

- Component testing techniques
- Computer systems and their components
- The manufacturer's warranty requirements relating to activities for the computer and related components.
- Types of Computer/component testing
- Types of Maintenance techniques

Required skills

The individual needs to demonstrate the following skills:

- Communications skills
- Proficient in ICT
- Time management
- Faults troubleshooting
- Problem solving
- Planning
- First aid
- Critical thinking

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and understanding and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified computer problems as per the assessed user data. 1.2 Determined solution to the problem as per workplace procedure. 1.3 Selected computer components for replacement as per the workplace procedure. 1.4 Assembled tools for repairing or replacing as per the workplace procedure.
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	1.5 Repaired or replaced faulty computer components as per the manufacturer's manual. 1.6 Performed computer component test as per workplace procedure. 1.7 Performed computer maintenance as per the workplace procedure.
2. Resource implications	The following resources should be provided: 2.1 Appropriately simulated environment where assessment can take place. 2.2 Access to relevant work environment. 2.3 Resources relevant to the proposed activities or tasks.
3. Methods of assessment	Competency may be assessed through: 3.1 Practical 3.2 Projects 3.3 Third Party Reports 3.4 Portfolio of evidence 3.5 Written tests
4. Context of Assessment	Competency may be assessed in a workplace or in a simulated workplace
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace job role is recommended.

INSTALL COMPUTER SOFTWARE

ISCED UNIT CODE: 0619 451 06A

TVET CDACC CODE: IT/OS/ICTA/CR/01/5/MA

UNIT DESCRIPTION

This unit covers the competencies required to install computer software. It involves installing computer software, testing computer software functionality and performing software maintenance.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace functions	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicized terms are elaborated in the range)</i>
1. Install Computer software	1.1 Computer software identified as per user need. 1.2 Computer software selected as per workplace procedure. 1.3 Local user accounts are created as per the workplace procedures 1.4 Data Backup performed as per work procedure. 1.5 Computer Software is installed as per software installation manual. 1.6 Computer Software is configured as per software installation manual.
2. Test computer software functionality.	2.1 Software testing is performed as per user manual. 2.2 Corrective measures are performed as per user requirements. 2.3 Computer software functionality is confirmed as per workplace procedures

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace functions	These are assessable statements which specify the required level of performance for each of the elements. <i>(Bold and italicized terms are elaborated in the range)</i>
3. Perform software maintenance.	3.1 <i>Software maintenance</i> schedule is adopted as per workplace procedure. 3.2 Software functionality is monitored as per workplace procedure. 3.3 Software upgrade is conducted as per installation guide. 3.4 Software update is conducted as per the workplace procedures. 3.5 <i>Safety procedures</i> are observed as per workplace procedures.

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Software maintenance may include but are not limited to:	● Adaptive ● Perfective ● Preventive ● Corrective
2. Safety procedures may include but are not limited to:	● Personal Protective Equipment: ● Overall/apron/dust coat ● Antiglare screens ● Gloves

REQUIRED KNOWLEDGE AND SKILLS

This section describes the knowledge and skills required for this unit of competency.

Required Knowledge

The individual needs to demonstrate knowledge of:

- Troubleshooting techniques
- Testing techniques
- Computer systems and their components
- The manufacturer's warranty requirements relating to activities for the computer and related components
- Types of Maintenance techniques

Required skills

The individual needs to demonstrate the following skills:

- Problem solving skills
- Communication skills
- Time management
- Critical thinking

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1. Selected computer software as per user needs. 1.2.Installed computer Software as per software installation manual. 1.3.Configured computer Software according to software installation manual. 1.4.Conducted software upgrade according to installation guide. 1.5.Conducted software update as per the workplace procedures.
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