# Knowledge assessment: Short answers

## Criteria

### Unit code, name and release number

BSBCRT404 – Apply Advanced Critical Thinking for Work Processes

ICTSAS432 – Identify and resolve client ICT problems

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

ICT40120 - Certificate IV in Information Technology (1)

## 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: 1.0

Date created: 01 December 2019

Date modified: 01 December 2019

For queries, please contact:

Technology and Business Services SkillsPoint

Location: Ultimo

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RTO Provider Number 90003 | CRICOS Provider Code: 00591E

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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 of researching and implementing new technology. |
| **Assessment Event number** | 1 of 2 |
| **Instructions for this assessment** | This is a written assessment and it will be assessing you on your knowledge of the unit.  This assessment is in one part:   1. Short answer questions   The assessment also contains:  Assessment Feedback. |
| **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 this assessment.  Submit the following documents:  This assessment paper  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. |
| **Assessment conditions** | Assessment conditions will replicate the workplace, where the conditions are typical of those in an ICT working environment or workplace.  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?** | A pen, if a paper version of assessment is provided  USB drive or other storage method with enough free space to save work to. |
| **What will the assessor provide?** | n/a |
| **Due date and time allowed** | Indicative time to complete assessment: One hour |
| **Assessment location** | This assessment will take place either remotely or in the classroom.  The student may access their referenced text, learning notes and other resources. |
| **Supervision** | This is a take home assessment. |
| **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** | 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 or Head Teacher. If they are unavailable, contact the Student Administration Officer.  Contact your Head Teacher for the assessment appeals procedures at your college/campus. |

## Short answer questions

**Read the questions carefully. Each answer should be 75-200 words.**

**Expand the boxes as required.**

1. Describe the main characteristics of Critical Thinking, and how they can help to diagnose problems in the workplace
2. List and describe at least two **formal techniques** of Critical Thinking
3. Explain the differences between **Policies**, **Procedures** and **Guidelines** within a work context, and give an example of each, and their scope/limitations.
4. Give an example of at least 3 legislative requirements that may relate to workplace policies and procedures
5. In a studio environment, where might you find reliable information relevant to workplace procedures?
6. For the following assets within a gaming studio environment, indicate the likely frequency of maintenance required, and who within or external to the studio may be responsible

|  |  |  |
| --- | --- | --- |
| ASSET | MAINTENANCE FREQUENCY | RESPONBILILITY |
| Printer |  |  |
| Desktop Computer |  |  |
| Hard Disk (HDD) Backup |  |  |
| Solid State Drive (SSD ) Backup |  |  |
| Battery replacement on devices |  |  |
| Software driver updates |  |  |

1. Briefly describe some of the more common diagnostic tests that can be undertaken within a studio/office environment on PCs.
2. Given the Impact Analysis table below, determine the risk for the scenarios shown

Table

Description automatically generated

**For an online game that your company is responsible for:**

1. A long-term user is having trouble logging in to the game \_\_\_\_\_\_\_\_\_\_\_\_
2. A long-term user is having difficulty accessing the leaderboard \_\_\_\_\_\_\_\_\_\_
3. A recently enrolled user is having trouble logging in to the game \_\_\_\_\_\_\_\_\_\_\_\_
4. No players are able to enter a particular building within the game \_\_\_\_\_\_\_\_\_\_
5. One of the regional servers is down, affecting a group of players \_\_\_\_\_\_\_\_\_\_
6. With reference to the previous question, how would you prioritise requests for assistance?
7. How can you ensure sustainability when working within the ICT industry for example in a game studio using computers and other relevant equipment? Also discuss appropriate disposal of components. Are there any environmental guidelines or legislation that need to be followed?

Use renewable electricity by switching to a renewable plan with your electricity provider. Electronic components such as pc parts can

1. What are some of the advantages of using dedicated ITSM software, rather than simple spreadsheets?
2. What is the main difference between a Help Desk and a Service Desk?

A help desk is generally used for technical enquiries. A service desk is a central contact point for all enquiries. For example, a customer may call the service desk first and then be put through to the help desk for specific technical help.

1. Imagine you are working in a studio developing VR games. Using the table below:
   1. What are the main software programs you will need for both design and development
   2. What are the key functions and basic features of each of the software programs listed?

|  |  |  |  |
| --- | --- | --- | --- |
| Program | Main use/function | Features | Limitations |
| Maya |  |  |  |
| Unity |  |  |  |
| Visual Studio |  |  |  |
| Photoshop |  |  |  |
| Illustrator |  |  |  |
| Z-Brush |  |  |  |
| Steam VR |  |  |  |
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## 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.***