# Project assessment: Diagnose faults

## Criteria

### Unit code, name and release number

ICTSAS305 - Provide ICT advice to clients (1)

### Qualification/Course code, name and release number

ICT30118 - Certificate III in Information, Digital Media and Technology (2)

\*\*Amend the qualification box before distributing to the student. The information here should only contain the qualification the student is enrolled in\*\*

## Student details

### Student number

### Student name

## Assessment Declaration

* + This assessment is my original work and no part of it has been copied from any other source except where due acknowledgement is made.
  + No part of this assessment has been written for me by any other person except where such collaboration has been authorised by the assessor concerned.
  + I understand that plagiarism is the presentation of the work, idea or creation of another person as though it is your own. Plagiarism occurs when the origin of the material used is not appropriately cited. No part of this assessment is plagiarised.

### Student signature and Date

Version: 1.2

Date created: 8 November 2018

Date modified: 11 November 2019

For queries, please contact:

Technology and Business Services SkillsPoint

Ultimo

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RTO Provider Number 90003 | CRICOS Provider Code: 00591E

This assessment can be found in the [Learning Bank](https://share.tafensw.edu.au/share/access/searching.do?doc=%3Cxml%2F%3E&in=P7ac4831b-430a-4b8d-8b56-f7b32ed5b9cf&q=&type=standard&sort=rank&dr=AFTER)

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Assessment overview** | The objective of this assessment is to assess your knowledge and performance to diagnose, report on and plan to replace faulty hardware components. |
| **Assessment Event number** | 1 of 3 |
| **Instructions for this assessment** | This is a project-based assessment and will be assessing you on your knowledge and performance of the unit.  This assessment is in one part:  Diagnose and report on faults  The assessment also contains:   * Assessment Checklist * Assessment Feedback.   **Check the Assessment Checklist to ensure that you’ve covered all the required tasks.** |
| **Submission instructions** | On completion of this assessment, you are required to upload it or hand it to your assessor for marking.  Ensure you have written your name at the bottom of each page of your assessment.  Submit the following documents for each part:   * Part 1: Diagnose and report on faults   + Diagnostic report.   It is important that you keep a copy of all electronic and hardcopy assessments submitted to TAFE and complete the assessment declaration when submitting the assessment. |
| **What do I need to do to achieve a satisfactory result?** | To achieve a satisfactory result for this assessment all questions must be answered correctly and all items in the Assessment Checklist must be marked Satisfactory. |
| **Assessment conditions** | Assessment conditions will replicate the workplace, including noise levels, production flow, interruptions and time variances.  Assessment may be undertaken in normal classroom conditions, which is assumed to be noisy and similar to workplace conditions, or within the workplace. This may include phones ringing, people talking and other interruptions. |
| **What do I need to provide?** | * USB drive or other storage method with enough free space to save work to. |
| **What will the assessor provide?** | * Access to the Learning Management System * Scenario documents as outlined in assessment:   + [*Red Opal Innovations*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=2bbeb148-09a8-4884-871c-c95138fe38bf) (ROI\_Scenario.pdf)   + [*ROI Report template*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=c7103fff-d751-4918-af8a-4e44aa4f5625)(ROI\_Report\_template.dotx)   + [*Asset Register*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=c35829cc-a5f4-4163-9889-4ea372c63ee0) (ROI\_Asset\_register.xslx)   + [*Service Level Agreement*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=1ff2848d-0e7f-4754-9ffb-7a031d8f3342) (ROI\_SLA.pdf)   + [*IT Maintenance Procedure*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=4d8e6d02-d1c9-4797-bb6e-d1b5b8435c07) (ROI\_IT\_Maint\_procedure.pdf)   + [*Current call logs*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=9f323e68-91c0-47e8-83e9-d7ce0711f535) (ROI\_Call\_logs\_current.xslx)   + [*Previous call logs*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=a2c87454-fd6b-4aef-9285-19df1543539e) (ROI\_Call\_logs\_prev.xslx). |
| **Due date and time allowed** | Indicative time to complete assessment:   * Two hours. |
| **Assessment location** | Assessment is to be completed out of class. |
| **Supervision** | This is an unsupervised, take-home assessment. Your assessor may ask for additional evidence to verify the authenticity of your submission and confirm that the assessment task was completed by you. |
| **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 assessor about ‘reasonable adjustment’. This is the adjustment of the way you are assessed to take into account your condition, which must be approved BEFORE you attempt the assessment. |
| **Assessment feedback, review or appeals** | Appeals are addressed in accordance with [Every Student’s Guide to Assessment](https://www.tafensw.edu.au/documents/60140/76288/Every+Students+Guide+to+Assessment+in+TAFE+NSW.pdf/cc2b5417-89a6-08f7-9a67-a0c2ff1e26ee) in TAFE NSW. |

## Specific task instructions

### Scenario

In your role as IT Trainee at [*Red Opal Innovations*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=2bbeb148-09a8-4884-871c-c95138fe38bf) (ROI\_Scenario.pdf). As a trainee, your tasks include resolving issues from staff members and escalating problems as required.

## Part 1: Diagnose and report on faults

Your supervisor has informed you that Josephine Bellini is having an issue with her computer, and he has assigned this issue to you.

Write a report for your supervisor (in your own words) using the [*ROI Report template*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=c7103fff-d751-4918-af8a-4e44aa4f5625)(ROI\_Report\_template.dotx), referring to the [*Asset Register*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=c35829cc-a5f4-4163-9889-4ea372c63ee0) (ROI\_Asset\_register.xslx), [*Service Level Agreement*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=1ff2848d-0e7f-4754-9ffb-7a031d8f3342) (ROI\_SLA.pdf) and [*IT Maintenance Procedure*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=4d8e6d02-d1c9-4797-bb6e-d1b5b8435c07) (ROI\_IT\_Maint\_procedure.pdf) where applicable.

*(Suggested number of words: 450 - 750 words)*

Include the following items in your report:

1. Check the [*current call logs*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=9f323e68-91c0-47e8-83e9-d7ce0711f535) (ROI\_Call\_logs\_current.xslx) and write an overview of the issue.
2. Discuss other similar issues including both in-house and vendor support:
   * Look at the [*previous call logs*](https://share.tafensw.edu.au/share/items/73f2bb48-c457-4fe9-96cf-618ee5f5f2bc/0/?attachment.uuid=a2c87454-fd6b-4aef-9285-19df1543539e) (ROI\_Call\_logs\_prev.xslx) and explain whether there have been any similar issues and how they were fixed.
   * Find two appropriate websites online that discuss and solve problems with this type of component, which would be useful in diagnosing this problem.
     + Identify the vendor support available by including the vendor’s technical site as one of your listed websites
     + Include the website links and explain why these are reputable sources of information.
3. Write a brief procedure detailing diagnostic tools you would use and the steps you’ll take to find the problem (you can use a diagnostic utility that came with the operating system or you can choose to use third party diagnostic software to find the problem). Explain how the websites you listed have assisted you in writing this procedure.
4. Assume that the problem is the hardware component you tested and that it’s still under warranty.
   * List the vendor and describe the vendor support that’s available in this situation.
   * Describe what the in-house IT Support needs to do to in this situation.
5. Identify and explain whether the replacement could be handled by the in-house IT Support.
6. According to the vendor service agreement, briefly explain the following:
   * Red Opal Innovations’ responsibilities (as the customer) for obtaining vendor support
   * Any service limitations of the vendor.

## Assessment Checklist

The following checklist will be used by your assessor to mark your performance against the assessment criteria of your submitted project. Use this checklist to understand what skills and/or knowledge you need to demonstrate in your submission/presentation. All the criteria described in the Assessment Checklist must be met. The assessor may ask questions while the submission is taking place or if appropriate directly after the task has been submitted.

Table 2: Assessment Checklist

| Task | Instructions | S | U/S | Assessor Comments |
| --- | --- | --- | --- | --- |
| **Part 1.1** | Checks for new logged problems and documents the issue |  |  | *Assessors are to record their comments in sufficient detail to demonstrate their judgement of the student’s performance against the criteria.* |
| **Part 1.2** | Checks previous logs and explains whether there were similar issues and solutions from previous call logs |  |  |  |
| **Part 1.2** | Identifies sources of information by including links to two relevant troubleshooting websites |  |  |  |
| **Part 1.2** | Identifies the available vendor support by listing the specific vendor’s technical site |  |  |  |
| **Part 1.2** | Writes a valid explanation of why the sources of information are reputable |  |  |  |
| **Part 1.3** | Lists appropriate diagnostic tools and steps taken to diagnose the problem |  |  |  |
| **Part 1.3** | Explains how the listed websites have assisted in writing the diagnostic procedure |  |  |  |
| **Part 1.4** | Correctly identifies the vendor and describes the available vendor support |  |  |  |
| **Part 1.4** | Describes what the in-house IT Support needs to do |  |  |  |
| **Part 1.5** | Correctly identifies and explains whether the replacement could be handled by the in-house IT Support |  |  |  |
| **Part 1.6** | Explains the customer’s responsibilities, according to the vendor service agreement |  |  |  |
| **Part 1.6** | Explains the service limitations of the vendor, according to the vendor service agreement |  |  |  |

## Assessment Feedback

*NOTE: This section* ***must*** *have the assessor signature and student signature to complete the feedback.*

### Assessment outcome

Satisfactory

Unsatisfactory

### Assessor feedback

Has the Assessment Declaration been signed and dated by the student?

Are you assured that the evidence presented for assessment is the student’s own work?

Was the assessment event successfully completed?

If no, was the resubmission/re-assessment successfully completed?

Was reasonable adjustment in place for this assessment event?  
*If yes, ensure it is detailed on the assessment document.*

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

***NOTE: Make sure you have written your name at the bottom of each page of your submission before attaching the cover sheet and submitting to your assessor for marking.***