



Australian Government

ICTSAS301 Run standard diagnostic tests

Release: 1

ICTSAS301 Run standard diagnostic tests

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 troubleshoot problems and conduct diagnostic tests on a range of platforms.

It applies to individuals who, while working under a level of supervision, have responsibility to action tasks in a frontline technical support capacity.

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 common symptoms and preventative maintenance techniques	1.1 Develop a troubleshooting process to help resolve problems 1.2 Determine the specific symptoms relevant to different types of hardware, operating system and printer problems 1.3 Identify common preventative maintenance techniques to support maintenance strategies
2. Operate system diagnostics	2.1 Run the system diagnostic program according to specification 2.2 Modify the system configuration as indicated by the diagnostic program 2.3 Carry out preventative maintenance in line with organisational guidelines

ELEMENT	PERFORMANCE CRITERIA
3. Scan system for viruses	3.1 Scan the system to check and maintain virus protection 3.2 Report identified viruses to an appropriate person 3.3 Remove virus infections found by the scan using software tools and procedures, or by restoring backups 3.4 Document relevant symptom and removal information

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, 2.1-2.3, 3.3	Interprets textual information to identify issues and solutions to maintain the appropriate standards
Writing	3.2, 3.4	Records key information to note output of investigations, and sequences writing to produce cohesive text for reference
Oral Communication	3.2	Presents factual information in a clear manner, using specific and appropriate language
Interact with others	3.2	- Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts - Derives meaning from a range of oral texts in familiar and some unfamiliar contexts
Get the work done	All	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes - Makes routine decisions and implements standard procedures for routine tasks, using formal decision making processes for more complex and non-routine situations - Applies formal problem solving processes when tackling an unfamiliar problem, breaking complex issues into manageable parts and identifying and evaluating several options for action - Understands key principles and concepts that underpin the design, application and operation of digital systems and tools

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS301 Run standard diagnostic tests	ICASAS301A Run standard diagnostic tests	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 ICTSAS301 Run standard diagnostic tests

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Performance Evidence

Evidence of the ability to:

- identify hardware and operating system problems
- conduct diagnostic tests on a range of platforms according to preventative maintenance and diagnostic policy
- identify the root causes of the problems
- scan systems for computer viruses
- remove viruses using software tools and procedures
- remove viruses by restoring backups.

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 client business domain, including client organisation structure and business functionality
- identify the current industry accepted hardware and software diagnostic tools, including products that manage:
 - backup procedures
 - configuration procedures
 - hardware maintenance
 - organisational security
- describe common symptoms of problems associated with:
 - desktop applications
 - operating systems
 - laptops
 - mobile devices

- printers
- other common peripherals
- describe a range of preventative tasks relevant to maintaining hardware and software applications
- describe the organisational procedures relevant to diagnostic testing.

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:

- special purpose tools, equipment, materials and industry software packages
- security guidelines
- backup procedures
- diagnostic software
- organisational guidelines.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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