



Australian Government

Assessment Requirements for ICTSAS421 Support users and troubleshoot desktop applications

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:

- install, configure and troubleshoot computer applications
- customise computer applications
- anticipate and respond to a range of security incidents.

Note: Evidence must be provided for at least TWO users/situations.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the key features of operating systems (OS) and office applications including an analysis of the current system
- identify sources of OS patches
- discuss specific features of security incidents
- describe the key features of typical systems and procedures of user support.

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 special purpose tools, equipment, materials and industry software packages, including:

- appropriate OS installation compact disk or recovery boot disks
- computers with application errors
- samples of operating system patches
- stand-alone or networked personal computer.

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>