



Australian Government

ICTICT421 Connect, maintain and configure hardware components

Release: 1

ICTICT421 Connect, maintain and configure hardware components

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to install, configure and maintain personal computer devices, including mobile devices according to client and user requirements.

It applies to individuals who utilise a range of technical skills to plan and implement activities to connect system components.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify hardware components	1.1 Identify different types of personal computer devices 1.2 Identify and categorise the different personal computer components, including mobile personal computer components 1.3 Define the purpose and characteristics of the different personal computer component categories 1.4 Distinguish between the different types of devices within each personal computer component category
2. Identify types of peripheral hardware	2.1 Identify and categorise the different peripheral hardware components

ELEMENT	PERFORMANCE CRITERIA
components	2.2 Define the purpose and characteristics of the different peripheral hardware components 2.3 Distinguish between the different types of devices within each peripheral hardware component category
3. Install and configure personal computer components	3.1 Install and configure personal computer components 3.2 Install and configure mobile personal computer components 3.3 Develop plans, with prioritised tasks and contingency arrangements, for the installation and configuration of selected components with minimum disruption to clients 3.4 Liaise with appropriate person to obtain approval for the plans 3.5 Install and configure components according to plan, installation procedures and organisational requirements 3.6 Use appropriate testing tools to test components for error-free performance 3.7 Identify and solve identified problems 3.8 Test and enhance system performance, using knowledge of the system, to meet organisational benchmarks 3.9 Document the installation and configuration process according to organisation guidelines 3.10 Develop and document a maintenance plan and schedule based on vendor specifications for the installed components
4. Install and configure print devices	4.1 Install and configure print devices 4.2 Detect and identify common printer issues 4.3 Undertake printer issue resolution to meet client requirements
5. Evaluate modified system	5.1 Collect client or user feedback and analyse against client requirements 5.2 Correct identified shortcomings in the system and record actions

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.4, 2.1, 2.3, 3.5, 3.6, 5.1	Identifies, interprets and analyses online and hard copy documentation containing complex information and communications technology (ICT) related terminology, acronyms and concepts
Writing	3.3, 3.9, 3.10, 5.2	Uses correct spelling, grammar and plain English, together with the ICT specific terminology, diagrams, and syntax to convey explicit recommendations, requirements and information
Oral Communication	1.3, 2.2, 3.4, 5.1	Converts highly technical language and terminology to plain English to communicate ideas and plans, and gather feedback from clients
Numeracy	1.4, 2.3	Recognises and interprets numerical data associated with device and component specifications
Navigate the world of work	3.5, 3.8, 3.9	Keeps up to date with organisational standards and procedures relevant to own rights and responsibilities, and considers implications of these when negotiating, planning and undertaking work
Get the work done	1.1-1.4, 2.1, 2.3, 3.1-3.3, 3.6- 3.8, 3.10, 4.1-4.3, 5.1, 5.2	- Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer term operational and strategic goals - In familiar contexts, responds intuitively to problems requiring immediate attention, quickly drawing on past experience to devise solutions - Considers purpose, needs and limitations when selecting devices and applications for different tasks - Uses each experience to reflect on the ways in which variables impact on outcomes and to gain insights into what constitute effective strategies and practices for future work

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT421 Connect, maintain and configure hardware components	ICAICT421A Connect, maintain and configure hardware components	Updated to meet Standards for Training Packages Minor edits to clarify intent of performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for ICTICT421 Connect, maintain and configure hardware components

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Performance Evidence

Evidence of the ability to:

- install components across a variety of situations and account for unexpected contingencies
- modify system's hardware, internal hardware and peripheral hardware components to meet client requirements
- identify and plan the modification and connection of hardware, internal hardware and peripheral hardware components according to vendor and technical specifications
- test components and rectify identified problems.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify and categorise the different types of personal computer devices, hardware, internal hardware and peripheral hardware components
- outline environmental considerations in e-waste disposal
- discuss systems diagnostic software
- identify areas of the operating system (OS) related to configuration and testing
- identify current industry accepted hardware and software products
- outline organisational guidelines
- outline organisational requirements
- identify system's current functionality
- identify vendor specifications and requirements for component installation.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- personal computer devices, hardware, internal hardware and peripheral hardware components for installation and configuration
- current industry standard performance testing software
- documents detailing organisational guidelines and requirements
- technical manuals, tools and test equipment.

Assessors must satisfy NVR/AQTF assessor requirements.

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