**Delivery and Assessment Plan (DAP)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification Details** | | | |
| **Training Package Code & Title** | **ICT - Information and Communications Technology** | | |
| **Qualification National Code & Title** | **ICT40120 Certificate IV of Information Technology**  **(Systems Administration Support)**  **ICT40120 Certificate IV of Information Technology** | **State code:** | **AC18**  **AC10** |

**QD020102**

|  |  |
| --- | --- |
| **Units of Competency (UoC) detailed in this DAP | Week/Stage/Block/Cluster :** | |
| **Unit National code and title** | **State Code** |
| ICTSAS432 Identify and resolve client ICT problems | **OBS62** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Duration of Training/location and group details** | | | | | |
| **Start date** | **18/07/2022** | **End date:** | **9/12/2022** | **Session Times:** | **Thornlie:**  **Tuesday PM 1530 – 1630, 8G23**  **Thursday PM 1600 – 1700, 8G31**  **Friday PM 1200 – 1300, 8G31**  **10 weeks course**  **Wednesday PM 15:00 – 16:30, 8G31**  **Murdoch:**  **Monday PM 13:00 – 14:00, T101**  **Wednesday PM 15:00 – 16:00, T101**  **Thursday PM 16:30 – 17:30, T102**  **Rockingham: Online**  **Wednesday 15:00 – 16:00, RHF41**  **Rockingham: 10 weeks**  **Cert IV General**  **Wednesday PM 15:00 – 16:30, RHF30**  **Peel: Online**  **Monday PM 13:00 – 14:00, AF03** |
| **Location** | Thornlie, Murdoch, Rockingham, Peel | | | | |
| **Group Details** | ***Semester 2 2022*** | | | | |
| **Mode of delivery** | Face to face  Combination (Rockingham and Peel - online)  Flexible  Other  On-the-job | | | | |
| **Individual study requirements** | This course is structured as outlined in the QDAS as follows:   * Students will receive the bulk of the course delivery of 30 hours via face to face delivery over 20 weeks * Students in the 10 week course are supplied with short course instructions, and are to be aware that every two weeks in the full schedule below equals one week in the 10 week course. * using blackboard collaboration sessions * Students will need to complete over 40 hours of prescribed activities, selfstudy and assignments for this cluster in their own time   Students are required to:   * attend every collaboration session on time and stay until the session finishes and * activities are completed * attend the negotiated face to face sessions in the classroom and complete the * required hardware activities * prioritise assessment requirements that need to be done in the classroom * revise work done in class at home * ensure that they complete unfinished activities in their own time before the next * session or class starts, including completing the allocated reading before class. * complete any homework before the next session or class * participate in remote delivery, class and in group activities * take notes and save work onto portable drives for final submission to Blackboard | | | | |

|  |
| --- |
| **Pre-requisite requirements** |
|  |

|  |
| --- |
| **Lecturer contact information** |
| Thornlie TAFE gaming students only:  [Brian.Blasgund@smtafe.wa.edu.au](mailto:Brian.Blasgund@smtafe.wa.edu.au)  Thornlie TAFE students only:  [Nabin.Yadav@smtafe.wa.edu.au](mailto:Nabin.Yadav@smtafe.wa.edu.au)  Thornlie TAFE, 10 week course students only:  [Samad.Abdus@smtafe.wa.edu.au](mailto:Samad.Abdus@smtafe.wa.edu.au)  Murdoch TAFE / Peel online students only:  [Keryn.Brockman@smtafe.wa.edu.au](mailto:Keryn.Brockman@smtafe.wa.edu.au)  Murdoch TAFE Programming / Rockingham online students only:  [Chris.Morganti@smtafe.wa.edu.au](mailto:Chris.Morganti@smtafe.wa.edu.au)  Murdoch TAFE Networking students only:  [David.Buck@smtafe.wa.edu.au](mailto:David.Buck@smtafe.wa.edu.au)  Rockingham TAFE – Certificate IV General only:  [Stephen.Martin@smtafe.wa.edu.au](mailto:Stephen.Martin@smtafe.wa.edu.au) |

|  |
| --- |
| **Required resources, texts, equipment you will need** |
| Suitable student lab with a whiteboard, data projector & screen. A laptop and/or lecturer PC with data projector  access. A minimum of 20 student PCs and following software for each PC:   * Windows 10, MS Office 2013 * Access to Internet * Printing * Suitable in class software available. * Networked drive, with the following access:   Network accounts for students and lecturer  Student live account for students and lecturer  Students must also be responsible for personal devices to assist in participating in the learning environment.  These include:   * USB Storage Device at least 1TB, USB powered * (ie. No external power pack, as no spare power outlet is available) * Stereo headset with microphone * Pen, Paper and Folder – to be brought each day * Use of suitable computer – PC or laptop – at home |

|  |
| --- |
| **Occupational Health and Safety (OHS) arrangements/requirements:** |
| Learners are expected to follow health, safety and well-being requirements and must ensure they do not endanger themselves, others or equipment used in this course. |

**Additional Information**

The following information is to be read in conjunction with the “Current Students” section of the website.

|  |
| --- |
| **Recognition of Prior Learning (RPL) / Credit / Credit Transfer** |
| You are encouraged to speak to your lecturer about the possibility of recognition of prior learning if you believe you have any existing skills and knowledge that may be formally recognised towards the unit or qualification you are undertaking.  If you have previously completed qualifications or units speak to your Lecturer regarding the possibility of credit or credit transfer. |

|  |
| --- |
| **Assessment Rules and Appeals Process** |
| If your first submission is deemed not satisfactory you will be allowed one further attempt. This is to be negotiated with your lecturer. You are entitled to appeal if you are not satisfied with the assessment process or outcome. The appeal must be lodged within two weeks of receiving the assessment information or outcome. In the first instance, approach your lecturer for information about the process, or check the ‘current students’ section of the SM TAFE website. |

|  |
| --- |
| **Absences** |
| If you are unable to attend any class or assessment session you must inform your lecturer as soon as possible.  If you miss an assessment due to illness, please provide your lecturer with a medical certificate in order to negotiate an alternate time for the assessment. |

|  |
| --- |
| **Reasonable adjustment in the assessment process:** |
| In some circumstances, adjustments to assessments may be made for you. If you require support for literacy and numeracy issues; support for hearing, sight or mobility issues; change to assessment times/venues; use of special or adaptive technology; considerations relating to age, gender and cultural beliefs; format of assessment materials; or presence of a scribe you need to inform your lecturer. |

|  |
| --- |
| **Student support services** |
| South Metropolitan TAFE has a number of services available to assist and support you while you are an enrolled student. These include:   * Disabilities support * Language literacy and numeracy * Aboriginal and Torres Strait Student Services * Assistive technology |

|  |  |  |  |
| --- | --- | --- | --- |
| **Delivery and assessment schedule** | | | |
| **Week/**  **session** | **Topic** | **Link to UOC**  *(Element level only)* | **Assessments** |
| Week 1 | Topic 1: Classroom Orientation   * OHS Review for SMTAFE campus including Emergency * Procedures * Introduction to Blackboard * Introduction to Student Handbook and course pathways * Introduction to unit and DAP signoff * Outline course requirements and to organise information * Outline expectations for assessments   Duration of one hour for Orientation  Activity for half an hour:  How to setup files for TAFE courses and activities.  Students should review content for week 2, Determine and document client problems and requirements, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 2. |  |  |
| Week 2 | Topic 1: Determine and document client problems and requirements   * Determine client problems and impact of problem according to organisational procedures * Document client response according to organisational policies and procedures * Examine logged requests and determine requirements   Lecture for half and hour:   * A company is still using Windows 7, we discuss why this would be an issue * The importance of good documentation practices using a desktop returned for support work * Introduction to using virtual machines as a learning aid.   Activities for one hour:   * Introducing vmWare Workstation * Introducing PC Hardware (WHS considerations)   Students should review content for week 3, Obtain further information and reference known problems and constraints, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 3. | 1.1, 1.2, 1.3 |  |
| Week 3 | Topic1: Obtain further information, and reference known problems and constraints   * Confirm additional information with client and respond to new information according to organisational procedures * Refer to a database of known problems to identify possible resolution options * Establish and record required constraints   Lecture for half an hour:   * Reviewing a IT support related organisational procedure * Discussing types databases or stored information * Designing a suitable client information form on the black board   Activities for one hour:   * Build a Virtual Machine (VM) running Windows 10 * How to identify issues on the VM   Students should review content for week 4, Prioritise client ICT Problems, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 4. | 1.4, 1.5, 1.6 |  |
| Week 4 | Topic 1: Prioritise client ICT Problems with examples   * Undertake impact analysis of problem and determine severity and risks * Prioritise problem according to organisational procedures * Provide problem resolution advice and support to client   Lecture for half an hour:   * Introduce a impact analysis process on the black board * Review the supplied client ICT problems. * Why do we prioritise ICT problems? * Discuss methods to provide problem resolution advice and support to customers. * What happens when the ICT problem needs further escalation.   Activities for one hour:   * How to prioritise issues on a VM using event viewer * PC Hardware session 1   Students should review content for week 5, Refer problems to vendors where required, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 5. | 2.1, 2.2, 2.3 |  |
| Week 5 | Topic 1: Working with vendors - Supply required information to third parties to resolve problems, and document the advice and support provided   * Investigate and apply appropriate process to follow when referring problems to third parties using reference documents * Provide third party with client and problem details as required * Document advice and support provided by third party according to organisational guidelines, where appropriate   Lecturer for half an hour:   * Why would third party vendors have their own guidelines, which have to be supported by your organisation’s procedures? * What is a sound reporting standard? * Should you retain a copy of support information supplied by a third party?   Activity for one hour:   * Add two third party resources to a VM running Windows 10 * PC Hardware session 2   Students should review content for week 6, Obtain appropriate components for maintenance, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 6. | 3.1, 3.2, 3.3 |  |
| Week 6 | Topic 1: Obtain appropriate components for maintenance   * Obtain appropriate components for resolution in line with organisational guidelines   Lecture for half an hour:   * How are appropriate components for an IT support or maintenance activity approved and purchased? * What are additional factors affecting the approval and purchasing processes?   Activity for one hour:   * Add a virtual printer driver to a VM   Students should review content for week 7, Complete maintenance and store or disposal of used components, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 7. | 4.1 |  |
| Week 7 | Topic 1: Complete maintenance and store or disposal of used components   * Complete maintenance in line with organisational guidelines * Store or dispose of used components following organisational environmental guidelines   Lecture for half an hour:   * Tour of CITE IT storage locations * How are components identified in storage * Inventory and IT equipment * Disposal options   Activity for one hour:   * Continue working on VM for printers. * Demonstrate virtual printer to fellow student   Students should review content for week 8, Create Maintenance Report, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 8. | 4.2, 4.3 |  |
| Week 8 | Topic 1: Create Maintenance Report   * Prepare maintenance report according to organisational procedures * Finalise maintenance report and acquire internal sign off   Lecture for half an hour:   * Review a supplied maintenance report for printers * Verify report and arrange feedback * Assessment 1 introduction and overview   Activity for one hour:   * Work on Assessment 1   Students should review content for week 9, Distribute report and respond to feedback, in their own time for two hours.  Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 9. | 5.1, 5.2 |  |
| Week 9 | Topic 1: Distribute report and respond to feedback   * Distribute maintenance report to client and seek and respond to client feedback as required   Lecture for half an hour:   * How is feedback supplied by the client? * Examples of Feedback supplied by a client   Activity for one hour:   * Work on Assessment 1   Students review content from previous weeks in preparation to Assessment 1, in their own time for two hours. | 5.3 |  |
| Week 10 | Work on Assessment 1 for 1.5 hours  Students should review content for week 11, Confirm problem resolution, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 11. |  | **Assessment 1** |
| Week 11 | Topic 1: Confirm Problem Resolution   * Obtain and respond to client feedback   Lecture for half an hour:   * The importance of documenting a signoff * Professional responses to client feedback * Recording signoff into a supplied helpdesk system   Activity for one hour:   * Continue working on VM with the worksheet – How to install a printer via IP address. * PC Hardware Session 3 * Verify that added components are fully operational   Students should review content for week 12, Client requirements have been met, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 12. | 6.1 |  |
| Week 12 | Topic 1: Client requirements have been met   * Forward maintenance report to client for feedback   Lecture for half an hour:   * Who receives the report after client requirements have been met? * What happens if the requirements have changed? * Assessment 2 introduction and overview   Activity for one hour:   * Continue working on VM with the worksheet – How to install a printer via IP address. * Work on Assessment 2   Students should review content from previous weeks in preparation for Assessment 2, in their own time for two hours. | 6.2 |  |
| Week 13 | Work on Assessment 2 for 1.5 hours  Students should review content from previous weeks in preparation for Assessment 2, in their own time for two hours. |  |  |
| Week 14 | Work on Assessment 2 for 1.5 hours  Students should review content for week 15, Resolve outstanding client requirements, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 15. |  | **Assessment 2** |
| Week 15 | Topic 1: Resolve outstanding client requirements   * Resolve outstanding client requirements and escalate as required   Lecture for half an hour:   * Outstanding client requirements need resolution * Further Escalation steps   Activity for one hour:   * Spare VM session as required * Spare PC hardware session as required   Students should review content for week 16, Forward client feedback for sign-off, in their own time for two hours. Students should be prepared to discuss and provide input for the points listed under Topic 1 for Week 16. | 6.3 |  |
| Week 16 | Topic 1: Forward client feedback for sign-off   * Forward client feedback to appropriate person for sign-off and record in problems database   Lecture for half an hour:   * Obtain and record feedback from appropriate person in a helpdesk system or spreadsheet * Assessment 3 introduction and overview   Activity for one hour:   * Begin work on Assessment 3.   Students should review content from previous weeks in preparation for Assessment 3, in their own time for one hour. | 6.4 |  |
| Week 17 | Work on Assessment 3 for 1.5 hours |  |  |
| Week 18 | Work on Assessment 3 for 1.5 hours |  |  |
| Week 19 | Work on Assessment 3 for 1.5 hours |  | **Assessment 3** |
| Week 20 | Resulting, Resit of Exercises, Portfolios or assessments if  required |  |  |
|  |  |  |  |

|  |  |
| --- | --- |
| **Assessment 1** | |
| **Title** | Assessment 1 – Knowledge Evidence |
| **Brief Description** | Written test to demonstrate required knowledge. Answers will be required in short answer. |
| **Where** | In Class |
| **When** | Session 10 |
| **Conditions** | To be completed in Class |

|  |  |
| --- | --- |
| **Assessment 2** | |
| **Title** | Assessment 2 – Documentation Project |
| **Brief Description** | Students will be required to complete a series of tasks as would be expected in an office environment. A simulated network will be provided for the students to undertake and complete these tasks in. This assessment will be a mixture of written and practical with observations as required. A short presentation will be required to complete this project. |
| **Where** | In Class |
| **When** | Session 14 | |
| **Conditions** | To be completed in Class |

|  |  |
| --- | --- |
| **Assessment 3** | |
| **Title** | Assessment 3 – Final Project |
| **Brief Description** | Students will be required to complete a series of tasks as would be expected in an office environment. A simulated network will be provided for the students to undertake and complete these tasks in. This assessment will be a mixture of written and practical with observations as required. A short presentation will be required to complete this project. |
| **Where** | In Class and in own time |
| **When** | Session 19 |
| **Conditions** | To be completed in Class |

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification Details** | | | |
| **Training Package Code & Title:** | **ICT - Information and Communications Technology** | | |
| **Qualification Code & Title:** | **ICTSAS432 Identify and resolve client ICT problems** | **State code** |  |

**Student Declaration**

I have read the delivery and assessment plan for:

|  |
| --- |
| Unit/s of Competency: |
|  |

The delivery and assessment details have been discussed with me. I understand my role and responsibilities and agree to undertake the assessment tasks as detailed in the delivery and assessment plan.

I am aware that all assessment work I submit must be my own work and must abide by all the assessment rules set by my lecturer.

I also understand that copying directly from research sources or another student’s work without acknowledgement is plagiarism. I further understand that plagiarised work (or cheating of any kind) will not be accepted and may result in disciplinary action taken against me.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Student name (please print)** | **Telephone number** | **Email address** | **Date** | **Signature** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |
| 6 |  |  |  |  |  |
| 7 |  |  |  |  |  |
| 8 |  |  |  |  |  |
| 9 |  |  |  |  |  |
| 10 |  |  |  |  |  |