

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: ICA05 - Information and Communications Technology

Certificate II in Information Technology – ICA20105

Maintain equipment and software in working order – ICAS3115B

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 ability to determine and undertake required equipment maintenance according to maintenance procedures.	Access to appropriate case study scenarios
	Develop fault diagnosis techniques and ability to test suspected faulty equipment or software, analyse test results and implement the repair or replacement of faulty equipment or software.	Access to relevant software
	Develop ability to update documentation and make recommendations for future maintenance according to organisational guidelines.	
Work placement or realistic simulation	All elements	Access to appropriate workplace or simulation

ASSESSMENT

Strategies	Performance Indicators	Resources
Oral/ written	Demonstrate ability to determine and undertake required equipment maintenance according to maintenance procedures.	Access to relevant software Access to relevant procedures
Practical exercise	Demonstrate fault diagnosis techniques and ability to test suspected faulty equipment or software, analyse test results and implement the repair or replacement of faulty equipment or software.	

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	Demonstrate ability to update documentation and make recommendations for future maintenance according to organisational guidelines.	
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:

- *ICAS2010B - Apply problem solving techniques to routine malfunctions*
- *ICAS2243B - Detect and protect from spam and destructive software*
- *ICAT3025B - Run standard diagnostic tests*
- *ICAU3019B - Migrate to new technology*