

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: ICA05 - Information and Communications Technology

Certificate II in Information Technology – ICA20105

Apply problem solving techniques to routine malfunctions – ICAS2010B

Target groups This qualification provides the foundation ICT skills and knowledge for an individual to be an effective ICT user or employee. The qualification has a fundamental ICT knowledge and skills base which is pivotal for all other qualifications in ICA05. The qualification provides foundation general computing and employment skills that enable participation in an information technology environment in any industry. Small to medium enterprises (SMEs) will find the contents of this qualification useful at an ICT user level. In its own right such a qualification could equip an individual to undertake roles such as office assistant or to work in records management at a junior level.

TRAINING DELIVERY

Strategies	Performance Indicators	Resources
Practical instruction Case study	Develop problem identification skills relative to hardware, software, user or procedural problem areas.	Access to appropriate case study scenarios
	Develop ability to identify and present recommendations for possible solutions, planning their possible implementation and evaluation.	
Work placement or realistic simulation	All elements	Access to appropriate workplace or simulation

ASSESSMENT

Strategies	Performance Indicators	Resources
Oral/ written	Demonstrate ability to apply problem-solving techniques to determine the root cause of a routine malfunction relative to hardware, software, user or procedural problem areas.	
Practical exercise	Demonstrate ability to identify and present recommendations for possible solutions, planning their possible implementation and evaluation and referring the problem according to escalation procedures.	
Observation in the workplace or simulated work environment	All elements	Access to appropriate workplace or simulation

List any special requirements / issues / amendments for any particular target group:
This unit may be undertaken alone or as part of a cluster. Other units in this cluster are:

- ICAS2243B - Detect and protect from spam and destructive software
- ICAS3115B - Maintain equipment and software in working order
- ICAT3025B - Run standard diagnostic tests
- ICAU3019B - Migrate to new technology