

Assessment Task

Observation (Single)



ICTSAS527_AT3_O1_TQM_v1_Scenario2.docx

Student Name		Student Number	
Unit Code/s & Name/s	ICTSAS527 Manage client problems		
Cluster Name <i>If applicable</i>	N/A		
Assessment Type	<input type="checkbox"/> In the workplace <input checked="" type="checkbox"/> Simulated environment		
Assessment Name	Implement Support - Advanced Programming	Assessment Task No.	3 of 3
Date of Observation	/ /		
Student Declaration	<input type="checkbox"/> I have been provided with instructions about the assessment task to be undertaken.		
Student Signature		<input type="checkbox"/> Check box if this assessment is conducted online.	
Assessor Feedback:			
Attempt 1	Satisfactory <input type="checkbox"/>	Unsatisfactory <input type="checkbox"/>	Date / /
Assessor Name		Assessor Signature	
<input type="checkbox"/> Student provided with feedback and reassessment arrangements <i>(check box when completed)</i>		Date scheduled for reassessment	/ /
Attempt 2	Satisfactory <input type="checkbox"/>	Unsatisfactory <input type="checkbox"/>	Date / /
Assessor Name		Assessor Signature	
Note to assessor: Please record any reasonable adjustment that has occurred to this assessment.			
<p>PRIVACY DISCLAIMER: TAFE Queensland is collecting your personal information for assessment purposes. The information will only be accessed by authorised employees of TAFE Queensland. Some of this information may be given to the Australian Skills Quality Authority (ASQA) or its successor and/or TAFE Queensland for audit and/or reporting purposes. Your information will not be given to any other person or agency unless you have given us written permission or we are required by law.</p>			

Instructions to Student	<p>General Instructions:</p> <p>You will be observed by your teacher / supervisor in completing the following task:</p> <p>Implement maintenance procedures:</p> <ol style="list-style-type: none"> 1. Establish a new web-host provision to simulate meeting the client's requirements. 2. Implement system maintenance procedures on the server as per your client SLA. 3. Establish a Quality Assurance process to ensure system updates are thoroughly tested, validated and reviewed before deployment. 4. Implement UptownIT time management procedures as per your developed client SLA 5. Establish an update request system for the client, as per your SLA. <p>Time Allowed: 12 hours</p> <p>Materials and Equipment to be Supplied by the Student:</p> <p>USB memory stick to save relevant files and software to.</p> <p>Work, Health and Safety:</p> <p>A work health and safety check of the assessment environment is to be conducted prior to the assessment and any hazards addressed appropriately.</p> <p>Number of Attempts:</p> <p>You will receive up to two (2) attempts at this assessment task. Should your 1st attempt be unsatisfactory (U), your teacher will provide feedback and will arrange a date for your 2nd attempt. If your 2nd attempt is unsatisfactory (U), or you fail to attend on the date scheduled for the 2nd attempt, you will receive an overall unsatisfactory result for this assessment task. Only one re-assessment attempt may be granted for each assessment task. For more information, refer to the Student Rules.</p>
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	<p>Assessment Criteria:</p> <p>To achieve a satisfactory result, your assessor will be looking for your ability to demonstrate the key skills/tasks/knowledge detailed in the Observation Checklist to an acceptable industry standard.</p>
Instructions to Assessor	<p>The assessment will be conducted under the following conditions:</p> <ul style="list-style-type: none"> • Demonstrated in a simulated workplace environment • Hardware and software to be current in what is used in industry • Student may interact team members and supervisor, but must be assessed as an individual. <p>Work Health and Safety:</p> <p>A work health and safety check of the assessment environment is to be conducted prior to the assessment and any hazards addressed appropriately.</p> <p>Level of Assistance:</p> <p>Reasonable adjustments will be made for students as and when appropriate, after consultation with the Disability and Counselling team.</p> <p>Materials Required for Practical Observation:</p> <ul style="list-style-type: none"> • Server capable of running Microsoft Windows Server 2016 Standard (or greater) • Desktop computer capable of running Microsoft Windows 10 Pro (or greater) • Managed network switch and appropriate Ethernet cables • Access to the internet <p>Assessors must satisfy NVR/AQTF assessor requirements.</p>
Note to Student	<p>An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide.</p>

Observation Checklist (Single Observation)

Instructions:

Where there is multiple sub-points for an observation criteria and a student does not satisfactorily demonstrate all of the sub-points listed, please provide feedback to the student by identifying which of the sub-points were not demonstrated satisfactorily.

	Attempt 1		Attempt 2	
	Date __/__/__		Date __/__/__	
During the demonstration of skills, did the student satisfactorily:	Y	N	Y	N
Implement maintenance procedures:				
1. Establish a new web-host provision to simulate meeting the client's requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Implement system maintenance procedures on the server as per your client SLA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Establish a Quality Assurance process to ensure system updates are thoroughly tested, validated and reviewed before deployment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Implement UptownIT time management procedures as per your developed client SLA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Establish an update request system for the client, as per your SLA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Based on the criteria demonstrated above, the student performance was:	S	U	S	U
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feedback on Performance				