

U24401: Troubleshoot ICT problems (for users)

Unit Descriptor:

This unit is suitable for you if your work involves the solution of common errors (e.g. printer out of paper, or finding a file on a storage device), and knowing how to restart hardware or software and get advice.

At the end of this unit you will be able to:

Solve common hardware and software errors, getting help with more difficult problems.

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Troubleshoot ICT problems (for users)

Restart

1.1 Restart computing device

1.2 Re-launch software

Correct Errors1.3 Identify the cause of **common errors**.1.4 Use available resources to **correct errors**.

RANGE STATEMENT

You must cover the items below:

A. Common errors

- i. replenish output media (paper)
- ii. output device not ready for use (e.g. printer tray open)
- iii. lack of power supply
- iv. loose cables

B. Correct errors by:

- i. following actions to be taken from on screen error messages
- ii. using help menus or manufacturers' guidelines.
- iii. corrective methods that have worked in the past
- iv. follow instructions from technical support

UNDERPINNING KNOWLEDGE AND SKILLS**Errors**

1. To recognize and correct common hardware errors and be able to re-launch software.
2. How to get and relay information about the hardware, operating system and software being used that will help an expert to give advice on solving errors.

Advice (within the scope of your own authority)

3. How to contact an ICT help desk or service.
4. How to follow verbal instructions from an ICT expert.
5. Recognise the limits of own understanding and skills and know when to refer.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

You will need to produce **at least two comprehensive tasks**. The evidence may come from activities in your workplace and/or from simulation.

Your performance evidence should show that you are able to: (within the scope of your own authority)

- A. Restart computer hardware and re-launch software using tools supplied by the manufacturer.
- B. Choose and use methods that have worked in the past to correct different types of errors.
- C. Load consumables.

Your evidence must show that you have met all the performance criteria, range and underpinning knowledge requirements.

(2) Methods of Assessment

Observation by your assessor of you:

- Restarting most hardware and software using manufactures' guidelines
- Correcting errors by using methods that have worked in the past
- Load consumables.

Witness testimony from your supervisor on how you troubleshoot problems.

Answers to written or oral questions from your assessor.

(3) Context of Assessment

Your evidence may come from activities in your workplace and/or from simulation.