Government of Western Australia
South Metropolitan TAFE

Form no: F1020110
Issue date:
13/03/2019
Review date:
??/??/????

Assessment Cover Sheet and Feedback Sheet

ICTSAS432 – Assessment 2 – Documentation Project

Qualification Details			
Training Package Code & Title	**ICT - Information and Communications Technology (Release 3.1)**		
Qualification National Code & Title	**ICT40120 - Certificate IV in Information Technology**	**State code:**	**BFF9**
Cluster			
Units of Competency (UoC) detailed in this cluster:			
Unit National Code and Title		**State Code:**	
ICTSAS432 Identify and resolve client ICT problems		OBS62	

Students to sign this document when submitting an assessment

Assessment description	Assessment 2 – Documentation Project
Assessment date	Week 14
Student Name	
Student ID	
Student Declaration	I have read and understand the details of the assessment. I have been informed of the conditions of the assessment and the appeals process. I agree to participate in this assessment. I certify that the attached is my own work. ....
Assessors Name	
Date Due:		**Date Submitted:**	

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INFORMATION FOR ASSESSORS	
Type of Assessment	Assessment Tasks
Duration of Assessment	Week 14 onwards
Location of Assessment	Classroom
Conditions	Learners are required to complete each question in the appropriate sections and submit completed document through Blackboard.
Elements and Criteria	As listed in the units of competency and verified mapping documents.

INFORMATION FOR STUDENTS	
Purpose of Assessment	This assessment evaluates your knowledge and understanding required to:
	• Install, configure, troubleshoot and modify printers
	• Evaluate modified computer system
	• Make requested changes to computer system in line with support activities
Allowable materials	Weekly Readings, Class notes, Weekly Activities
Required resources	Computer with:
	• Computer operating system;
	• Internet Access;
	• Word processing software;
	• Access to online learning system;
Assessment Presentation and Submission	For this assessment, you must read and attempt all activities and tasks in this assessment and submit any documentation as per requirements outlined in the assessment instructions.
	Use of research tools and peers in formulating answers are acceptable – but work submitted must be student's own work.
	Final project documentation is to be uploaded to the appropriate area in the Blackboard course created for this class.
	If you are marked as NYS (Not Yet Satisfactory) on your first attempt, you will be provided with another opportunity to re-attempt the assessment at the discretion of the lecturer.
Reasonable adjustment	In some circumstances, adjustments to assessments may be made for you.
	See the DAP for more information
Project contents	This assessment consists of a series of activities below, all of which you must attempt.

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ASSESSMENT INSTRUCTIONS

- Complete each question in the appropriate sections below.
- This work is to be done individually.

As a newly employed IT technician for a small business, a software development company called CITEMS, you will be given a variety of IT related tasks to complete.

After completing a variety of configuration changes on computers you are given extra tasks to install and configure printers.

An overview of how to install the two printers as virtual devices is provided in class. Note that due to the number of students, the assessment requirement is to install the two printers as virtual devices.

The Windows 10 Pro VM used for this assessment can be either a pre-supplied VM or a VM created by the student.

Students are supplied with a set of documents detailing configuration information, consisting of initial and revised settings, for the printers. Students must supply evidence of creating an initial printer configuration, obtaining and reviewing feedback, and then applying the revised changes to the two printers.

A suitable standard of logging information and creating documentation must be performed by the student.

You create your own feedback form to evaluate the configuration tasks performed on the two printers.

The specification for this feedback form will be discussed in class in Week 10.

You also hold a responsibility to review, interpret and follow various organisational guidelines relevant to safety and sustainability when assembling or supporting computer hardware.

The following questions will assess your understanding of some key concepts necessary to successfully complete the extra tasks assigned to you.

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During the demonstration of skills, did the learner satisfactorily do the following?	Yes/No	Comments
1.) First review all the documents included with this assessment. Then review the initial configuration document for the two printers before the installation work begins.		
2.) Install a printer to your computer system or Virtual Machine. This should be a printer printing single sided and in colour. This initial installation should be fully documented.		
3.) Install second printer configured so the printer prints duplex and greyscale. This initial installation should be fully documented.		
4.) Review a list of known issues for the installed printers. Identify three possible and common issues with printers. Then specify how you would fix these issues.		
5.) Detail how any issues you resolved with configuring the printers would relate back to an SLA. Specify how the two printers would have differing priorities in terms of resolving support issues, and what are the escalation steps for difficult issues.		
6.) Using your own feedback form, collect feedback from client, the lecturer, and check that you meet their printer requirements. Do your two current printers meet the client requirements? Where have the client requirements changed? - Refer to the Revised Specification form. Verify the changed specifications required with the approved contact, the lecturer. Produce a short maintenance report with details of the printer work conducted. This can be done in a small spreadsheet [Attach or include document]		Provide extra issues in this space for feedback to supplement Q3.

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7.) Based on feedback you have found that you need to modify the printer install. What needs to be changed with your two current printer configurations to meet the client requirements? Update and document the changes to the printer settings as required. Remember to attach copy or picture of feedback form to this document. [Attach Document]		
8.) Search online, locate and detail the appropriate toners and maintenance kits that can be used with the two installed printers. What are the toner cartridges rated at for number of pages that can be printed? How would you store and dispose of used cartridges and maintenance kits? What is the fuser component rated for before it needs to be replaced? Obtain sign off on the maintenance report and provide copy to client.		

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Assessor Feedback		
Assessment Decision	☐ Satisfactory	☐ Not Yet Satisfactory

Is student eligible for reassessment (Re-sit)?	☐ No	☐ Yes	**Reassessment Date:**	

Feedback to student

Feedback from student

Student's signature: *(Once feedback has been provided)*		**Date:**	
Assessor's signature: *(Once feedback has been provided)*		**Date:**	