



Australian Government

Assessment Requirements for ICTTEN524 Diagnose and organise repair of complex 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:

- diagnose and organise at least four repairs of complex equipment faults.

In the course of the above, the candidate must:

- identify and rank likely causes of faults
- organise analysis and interpretation of test results
- apply enterprise escalation and outage procedures
- prioritise fault rectification and report progress
- prepare documentation of fault, including details regarding:
 - nature
 - location
 - likely causes
 - repair methodology
 - recommendations relating to system redesign and specification.

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, workplace health and safety (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

- documentation of complex faults
- features and operating requirements of test equipment
- test specifications and remote diagnostic procedures
- legislation, codes of practice and other formal agreements relating to repair
- manufacturer requirements for operation of equipment
- test methods and equipment performance requirements
- functions and features of common complex equipment faults in advisory, technical rectification roles, commercial and residential installations.

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 fault diagnostics are required to be conducted
- testing equipment 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>