

Recognition of Prior Learning (RPL) Pack

Competency Unit	BSBITS401A Maintain business technology				
Unit Descriptor	<i>This unit of competency This unit describes the performance outcomes, skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals with a broad knowledge of business technology who contribute well developed skills in creating solutions to maintenance and upgrade issues with existing technology. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.</i>				
Client Candidate Name	Third Party Employer Representative Name		RTO Assessor Name		
Signature	Signature		Signature		
Date	Date		Date		
Supplementary evidence has been provided for this unit <input type="checkbox"/>		Supervisor <input type="checkbox"/>	Client <input type="checkbox"/>	Colleague <input type="checkbox"/>	Supplementary evidence has been verified and attached for this unit <input type="checkbox"/>

Skills and Attitudes Assessment

How am I going to be assessed and what do I need to provide my assessor?	<p>This unit of competency is to be assessed in the workplace or simulated work environment. The following assessment methods are suggested:</p> <ul style="list-style-type: none"> Assessment must ensure: access to an actual workplace or simulated environment; access to office equipment and resources; access to examples of technology maintenance and security procedures. A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate; analysis of responses to case studies and scenarios; demonstration of techniques; oral or written questioning to assess knowledge of general features and capabilities of current industry accepted hardware and software products. <p>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.</p>	Self Evaluation Assessment 1	Third Party testimonial Assessment 2	RTO Verification Assessment 3	Notes by Assessor
		Task/s Verified by Candidate	Task/s Verified by Supervisor	Task/s Verified by Assessor	
		Yes No	Yes No	Yes No	
	<i>communication skills to explain the operation and troubleshooting of technology in the work environment</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>literacy skills to interpret and evaluate the purposes and objectives of various uses of technology; to display logical organisation of written information</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>problem-solving skills to address routine and non-routine faults with hardware and software.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>research and analytical skills to analyse and identify organisation's future technology requirements.</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>installing software and hardware.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>organising and accessing software, materials and consumables.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>maintaining technology security and maintenance systems</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>knowledge of costs and benefits of technology maintenance strategies.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>Manages a number of different tasks within the job.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>Responds to problems, breakdowns, changes to routine</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	<i>Demonstrates a positive attitude and responsibility to work</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

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The following Elements of Competency and Performance Criteria have been assessed in line with the Required Knowledge and Skills and Attitudes outlined Yes No

<p>Maintain performance of hardware and software Monitor and evaluate system effectiveness to ensure it meets organisational and system requirements Use operating system, drive and disk structure, reports and files to identify performance problems Maintain disk drives and peripherals according to manufacturers' and organisational requirements Replace consumables in accordance with manufacturers' and organisational requirements</p>	<p>Provide basic system administration Carry out system back-up procedure at regular intervals according to organisational and system requirements Install and operate software applications in accordance with developers' and organisational requirements Maintain and update security access procedures in line with organisational requirements Ensure that licence for use of software is used, checked and recorded in accordance with organisational requirements Regularly maintain and update virus programs in accordance with organisational requirements</p>	<p>Identify future technology requirements Maintain knowledge of current and new technology by regularly accessing sources of information Identify and develop improved technology systems using feedback from clients and colleagues Assess existing technology against newly available technology to determine future needs and priorities Identify and select new technologies to achieve and maintain continuous organisational development</p>
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Feedback provided to candidate: Candidate signature:

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Assessment Outcome **Competent** **Not yet competent** **Candidate appeals the outcome** **Yes** **No** **Initials**..... *Details of appeal:*

Knowledge Assessment

Competency Unit

BSBITS401A Maintain business technology

I have supporting documentary evidence to demonstrate that I already attain the required knowledge for this unit and the evidence is attached

Alternatively:
For each of the following criteria, please provide an example of how you have met the requirement in the workplace. If there is insufficient space, attach additional pages. Please attach supporting evidence where possible.

Maintain performance of hardware and software (Use the following as a guide to your answer)

- **Monitor and evaluate system effectiveness to ensure it meets organisational and system requirements**
- **Use operating system, drive and disk structure, reports and files to identify performance problems**

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- **Maintain disk drives and peripherals according to manufacturers' and organisational requirements**
- **Replace consumables in accordance with manufacturers' and organisational requirements**

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Initials of Trainer/Assessor_____

Initials of Candidate_____

