

**Bundle Pack – Certificate III
for ICA05 Information and
Communications Technology
(Core Units)**

ICAD3218B, ICAI3020B, ICAS3031B,
ICAS3234B, ICAT3025B, ICAU3004B

Create User Documentation
ICAD3218B

**Install & Optimise Operating
System Software**
ICAI3020B

Provide Advice to Clients
ICAS3031B

Care for Computer Hardware
ICAS3234B

Run Standard Diagnostic Tests
ICAT3025B

**Apply Occupational Health &
Safety Procedures**
ICAU3004B



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Create User Documentation

ICAD3218B



Ref No: DDICAD18B

Elements of Competency

Determine documentation standards and requirements

- 1.1 Determine *documentation* requirements
- 1.2 Investigate *documentation* and industry *standards* for requirements and determine appropriate application to *user documentation*
- 1.3 Design *documentation* templates using appropriate *software* and obtain approval from *appropriate person*

Produce user documentation

- 2.1 Conduct a review of the subject system, program, network or application in order to understand its functionality
- 2.2 Gather existing technical, design or user specifications and supporting *documentation*
- 2.3 Create *user documentation* based on template to record the operation of the subject system, program, network or application

Review and obtain sign-off

- 3.1 Submit *user documentation* to target audience for review
- 3.2 Gather and analyse feedback
- 3.3 Make changes to *user documentation*
- 3.4 Submit *user documentation* to appropriate person for approval

Number of Pages

68

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the core unit of ICAD3218B Create User Documentation (Word 2007). This manual is a learning resource and is not an assessment tool. An Assessment Tool & Marking Guide is available for this manual separately.

Prerequisites & Corequisites
Course Length

A sound Introductory knowledge of Microsoft Word is necessary

In a training environment this manual is suitable for approximately 20 hours.

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace.

Create User Documentation

ICAD3218B



User Documentation

Documentation Standards

Corporate Branding

Layout

Formatting

Ease of use

Basic Web Design

Exercise 1

Instructional Design Principles

Analyse

Document Purpose

System/Software

Industry Standards

Target Audience

Current Tools

Exercise 2

Design

Style Guides

Design checklist

Exercise 3

Review

Who to Review?

The Review Process

Post Review

Signoff

Exercise 4

Implement

Publication

User Advice

Document Maintenance

Exercise 5

Templates

Creating a Template

Creating the First Heading

Styles

Style Characteristics

Style Gallery

Creating New Styles

Paragraph Formats

What is a Paragraph?

Formatting Paragraphs

Saving the New Style

Viewing the New Style

Modifying Styles

Reveal Style Formatting

Headers and Footers

Typing a Header

Header Icons

Typing a Footer

Page Numbering

Using Fields in the Footer

Total Number of Pages

Inserting the Filename

Saving the Template

Using the Template

Exercise 6

Exercise 7

Install & Optimise Operating System Software

ICAI3020B



Ref No: DDICAI20B

Elements of Competency

Determine function of operating systems

- 1.1 Identify and demonstrate understanding of the purposes of the *operating system*
- 1.2 Distinguish between batch system, real-time system, multi-tasking system
- 1.3 Identify and demonstrate understanding of the basic functions of *operating system*, including file system, memory management, process scheduling
- 1.4 Identify and demonstrate management of virtual memory

Obtain operating system

- 2.1 Contact *operating system* vendors to obtain technical specifications and system requirements
- 2.2 Document adjustment recommendations and provide to *appropriate person*
- 2.3 Determine and apply knowledge of licensing, hardware and security requirements

Install, configure and optimise operating system

- 3.1 Install, configure and test the *operating system software* in accordance with installation procedures and *organisational requirements*
- 3.2 Optimise the system to meet *organisational requirements*
- 3.3 Document the system according to *organisational requirements*
- 3.4 Install the *operating system* with minimal disruption to *client* or users

Provide instruction to meet new software requirements

- 4.1 Provide one-to-one instruction about changes to the *client* or users as required
- 4.2 Obtain *client* evaluation about new system to ensure requirements are met, using appropriate *feedback mechanism*

Number of Pages

77

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the core unit of ICAI3020B Install and Optimise Operating System Software (Windows XP and Windows Vista). This manual is a learning resource and is not an assessment tool. An Assessment Tool & Marking Guide is available for this manual separately

Prerequisites & Corequisites
Course Length

A sound Introductory knowledge computer hardware and software operations is required
In a training environment this manual is suitable for approximately Three days.

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace. A course disk contains the necessary files to complete the manual.

Install & Optimise Operating System Software

ICAI3020B



Operating Systems

- How They Work
- Operating System Types
- Windows 2000
- Windows XP
- Windows Vista
- Novell
- UNIX
- MAC OS
- Batch Operating Systems
- Real-Time Operating Systems
- Multitasking Operating Systems
- Operating System Purchase
- Software Licences
- Sourcing Operating System Software
- Basic Operating System Functions
- Graphic User Interface
- File System
- Memory Management
- Managing Virtual Memory

Operating System Installation

- Preparation
- System Requirements
- Install Windows XP
- Clean Windows XP Install
- Upgrading to Windows XP
- Install Windows Vista
- Clean Windows Vista Install
- Upgrade to Windows Vista
- Configuration
- Hardware and Drivers
- Sourcing Hardware

- Plug and Play (PnP)
- Non Plug and Play
- Loading Printers
- Default Printer
- Printer Properties
- Post Installation Checks
- Security
- Desktop Customisation
- Software Patches/Updates
- Documentation

Post Installation

- Training
- Support Documentation
- The Delivery Plan
- One on One Instruction
- Computer Based Training (CBT)
- Basic Communication skills
- Sample Session Plan
- Feedback

Provide Advice to Clients

ICAS3031B



Ref No: DDICAS31B

Elements of Competency

Analyse client support issues

- 1.1 Check for new problems logged by *client*
- 1.2 Check previous logs for similar problems or requests from *client*
- 1.3 Investigate and document the support issues affecting the *client*
- 1.4 Notify client of the results of *investigation* and provide *advice and support* on findings
- 1.5 Obtain *client* feedback and make changes

Provide advice on software, hardware or network

- 2.1 Confirm *software*, hardware or network requirements with *client*
- 2.2 Investigate and document a *solution*
- 2.3 Document additional requirements discovered in the investigation and refer them to the *client*
- 2.4 Obtain approval from the *client* to implement the *solution*
- 2.5 Investigate and document the amount of technical support the *client* may require
- 2.6 Discuss and agree the level of technical support identified with the *client*
- 2.7 Arrange a time with the *client* when support will take place
- 2.8 Provide technical support as part of group or one-to-one instruction to the *client*
- 2.9 Provide manuals and help *documentation* to the client

Obtain client feedback

- 3.1 Create an appropriate evaluation or feedback form or other mechanism to gather feedback about the *solution* and support provided
- 3.2 Provide *client* with instructions on how to complete the form or use other means of providing feedback
- 3.3 Distribute the evaluation or feedback to the *client*
- 3.4 Review the feedback from the *client* to identify areas for improvement

Number of Pages Audience

83
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Prerequisites & Corequisites Course Length

Nil
In a training environment this manual is suitable for approximately 20 hours.

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace.

Provide Advice to Clients

ICAS3031B



Client Support

Who are Clients?

Client Needs

Service Level Agreements

Problem Severity

Client Contact

Phone Contact

Client Identification

Clarify the Support Requirement

Clarifying information

Controlling the Call

Record the Support Information

Support Software

Implement a Solution

First Level Resolution

Second Level Resolution

Problem Diagnosis

Previous Occurrences

Locating Documentation

Other Investigation Processes

Diagnostic Checks

Hardware Tests

Additional Requirements

Recording Problem Details

Problem Resolution

Hardware Resolutions

Software Resolutions

Ghost or Clone install

Driver Reloads

Software patches, Plug-ins or Upgrades

Training Interventions

Software Tools

Templates

Creating a Template

Saving the Template

Macros

Creating a Macro

User Documentation

Document Purpose

System/Software

Industry Standards

Target Audience

Design

Client Feedback

Method Analysis

Care for Computer Hardware

ICAS3234B



Ref No: DDICAS34B

Elements of Competency

Establish safe work practices

- 1.1 Determine, record and apply relevant legal requirements and *OH&S standards* to the installation and maintenance of computer *hardware*
- 1.2 Determine, record and apply requirements specified by *hardware* manufacturers
- 1.2 Determine, record and apply *safe work practices*, taking into account legal and manufacturer requirements

Establish location requirements for hardware and peripherals

- 2.1 Determine and apply suitable environmental conditions for hardware and peripherals
- 2.2 Determine and apply *system protection devices*
- 2.3 Determine and apply requirements when moving *hardware*
- 2.4 Determine and apply suitable storage principles for *hardware* and associated *peripherals* and media

Establish maintenance practices

- 3.1 Determine maintenance requirements specified by the *equipment* manufacturer
- 3.2 Produce *maintenance* schedules, including removal of dust and grease build-up
- 3.3 Perform diagnostic functions, including replacing suspect *components* with other serviceable *components* and reloading of associated *software*
- 3.4 Determine whether unserviceable *components* are replaceable through warranty, replacement or upgrade
- 3.5 Perform diagnostic functions using the *operating system* and third-party diagnostic tools

Determine appropriate hardware quality standards

- 4.1 Consider and apply *business requirements* in respect of hardware matters
- 4.2 Determine and apply quality standards to the selection of appropriate *hardware* and associated *peripherals*

Number of Pages

56

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Prerequisites & Corequisites

A sound Introductory knowledge of Microsoft Windows XP/Vista is necessary

Course Length

In a training environment this manual is suitable for approximately 20 hours.

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace.

Care for Computer Hardware

ICAS3234B



Computer Hardware

Types of Hardware

Network Hardware

Organisational Usage

OH & S Standards and Practices

State Acts

Standards

Lighting

Ventilation

Ergonomic Setup

Moving hardware

Electrical Safety

Cabling

Manufacturer Requirements

Hardware Protection and Maintenance

Hardware Maintenance Schedule

Cleaning

Servicing

Software Diagnostics

Storage Checks

System Protection Devices

Hardware Replacement

Business Rules

Replacement Diagnosis

Internal Diagnostic Checks

Sourcing Hardware

Hardware Installation

Plug and Play (PnP)

Non Plug and Play

Post Installation

Run Standard Diagnostic Tests

ICAT3025B



Ref No: DDICAT25B

Elements of Competency

Operate system diagnostics

- 1.1 Run the system diagnostic program according to specification
- 1.2 Modify the system configuration as indicated by the diagnostic program
- 1.3 Carry out *preventative maintenance* in line with *organisational guidelines*

Scan system for viruses

- 2.1 Scan the system to check and maintain virus protection
- 2.2 Report identified viruses to an *appropriate person*
- 2.3 Remove virus infections found by the scan using *software* tools and/or procedures or by restoring back-ups
- 2.4 Document relevant symptom and removal information

Number of Pages

64

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Prerequisites & Corequisites

- A sound Introductory knowledge of Microsoft Window XP or Vista operating systems is necessary
- *ICAS3234 Care for Computer Hardware*

Course Length

In a training environment this manual is suitable for approximately 20 hours.

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace.

Run Standard Diagnostic Tests

ICAT3025B



Workplace System Protection

- [Diagnostic Tools](#)
- [Hardware Checks](#)
- [System Performance Checks](#)
- [Windows Task Manager](#)
- [Other Diagnostic Software](#)
- [Post Diagnostic Configuration](#)

Preventative Maintenance

- [Hard Drive Optimisation](#)
- [Check Disk](#)
- [Disk Cleanup](#)
- [Data Backup](#)
- [Backup Policy](#)
- [Hardware Maintenance](#)
- [Cleaning](#)
- [Servicing](#)
- [Virus Protection](#)
- [Types of Computer Virus:](#)
- [Anti Virus Software](#)
- [Firewalls](#)
- [Virus Prevention](#)
- [Virus Management](#)
- [Restoring Damaged Files from Backup](#)
- [Recording Virus Details](#)

Monthly Maintenance

- [System Maintenance Log](#)

Apply Occupational Health & Safety Procedures



ICA3004B

Ref No: DDICAU04B

Elements of Competency

Determine OH&S issues relating to immediate work environment

- 1.1 Identify person responsible for *OH&S standards* in the subject workplace
- 1.2 Identify *OH&S standards* that apply to the workplace
- 1.3 Review and assess workplace according to *OH&S standards* and record findings
- 1.4 Report issues or problems with the workplace to the *appropriate person*

Document and disseminate OH&S requirements

- 2.1 Determine and document the *OH&S standards* impact upon the subject workplace
- 2.2 Submit *documentation* to *appropriate person* for verification
- 2.3 Update or reissue OH&S documents relating to IT as required

Provide basic ergonomic advice

- 3.1 Assess basic *ergonomic* requirements of people in the workplace
- 3.2 Document the *ergonomic advice* for *client* based on vendor requirements, workplace policies and *OH&S standards*
- 3.3 Submit advice to the *appropriate person* for verification

Number of Pages

52

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Prerequisites & Corequisites

Nil

Course Length

In a training environment this manual is suitable for approximately 20 hours.

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace.

Apply Occupational Health & Safety Procedures



ICA3004B

Occupational Health & Safety

State Acts

Locating State Acts

Further Legislation and Codes of Practice

OH&S in the Workplace

Duty of Care

Duties of Employers

Duties of Employees

Occupational Health and Safety Supervisor

OH & S Standards

Lighting

Ventilation

Ergonomic Setup

Hazards

Workplace Injuries

Identifying Hazards

Risks

Risk Assessment

Classification of Risks

OH&S Documentation and Advice

Providing Documents to Workstations

Changing Documentation

Safety Signs and Symbols

Types of Safety Signs

Audit and Reporting

Hazard Audit Form

Risk Assessment Form

Ergonomic Audit Form

Assessing Ergonomic Requirements

Reporting of OH&S Issues