



Australian Government

ICTSAS211 Develop solutions for basic ICT malfunctions and problems

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 6.0.

Application

This unit describes the skills and knowledge required to apply problem-solving techniques to determine the origin of basic Information and Communications Technology (ICT) malfunctions and problems and develop solutions for their resolution.

It applies to those who work under supervision within ICT environments to provide frontline technical support, diagnose technical problems and determine potential solutions.

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 nature and scope of basic ICT malfunctions and problems	1.1 Access and gather information on malfunction and problem according to organisational procedures 1.2 Determine the malfunction according to task requirements 1.3 Investigate current condition of malfunction and problem 1.4 Escalate malfunction when outside scope of own role according to organisational procedures 1.5 Document and confirm work with required personnel
2. Research and determine solutions	2.1 Research potential solutions for identified malfunction 2.2 Develop and determine recommendations for potential solutions

ELEMENT	PERFORMANCE CRITERIA
	2.3 Document and submit proposed solution to required personnel according to organisational procedures
3. Prepare to implement solutions	3.1 Obtain approval for solution implementation 3.2 Plan implementation of chosen solution 3.3 Plan evaluation of implemented solution 3.4 Document solution plan and submit to required personnel according to organisational procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria

SKILL	DESCRIPTION
Reading	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	Accurately records and completes documentation according to organisational formats and procedures
Teamwork	Takes steps to collaborate with others using accepted communication practices and protocols
Planning and organising	- Efficiently plans and implements routine tasks - Identifies roles and responsibilities for task and makes basic decisions on work completion parameters
Problem solving	Initiates standard diagnostic procedures when responding to familiar and unfamiliar problems within immediate context, and seeks input from others when problems remain unresolved
Technology	Interprets the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS202 Apply problem-solving techniques to routine ICT malfunctions.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTSAS211 Develop solutions for basic ICT malfunctions and problems

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify at least one basic hardware or software malfunction and at least one user or procedural ICT problem
- develop and document potential solutions to each of the above.

In the course of the above, the candidate must:

- refer unresolved problems to required support personnel
- apply problem-solving techniques to determine the origin of ICT problems.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational procedures regarding:
 - accessing malfunctioning hardware, software, user or procedural malfunctions
 - Work Health and Safety (WHS) requirements for hardware and equipment use
- required industry hardware and software products and services
- required industry maintenance, service and helpdesk practices, processes and procedures
- operating systems used within the ICT industry
- required industry standard diagnostic tools
- computer malfunctions and resolutions
- basic industry documentation practices and procedures
- problem solving techniques that may be used in the development of solutions for basic ICT malfunctions and problems.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- hardware and software with ICT malfunctions
- ICT problems relating to users or systems
- organisational procedures
- digital device with internet connectivity and required browsers.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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