



Australian Government

Assessment Requirements for ICTTEN523 Locate, diagnose and rectify complex system equipment faults

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 7.0.

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:

- locate, diagnose and rectify equipment faults in at least four different situations.

In the course of the above, the candidate must:

- conduct advanced tests
- isolate and locate faults
- follow applicable organisational procedures and workplace health and safety (WHS) requirements and 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:

- required legislation, codes, company work practices, regulations and standards, WHS requirements for scoped work
- organisational procedures regarding:
 - contacting clients and other external parties
 - fault history and patterns
 - fault identification and completion approaches
 - fault escalation procedures and requirements
 - safety requirements and standards
 - timeframe requirements
 - environmental requirements
- fault-location techniques and test equipment required
- fault types and rectification methods
- function of service agreements

- types of networks and equipment including:
 - access
 - broadband deployment
 - cabling
 - internet protocol (IP) networks for enterprise and customer systems and installations
 - local area networks (LANs)
 - telephony
 - wide area networks (WANs)
- types of workplace environment and practices.

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:

- sites on which faults are required to be diagnosed
- testing equipment and systems currently used in industry
- required regulatory and equipment documentation impacting complex fault repairs.

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>