

Training Package	Information Technology ICA99	Unit Code
Title:	Connect hardware peripherals	ICAITS014B
Unit Descriptor	This unit defines the competency required to connect hardware peripherals according to instructions.	HSC Indicative Hours: 10
Field/Stream	Support Information Technology Solutions	
Related Competency Standards	The project life cycle and the IT methodology employed will determine which particular units of competency are relevant to this unit, some include the Project Management, Implementation, Use, Documentation and Teamwork functional areas.	

Key Competencies							
Collect, Analyse, and Organise Information	Communicate Ideas and Information	Plan and Organise Activities	Work with Others and in Teams	Use Mathematical Ideas and Techniques	Solve Problems	Use Technology	Cultural Understandings
2	2	2	2	2	2	2	2

Related learning for the HSC	Resources that may be used for in training and assessment for this unit
<p>Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. This can include:</p> <ul style="list-style-type: none"> • Systems Design and Development • Information Processes and Technology 	<ul style="list-style-type: none"> • Non-endorsed materials for ICAITS014B • National Information Technology Module ITC201 – Computer Hardware Fundamentals • National Information Technology Module ITH302 – PC User Fundamentals • TAFE NSW Module 3625L – Hardware/software portfolio • National Module NITG302 – Installing and managing peer to peer LANs • National Module NITG – Value added information services • Computing industry magazines and journals • Computer vendor advertising materials • Computer manuals and tutorials • Materials developed by Registered Training Organisations • Various commercially produced materials including textbooks and computer tutorials

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Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
1. Confirm requirements of client	<ol style="list-style-type: none"> 1. Clients' peripheral requirements are identified and are confirmed in accordance with organisation standards 2. Client requirements and peripherals needed in line with organisational guidelines are documented are reported to the supervisor 3. Client requirements are cleared with supervisor in line with organisation guidelines 4. Client support expectations are covered by vendor's warranty and support services 	<ul style="list-style-type: none"> • Broad general knowledge of OH&S procedures for electrical equipment • Detailed knowledge of inventory procedures • Organisational guidelines relating to external suppliers and vendors • General understanding of systems, technical terms • Broad knowledge base incorporating theoretical concepts of three or more current industry accepted hardware peripherals knowledge of general features and capabilities and detailed knowledge in some. 	<p>Critical aspects of assessment</p> <p>Assessment must confirm the ability to connect hardware peripherals according to vendor instructions with a minimum of down time to the system. Competency is required in the connection of five different peripherals. Ability to interpret vendor manuals in relation to the storage and connection of hardware peripherals is demonstrated. Occupational Health and Safety regulations relating to working with electrical equipment is adhered to.</p>	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • peripheral device • serial/parallel port, SCSI interface and other peripheral device interfaces • device set-up and configuration • device performance, testing and troubleshooting • system down time • device driver • compatibility • warranty, installation instructions, registration and support • input/output devices

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
2. Obtain required peripherals	<ol style="list-style-type: none"> 1. Peripherals are obtained under instruction from management/supervisor 2. Peripherals are entered into equipment inventory according to organisation's procedures 3. Contents are validated and method of ensuring the physical contents match the packing list is demonstrated 4. Peripherals are stored according to vendor/manual guidelines 	<ul style="list-style-type: none"> • Broad knowledge base incorporating theoretical concepts of three or more current industry accepted system components • knowledge of general features and capabilities and detailed knowledge in some • Broad knowledge base incorporating theoretical concepts of operating systems • Broad knowledge of help desk and maintenance practices • Current industry accepted hardware and software products with broad knowledge of general features and capabilities and detailed knowledge in some areas • Broad knowledge base incorporating theoretical concepts of Input/output devices 	<p>Interdependent units of assessment</p> <p>This unit may be assessed with any of the following: ICAITU004B, ICAITU005B, ICAITU006B, ICAITU007B, ICAITU012B, ICAITU013B, ICAITU014B, ICAITU015B, ICAITU017B. The interdependence of units of competency for assessment will vary with the particular project or scenario.</p>	<p>Learning experiences for the HSC must include:</p> <ul style="list-style-type: none"> • the installation and testing of at least a keyboard, a mouse, and a printer, plus at least 2 other external peripheral devices, one of which must be a storage device • appropriate observance of occupational health and safety guidelines for attaching and/or removing devices and cables from a computer • the development of an annotated peripheral device portfolio/scrapbook containing at least 15 items (clippings, etc) representing a range of different peripheral devices • reading and acting upon instructions supplied with peripheral devices • interpreting a variety of troubleshooting charts/diagrams/tables

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
3. Connect hardware peripherals	<ol style="list-style-type: none"> 1. Timeframe for installation schedule is verified with higher authority 2. Existing peripheral are disconnected and replaced, with minimal disruption to clients 3. New peripherals are connected with minimum disruption 4. Computer is configured to accept new peripherals 5. Hardware peripherals are tested and client satisfaction is confirmed 6. Amendments are made as required for client 	<ul style="list-style-type: none"> • Customer service skills in relation to maintenance procedures • Handling difficult clients skills in relation to maintenance procedures • Conflict resolution skills in relation to maintenance procedures • Decision-making in a limited range of options • Literacy in regard to general workplace documentation • Problem-solving skills for a defined range of predictable problems • Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information • Facilitation and presentation skills in relation to transferring and collecting information • Negotiation skills in relation to other team members and applied to a defined range of predictable problems • Report writing skills for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas 		

Resources	If necessary, evidence can be collected through a supervisor's report, peer reports and client reports. Each report should be structured and require comment on each performance criteria and the evidence guide. Assessment of this competency required access to: the organisations hardware blue print, the Vendors support staff (on call if assessment is a live activity), additional staff may be required to support the assessment.
Consistency	Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.
Context	<p>Work is carried out under direct supervision. An individual demonstrating these competencies would be able to:</p> <ul style="list-style-type: none"> • demonstrate knowledge by recall in a narrow range of areas • demonstrate basic practical skills, such as the use of relevant tools • perform a sequence of routine tasks given clear direction, and • receive and pass on messages/information. <p>This competency can be assessed in the workplace or in a simulated environment.</p>
Range of Variables	
Variable	Scope
Peripherals	Peripherals will normally connect to an existing interface port and do not include peripherals accessed internally. Peripherals may include, but are but limited to: printers, scanners, tape cartridges, speakers, multi media kits, PC fax, modems, keyboard equipment may include mouse, touch pad, keyboard, pens.
Hardware	May include IT equipment of all types – PCs, printers, mid range, mainframe, communications equipment. Generally the larger and more expensive the equipment, the less likely in-house expertise will be available and the supplier will be relied on for support.
Software and applications	May include packaged software, in-house development or out-sourced development. The amount of maintenance, change and tailoring that can be undertaken will vary.
Configuration	Configuration includes automatic, plug and play manual.
Level of supervision	May be limited or minimum supervision.
Client user	May be a department within the organisation or a third party. Consequently, the relationship and ease of access will vary.
Documentation and reporting	Audit trails, naming standards, version control.
OH&S standards	As per company, statutory and vendor requirements. Ergonomic and environmental factors must be considered during the demonstration of this competency.
Organisational standards	May be based upon formal, well-documented methodologies or non-existent. For training delivery purposes, best practice examples from industry will be used.