



Australian Government

Assessment Requirements for ICTSAS308

Run standard diagnostic tests

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 4.0.

Performance Evidence

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

- Identify and document six ICT problems and corresponding testing and preventative maintenance techniques to provide for troubleshooting process planning
- Implement preventative maintenance techniques to address three common symptoms of problems associated with each of the following:
 - desktop application
 - operating system
 - laptop
 - mobile device
 - printer
- Identify and address three virus infections using a system diagnostic program
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Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes:

- Impact of organisational structure, diagnostic testing procedures and guidelines, and software specifications on conducting diagnostic testing
- Hardware and software diagnostic tools, including products that manage:
 - backup procedures
 - configuration procedures
 - hardware maintenance
 - security
- Common symptoms of problems associated with:
 - desktop applications
 - operating systems

- laptops
- mobile devices
- printers
- Preventative maintenance techniques relevant to maintaining hardware and software applications
- Common diagnostic testing approaches
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Assessment Conditions

Skills must be demonstrated in a workplace or simulated environment typical of those in an ICT working environment.

- Hardware and software diagnostic tools and specifications
- System with virus protection software installed
- Tools, equipment, materials, software packages
- ICT documentation including details of current architecture, operating system, software applications, and hardware
- Requirements relating to ICT maintenance and testing
- Individual superior in the organisation

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

Links

Companion Volume Implementation Guides are available from VETNet -

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