



Australian Government

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.

Application

This unit describes the skills and knowledge required to apply problem-solving techniques to determine the origin of a routine malfunction and plan for its resolution.

It applies to individuals who work under supervision to provide frontline technical support, diagnose technical problems and determine potential solutions. These are key components of this support role.

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

Unit Sector

Systems administration and support

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 routine 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 Identify and document current conditions of the hardware, software, user or problem
2. Research solutions to routine problems	2.1 Identify potential solutions to problem 2.2 Develop, document, rank and present recommendations about possible solutions to appropriate person for decision

ELEMENT	PERFORMANCE CRITERIA
3. Recommend solutions to problems	3.1 Plan implementation of solutions 3.2 Plan evaluation of implemented solutions 3.3 Document recommended solution and submit to appropriate person for confirmation

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	1.1-1.3, 2.1-2.2, 3.1-3.3	Interprets familiar textual information from a range of sources to identify misleading information, compare technical specifications, and identify solutions to new and emerging issues
Writing	1.3, 2.2, 3.3	Develops materials and resources using simple vocabulary to record information in a sequential manner for client engagement as well as internal reference
Oral Communication	1.1, 2.2	Participates in verbal exchanges of familiar ideas using questioning and active listening to elicit information and feedback from others
Navigate the world of work	1.1- 1.3, 2.1, 2.2, 3.1-3.3	Understands roles and responsibilities for task and makes basic decisions on work completion parameters
Interact with others	1.3, 2.2	Identifies and takes steps to follow accepted communication practices and protocols
Get the work done	1.1-1.3, 2.1, 2.2, 3.1-3.3	- Plans and implements routine tasks, aiming to complete them efficiently - Initiates standard diagnostic procedures when responding to familiar and unfamiliar problems within immediate context, and seeks input from others when problems remain unresolved - Understands the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalenc e status
ICTSAS202 Apply problem-solving techniques to routine ICT malfunctions	ICASAS202A Apply problem-solving techniques to routine IT malfunctions	Updated to meet Standards for Training Packages. Minor edit to the competency title.	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 ICTSAS202 Apply problem-solving techniques to routine ICT malfunctions

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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.

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