



Australian Government

ICTSAS203 Connect hardware peripherals

Release: 1

ICTSAS203 Connect hardware peripherals

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 connect hardware peripherals according to instructions.

It applies to individuals employed in an information and communications technology (ICT) support role who are required to solve technical hardware and software incompatibility conflicts and problems.

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. 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

ELEMENT	PERFORMANCE CRITERIA
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 work health and safety (WHS) 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

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	1.1-1.4, 2.1-2.4, 3.1-3.5	Interprets textual information from a range of sources to identify and adhere to requirements
Writing	1.2, 1.3, 1.4, 2.1	Develops materials and resources using simple vocabulary to convey and record information and inventory, according to client and vendor requirements
Oral Communication	1.2, 1.3, 1.4, 2.1, 3.1, 3.5	Participates in verbal exchanges of familiar ideas and information using questioning and active listening to elicit views, opinions and feedback from others
Navigate the world of work	1.1, 1.3, 1.4, 2.1-2.4, 3.2-3.5	Understands roles and responsibilities for task and makes basic decisions on work completion parameters in accordance with organisational requirements, WHS standards and environmental considerations

Interact with others	1.1-1.4, 2.1, 3.1	Identifies and takes steps to follow accepted communication practices and protocols
Get the work done	1.1-1.4, 2.1-2.4, 3.1-3.5	- Plans and implements routine tasks, aiming to achieve them efficiently - Responds to predictable routine problems and implements standard or logical solutions - 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	Equivalence status
ICTSAS203 Connect hardware peripherals	ICASAS203A Connect hardware peripherals	Updated to meet Standards for Training Packages	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 ICTSAS203 Connect hardware peripherals

Modification History

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Performance Evidence

Evidence of the ability to:

- connect several different types of hardware peripherals to the system safely and 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 the operation of newly installed hardware peripherals and confirm client satisfaction
- follow work health and safety policies and procedures.

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:

- describe the commonly used computer operating systems
- identify help desk and maintenance practices
- describe common peripheral devices
- summarise WHS procedures for electrical equipment
- list the system components and describe their interconnectivity
- identify current industry accepted hardware and software products
- describe procedures relevant to maintaining inventory
- list the organisational guidelines and standards that impact on service support including:
 - external suppliers and vendors
 - internal and external communications
 - internet access
 - security of information and data
- identify common principles for environmentally sustainable business practices.

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:

- sites with a representative range of workstations, hardware peripherals, internet connections and cabling
- software to be installed, interconnected and configured
- hardware and software currently used in industry
- technical documentation, including organisational hardware blueprint and vendor support.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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