



Australian Government

Assessment Requirements for ICTSAS311

Maintain computer hardware

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Supersedes and is equivalent to ICTSAS303 Care for computer hardware.

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:

- maintain at least two different types of computer hardware
- create a separate maintenance plan for each of the above types of hardware that sets out maintenance requirements.

In the course of the above, the candidate must:

- use diagnostic computer hardware technologies
- establish location requirements for system hardware and associated peripheral devices
- follow required work health and safety (WHS) standards, organisational policies and procedures, and safe work practices.

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:

- key functions and applications of computing hardware architecture and components, including:
 - central processing units
 - security patches and random access memory (RAM)
 - input devices
 - output devices
 - hardware drivers
 - processing devices
 - disk space and hard disk drives

- motherboards
- graphics cards
- network interface controllers
- types of preventative measures and typical maintenance periods for optimal computer hardware functionality
- hardware and peripheral storage principles and quality standards
- key sources and types of computing threats, including:
 - human
 - physical and structural
 - environmental
- techniques for identifying computer vulnerabilities
- equipment maintenance requirements
- computing serviceability specifications
- industry-recognised tools and techniques to replace suspect components
- tools and techniques to test computer speed, operating systems and security functions
- types of hardware and associated peripherals
- organisational formats for documentation
- WHS standards, organisational policies and procedures relating to work tasks.

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:

- computer hardware, maintenance software, tools and equipment
- computing maintenance, warranty, replacement and upgrade records and reports
- vendor documentation and equipment specifications
- opportunities for interaction with others
- WHS standards, and organisational policies and procedures required to demonstrate the performance evidence.

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>