



Australian Government

Assessment Requirements for ICTSAS309 Maintain and repair ICT equipment and software

Release: 1

Assessment Requirements for ICTSAS309 Maintain and repair ICT equipment and software

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Performance Evidence

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

- carry out maintenance and fault repair procedures on the following, on at least one separate occasion:
 - ICT equipment
 - software.

In the course of the above, the candidate must:

- obtain and review previous ICT equipment fault data
- resolve failures and performance degradation
- analyse test results
- examine and review organisational ICT equipment maintenance procedures
- undertake maintenance according to organisational maintenance procedures
- identify and repair a range of ICT equipment and software problems
- develop plans for maintenance and fault repair
- maintain accurate records according to organisational guidelines.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- equipment and software purpose, standard operating characteristics and maintenance procedures
- internal maintenance organisational procedures
- preventative maintenance procedures
- technical documents in regard to:
 - equipment and maintenance procedures

- help-desk response level escalation procedures
- operation of technical diagnostic tools
- quality assurance practices that may be used in maintaining and repairing ICT equipment and software
- Service Level Agreements (SLAs) to determine conditions of the SLA cover
- client warranty claims, repair and replacement procedures
- environmental guidelines that may be used in maintaining and repairing ICT equipment and software.
- organisational work health and safety (WHS) procedures that relate to maintaining and repairing.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- technical environment with a variety of ICT equipment
- maintenance software and tools
- technical documentation
- organisational health and safety procedures.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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