



Australian Government

Assessment Requirements for ICTSAS306 Maintain equipment and software

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 1.0.

Performance Evidence

Evidence of the ability to:

- undertake maintenance according to maintenance procedures
- identify and resolve a defined range of equipment and software problems
- maintain accurate records according to organisational guidelines.

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 and describe equipment and software maintenance practices
- identify help-desk response level escalation procedures
- describe the operation and purpose of specified equipment
- identify and describe the operation of technical diagnostic tools
- identify quality assurance practices
- identify relevant service level agreements (SLAs) to determine conditions of the SLA cover
- describe client warranty claims, repair or replacement procedures
- identify system's current functionality
- describe organisational work health and safety (WHS) 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:

- technical environment with a variety of operational equipment
- maintenance procedures, software and tools
- technical manuals
- records and documentation
- organisation health and safety procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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