



Australian Government

ICTSAS216 Maintain ICT equipment and replace consumables

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 maintain the operation of basic Information and Communications Technology (ICT) equipment, and the replacement of consumables.

It applies to technical support individuals who, while working under a level of supervision, perform routine tasks within an office environment concerning the maintenance of ICT equipment and replacement of consumables. ICT equipment and consumables includes applications, chemicals, computer accessories, data storage devices, digital cameras, fax and copier supplies, laser and inkjet cartridges, ribbons, scanners and wireless technology modems.

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. Access cleaning supplies and clean equipment	1.1 Access and verify cleaning supplies for usability on selected equipment with required personnel 1.2 Clean equipment according to manufacturer specifications, organisational manuals and work health and safety (WHS) principles and guidelines
2. Replace and manage ICT equipment	2.1 Access consumables from storage points and record usage according to organisational procedures 2.2 Replace consumables and log action according to

ELEMENT	PERFORMANCE CRITERIA
	organisational procedures 2.3 Dispose of consumables following environmental guidelines 2.4 Test replaced consumables according to organisational procedures
3. Maintain ICT equipment	3.1 Identify and access ICT equipment according to maintenance guidelines 3.2 Maintain ICT equipment according to organisational procedures and manufacturer specifications 3.3 Document equipment information and maintenance procedures performed according to organisational procedures 3.4 Test equipment according to organisational procedures
4. Finalise maintenance activities	4.1 Plan maintenance schedule according to business needs to prevent interruption of business activities during maintenance procedures 4.2 Store unused consumables and ICT equipment according to manufacturer specifications and organisational procedures 4.3 Save and file maintenance documentation according to organisational procedures 4.4 Report and confirm work activity and outcomes with required personnel

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	Integrates and evaluates a range of textual information to maintain effective methods and standards
Writing	Accurately records and completes documentation according to organisational formats and procedures
Oral Communication	Uses listening and questioning techniques to clarify schedules while maintaining business standards
Numeracy	Recognises and applies familiar measurements relating to time durations
Self-management	- Interprets roles and responsibilities for task and makes basic decisions on work completion parameters in accordance with organisational procedures, WHS and environmental guidelines - Plans and implements routine tasks

Problem solving	Makes low-impact decisions within familiar situations, based on a range of predefined or routine solutions, and evaluates the effectiveness of the outcome
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 ICTSAS208 Maintain ICT equipment and consumables.

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 ICTSAS216 Maintain ICT equipment and replace consumables

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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:

- perform maintenance procedures on two different pieces of basic ICT equipment,
- replace and dispose of a consumable item from basic ICT equipment on at least one occasion.

In the course of the above, the candidate must:

- clean equipment following manufacturer specifications, organisation and WHS policy and procedures
- access, replace and dispose of consumables according to regulations and organisational policy
- test and maintain consumables and ICT equipment
- store unused consumables and ICT equipment
- document, record, log and store documentation of maintenance activities and confirm with required personnel.

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 including:
 - consumables replacement information logs
 - consumables storage
 - consumables testing
 - ICT equipment maintenance documentation and filing procedures
 - storage and retrieval of information procedures
 - equipment and chemical storage, control and disposal procedures
- industry standard hardware and software and manufacturer maintenance guides

- work health and safety procedures, principles and responsibilities that may be used in the process of maintaining ICT equipment and replacing consumables
- environmental guidelines that may be used in the storage and disposal of ICT equipment.

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:

- a site at which ICT equipment maintenance may be carried out
- cleaning supplies
- a range of consumables, such as those listed within the performance evidence
- ICT equipment currently used in industry
- equipment documentation required for maintenance activities.

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

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