



Australian Government

ICTSAS308 Run standard diagnostic tests

Release: 1

ICTSAS308 Run standard diagnostic tests

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to troubleshoot problems, identify and implement preventative maintenance techniques, 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 for ICT software and hardware	1.1 Plan troubleshooting processes for ICT software and hardware to guide the resolution of common ICT problems based on requirements for ICT testing and maintenance 1.2 Determine and document common symptoms of ICT problems for ICT software and hardware to increase troubleshooting process efficiency and focus 1.3 Identify and select testing and preventative maintenance techniques taking into consideration the common symptoms of ICT problems to complete planning troubleshooting processes
2. Operate system diagnostics	2.1 Run the system diagnostic program according to specifications to identify required modifications in line with requirements for ICT

	testing and maintenance 2.2 Modify the system configuration as indicated by the diagnostic program to address symptoms 2.3 Carry out preventative maintenance techniques to address common symptoms of ICT problems
3. Monitor and remove system viruses	3.1 Scan system to check and maintain virus protection 3.2 Report identified viruses and proposed actions to superior to gain approval 3.3 Implement approved actions to remove detected virus infections using software tools and procedures and by restoring backups 3.4 Document virus symptoms and removal information to keep a record of actions for future application

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	Interprets textual information to identify issues and solutions to maintain the standards
Writing	Records key information to note output of investigations, and sequences writing to produce cohesive text for reference
Oral Communication	Presents factual information in a clear manner, using specific language
Interact with others	- Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts - Derives meaning from oral texts in familiar and some unfamiliar contexts
Get the work done	- 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 problem solving processes, breaking complex issues into manageable parts and identifying and evaluating 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
ICTSAS308 Run standard diagnostic tests	ICTSAS301 Run standard diagnostic tests	Edits to performance criteria and elements to clarify intent. Updates to assessment requirements.	Equivalent unit

Links

Companion Volume Implementation Guides are available from VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTSAS308 Run standard diagnostic tests

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
-

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
-

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>