



Australian Government

ICTSAS208 Maintain ICT equipment and consumables

Release: 1

ICTSAS208 Maintain ICT equipment and consumables

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 maintain the operation of basic computer hardware and peripherals, including the replacement of consumables.

It applies to technical support individuals who, while working under a level of supervision, perform mainly routine tasks within an office environment.

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. Clean equipment	1.1 Access and verify cleaning supplies for usability on the selected equipment 1.2 Record maintenance actions undertaken according to organisational procedures 1.3 Clean equipment according to manufacturer specifications and organisational manuals 1.4 Ensure basic work health and safety (WHS) principles and guidelines are followed
2. Replace and maintain consumables and supplies	2.1 Access consumables from storage points and record usage information according to organisational procedures

ELEMENT	PERFORMANCE CRITERIA
	2.2 Replace consumables when needed and log the action undertaken 2.3 Dispose of consumables following environmental guidelines 2.4 Test equipment to ensure it is in working order at set time periods and according to organisational procedures
3. Maintain equipment	3.1 Establish which equipment requires maintenance 3.2 Maintain equipment according to organisational guidelines and manufacturer specifications 3.3 Document maintenance procedures performed according to organisational guidelines 3.4 Exercise care to prevent interruption of business activities during maintenance procedures 3.5 Store unused equipment devices according to manufacturer specifications and organisational guidelines

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, 2.1-2.4, 3.1, 3.2, 3.5	Integrates and evaluates a range of textual information to maintain effective methods and appropriate standards
Writing	1.2, 2.1, 2.2, 3.3	Uses simple vocabulary to record information in a sequential manner for internal reference
Oral Communication	3.4	Uses listening and questioning techniques to clarify schedules while maintaining business standards
Numeracy	2.4, 3.4	Recognises and applies familiar measurements relating to time durations
Navigate the world of work	1.1-1.4, 2.1-2.4, 3.1-3.5	Understands roles and responsibilities for task and makes basic decisions on work completion parameters in accordance with organisational procedures, WHS and environmental guidelines
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

		• Makes low-impact decisions within familiar situations, based on a range of predefined or routine solutions, and evaluates the effectiveness of the outcome • Understands the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS208 Maintain ICT equipment and consumables	ICASAS208A Maintain IT equipment and consumables	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 ICTSAS208 Maintain ICT equipment and consumables

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Performance Evidence

Evidence of the ability to:

- clean equipment following manufacturer specifications and work health and safety (WHS) policy and procedures
- replace and dispose of consumables according to regulations and organisational policy
- test and maintain equipment in working order, following WHS procedures
- record activities and actions appropriately.

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 accepted hardware and software, and manufacturer maintenance guides
- describe organisational systems related to storage and retrieval of information and equipment
- identify workplace health and safety principles and responsibilities, including ergonomics, work periods and breaks, and conservation techniques
- identify chemical storage, control and disposal procedures.

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 site at which equipment maintenance may be carried out
- equipment currently used in industry

- relevant equipment documentation that may affect maintenance activities.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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