

Training Package	Information Technology ICA99	Unit Code
Title:	Install software applications	ICAITS015B
Unit Descriptor	This unit defines the competency required to install software applications under instruction.	HSC Indicative Hours: 20
Field/Stream	Support Information Technology	
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	1	2	1	1	1	2	1

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 ICAITS015B • National Information Technology Module ITC301 – Computer Systems Basics • National Information Technology Module ITH302 – PC User Fundamentals • TAFE NSW Module 3625L – Hardware/software portfolio • 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. Determine software or software upgrade requirements of clients	<ol style="list-style-type: none"> Client requirements are documented and reported to supervisor Supervisor's instructions to meet client requirements are acted on in line with organisation guidelines, corporate purchasing, licensing arrangements, and budget 	<ul style="list-style-type: none"> Organisational guidelines for purchasing Broad general knowledge of licensing arrangements and responsibilities Broad general knowledge of software copyright responsibilities Broad general knowledge of operating systems supported by the organisation Broad general knowledge of the hardware storage devices Broad general knowledge of Input/Output devices Broad general knowledge of the client business domain 	<p>Critical aspects of assessment</p> <p>Assessment must confirm the ability to install software applications through operating system instructions and to configure computer to accept new software or upgrade.</p>	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> software versions system requirements, including disk space, RAM, CPU, operating system upgrade requirements licence conditions backups installation files and directories installation options – full, typical, portable, custom version compatibility issues local installations versus network installation software registration customisation (eg start-up directories, default settings)

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
2. Obtain software or software upgrade	<ol style="list-style-type: none"> 1. Software is obtained under instruction from management or supervisor 2. Licensing requirements are determined and recorded in line with organisation guidelines 	<ul style="list-style-type: none"> • General customer service • Decision-making in a limited range of options • Problem-solving of known problems in routine procedures • Plain English literacy and communication skills in relation to the presentation of information • Report writing skills for business requiring some analysis and evaluation of information in a defined range of areas 	<p>Interdependent units of assessment</p> <p>This unit may be assessed with any of the following: ICAITS014B, ICAITS017B, ICAITS020B, ICAITS011A. 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 2 software applications, one of which must be part of an upgrade • configuring a software application to a client's specification using available menu options • interpreting a licence agreement • completing a software registration form/card (this does not have to be forwarded to the vendor)
3. Install software or upgrade	<ol style="list-style-type: none"> 1. Upgrades are installed to meet supervisor instructions 2. Process is undertaken so clients experience minimal disruption 3. Computer is installed to accept software 4. Testing and acceptance in line with corporate guidelines are carried out 5. Client requirements are satisfied. Amendments are made as required for client, or client is referred to appropriate person/supervisor, if necessary 			

Resources	Competency may be assessed in a simulated work environment or the work place. Peers and supervisors for obtaining information on the extent and quality of the contribution made.
Consistency	Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.
Context	Work is carried out under direct supervision. An individual demonstrating these competencies would be able to: <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.
Range of Variables	
Variable	Scope
Software	Variables may include, but are not limited to: commercial software applications; organisational specific software; Operating systems – stand alone PC systems and network operating systems; word processing, spreadsheet, database, graphics, communications packages or any applications as used by the organisation; software installation instructions and manuals; range of suppliers.
Hardware	Includes personal computers but not networks.
Organisation	Variables may include, but are not limited to: contacting arrangements relating to Information Technology purchasing; licensing requirements and supplier options; storage and retrieval of product licenses; storage of Information Technology equipment and documentation; testing standards.
Client user	May be a department within the organisation or a third party. Consequently, the relationship and ease of access will vary.
Development methods/tools	Will vary from the traditional Systems Development life cycle with little or no formalisation to a very well structured CASE tool.
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.