



Australian Government

ICTSAS303 Care for computer hardware

Release: 1

ICTSAS303 Care for computer hardware

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 manage the maintenance and location of hardware.

It applies to frontline technical support individuals who work under a level of supervision but have some responsibility to maintain organisational hardware.

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. Establish safe work practices	1.1 Determine, record and apply relevant legal requirements and work health and safety (WHS) standards to the installation and maintenance of computer hardware 1.2 Determine, record and apply requirements specified by hardware manufacturers 1.3 Determine, record and apply safe work practices, taking into account legal and manufacturer requirements
2. Establish location requirements for hardware and peripherals	2.1 Determine and apply suitable environmental conditions for hardware and peripherals 2.2 Determine and apply system protection devices where

ELEMENT	PERFORMANCE CRITERIA
	appropriate 2.3 Determine and apply requirements when moving hardware 2.4 Determine and apply suitable storage principles for hardware and associated peripherals and media
3. Establish maintenance practices	3.1 Determine maintenance requirements specified by the equipment manufacturer 3.2 Produce maintenance schedules 3.3 Perform diagnostic functions, including replacing suspect components with other serviceable components and reloading associated software 3.4 Determine whether unserviceable components are replaceable through warranty, replacement or upgrade 3.5 Perform diagnostic functions using the operating system and third party diagnostic tools
4. Determine appropriate hardware quality standards	4.1 Consider and apply business requirements in respect of hardware matters 4.2 Determine and apply quality standards to the selection of appropriate hardware and associated peripherals

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, 2.1-2.4, 3.1, 3.4, 4.1, 4.2	Researches and interprets a range of texts to identify requirements and standards, compare technical specifications, and identify solutions to new and emerging issues to maintain the environment
Writing	1.1-1.3, 3.2	Uses simple vocabulary to record key information in a sequential manner to maintain the appropriate standards and for internal reference
Oral Communication	3.5	Presents factual information in a clear manner, using specific and appropriate language
Numeracy	3.2, 4.1	Recognises and applies familiar measurements relating to time durations and uses mathematical calculations to

		measure and calculate amounts
Navigate the world of work	1.1-1.3, 4.1, 4.2	Takes some personal responsibility for adherence to legal and regulatory requirements by establishing safe work practices
Get the work done	All	- Plans and implements routine tasks and workload, making limited decisions on sequencing, timing and collaboration, and seeks assistance in setting priorities - Makes low-impact decisions within familiar situations, based on a range of predefined or routine solutions and evaluates the effectiveness of the outcome - Responds to predictable routine problems and implements standard or logical solutions - Identifies ideas for other applications and considers them in current contexts - Uses digital technology for basic reading, recording and searching information, and communications, following routine procedures and security requirements

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS303 Care for computer hardware	ICASAS303A Care for computer hardware	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 ICTSAS303 Care for computer hardware

Modification History

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Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- perform diagnostic functions by replacing components, reloading software and using operating system and other diagnostic tools
- establish location requirements for system hardware and associated peripheral devices
- follow safe work practices
- determine maintenance requirements and establish maintenance schedule
- apply appropriate quality standards to computer hardware and peripherals.

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 range of quality levels in current common hardware
- describe the importance of maintenance
- describe workplace health and safety principles specific to working with mains-powered equipment
- identify and describe the potential environmental effects of common types of hardware
- identify common security issues that impact on computer hardware
- identify the software related to hardware operations
- identify common system hardware and associated peripherals functions.

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:

- computer hardware, software and diagnostic tools
- warranty records and reports
- maintenance schedules
- vendor documentation
- safe work practices.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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