# Assessment event 4 of 4: Skills

## Criteria

### Unit code and name

BSBCRT404 | Apply advanced critical thinking to work processes

ICTICT426 | Identify and evaluate emerging technologies and practices

ICTSAS432 | Identify and resolve client ICT problems

### Qualification/Course code and name

Select your Qualification/Course code and name from the dropdown.

ICT40120 | Certificate IV in Information Technology

## Student details

Student name

Student number

Version: 20231120

Date created: 20 November 2023

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RTO Provider Number 90003 | CRICOS Provider Code: 00591E

This assessment can be found in the TAFE NSW [Learning Bank](https://share.tafensw.edu.au/share/logon.do?.page=searching.do?in%3DC1b145167-45e0-41ec-9f64-92af668e3e54%26q%3D%26type%3Dstandard%26sort%3Drank%26dr%3DAFTER%26page%3D1).

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## Assessment instructions

Table Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Assessment event overview** | The aim of this assessment is to assess your knowledge and performance to identify, record, prioritise and resolve client Information and Communications Technology (ICT) support activities and escalate as required.  This assessment is in 3 parts:   * Part 1: Record and prioritise ICT problems * Part 2: Third party support * Part 3: Carry out maintenance   And is supported by:   * A submission checklist * Assessment feedback * [Cl\_ICTAnalysis\_AE\_Sk4of4\_Appx\_VirtualMachine](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=be9619db-020d-4241-9043-f8a66c25c09b) * Simulated organisation [Gelos Enterprises](https://share.tafensw.edu.au/share/items/d0b458dc-3922-409d-b1fe-9a2f785f4a38/0/?attachment.uuid=5f1677bf-8296-4137-ae33-8b9e30bad1ab) * Gelos Enterprises [ICT Service Desk Ticket System](https://share.tafensw.edu.au/share/items/f69e60a4-cbd6-4cec-8770-694f9d124bb5/0/?attachment.uuid=fbc3b909-b66c-48f8-b2b0-1286b021821c)   **Note**: This assessment may contain links to external resources. Access to the long URL is provided via the External resources – Links and URLs section located at the end of this document. |
| **Unit assessment guide** | Refer to the unit assessment guide (UAG) before attempting this assessment event. The UAG contains information including assessment requirements and how to achieve a satisfactory result. |
| **Submission instructions** | When you complete this assessment:   * read the checklist at the end of the assessment to make sure you have completed everything * keep a copy of all the electronic and hardcopy assessments you submit to TAFE NSW * make sure you have completed the assessment declaration before you submit. |

## Task instructions

The assessor will use the criteria outlined in the following tasks to determine if you have satisfactorily completed this assessment event. Follow these instructions to ensure you demonstrate the required knowledge and skills.

In this assessment you are an ICT Technician at Gelos Enterprises.

## Part 1: Record and prioritise ICT problems

In this part, you will identify, record and prioritise client ICT problems.

### Before you begin

* Access and read the following documents from [Gelos Enterprises](https://share.tafensw.edu.au/share/items/d0b458dc-3922-409d-b1fe-9a2f785f4a38/0/?attachment.uuid=5f1677bf-8296-4137-ae33-8b9e30bad1ab):
* [ICT Support Service Level Agreement (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=fc1d5a4f-bca4-428a-bb01-84a1d4eb560a)
* [ICT Maintenance Procedure (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=477e0f19-cea0-40ec-9696-db894dbb45d3)
* [ICT Standard Operating Environment (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=6d3ef7dc-b21a-41f9-bb56-006f7e9551b4)

### Task 1: Resolve client ICT problems

In this task, you will identify, record, and prioritise **2** client ICT problems and use the ICT Service Desk ticket system.

1. **Open** the Gelos Enterprises [ICT Service Desk Ticket System](https://share.tafensw.edu.au/share/items/f69e60a4-cbd6-4cec-8770-694f9d124bb5/0/?attachment.uuid=fbc3b909-b66c-48f8-b2b0-1286b021821c).
2. **View Tickets** and examine and interpret the 2 tickets with an **Open** status for:

* Ticket 123: Jo Lee
* Ticket 124: Morgan Young.

1. **Analyse** each ticket's summary, description of the problem, and reporter details.
2. **Analyse** the impact of each problem. In the drop downs, **record** the following in accordance with Clause 6 of the ICT Service Level Agreement:
3. Urgency.
4. Impact.
5. Priority.
6. **Identify and record** the following in the tickets:
7. Assignee (you).
8. Date escalated (if applicable).
9. Escalated to (if applicable).
10. **2** possible **solutions** to resolve each issue, according to this database of known problems: <https://support.microsoft.com/en-GB>.
11. Any additional comments or notes.
12. **Save** your changes to the tickets by clicking **Update Issue**.
13. Take a **screenshot** of your tickets as evidence for:

* Ticket 123: Jo Lee
* Ticket 124: Morgan Young.

Instructions for taking screenshots are located in [**Appendix A**](#_Appendix_A:_Taking).

Table Screenshot evidence Ticket 123

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| Screenshot evidence – Ticket 123 |
|  |

Table Screenshot evidence Ticket 124

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| --- |
| Screenshot evidence – Ticket 124 |
|  |

### Task 2: Resolve client ICT hardware problem

In this task, you will identify, record and prioritise a client's ICT problem and use the ICT Service Desk ticket system for the client in the scenario.

**Scenario**

The Gelos Head of Marketing, Kelly Swanson, has called the ICT Support Service Desk and left the following voice message:

'Hi, this is Kelly Swanson. My laptop has stopped working. I noticed that it was running very slow in the past few days. Today, it just won't start and I'm unable to do anything. I have a management meeting in two hours. Can you please fix this problem for me urgently? Otherwise, can you provide me with a replacement laptop in the meantime? Please call me back if you need more information. Thanks.'

You returned Kelly's call to verify their details and the Computer ID: GE\_MK\_H11\_WS\_01. You organise the pickup of the faulty laptop and supply a replacement laptop.

Kelly’s details are:

Email: [kelly.swanson@gelosmail.com.au](mailto:kelly.swanson@gelosmail.com.au)

Phone: 02 0000 0022

Department: Marketing

You have now received the client's laptop and confirmed it is faulty. You have determined the following information about the laptop:

• Purchase date: 1.5 years ago

• Warranty period: Two years

• Laptop model: HP Pavilion Laptop 15s-fq5094TU

• Manufacturer: HP

• Serial number: ABC76KP09

• Partner ID: GEXYZ123

• Contract number: GE-HP0091

Vendor documentation: [HP Laptop 15s-fq5094TU (714R3PA) | HP® Support](https://support.hp.com/ee-en/product/details/hp-15.6-inch-laptop-pc-15-d5000/model/2101006283?sku=714R3PA).

1. **Examine** and interpret the scenario.
2. **Open** the Gelos Enterprises [ICT Service Desk Ticket System](https://share.tafensw.edu.au/share/items/f69e60a4-cbd6-4cec-8770-694f9d124bb5/0/?attachment.uuid=fbc3b909-b66c-48f8-b2b0-1286b021821c), **Log ticket** function.
3. **Create a new record** - Ticket 125. Identify and record the following information in the ticket:
4. Reporter’s details.
5. Computer details.
6. **Analyse** the impact of the problem. In the drop downs, record the following in accordance with Clause 6 of the ICT Service Level Agreement:
7. Urgency.
8. Impact.
9. Priority.
10. Identify and **record** the following in the ticket:
11. Date logged.
12. Assignee (you).
13. Status.
14. **Identify 2 possible** **solutions** to resolve the issue. Add any additional comments or notes.
15. **Assign the task** to the relevant job role, assessing whether it needs to be escalated or referred, according to Clause 6 of the ICT Support Service Level Agreement.
16. **Save** your changes to the ticket by clicking **Create Issue**.
17. Take a **screenshot** of your ticket as evidence.

Table Screenshot evidence Ticket 125

|  |
| --- |
| Screenshot evidence – Ticket 125 |
|  |

## Part 2 Third party support

In this part, you will refer client ICT problems to third parties according to organisational procedures.

### Before you begin

Access and read the following Gelos Enterprises policies and procedures:

* [ICT Support Service Level Agreement (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=fc1d5a4f-bca4-428a-bb01-84a1d4eb560a)
* [Digital communications policy and procedure (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=9a63a882-33e8-4b99-bb8d-95a66a12d6ca)

### Task 1: Refer problems to third parties

**Scenario:** You have been unable to resolve the faulty laptop issue in Part 1, Task 2.

In this task, you will escalate the client ICT problem from Part 1 Task 2 (Ticket 125) to vendor support following the Gelos ICT Support Service Level Agreement.

1. **Review** the Gelos [ICT Support Service Level Agreement (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=fc1d5a4f-bca4-428a-bb01-84a1d4eb560a) related to vendor support.
2. **Write an email** to the correct vendor following the Gelos ICT Support Service Level Agreement procedure in the template. Include the following information:
3. The Gelos Partner ID details and contract number.
4. The product details.
5. The ICT problem details.
6. The technical information related to the problem.
7. A request for advice and support.

**Email template**

**From:** [insert email address or name of person sending the email]

**Sent:** [insert date and time]

**To:** [insert receiver’s email address or name]

**CC:** [insert receiver’s email address or name]

**Subject:** [insert email subject]

Dear [insert name]

[insert email body here]

Kind regards,

[insert sender’s name]

### Task 2: Document advice and support

**Scenario**

The third-party contacts you by email advising the following:

‘We believe the laptop issue cannot be resolved easily by Gelos. As the laptop is under warranty, you must send it to one of our support locations. The closest one to you is at 123 Mt Pleasant Dr, Mt Pleasant.’

In this task, you will document the advice and support provided by the third party to an ICT client.

1. **Read** the advice received by the third party in the scenario.
2. **Write an email** to your Gelos client, Kelly Swanson, in a style and format consistent with the Gelos Enterprises Digital Communication Policy. Include the following in your email:
3. The advice and support provided by the third party.
4. An estimate of the expected response time.
5. Information on how to access further support for the problem.

**Email template**

**From:** [insert email address or name of person sending the email]

**Sent:** [insert date and time]

**To:** [insert receiver’s email address or name]

**CC:** [insert receiver’s email address or name]

**Subject:** [insert email subject]

Dear [insert name]

[insert email body here]

Kind regards,

[insert sender’s name]

## Part 3 Carry out maintenance

In this part, you will complete the maintenance request related to the full hard drive.

### Before you begin

Access the following documents from Gelos Enterprises:

* [ICT Maintenance procedure (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=477e0f19-cea0-40ec-9696-db894dbb45d3)
* [ICT Disposal and storage procedure (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=02f82864-f184-410d-851c-b26d5a12e6b8)

Download the following documents from Gelos

* [ICT Maintenance Plan template (docx)](https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=0c5f05a4-7a99-4013-b040-8ffcbfe87fcb)
* [Hardware/Software upgrade request (docx)](https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=8c008265-abcf-483c-9bed-3899f9362f5b)

### Assessment conditions

In this Part, you will perform a maintenance activity either:

* In a simulated workplace such as a classroom with a computer, OR
* In a simulated workplace such as a home office with access to a computer, OR
* In a virtual environment, following the instructions in [Cl\_ICTAnalysis\_AE\_Sk4of4\_Appx\_VirtualMachine](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=be9619db-020d-4241-9043-f8a66c25c09b).

**Note:** None of the tasks will damage your device and are usual maintenance procedures.

### Task 1: Maintenance procedures

**Scenario:**

A client, Chris Smith, rings and advises that their slow and noisy computer problem has not been resolved and maintenance is required.

In this task, you will identify and record maintenance activities.

1. **Examine** and interpret the scenario.
2. **Open** the Gelos Enterprises [ICT Service Desk Ticket System](https://share.tafensw.edu.au/share/items/f69e60a4-cbd6-4cec-8770-694f9d124bb5/0/?attachment.uuid=fbc3b909-b66c-48f8-b2b0-1286b021821c).
3. Click **View ticket** function.
4. **Review** Ticket 122.
5. **Update the Comments/Feedback** section of the ticket:
6. Record the client’s feedback.
7. Record escalation to at least **2** maintenance tasks that may resolve the issue.
8. **Save** your changes to the ticket by clicking ‘**Update Issue’**.
9. Take a **screenshot** of your ticket as evidence.

Table Screenshot evidence Ticket 122

|  |
| --- |
| Screenshot evidence – Ticket 122 |
|  |

1. **Download** the [ICT maintenance plan template (pdf)](https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=0c5f05a4-7a99-4013-b040-8ffcbfe87fcb) and **complete** the following parts:
2. Machine ID, location, contact name and phone or email.
3. List at least **2** preventative maintenance activities as outlined in Clause 2 of the [ICT Maintenance Procedure (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=477e0f19-cea0-40ec-9696-db894dbb45d3) relevant to the problem that can be completed in the operating system and highlight the activity you will perform in Task 2 – Complete maintenance.
4. Estimated time.
5. Contingency and constraints.
6. Write a list of resources required to complete **one** of the maintenance activities.
7. **Save** as YourName\_ICT\_MaintenancePlan.

### Task 2: Complete maintenance

In this task, you will complete a preventative maintenance activity.

1. **Obtain the components** that are already available to complete the selected maintenance task.
2. **Complete the maintenance** task using digital and diagnostic tools, following the organisational procedures.

Your Assessor may directly observe you complete the demonstration, **or** you may submit screenshots of the task as evidence.

Table 6 Screenshots

|  |
| --- |
| Screenshot evidence |
|  |

1. **Download** the [ICT Maintenance Log template (pdf)](https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=1a228f00-e0f7-4087-aeea-b2114cabafe1) and **complete** the following parts:
2. Machine ID, location, contact name and phone or email.
3. Date, procedure, time taken and electronic signature.
4. Details steps taken to perform the maintenance activity, including the tools used.
5. **Save** a copy of the log as Yourname\_ICT\_MaintenanceLog.
6. **Write an email** to the client to forward the maintenance log report and ask for their feedback.

**Email template**

**From:** [insert email address or name of person sending the email]

**Sent:** [insert date and time]

**To:** [insert receiver’s email address or name]

**CC:** [insert receiver’s email address or name]

**Subject:** [insert email subject]

Dear [insert name]

[insert email body here]

Kind regards,

[insert sender’s name]

### Task 3: Resolve client requirements

In this task, you will respond to an ICT client’s feedback and organise components for a resolution.

**Scenario:**

Your client replies to your email and advises that they are still having problems. You perform further investigations and determine that the hard drive must be replaced. Your manager has given you the authority to source and obtain the required component parts, following Gelos' procedures.

1. **Update** the ICT Maintenance Log from Task 2 with the client’s feedback and your hard drive replacement task. **Save** the document.
2. **Access and read**:
3. Gelos Enterprises [ICT Procurement and Installation Policy (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=dba7c65b-c905-46fe-b90a-f85e063807e3), Clause 3.2 - Quotation requirements.
4. Gelos Enterprises [ICT Disposal and Storage Procedure (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=02f82864-f184-410d-851c-b26d5a12e6b8), Clause 2.1 Disposal guidelines.
5. **Source 2 vendors** that meet the Gelos Procurement and Installation Policy requirements.
6. **Identify** a hard drive suitable for the computer on the vendor’s website and **save a link** to the page with the product details and price.
7. **Download** the Gelos Enterprises [Hardware/Software Upgrade Request template](https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=8c008265-abcf-483c-9bed-3899f9362f5b) (docx) and **complete the following**:
8. The request details, where available, on page 1.
9. The requested upgrade section with:
   * the upgrade needed
   * links to the 2 vendor quotes
   * a link to a local e-waste recycling service to dispose of the old hard drive
   * tasks for the secure disposal of the hard drive.
10. Reason for the upgrade section.
11. Details of the person signing off on the installation (your role).
12. **Save** the template as YourName\_Hardware/SoftwareUpgradeRequest.

### Task 4: Demonstration

In this task, you will store and dispose of ICT components.

Read the list of criteria provided in the **Checklist** to understand what skills you need to demonstrate.

The demonstration may take place in one of the following environments:

* in a simulated work environment such as a classroom
* in a workplace or home office.

You may provide the evidence in one of the following methods:

* Your Assessor may directly observe you complete the demonstration.
* You may submit a recording of the demonstration as video evidence. Show your face in the video and identify yourself with photo ID, such as a driver’s licence, at the beginning of the video.
* You may submit a series of photographs of the demonstration. Show your face in the one photograph and identify yourself with photo ID, such as a driver’s licence, in one photograph.

If you are submitting the demonstration as video evidence, follow the [Vide](https://share.tafensw.edu.au/share/items/744af7d4-a241-45e2-adb0-0e13f2fe4950/0/?attachment.uuid=01c3c87a-4599-48c2-91f0-68a00b5bbb4c)o recording instructions (pdf). These instructions include useful tips, links to resources, and a demonstration video.

1. **Access and read** the Gelos Enterprises [ICT Disposal and Storage Procedure (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=02f82864-f184-410d-851c-b26d5a12e6b8), Clause 3 – Moving, locating and storing equipment.
2. **Store** **one** piece of equipment following the procedure. Suitable pieces of equipment that can be used for this demonstration include:
   * printer
   * laptop
   * desktop
   * monitor
   * keyboard.
3. **Dispose** of components that are not e-waste.

## Appendix A: Taking screenshots

### Screenshot using Windows 10 or 11

1. Press **Shift + Windows Logo Key + S** (screen will go into "*lights out"* mode)
2. **Draw a box** around the part of the screen you wish to capture
3. Go to your document and press **Ctrl V (Paste)**

### The snipping tool (windows)

1. Click the **Snipping Tool icon** on the taskbar. (If there is no icon, click the start button and start typing "snipping" and it will appear in the program list – click it.)

Icon of a snipping tool showing scissors

Figure 1 Snipping icon

1. On the Snipping Tool toolbar, click **New**

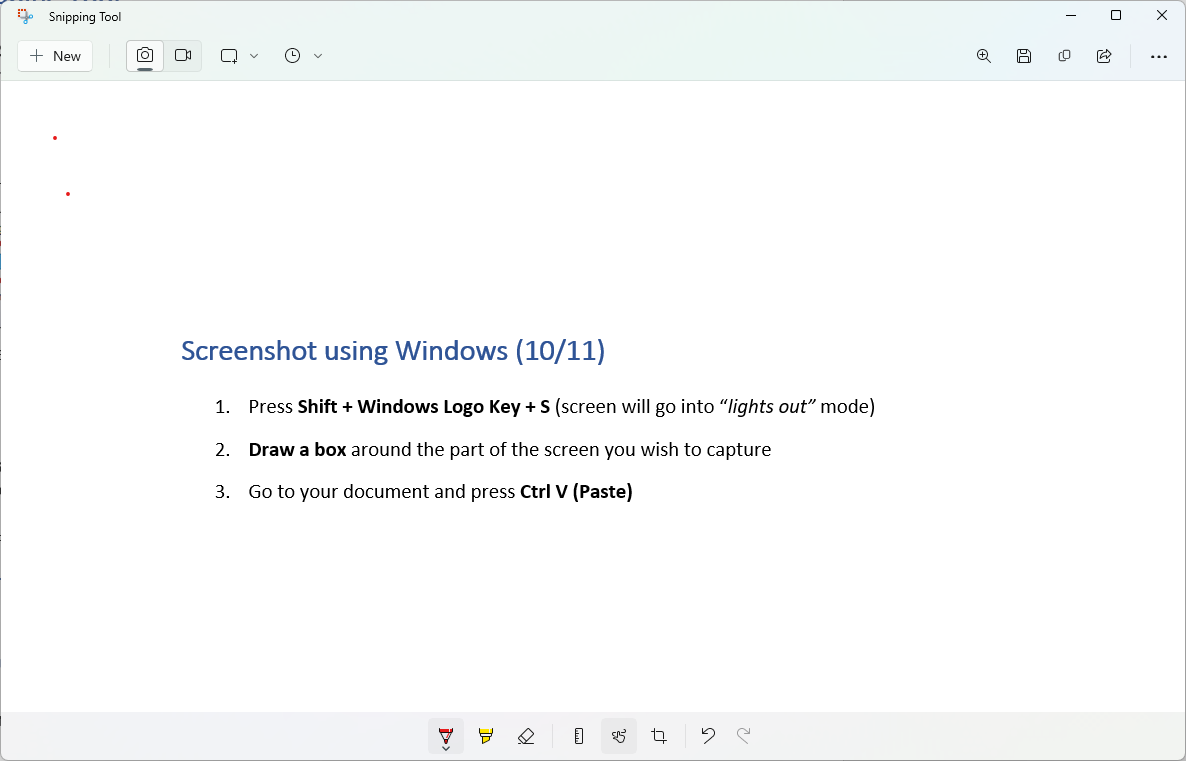


Figure 2 Snipping Tool toolbar

1. The screen will go "*lights out*" mode, and the cursor turns to a **cross**…
2. **Click and drag** a box around the area you wish to copy…
3. When you **release the mouse**, the image snapshot will appear in the Snipping Tool Window…
4. You can **save the file** by clicking the **Disc icon** in the top right corner **OR**   
   You can **Paste** the image into any other program (Such as Word, PowerPoint, or similar).

Watch this video for further information on [Taking Screenshots on a PC](https://www.youtube.com/watch?v=tirNbkEXZII).

### Screenshot using a Mac

To capture the whole screen: Press **Shift + Command Key + 3**

To capture a portion of the screen: Press **Shift + Command + 4**.

Drag the crosshair to select the area of the screen to capture.   
To move the selection, press and hold the Space bar while dragging. To cancel taking the screenshot, press the Esc (Escape) key.

Watch this video for further information on [Taking Screenshots on a Mac](https://www.youtube.com/watch?v=tirNbkEXZII).

## Submission checklist

Submit the following for marking:

This completed Assessment event 4 of 4: Skills

Part 3 Task 1: ICT Maintenance Plan

Part 3 Task 2: ICT Maintenance Log

Part 3 Task 3: Hardware/Software Upgrade Request

☐ Part 3: Link to the recording of the demonstration, where not directly observed by the TAFE Assessor. This is the link to the recording: ​[Video link]​.

## Checklist

The assessor will use this checklist while observing you completing your assessment. Read the checklist to understand what skills you need to demonstrate/ items you need to complete or submit. You must meet all the criteria.

Note that S = Satisfactory and U/S = Unsatisfactory.

A second attempt is required where the first attempt is Unsatisfactory.

### Part 1: Record and prioritise client ICT problems

Table Part 1 Checklist

| Task number | Did the student do the following? | S | U/S | S | U/S | Assessor comments |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Examine logged requests and determine requirements  Analyse problems and technical information to identify and record client problems  Analyse each problem and record its impact, urgency and priority according to organisational procedures and protocols related to severity and risks  Identify resolution options, based on database of known problems  Record problem resolution or escalation  Compete 2 ICT Service Desk tickets |  |  |  |  | Date: |
| 2 | Examine logged request and determine requirements  Analyse problems and technical information to identify and record client problems  Create a new record in the ticketing system  Analyse the problem and record its impact, urgency and priority according to organisational procedures and protocols related to severity and risks  Identify 2 possible solutions for the issue  Investigate the problem and refer to third party  Complete ICT Service Desk ticket |  |  |  |  | Date: |

### Part 2: Third party support

Table Part 2 Checklist

| Task number | Did the student do the following? | S | U/S | S | U/S | Assessor comments |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Refer problem to a vendor according to organisational policies and procedure  Demonstrate writing skills to use clear language and format required by the vendor to convey technical information, requirements and requests |  |  |  |  |  |
| 2 | Provide problem resolution advice and support to a client according to organisational policies and procedure  Demonstrate writing skills to use clear language and format required by the client to convey technical information, requirements and requests |  |  |  |  |  |

### Part 3: Carry out maintenance

Table Part 3 Checklist

| Task number | Did the student do the following? | S | U/S | S | U/S | Assessor comments |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Updates service desk ticket to record client feedback and escalate issue  Completes an ICT maintenance plan with client details, problem details, maintenance options, time estimate, contingency and constraints and resources |  |  |  |  |  |
| 2 | Completes and provides evidence of a maintenance activity using appropriate components  Completes an ICT maintenance log with client and machine details, date, procedure, time taken and details of the steps to perform the activity, including tools used  Provides advice to the client in an email about the maintenance report |  |  |  |  |  |
| 3 | Updates the ICT maintenance log with client feedback and escalation task  Completes a Hardware/Software upgrade request form with request details, upgrade needed, links to appropriate vendors and quotes, link to local e-waste recycling service, and tasks for secure disposal of hard drive  States reason for upgrade  Finalises internal sign off |  |  |  |  |  |
| 4 | Stores one piece of equipment in accordance with Gelos procedures  Disposes of one used component in accordance with Gelos procedures and environmental guidelines  Provides evidence of storage and disposal |  |  |  |  | Date: |

## Additional evidence for verification of assessment

Assessors may ask questions to clarify your understanding during the assessment event.

You may be asked questions:

* to clarify your understanding (for example, ‘Why did you select that particular piece of equipment?’)
* to capture contingencies that may form part of the demonstration (for example, dealing with faults or unexpected events)
* to prevent a work, health and safety incident.

If questions are required during the assessment event, these questions and your responses will be recorded in this table.

Table Additional evidence

| Questions asked by assessor | Student responses |
| --- | --- |
|  |  |
|  |  |
|  |  |

### Additional ad hoc question/s asked by the Assessor

Additional ad hoc questions may be asked by the assessor during or after the assessment event. This section provides the assessor opportunity to record these questions and your responses.

1. Assessor question (as required):

[Record your additional questions here]

Student response (as required):

[Record the student response/s]

1. Assessor question/s (as required):

[Record your additional questions here]

Student response/s (as required):

[Record the student response/s]

1. Assessor question/s (as required):

[Record your additional questions here]

Student response/s (as required):

[Record the student response/s]

## External resources – Links and URLs

Long URLs and permalinks are provided for access to content when the assessment is not used digitally, for example, not clickable.

Table Long URLs

| Resource Name | Long URL |
| --- | --- |
| The Learning Bank | https://share.tafensw.edu.au/share/home.do |
| Video recording instructions | https://share.tafensw.edu.au/share/items/744af7d4-a241-45e2-adb0-0e13f2fe4950/0/?attachment.uuid=01c3c87a-4599-48c2-91f0-68a00b5bbb4c |
| Gelos Enterprises | https://share.tafensw.edu.au/share/items/d0b458dc-3922-409d-b1fe-9a2f785f4a38/0/?attachment.uuid=5f1677bf-8296-4137-ae33-8b9e30bad1ab |
| TAFE NSW Assessment Guidelines | https://share.tafensw.edu.au/share/items/d36df03f-9651-4d43-8c9d-a299699e8585/0/?attachment.uuid=30e52f91-8a9f-4df1-bf7f-91168307cfb9 |
| GE ICT Support Service Level Agreement | https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=fc1d5a4f-bca4-428a-bb01-84a1d4eb560a |
| GE ICT Maintenance Procedure | https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=477e0f19-cea0-40ec-9696-db894dbb45d3 |
| GE Digital communications policy and procedure | https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=9a63a882-33e8-4b99-bb8d-95a66a12d6ca |
| GE ICT Disposal and storage procedure | https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=02f82864-f184-410d-851c-b26d5a12e6b8 |
| GE ICT maintenance plan template | https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=0c5f05a4-7a99-4013-b040-8ffcbfe87fcb |
| GE Hardware/ Software upgrade request | https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=8c008265-abcf-483c-9bed-3899f9362f5b |
| GE ICT maintenance log template | https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=1a228f00-e0f7-4087-aeea-b2114cabafe1 |
| GE ICT Procurement and Installation Policy | https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=dba7c65b-c905-46fe-b90a-f85e063807e3 |
| Taking screenshots on a PC | https://www.youtube.com/watch?v=tirNbkEXZII |
| Taking screenshots on a Mac | https://www.youtube.com/watch?v=tirNbkEXZII |

This page is not required for online assessment submissions.

### Student assessment declaration

This assessment is my original work and has not been:

* copied from any source without proper referencing
* written for me by any other person except where such collaboration has been approved by a teacher or assessor.

Student signature and date

### Reasonable adjustment

Reasonable adjustment was in place for this assessment event.

If so, please provide details of any reasonable adjustment strategies that were implemented:

[Insert reasonable adjustment strategies]

### Assessment outcome

Satisfactory  Unsatisfactory

Comments

[Insert comments]

Assessor name, signature and date

Student acknowledgement of assessment outcome

[Would you like to make any comments about this assessment?]

Student name, signature and date