

Training Package	Information Technology ICA99	Unit Code
Title:	Maintain equipment and consumables	ICAITU007B
Unit Descriptor	This unit defines the competency required to maintain the operation of basic hardware and the replacement of consumables.	HSC Indicative Hours: 15
Field/Stream	Use 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, Support, 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
1	1	1	1	1	1	1	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 ICAITU007B • National Information Technology Module ITC201 – Computer Hardware Fundamentals • National Information Technology Module ITH201 – Computer Administration • National Information Technology Module ITH302 – PC User Fundamentals • 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. Clean disk drives/ peripherals	<ol style="list-style-type: none"> 1. Disk cleaning materials are accessed from stores 2. Inventory systems are accessed and events are documented according to organisational procedures 3. Disks/peripherals are cleaned as recommended by manual in accordance with vendor requirements and required by organisation 	<ul style="list-style-type: none"> • Basic principles and responsibilities of OH&S • Basic understanding systems, organisational in relation to storage and retrieval of information and goods • Basic knowledge of current industry accepted hardware and software 	<p>Critical aspects of assessment</p> <p>Assessment must confirm the ability to maintain and replace at least the following equipment and consumables: replacing printer ribbons, laser cartridges, cleaning mouses; monitors, disk drives, and keyboards.</p>	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • hardware maintenance, routine and non-routine • maintenance scheduling and maintenance logs • hardware specifications • backup and restore • precautions associated with cleaning fluids • purchasing, storage and disposal requirements for cleaning agents and consumables

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
2. Replace/maintain consumables	<ol style="list-style-type: none"> 1. Stock is accessed from store and information is recorded according to organisational procedures 2. Relevant manual is accessed 3. Consumables are replaced 4. Hardware is tested to ensure it is in working order 	<ul style="list-style-type: none"> • Decision-making in relation to a limited number of known choices • Basic technical diagnostic skills in relation to a limited number of known choices • Basic evaluation skills in relation to a limited number of known choices • Literacy skills in regard to basic workplace documentation 	<p>Interdependent units of assessment</p> <p>The interdependence of units of competency for assessment will vary with the particular project or scenario. This unit has importance to a range of IT services and should therefore be assessed in a holistic manner with the technical/support units. to a range of IT services and should therefore be assessed in a holistic manner with the technical/support units.</p>	<p>Learning experiences for the HSC must include:</p> <ul style="list-style-type: none"> • referral to hardware manuals regarding maintenance requirements • obtaining quotes for a variety of consumable items • completing a stock order form (this can be for a hypothetical order) • completing a maintenance log • ongoing weekly responsibility for the maintenance of a workstation for a minimum continuous period of a month, including cleaning of component parts using appropriate equipment.
3. Maintain peripherals	<ol style="list-style-type: none"> 1. Equipment requiring maintenance is determined 2. Equipment is maintained as required by organisation guidelines 3. Maintenance is documented as required by organisation guidelines 4. Unused peripherals are stored in line with vendor/manuals' guidelines 			

Resources	Competency can be demonstrated in a simulated environment on typical workplace equipment and consumables. 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	<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
Hardware	Variables may include, but are not limited to: personal computers, networked systems, personal organisers, communications equipment; peripherals may include; printers, scanners, tape cartridges, speakers, multi media kits; keyboard equipment may include mouse, touch pad, keyboard, pens.
Consumables	Variables may include, but are not limited to: diskettes, ribbons, printer toner, paper, cartridges, cleaners, tape.
Organisational	Variables may include, but are not limited to: security procedures, logged call procedures; Occupational Health and Safety legislation; preventative maintenance and diagnostic policy; maintenance manuals, in-house or vendor; disposal policy; contracting arrangements relating to Information Technology purchasing.
Suppliers	Range of suppliers and supplier procedures may vary.