# Unit Assessment Guide

## Criteria

### Qualification/Course code and name

ICT40120 | Certificate IV in Information Technology

### Unit code and name

ICTSAS437 | Optimise ICT system performance

ICTSAS441 | Support ICT system software

## Unit details

Table 1 Unit details

| Section | Description |
| --- | --- |
| **Unit description** | ***ICTSAS437 – Optimise ICT system performance***  This unit describes the skills and knowledge required to identify, modify, improve and monitor Information and Communications Technology (ICT) system performance.  It applies to individuals who apply experienced technical support knowledge to maintain computer system performance, and operate in roles such as help desk supervisors, ICT support technicians and user support specialists.  No licensing, legislative, or certification requirements apply to this unit at the time of publication.  ***ICTSAS441 – Support ICT system software***  This unit describes the skills and knowledge required to support Information and Communications Technology (ICT) system software through the management of ICT system files, management of ICT system security, ICT system backups and ICT system restores.  It applies to individuals who provide assistance and use technical and specialised knowledge and a systematic approach to tasks to ensure organisational standards are met in maintaining operating systems.  No licensing, legislative, or certification requirements apply to this unit at the time of publication. |
| **Pre-requisites** | N/A |
| **Entry requirements** | N/A |
| **Learning outcomes** | In this unit, you will gain the knowledge and skills to:   1. Determine ICT system performance 2. Access and maintain ICT system software 3. Monitor ongoing ICT system performance 4. Investigate methods to improve ICT system performance 5. Develop implementation plan for ICT system optimisation 6. Modify ICT system to optimise performance 7. Set up and manage ICT system files 8. Monitor and manage ICT system usage and security 9. Carry out ICT system backup and restore ICT system backup 10. Finalise ICT system software support procedures   For further information about this unit, see:  <https://training.gov.au/Training/Details/ICTSAS437>  https://training.gov.au/Training/Details/ICTSAS441 |
| **Assessments** | The assessments in this unit are a combination of written and skill-based assessments. The types of assessments you will be completing are:   1. Knowledge assessment   ***ICTSAS437 – Optimise ICT system performance***  The student must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:   * report development including:   + cost analysis   + identified options for alternative courses of action designed to measurably improve ICT system performance * business scheduling requirements, including the role of stakeholders and the degree of stakeholder involvement * industry standard hardware and software monitoring tools and the information produced from monitoring * optimum system performance, change-control procedures and theoretical concepts * change management tools that may be used in optimising ICT system performance * quality assurance practices with regard to proposed changes of ICT systems * ICT system functionality and performance indicators * ICT system performance improvement and optimisation strategies * features and functions of ICT system under modification.   ***ICTSAS441 – Support ICT system software***  The student must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:   * system software and system tools * reasons for system performance problems, such as:   + system utilisation   + file and disk structure   + performance reports and files * system data levels   + system performance indicators   + predetermined system performance standards * key features of change management systems * the client business domain * quality assurance practices with regard to supporting system software * simple programming constructs * vendor products and trends in product development.  1. Project Evidence   ***ICTSAS437 – Optimise ICT system performance***  The student must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:   * optimise the performance of two different ICT systems, on separate occasions.   In the course of the above, the candidate must:   * collect usage and time conditions and analyse ICT system data and performance * identify and document areas of poor ICT system performance * identify options to improve performance and determine required technical resources * access required technical resources * create optimisation implementation plan to improve performance and submit to required personnel for approval and feedback, including:   + disruption minimisation plan   + project budget   + staff availability * create ICT system report, including:   + cost analysis   + identified improvements   + alternate options * develop plan for implementing approved optimisation * modify and tune ICT system to ensure system balance and performance * record changes in performance.   ***ICTSAS441 – Support ICT system software***  The student must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:   * support ICT system software by completing all of the following, on two separate ICT systems:   + ICT system file management   + ICT system security management   + ICT system backup   + ICT system restore.   In the course of the above, the candidate must:   * prepare documentation and reports * access required ICT system software and files * maintain system performance benchmarks * use a wide range of features and system tools.   Assessment Conditions  ***ICTSAS437 – Optimise ICT system performance***  Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry. This includes access to:   * tools, equipment and materials required to optimise ICT systems * industry software packages, including: * system components * software for performance tuning * technical manuals and resources * fault logs * diagnostic tools   Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.  ***ICTSAS441 – Support ICT system software***  Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry. This includes access to:   * special purpose tools, equipment and materials for ICT system support * industry software packages * organisational performance benchmarks * live system * client user requirements.   Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |
| **Learning materials** | The learning materials for this unit include:   * Student workbook * Activities * A workstation with internet access * Computers capable of supporting Windows 10 and Microsoft Office * Key documents and templates * ICTSAS437\_ICTSAS441\_ SW\_VB Installation Guide * ICTSAS437I\_ICTSAS441\_SW\_Prac\_1of1 * ICTSAS437\_ICTSAS441\_AE\_Pro\_Database\_of\_Known\_Problems * ICTSAS437\_ICTSAS441\_AE\_Pro\_GE\_Assets * ICTSAS437\_ICTSAS441\_AE\_Pro\_system\_maintenance\_log |
| **Assessment Information** | You must submit assessment work and attend scheduled assessments on the required dates.  For further information, refer to Every Students Guide to Assessment in TAFE NSW. |
| **Achieving a satisfactory result** | Your Teacher/Assessor will assess your competence against the requirements of the unit and the completion of the assessments listed in this Unit Assessment Guide. |
| **Reporting assessment outcomes** | Your Transcript of Academic Record will list all results of your study to date. If you have achieved competency in a unit but are unable to finish the Qualification or Course, you will receive a Record of Results showing only the units you have completed.  You can access a report of your final results by logging into the [Student Portal](https://my.tafensw.edu.au/). |
| **Recognition** | **Credit Transfer (CT) –** you can apply for credit if you have previously completed this unit at TAFE NSW or another Registered Training Organisation (RTO).  **Recognition of Prior Learning (RPL) –** you can apply to have your previous study, work and or life experiences recognised.  Please see the [TAFE NSW website](https://www.tafensw.edu.au/enrol/recognition-credit-transfers) for further information about Recognition or discuss this with your Teacher/Assessor. |
| **Assessment feedback, review or appeals** | In accordance with the TAFE NSW policy *Manage Assessment Appeals,* all students have the right to appeal an assessment decision in relation to how the assessment was conducted and the outcome of the assessment. Appeals must be lodged within **14 working days** of the formal notification of the result of the assessment.  If you would like to request a review of your results or if you have any concerns about your results, contact your Teacher/Assessor or Head Teacher. If they are unavailable, contact the Student Administration Officer.  Contact your Head Teacher/Assessor for the assessment appeals procedures at your college/campus. |
| **Reasonable adjustment** | If you have a permanent or temporary condition that may prevent you from successfully completing the assessment event(s) in the way described, you should talk to your Teacher/Assessor about ‘reasonable adjustment’. This is the adjustment of the way you are assessed to take into account your condition. This must be approved BEFORE you attempt the assessment. |
| **Educational Support Services** | Please refer to the [TAFE NSW website](https://www.tafensw.edu.au/student-services) for specific information on the educational support services that are available to you.  You may also contact your Head Teacher or Teacher/Assessor for further information. |
| **Student declaration** | Your Teacher/Assessor will provide you with the student declaration document for you to sign to ensure that you have received and understood your assessment requirements as per this Assessment Unit Guide.  If you are completing your assessments online, you will be required to acknowledge your understanding in the TAFE NSW online learning platform. |

## Assessment events and schedule

Table 2 Assessment events and schedule

| Event number/name | Method of collecting evidence | Venue | Assessment date or submission due date |
| --- | --- | --- | --- |
| **Knowledge Assessment 1 of 2** | Written or online | Online TDC attempt | 24/09/2024 |
| **Project Assessment 2 of 2** | Written, role play, research, and procedure analysis | Online TDC submission | 24/09/2024 |

## Contact details

Your Teacher/Assessor’s contact details are in your course on the online learning platform or within your training plan.

Table 3 Contact details

| Position | Name | Contact phone | Email | Region / Campus |
| --- | --- | --- | --- | --- |
| **Teacher/Assessor** | M Salim Olime |  | Mohammad.olime1@tafensw.edu.au | STL |
| **Head Teacher** | Peter Bush | 7920-6188 | Peter.bush@tafensw.edu.au | STL |
| **Education Administration Support** | Vasanthy  Velupillai |  | vasanthy.velupillai1@tafensw.edu.au | STL |