



B O A R D O F S T U D I E S
NEW SOUTH WALES

Information Technology Curriculum Framework Stage 6

Information Technology Competency Record

2006

© 2006 Copyright Board of Studies NSW for and on behalf of the Crown in right of the State of New South Wales.

This document contains Material prepared by the Board of Studies NSW for and on behalf of the State of New South Wales. The Material is protected by Crown copyright.

All rights reserved. No part of the Material may be reproduced in Australia or in any other country by any process, electronic or otherwise, in any material form or transmitted to any other person or stored electronically in any form without the prior written permission of the Board of Studies NSW, except as permitted by the *Copyright Act 1968*. School students in NSW and teachers in schools in NSW may copy reasonable portions of the Material for the purposes of bona fide research or study. Teachers in schools in NSW may make multiple copies, where appropriate, of sections of the HSC papers for classroom use under the provisions of the school's Copyright Agency Limited (CAL) licence.

When you access the Material you agree:

- to use the Material for information purposes only
- to reproduce a single copy for personal bona fide study use only and not to reproduce any major extract or the entire Material without the prior permission of the Board of Studies NSW
- to acknowledge that the Material is provided by the Board of Studies NSW
- not to make any charge for providing the Material or any part of the Material to another person or in any way make commercial use of the Material without the prior written consent of the Board of Studies NSW and payment of the appropriate copyright fee
- to include this copyright notice in any copy made
- not to modify the Material or any part of the Material without the express prior written permission of the Board of Studies NSW.

The Material may contain third party copyright materials such as photos, diagrams, quotations, cartoons and artworks. These materials are protected by Australian and international copyright laws and may not be reproduced or transmitted in any format without the copyright owner's specific permission. Unauthorised reproduction, transmission or commercial use of such copyright materials may result in prosecution.

The Board of Studies has made all reasonable attempts to locate owners of third party copyright material and invites anyone from whom permission has not been sought to contact the Copyright Officer, ph (02) 9367 8289, fax (02) 9279 1482.

Acknowledgement

Units of competency from the Information and Communications Technology Training Package (ICA05) in Part B of this syllabus are © Commonwealth of Australia. Reproduced with permission.

The following copyright warning applies to the material from the Training Package:

All rights reserved. This work has been produced initially with the assistance of funding provided by the Commonwealth Government through DEST. This work is copyright, but permission is given to trainers and teachers to make copies by photocopying or other duplicating processes for use with their own training organisations or in a workplace where the training is being conducted. This permission does not extend to the making of copies for use outside the immediate training environment for which they are made, nor the making of copies for hire or resale to third parties. The views expressed in this version of the work do not necessarily represent the views of DEST. DEST does not give warranty nor accept any liability.

Australian Qualifications Framework (AQF) Advisory Board, 2002, *Australian Qualifications Framework Implementation Handbook*, Third Edition, Carlton, VIC.

Published by
Board of Studies NSW
GPO Box 5300
Sydney NSW 2001
Australia

Tel: (02) 9367 8111
Fax: (02) 9367 8484
Internet: www.boardofstudies.nsw.edu.au

June 2006

ISBN 1 7414 7417 5

2006312

Contents

Information for Teachers and Assessors	4
Introduction	4
How to Use the Competency Record	4
Recording Student Competency	5
Students and Competency Records	6
Information Technology Competency Record	7
Student Information	7
Student Details Form	7
School Details Forms	8
Registered Training Organisation Details Forms	9
Work Placement Host Employer Details Forms	10
Verification Form	11
Summary of Units of Competency	12
Unit of Competency Record Sheets	15
Appendix – Unit of Competency Record Sheet Template	60

Information for Teachers and Assessors

Introduction

This competency record forms a permanent record of all units and elements of competency achieved by students undertaking Information Technology courses in the Information Technology Curriculum Framework as part of their Higher School Certificate (HSC). These courses are based on the Information and Communications Technology Training Package (ICA05) and provide students with the opportunity to gain Australian Qualifications Framework (AQF) qualifications in areas of information technology.

This document should be read in conjunction with Part A and Part B of the *Information Technology Curriculum Framework Stage 6 Syllabus* (Board of Studies NSW, 2006).

Part A of the syllabus contains general advice about the Information Technology Curriculum Framework and describes course structures and requirements, including work placement.

Part B of the syllabus contains the text of units of competency from the national Training Packages that have been included in the Framework. Each unit of competency is accompanied by HSC requirements and advice.

The competency record is intended:

- to assist teachers and trainers in the implementation and assessment of courses within the Framework
- to assist Registered Training Organisations (RTOs) with record keeping
- to provide students with a document that may be of assistance when seeking employment or articulation to further training.

The competency record contains a series of forms that may be used when assessing, recording and documenting that a student has demonstrated competencies required for a particular HSC course and/or AQF qualification in areas of Information Technology.

The competency record should be verified by the RTO as a true and accurate record of units of competency achieved.

Note that the use of this competency record is not mandatory. RTOs may choose to use competency records designed in-house or by industry bodies.

How to Use the Competency Record

The competency record contains the following:

- forms for recording student, school, RTO and work placement host employer details
- a record sheet for each unit of competency included in the Information Technology Curriculum Framework
- a summary list of units of competency (pages 12-14)
- a verification statement (page 11)

It is suggested that a competency record booklet be compiled for each student consisting of:

- cover page and publication details
- information for students
- student, school, RTO and employer details forms
- verification form
- summary sheet for the relevant AQF qualification, ie Certificate II in Information Technology and Certificate III in Information Technology
- a record sheet for each unit of competency included in the course that the student is undertaking.

The combination of units of competency undertaken by a student or class group will depend on the structure of the specific course selected from the Information Technology Curriculum Framework. These are shown in Part A of the *Information Technology Curriculum Framework Stage 6 Syllabus*.

When a student is assessed as competent against an element of competency, the assessor needs to sign off the element of competency on the record sheet for the relevant unit.

When a student has been assessed as competent for all elements in a unit, the unit verification should be completed and signed. The unit should also be signed off on the summary of units of competency for the relevant qualification.

The verification statement, including the name of the AQF Certificate or Statement of Attainment to be awarded, should be completed and signed off by the RTO.

The completed competency record may be used for detailing student achievement for RTO recording and reporting purposes. The completed competency record should be retained by the student.

Please note that competency records should not be forwarded to the Office of the Board of Studies.

Recording Student Competency

Qualified assessors should sign off the elements of competency successfully demonstrated consistent with the evidence requirements and performance criteria shown in Part B of the *Information Technology Curriculum Framework Stage 6 Syllabus*. Only successful attempts should be recorded.

It is recommended that assessors devise integrated assessment events that cover a number of elements of competency within and across a number of units of competency.

It is up to the teacher/trainer, in consultation with any other assessors, participating employers and the student to decide whether particular units/elements of competency are most appropriately assessed in the workplace, classroom or other location.

Competency-based assessment is based on evidence that meets the requirements of the performance criteria and assessment guidelines. Students may submit evidence in various forms; there is no need for them to duplicate tasks to demonstrate skill.

Note that for a student to be assessed as competent

- for an element of competency: all of the performance criteria must be satisfied
- for a unit of competency: all of the elements of the unit must be demonstrated.

Students who do not achieve competency in an element/unit of competency at the first assessment attempt must be allowed other opportunities to demonstrate competency. Elements of competency satisfactorily demonstrated within partially achieved units of competency will not be recognised towards the achievement of a qualification or when seeking advanced standing, ie AQF accreditation is available only for whole units of competency.

Students and Competency Records

Students should be made aware that it is their responsibility to ensure that their competency record is kept up-to-date as a record of their achievement in the course. They should be encouraged to use their competency record when seeking employment and be advised it may be required as evidence if they are subsequently seeking advanced standing in VET courses provided through TAFE or other RTOs or, in some cases, in university courses.

Information Technology Competency Record

Student Information

This competency record provides a permanent record of your achievement in Higher School Certificate courses in the Information Technology Curriculum Framework. It will record the units of competency you have achieved to complete Higher School Certificate (HSC) and Australian Qualification Framework (AQF) requirements.

For these reasons it is important that you make your competency record available to your assessor to record your achievement of competency and that you keep your competency record safe and in good condition. It may also assist you when you are seeking employment or applying for advanced standing in further education and training.

STUDENT DETAILS

Name: _____

HSC Student Number: _____ Telephone: _____

Address: _____

Town/Suburb: _____ Postcode: _____

Where a student attends more than one school during the course, complete a form for each school.

SCHOOL DETAILS

School: _____

Address: _____

Town/Suburb: _____ Postcode: _____

Telephone: _____ Fax: _____

SCHOOL DETAILS

School: _____

Address: _____

Town/Suburb: _____ Postcode: _____

Telephone: _____ Fax: _____

Where more than one RTO is involved in delivering courses, complete a form for each RTO.

REGISTERED TRAINING ORGANISATION DETAILS

RTO: _____
Address: _____
Town/Suburb: _____ Postcode: _____
Telephone: _____ Fax: _____
Assessor: _____ Signature: _____

REGISTERED TRAINING ORGANISATION DETAILS

RTO: _____
Address: _____
Town/Suburb: _____ Postcode: _____
Telephone: _____ Fax: _____
Assessor: _____ Signature: _____

REGISTERED TRAINING ORGANISATION DETAILS

RTO: _____
Address: _____
Town/Suburb: _____ Postcode: _____
Telephone: _____ Fax: _____
Assessor: _____ Signature: _____

Complete a form for each work placement host employer.

WORK PLACEMENT HOST EMPLOYER DETAILS	
Name of Organisation:	_____
Supervisor:	_____
Address:	_____
Town/Suburb:	_____ Postcode: _____
Telephone:	_____ Fax: _____
Dates of attendance for work placement:	_____

WORK PLACEMENT HOST EMPLOYER DETAILS	
Name of Organisation:	_____
Supervisor:	_____
Address:	_____
Town/Suburb:	_____ Postcode: _____
Telephone:	_____ Fax: _____
Dates of attendance for work placement:	_____

WORK PLACEMENT HOST EMPLOYER DETAILS	
Name of Organisation:	_____
Supervisor:	_____
Address:	_____
Town/Suburb:	_____ Postcode: _____
Telephone:	_____ Fax: _____
Dates of attendance for work placement:	_____

VERIFICATION

This is to certify that this competency record is a true and accurate record of the units of competency that have been demonstrated by

Student

of

School

while enrolled in a course in the Information Technology Curriculum Framework.

This student is eligible for the award of

Name of AQF Certificate or Statement of Attainment

Registered Training Organisation Details

Authorised Signatory

Date

For verification purposes, either a Statement of Attainment or a Qualification issued by the Registered Training Organisation or Board of Studies must accompany this competency record.

Summary of Units of Competency

For Courses in Information Technology 240 indicative hour course

Unit Code	Unit of Competency	Assessor Signature
BSBCMN106A	Follow workplace safety procedures	
ICAU1128A	Operate a personal computer	
ICAD2012A	Design organisational documents using computing packages	
ICAU2005A	Operate computer hardware	
ICAU2006A	Operate computing packages	
ICAU2013A	Integrate commercial computing packages	
ICAU2231A	Use computer operating system	
ICAW2001A	Work effectively in an IT environment	
ICAW2002A	Communicate in the workplace	
ICAD3218A	Create user documentation	
ICAI3020A	Install and optimise operating system software	
ICAS3031A	Provide advice to clients	
ICAS3234A	Care for computer hardware	
ICAT3025A	Run standard diagnostic tests	
ICAU3004A	Apply occupational health and safety procedures	
ICAB4169A	Use development software and IT tools to build a basic website	

For Courses in Information Technology Specialisation Study

Unit Code	Unit of Competency	Assessor Signature
ICAB3018A	Develop macros and templates for clients using standard products	
ICAI3021A	Connect internal hardware components	
ICAI3101A	Install and manage network protocols	
ICAI3110A	Implement system software changes	
ICAS3024A	Provide basic system administration	
ICAS3032A	Provide network systems administration	
ICAS3034A	Determine and action network problems	
ICAS3115A	Maintain equipment and software in working order	
ICAS3120A	Configure and administer a network operating system	
ICAS3121A	Administer network peripherals	
ICAU3019A	Migrate to new technology	
ICAU3028A	Customise packaged software applications for clients	
ICAU3126A	Use advanced features of computer applications	
ICPMM321A	Capture a digital image	
ICTCC330A	Manage customer relationships	
ICAB4135A	Create a simple mark-up language document to specification	
ICAB4225A	Automate processes	
ICAD4190A	Maintain information standards	
ICAD4217A	Create technical documentation	
ICAI4029A	Install network hardware to a network	
ICAI4030A	Install software to networked computers	
ICAI4097A	Install and configure a network	
ICAS4108A	Complete database back-up and recovery	
ICAS4127A	Support system software	
ICAS4134A	Provide first-level remote help desk support	

Unit Code	Unit of Competency	Assessor Signature
ICAS4191A	Maintain website performance	
ICAS4201A	Transfer content to a website using commercial packages	
ICAT4185A	Create a website testing procedure	
ICAU4207A	Apply web authoring tool to convert client data for websites	

Unit of Competency Record Sheets

BSBCMN106A *Follow workplace safety procedures*

Element of Competency	Competent (Assessor Signature)
1 Follow workplace safety procedures	
2 Contribute to occupational health and safety in the workplace	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

BSBCMN106A Follow workplace safety procedures

Signature _____ Date _____

ICAU1128A Operate a personal computer

Element of Competency	Competent (Assessor Signature)
1 Start the computer	
2 Access basic system information	
3 Navigate and manipulate desktop environment	
4 Organise basic directory/folder structure and files	
5 Organise files for user and/or organisation requirements	
6 Print information	
7 Shut down computer	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAU1128A Operate a personal computer

Signature _____ Date _____

ICAU2005A Operate computer hardware

Element of Competency	Competent (Assessor Signature)
1 Identify computer hardware components	
2 Understand the inter-relationship between computer hardware and software	
3 Use computer input equipment	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAU2005A Operate computer hardware

Signature _____ Date _____

ICAU2006A Operate computing packages

Element of Competency	Competent (Assessor Signature)
1 Use appropriate software	
2 Access, retrieve and manipulate data	
3 Access and use help functions within each application	
4 Use keyboard and equipment	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAU2006A Operate computing packages

Signature _____ Date _____

ICAU2013A Integrate commercial computing packages

Element of Competency	Competent (Assessor Signature)
1 Determine work requirements	
2 Produce required data/documents to new format	
3 Save and retrieve data with the aid of help functions	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAU2013A Integrate commercial computing packages

Signature _____ Date _____

ICAU2231A Use computer operating system

Element of Competency	Competent (Assessor Signature)
1 Configure operating system	
2 Use operating system	
3 Optimise operating system	
4 Support input and output devices	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAU2231A Use computer operating system

Signature _____ Date _____

ICAW2001A Work effectively in an IT environment

Element of Competency	Competent (Assessor Signature)
1 Identify IT in an organisation and related relevant policies and procedures	
2 Identify IT equipment, software and operating systems used by the organisation	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAW2001A Work effectively in an IT environment

Signature _____ Date _____

ICAD3218A Create user documentation

Element of Competency	Competent (Assessor Signature)
1 Determine documentation standards and requirements	
2 Produce user documentation	
3 Review and obtain sign-off	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAD3218A Create user documentation

Signature _____ Date _____

ICAS3031A *Provide advice to clients*

Element of Competency	Competent (Assessor Signature)
1 Analyse client support issues	
2 Provide advice on software, hardware or network	
3 Obtain client feedback	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAS3031A *Provide advice to clients*

Signature _____ Date _____

ICAS3234A Care for computer hardware

Element of Competency	Competent (Assessor Signature)
1 Establish safe work practices	
2 Establish location requirements for hardware and peripherals	
3 Establish maintenance practices	
4 Determine appropriate hardware quality standards	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAS3234A Care for computer hardware

Signature _____ Date _____

ICAU3004A Apply occupational health and safety procedures

Element of Competency	Competent (Assessor Signature)
1 Determine OH&S issues relating to immediate work environment	
2 Document and disseminate OH&S requirements	
3 Provide basic ergonomic advice	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAU3004A Apply occupational health and safety procedures

Signature _____ Date _____

ICAB4169A Use development software and IT tools to build a basic website

Element of Competency	Competent (Assessor Signature)
1 Select and analyse website structure and development tools	
2 Begin site construction	
3 Complete and validate website construction and content	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAB4169A Use development software and IT tools to build a basic website

Signature _____ Date _____

ICAI3021A Connect internal hardware components

Element of Competency	Competent (Assessor Signature)
1 Determine new components required	
2 Obtain components	
3 Install components	
4 Provide instruction on use of modified system	
5 Evaluate modified system	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAI3021A Connect internal hardware components

Signature _____ Date _____

ICAS3024A Provide basic system administration

Element of Competency	Competent (Assessor Signature)
1 Record security access	
2 Record software licences	
3 Carry out system back-up	
4 Restore system back-up	
5 Apply security access controls	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAS3024A Provide basic system administration

Signature _____ Date _____

ICAS3032A Provide network systems administration

Element of Competency	Competent (Assessor Signature)
1 Provide client access and security	
2 Input into and disseminate disaster recovery plan	
3 Monitor network performance	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAS3032A Provide network systems administration

Signature _____ Date _____

ICAS3034A Determine and action network problems

Element of Competency	Competent (Assessor Signature)
1 Determine client requirements and ascertain if problem exists	
2 Determine whether problem is covered by policy	
3. Carry out maintenance support on identified problem	
4 Prepare maintenance report and verify solution	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAS3034A Determine and action network problems

Signature _____ Date _____

ICAS3115A *Maintain equipment and software in working order*

Element of Competency	Competent (Assessor Signature)
1 Determine and undertake required equipment maintenance	
2 Diagnose and repair faults	
3 Update documentation and make recommendations for future maintenance	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAS3115A *Maintain equipment and software in working order*

Signature _____ Date _____

ICAS3121A Administer network peripherals

Element of Competency	Competent (Assessor Signature)
1 Install peripherals to a network	
2 Configure peripheral services to manage peripherals	
3 Administer and support peripheral services	
4 Maintain peripherals and fix common problems	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAS3121A Administer network peripherals

Signature _____ Date _____

ICAU3019A Migrate to new technology

Element of Competency	Competent (Assessor Signature)
1 Apply existing knowledge and techniques to technology and transfer	
2 Apply functions of technology to assist in solving organisational problems	
3 Evaluate new or upgraded technology performance	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAU3019A Migrate to new technology

Signature _____ Date _____

ICAU3126A Use advanced features of computer applications

Element of Competency	Competent (Assessor Signature)
1 Manipulate data	
2 Access and use support resources	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAU3126A Use advanced features of computer applications

Signature _____ Date _____

ICPMM321A Capture a digital image

Element of Competency	Competent (Assessor Signature)
1 Assess digital camera qualities	
2 Set up for image capture	
3 Preview image	
4 Photograph and upload a digital image	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICPMM321A Capture a digital image

Signature _____ Date _____

ICAB4135A Create a simple mark-up language document to specification

Element of Competency	Competent (Assessor Signature)
1 Analyse specification	
2 Create document structure to specification	
3 Format document to specification	
4 Create tables, hyperlinks and graphics	
5 Validate documents	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAB4135A Create a simple mark-up language document to specification

Signature _____ Date _____

ICAB4225A Automate processes

Element of Competency	Competent (Assessor Signature)
1 Develop algorithms to represent solution to a given problem	
2 Describe structures of algorithms	
3 Design and write script	
4 Verify and review script	
5 Document script	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAB4225A Automate processes

Signature _____ Date _____

ICAD4190A Maintain information standards

Element of Competency	Competent (Assessor Signature)
1 Ensure that organisational website content is approved for display and made accessible on the website	
2 Ensure access to information and payment options	
3 Ensure disclosure of policies and services	
4 Communicate product/service conditions and notifications	
5 Ensure customer service support	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAD4190A Maintain information standards

Signature _____ Date _____

ICAD4217A Create technical documentation

Element of Competency	Competent (Assessor Signature)
1 Identify and analyse documentation needs	
2 Design documentation	
3 Develop documentation	
4 Evaluate and edit documentation	
5 Prepare documentation for publication	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAD4217A Create technical documentation

Signature _____ Date _____

ICAS4108A Complete database back-up and recovery

Element of Competency	Competent (Assessor Signature)
1 Review database architecture	
2 Determine back-up methods appropriate to database requirements	
3 Establish recovery points and disaster recovery procedures	
4 Create and deploy standby database	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAS4108A Complete database back-up and recovery

Signature _____ Date _____

ICAS4127A Support system software

Element of Competency	Competent (Assessor Signature)
1 Maintain system software	
2 Set up and manage the system files	
3 Monitor and manage system usage and security	
4 Carry out system back-up	
5 Restore system back-up	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

ICAS4127A Support system software

Signature _____ Date _____

ICAS4134A Provide first-level remote help desk support

Element of Competency	Competent (Assessor Signature)
1 Determine the user support issue	
2 Identify the hardware or software being used by the customer/client	
3 Confirm resolution of user support issue	
4 Maintain communication link	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAS4134A Provide first-level remote help desk support

Signature _____ Date _____

ICAS4191A Maintain website performance

Element of Competency	Competent (Assessor Signature)
1 Benchmark website performance	
2 Track website performance	
3 Tune performance	
4 Initiate and monitor performance improvement	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAS4191A Maintain website performance

Signature _____ Date _____

ICAU4207A Apply web authoring tool to convert client data for websites

Element of Competency	Competent (Assessor Signature)
1 Create files	
2 Create formatting templates	
3 Define library items	
4 Develop templates	
5 Identify authoring requirements	
6 Create simple forms	
7 Create simple navigation	

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
 (name of assessor) (Registered Training Organisation)

certify that

 (name of student)

has demonstrated competence in the unit of competency

ICAU4207A Apply web authoring tool to convert client data for websites

Signature _____ Date _____

Appendix – Unit of Competency Record Sheet Template

This template is provided so that other units of competency for which a student has been assessed as competent may be added to the student's competency record.

This may occur in the following circumstances:

- a Board Endorsed Course containing units of competency which are additional to those included in the industry curriculum framework has been approved by the Board
- a student has demonstrated competency for a unit of competency from the Training Package which is not included in the industry curriculum framework and does not contribute to the student's HSC course but which may contribute to AQF outcomes in this industry area
- a student has demonstrated competency in a unit of competency from another Training Package which does not contribute to the student's HSC course but which — under the rules for determining qualifications set out in this Training Package — may contribute to AQF outcomes in this industry area.

Under these circumstances, a record sheet for the unit may be completed provided that:

- the unit is within the RTO's scope of registration and
- the unit has been assessed according to Training Package requirements.

Unit Code:

Unit Title:

Element of Competency	Competent (Assessor Signature)

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _____, of _____
(name of assessor) (Registered Training Organisation)

certify that

(name of student)

has demonstrated competence in the unit of competency

(unit code) (unit title)

Signature _____ Date _____