripherals	3.1. Verify the timeframe for installation schedule with the client 3.2. Remove old peripherals if they are being replaced with minimal disruption to clients, taking into account environmental considerations and OH&S standards 3.3. Connect new peripherals with minimum disruption to clients, taking into account operating system procedures 3.4. Configure the computer to accept the new peripherals 3.5. Test hardware peripherals and confirm client satisfaction, pay particular attention to possible impact on other systems and make adjustments as required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Customer service skills in relation to maintenance procedures
- Handling difficult clients skills in relation to maintenance procedures
- Conflict resolution skills in relation to maintenance procedures
- Decision making in a limited range of options
- Literacy for general workplace documentation
- Problem solving skills for a defined range of predictable problems
- Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
- Facilitation and presentation skills in relation to transferring and collecting information
- Negotiation skills in relation to other team members and applied to a defined range of predictable problems

Required knowledge

- Broad general knowledge of OH&S procedures for electrical equipment
- Detailed knowledge of inventory procedures
- Organisational guidelines relating to external suppliers and vendors
- General understanding of technical systems
- Broad knowledge of operating systems
- 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 input/output devices

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 safely connect hardware peripherals according to vendor instructions with a minimum of down time to the system. Competency is required in the connection of five different peripherals. Ability to interpret vendor manuals in relation to the storage and connection of hardware peripherals is demonstrated. OH&S regulations relating to working with electrical equipment are adhered to.

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

- Organisation's hardware blueprint
- Vendor support staff (on call if assessment is a live activity)
- Additional staff if required to support the assessment
- Hardware peripherals and workstation

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

EVIDENCE GUIDE	
	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 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: - ICAS2008B Maintain inventories for equipment, software and documentation - ICAS2016B Record client support requirements - ICAS2017B Maintain system integrity - ICAU2005B Operate computer hardware - ICAU2007B Maintain equipment and consumables An individual demonstrating this competency would be

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	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 • 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.

Peripherals may include but are not limited to:

- Printers, scanners, tape cartridges
- Speakers, multimedia kits
- Personal computer, modems
- Input equipment may include mouse, touch pad, keyboard, pens
- Mobile phones, palmtops and personal digital assistants (PDAs), laptops, and desktop computers
- Bluetooth devices, universal serial bus (USB), Firewire (IEEE 1394)

Organisational standards may include but are not limited to:

- personal use of emails and internet access
- content of emails
- downloading information and accessing particular websites
- opening mail with attachments
- virus risk (MS windows OS and Mac OS only)

RANGE STATEMENT	
	• dispute resolution • document procedures and templates • communication methods • financial control mechanisms
Appropriate person may include:	• supervisor • teacher • authorised business representative • client
Operating system may include:	• Win 98/ME/2000/XP • Sun Solaris/SunOS • HP-UX • AIX • Silicon Graphics IRIX, DEC VMS • Mac OS X • Linux • NetWare
Client may include but is not limited to:	• internal departments • external organisations • individual people • employees
Equipment may include but is not limited to:	• workstations • personal computers • modems or other connectivity devices • printers • hard drives • monitors • switches • hubs • personal digital assistant (PDA) • other peripheral devices
OH&S standards may include:	• correct posture • lighting • type of desk • type of monitor • style of chair • typing position • repetitive strain injury prevention • ventilation • light position

RANGE STATEMENT	
	• correct lifting method • length of time in front of computer
<i>Environmental considerations</i> may include:	• disposal of packaging (e.g. cardboard, polystyrene, paper, plastic) • redundant hardware (e.g. hard drives, circuit boards)

Unit Sector(s)

Unit sector	Support
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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