



Australian Government

Assessment Requirements for ICTSAS202

Apply problem-solving techniques to routine ICT malfunctions

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 1.0.

Performance Evidence

Evidence of the ability to:

- determine the root cause of a routine malfunction
- identify solutions
- produce documentation that recommends solutions to problems
- follow established procedures
- refer unresolved problems to support persons.

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 current industry hardware and software products and services
- identify current industry maintenance, service and helpdesk practices, processes and procedures
- identify current operating systems
- identify current industry standard diagnostic tools
- describe common computer malfunctions and resolutions.

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 systems administration and support field of work and include access to:

- a workstation and industry software packages
- detailed information relating to organisational processes and procedures

- information on a range of Information and Communications
- Technology (ICT) business solutions.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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