



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS203A Connect hardware peripherals

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to connect hardware peripherals according to instructions.

Application of the Unit

This unit applies to workers who require the information and communications technology (ICT) skills to connect a variety of hardware peripherals to different configurations and types of ICT equipment. Communicating effectively, and simplifying and solving technical incompatibility conflicts and problems are key components of this ICT support role.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Confirm client requirements	1.1 Identify and confirm peripheral requirements of client according to organisational standards 1.2 Document client requirements and peripherals needed and report findings to the appropriate person according to organisational standards 1.3 Verify client requirements with appropriate person according to 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 details of 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 vendors guidelines
3. Connect hardware peripherals	3.1 Verify timeframe for installation schedule with client 3.2 Remove old peripherals with minimal disruption to clients if they are to be replaced, taking into account environmental considerations and OHS standards 3.3 Connect new peripherals with minimum disruption to clients, taking into account operating system procedures 3.4 Configure computer to accept new peripherals 3.5 Test hardware peripherals and confirm client satisfaction, paying particular attention to possible effect on other systems and making adjustments as required

Required Skills and Knowledge

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

Required skills

- customer service and conflict-resolution skills to:
 - ensure proposed actions are consistent with client's expectations
 - transfer and collect information
- literacy skills to:
 - document client requirements
 - follow vendor guidelines
 - present information
 - update equipment inventory
- negotiation skills to interact with other team members and clients
- problem-solving skills to resolve routine installation and configuration issues
- technical skills and decision-making skills to:
 - ensure compatibility of peripherals with operating system
 - remove and install peripherals
 - undertake maintenance procedures.

Required knowledge

- broad general knowledge of:
 - computer operating systems
 - help desk and maintenance practices
 - peripheral devices
 - OHS procedures for electrical equipment
 - interconnectivity of technical system components
- current industry-accepted hardware and software products
- detailed knowledge of inventory procedures
- organisational guidelines relating to external suppliers and vendors.

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 ability to: • safely connect several different types of hardware peripherals to the system according to vendor instructions with a minimum of downtime using known routines and procedures • locate, interpret and use vendor documentation related to connection and storage of hardware peripherals • test operation of newly installed hardware peripherals and confirm client satisfaction • adhere to OHS regulations when working with electrical equipment.
Context of and specific resources for assessment	Assessment must ensure access to: • sites with a representative range of workstations, hardware peripherals, internet connections, cabling, and software to be installed, interconnected and configured • hardware and software currently used in industry • technical documentation, including organisational hardware blueprint • vendor support • appropriate learning and assessment support when required. Where applicable, physical resources should include equipment modified for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of candidate installing, connecting and configuring hardware peripheral devices • review of reports that document client requirements and peripherals completed for different scenarios and situations • verbal or written questioning to assess candidate's ability to locate, use and interpret vendor documentation • direct observation of candidate testing hardware peripherals added to a system.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where

	appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.
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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.

Peripheral may include:	• Bluetooth device • firewire (IEEE 1394) device • hard drive • keyboard • laptop • mobile phone • modem • mouse • multimedia kit • pen • personal digital assistant (PDA), such as palmtop • printer • scanner • speaker • tape cartridge • touch pad • universal serial bus (USB) device • wireless fidelity (wi-fi) router.
Client may include:	• external organisations • individuals • internal departments.
Organisational standards may include:	• communication methods • content of emails • dispute resolution • document procedures and templates • downloading information and accessing particular websites • financial control mechanisms • opening mail with attachments • personal use of emails and internet access • virus risk.
Appropriate person may include:	• authorised business representative • client • help-desk person • subject matter expert

	• supervisor • system administrator.
Equipment inventory may include detailed lists of peripherals, including:	• hard drives • hubs • modems or other connectivity devices • monitors • other peripheral devices • personal computers • PDA • printers • switches.
Store may include:	• anti-static packaging • controlled humidity • controlled temperature • secure storage area • shock and vibration minimisation • silica gel desiccant • stacking limits.
Environmental considerations may include:	• recycling of packaging: • cardboard • paper • polystyrene • recycling or disposal of ewaste: • cathode ray tube (CRT) monitors • printed circuit boards • redundant hardware.
OHS standards may include:	• electrical safety • safe lifting methods • ventilation.
Operating system may include:	• GNUs Not Unix (GNU) • Linux • Mac OS X • Microsoft Windows • Unix-like operating systems: • HP-UX • IBM AIX • Silicon Graphics IRIX • Sun Solaris.

Unit Sector(s)

Systems administration and support