# Unit assessment guide

## Criteria

### Qualification/Course code and name

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

ICT40120 | Certificate IV in Information Technology

### Unit code and name

Cluster | ICT Analysis

BSBCRT404 | Apply advanced critical thinking to work processes

ICTICT426 | Identify and evaluate emerging technologies and practices

ICTSAS432 | Identify and resolve client ICT problems

## Unit details

Table 1 Unit details

| Section | Description |
| --- | --- |
| **Unit description** | ***BSBCRT404 - Apply advanced critical thinking to work processes:***  This unit describes the skills and knowledge required to use advanced-level critical thinking skills in a professional context. This includes using methods of analysis, synthesis and evaluation. This unit applies to individuals who evaluate processes, products and services that may be proposed or already existing. This unit applies to individuals who are typically responsible for developing work processes, products and services that may be proposed or already existing.  ***ICTICT426 - Identify and evaluate emerging technologies and practices:***  This unit describes the skills and knowledge required to identify emerging technologies and practices in the ICT sector and evaluate their potential impact on organisational practices. It applies to individuals who work across a wide range of information technology (IT) areas, including technical support, network administration, web technologies, software applications and digital media technologies.  ***ICTSAS432 - Identify and resolve client ICT problems:***  This unit describes the skills and knowledge required to identify, record, prioritise and resolve client Information and Communications Technology (ICT) support activities and escalate as required. It applies to experienced individuals who use specialised and technical knowledge to take responsibility in providing client-based ICT support to end users in an office or working environment. |
| **Pre-requisites** **or co-requisites** | N/A. |
| **Entry requirements** | N/A. |
| **Learning outcomes** | In these units, you will gain the knowledge and skills to:   1. Understand critical thinking in a workplace context. 2. Apply a systematic approach to decision making. 3. Develop a critical thinking mindset. 4. Identify emerging technologies and practices in IT. 5. Evaluate the impact of emerging technologies and practices. 6. Develop strategies to prepare for emerging technologies and practices. 7. Prepare to resolve client ICT problems. 8. Prioritise client ICT problems. 9. Refer problems where required. 10. Carry out maintenance. 11. Create maintenance report. 12. Confirm problem resolution.   <https://training.gov.au/Training/Details/BSBCRT404>  <https://training.gov.au/Training/Details/ICTICT426>  <https://training.gov.au/Training/Details/ICTSAS432> |
| **Learning materials** | The learning materials for this unit include:   * Student workbook. * Learning materials and activities on the TAFE NSW online learning platform. |
| **Assessments** | This unit has a combination of written and skill-based assessments. The types of assessments you will complete are:   * Knowledge * Project * Skills |
| **Assessment Information** | You must submit assessment work and attend scheduled assessments on the required dates, if applicable. Refer to the Assessment Events table below for any special conditions applicable to each assessment event.  For more information about assessment, refer to [Every Student’s Guide to Assessment in TAFE NSW (pdf)](https://share.tafensw.edu.au/share/items/d36df03f-9651-4d43-8c9d-a299699e8585/0/?attachment.uuid=a79a1e24-3826-43e0-b2ab-8b42961f93b7). |
| **Achieving a satisfactory result** | Your competence will be assessed against the requirements of the unit when you complete all the assessments listed in this unit assessment guide.  For all assessment events you must:   * meet all the assessment requirements described in the assessment instructions * answer all questions correctly * perform all parts of any tasks to a satisfactory level as indicated in the checklist * meet industry safety standards when you perform the tasks * answer all oral questions correctly   If you need to retake the assessment to achieve a satisfactory result, it will be conducted at an agreed time after a suitable revision period. |
| **What students need to provide** | * TAFE NSW student account username and password. If you do not know your username and password, contact your campus or service centre on 131601. * Computer or other device with word processing software and internet access * Writing materials, if required * In Assessment 3 of 4: Skills, students need to provide at least 2 people to represent ICT managers in a presentation. |
| **What TAFE NSW will provide** | * Access to assessment and learning resources. * Simulated organisation, Gelos Enterprises, with organisational policies, procedures, documents, and templates. * Access to industry software, digital tools and technical records. * In Assessment 4 of 4: Skills, TAFE will provide industry service desk system, technical and vendor documentation and tools and equipment for maintenance and diagnostic activities. |
| **Reporting assessment outcomes** | Your transcript will list all results of your study to date. If you have achieved competency in a unit but are unable to finish the course, you will receive a statement of attainment showing only the units you have completed.  You can access a report of your final results by logging into the [Student Portal](https://share.tafensw.edu.au/share/items/d36df03f-9651-4d43-8c9d-a299699e8585/0/?attachment.uuid=415c20e9-d4ae-4631-9958-db46d68b4d42). |
| **Credit transfer and 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 [Recognition and credit transfer](https://share.tafensw.edu.au/share/items/d36df03f-9651-4d43-8c9d-a299699e8585/0/?attachment.uuid=3f2e127c-a4ce-4950-8d72-d2754cac30a4) page on the TAFE NSW website for further information. |
| **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, please refer to the contact card on the TAFE NSW online learning platform or speak to your teacher, assessor or head teacher. |
| **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, refer to the contact card on the TAFE NSW online learning platform or speak to your teacher, assessor or head teacher 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://share.tafensw.edu.au/share/items/d36df03f-9651-4d43-8c9d-a299699e8585/0/?attachment.uuid=6f331440-60a8-4260-a137-22e1e170199c) for specific information on the educational support services that are available to you.  You may also refer to the contact card on the TAFE NSW online learning platform or speak to your teacher, assessor or head teacher. |

## Assessment events

Table 2 Assessment events and schedule

| Event number and name | Method of collecting evidence | Estimated time required | Special conditions | Delivery location (if required) | Due date (if required) |
| --- | --- | --- | --- | --- | --- |
| Assessment 1 of 4: Knowledge | Written questions | 1 hour | N/A | Off Campus-Online | 29 February 2024 |
| Assessment 2 of 4: Project | Research  Report | 7 hours | N/A | Off Campus-Online | 7 March 2024 |
| Assessment 3 of 4: Skills | Written questions  Presentation | 5 hours | N/A | Off Campus-Online | 14 March 2024 |
| Assessment 4 of 4: Skills | Workplace documents  Demonstration | 7 hours | N/A | Off Campus-Online | 21 & 28 March 2024 |

For specific details for location, timing, and due dates, required for completing each assessment event, refer to the contact card on the TAFE NSW online learning platform or speak to your teacher, assessor or head teacher.