Information Technology Curriculum Framework
Stage 6

Information Technology
Competency Record

2006
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 AQA 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:_______________________ |

---

| RTO: ________________________________ | Address: ____________________________________________________________ |
| Town/Suburb: ____________________________ | Postcode: ____________ |
| Telephone: __________________________ | Fax: __________________________ |
| Assessor: __________________________ | Signature:_______________________ |

---

| RTO: ________________________________ | Address: ____________________________________________________________ |
| Town/Suburb: ____________________________ | Postcode: ____________ |
| Telephone: __________________________ | Fax: __________________________ |
| Assessor: __________________________ | Signature:_______________________ |
Complete a form for each work placement host employer.

<table>
<thead>
<tr>
<th>WORK PLACEMENT HOST EMPLOYER DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Organisation: ________________________________</td>
</tr>
<tr>
<td>Supervisor: __________________________________________</td>
</tr>
<tr>
<td>Address: ___________________________________________</td>
</tr>
<tr>
<td>Town/Suburb: ___________________________  Postcode: ____________</td>
</tr>
<tr>
<td>Telephone: __________________________  Fax: __________________________</td>
</tr>
<tr>
<td>Dates of attendance for work placement: __________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WORK PLACEMENT HOST EMPLOYER DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Organisation: ________________________________</td>
</tr>
<tr>
<td>Supervisor: __________________________________________</td>
</tr>
<tr>
<td>Address: ___________________________________________</td>
</tr>
<tr>
<td>Town/Suburb: ___________________________  Postcode: ____________</td>
</tr>
<tr>
<td>Telephone: __________________________  Fax: __________________________</td>
</tr>
<tr>
<td>Dates of attendance for work placement: __________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WORK PLACEMENT HOST EMPLOYER DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Organisation: ________________________________</td>
</tr>
<tr>
<td>Supervisor: __________________________________________</td>
</tr>
<tr>
<td>Address: ___________________________________________</td>
</tr>
<tr>
<td>Town/Suburb: ___________________________  Postcode: ____________</td>
</tr>
<tr>
<td>Telephone: __________________________  Fax: __________________________</td>
</tr>
<tr>
<td>Dates of attendance for work placement: __________________________</td>
</tr>
</tbody>
</table>
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

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

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit of Competency</th>
<th>Assessor Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBCMN106A</td>
<td>Follow workplace safety procedures</td>
<td></td>
</tr>
<tr>
<td>ICAU1128A</td>
<td>Operate a personal computer</td>
<td></td>
</tr>
<tr>
<td>ICAD2012A</td>
<td>Design organisational documents using computing packages</td>
<td></td>
</tr>
<tr>
<td>ICAU2005A</td>
<td>Operate computer hardware</td>
<td></td>
</tr>
<tr>
<td>ICAU2006A</td>
<td>Operate computing packages</td>
<td></td>
</tr>
<tr>
<td>ICAU2013A</td>
<td>Integrate commercial computing packages</td>
<td></td>
</tr>
<tr>
<td>ICAU2231A</td>
<td>Use computer operating system</td>
<td></td>
</tr>
<tr>
<td>ICAW2001A</td>
<td>Work effectively in an IT environment</td>
<td></td>
</tr>
<tr>
<td>ICAW2002A</td>
<td>Communicate in the workplace</td>
<td></td>
</tr>
<tr>
<td>ICAD3218A</td>
<td>Create user documentation</td>
<td></td>
</tr>
<tr>
<td>ICAI3020A</td>
<td>Install and optimise operating system software</td>
<td></td>
</tr>
<tr>
<td>ICAS3031A</td>
<td>Provide advice to clients</td>
<td></td>
</tr>
<tr>
<td>ICAS3234A</td>
<td>Care for computer hardware</td>
<td></td>
</tr>
<tr>
<td>ICAT3025A</td>
<td>Run standard diagnostic tests</td>
<td></td>
</tr>
<tr>
<td>ICAU3004A</td>
<td>Apply occupational health and safety procedures</td>
<td></td>
</tr>
<tr>
<td>ICAB4169A</td>
<td>Use development software and IT tools to build a basic website</td>
<td></td>
</tr>
<tr>
<td>Unit Code</td>
<td>Unit of Competency</td>
<td>Assessor Signature</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------------------------------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>ICAB3018A</td>
<td>Develop macros and templates for clients using standard products</td>
<td></td>
</tr>
<tr>
<td>ICAI3021A</td>
<td>Connect internal hardware components</td>
<td></td>
</tr>
<tr>
<td>ICAI3101A</td>
<td>Install and manage network protocols</td>
<td></td>
</tr>
<tr>
<td>ICAI3110A</td>
<td>Implement system software changes</td>
<td></td>
</tr>
<tr>
<td>ICAS3024A</td>
<td>Provide basic system administration</td>
<td></td>
</tr>
<tr>
<td>ICAS3032A</td>
<td>Provide network systems administration</td>
<td></td>
</tr>
<tr>
<td>ICAS3034A</td>
<td>Determine and action network problems</td>
<td></td>
</tr>
<tr>
<td>ICAS3115A</td>
<td>Maintain equipment and software in working order</td>
<td></td>
</tr>
<tr>
<td>ICAS3120A</td>
<td>Configure and administer a network operating system</td>
<td></td>
</tr>
<tr>
<td>ICAS3121A</td>
<td>Administer network peripherals</td>
<td></td>
</tr>
<tr>
<td>ICAU3019A</td>
<td>Migrate to new technology</td>
<td></td>
</tr>
<tr>
<td>ICAU3028A</td>
<td>Customise packaged software applications for clients</td>
<td></td>
</tr>
<tr>
<td>ICAU3126A</td>
<td>Use advanced features of computer applications</td>
<td></td>
</tr>
<tr>
<td>ICPMM321A</td>
<td>Capture a digital image</td>
<td></td>
</tr>
<tr>
<td>ICTCC330A</td>
<td>Manage customer relationships</td>
<td></td>
</tr>
<tr>
<td>ICAB4135A</td>
<td>Create a simple mark-up language document to specification</td>
<td></td>
</tr>
<tr>
<td>ICAB4225A</td>
<td>Automate processes</td>
<td></td>
</tr>
<tr>
<td>ICAD4190A</td>
<td>Maintain information standards</td>
<td></td>
</tr>
<tr>
<td>ICAD4217A</td>
<td>Create technical documentation</td>
<td></td>
</tr>
<tr>
<td>ICAI4029A</td>
<td>Install network hardware to a network</td>
<td></td>
</tr>
<tr>
<td>ICAI4030A</td>
<td>Install software to networked computers</td>
<td></td>
</tr>
<tr>
<td>ICAI4097A</td>
<td>Install and configure a network</td>
<td></td>
</tr>
<tr>
<td>ICAS4108A</td>
<td>Complete database back-up and recovery</td>
<td></td>
</tr>
<tr>
<td>ICAS4127A</td>
<td>Support system software</td>
<td></td>
</tr>
<tr>
<td>ICAS4134A</td>
<td>Provide first-level remote help desk support</td>
<td></td>
</tr>
<tr>
<td>Unit Code</td>
<td>Unit of Competency</td>
<td>Assessor Signature</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>ICAS4191A</td>
<td>Maintain website performance</td>
<td></td>
</tr>
<tr>
<td>ICAS4201A</td>
<td>Transfer content to a website using commercial packages</td>
<td></td>
</tr>
<tr>
<td>ICAT4185A</td>
<td>Create a website testing procedure</td>
<td></td>
</tr>
<tr>
<td>ICAU4207A</td>
<td>Apply web authoring tool to convert client data for websites</td>
<td></td>
</tr>
</tbody>
</table>
Unit of Competency Record Sheets

**BSBCMN106A  Follow workplace safety procedures**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Follow workplace safety procedures</td>
<td></td>
</tr>
<tr>
<td>2  Contribute to occupational health and safety in the workplace</td>
<td></td>
</tr>
</tbody>
</table>

**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**

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

**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 ______________________
ICAD2012A  
*Design organisational documents using computing packages*

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Design documents to meet organisational needs</td>
<td></td>
</tr>
<tr>
<td>2  Access, retrieve, manipulate and save data</td>
<td></td>
</tr>
</tbody>
</table>

**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

*ICAD2012A  Design organisational documents using computing packages*

Signature ______________________ Date ______________________
### ICAU2005A Operate computer hardware

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify computer hardware components</td>
</tr>
<tr>
<td>2</td>
<td>Understand the inter-relationship between computer hardware and software</td>
</tr>
<tr>
<td>3</td>
<td>Use computer input equipment</td>
</tr>
</tbody>
</table>

#### 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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Use appropriate software</td>
<td></td>
</tr>
<tr>
<td>2 Access, retrieve and manipulate data</td>
<td></td>
</tr>
<tr>
<td>3 Access and use help functions within each application</td>
<td></td>
</tr>
<tr>
<td>4 Use keyboard and equipment</td>
<td></td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine work requirements</td>
<td></td>
</tr>
<tr>
<td>2 Produce required data/documents to new format</td>
<td></td>
</tr>
<tr>
<td>3 Save and retrieve data with the aid of help functions</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Configure operating system</td>
<td></td>
</tr>
<tr>
<td>2 Use operating system</td>
<td></td>
</tr>
<tr>
<td>3 Optimise operating system</td>
<td></td>
</tr>
<tr>
<td>4 Support input and output devices</td>
<td></td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify IT in an organisation and related relevant policies and procedures</td>
<td></td>
</tr>
<tr>
<td>2 Identify IT equipment, software and operating systems used by the organisation</td>
<td></td>
</tr>
</tbody>
</table>

**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 ______________________
### ICAW2002A Communicate in the workplace

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Establish contact with clients</td>
<td></td>
</tr>
<tr>
<td>2 Process information</td>
<td></td>
</tr>
</tbody>
</table>

**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

*ICAW2002A Communicate in the workplace*

Signature ___________________________ Date ___________________________
## ICAD3218A  Create user documentation

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Determine documentation standards and requirements</td>
<td></td>
</tr>
<tr>
<td>2  Produce user documentation</td>
<td></td>
</tr>
<tr>
<td>3  Review and obtain sign-off</td>
<td></td>
</tr>
</tbody>
</table>

### VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

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

[Signature] \[Date\]

I certify that

__________________________
(name of student)

has demonstrated competence in the unit of competency

**ICAD3218A  Create user documentation**

[Signature] \[Date\]
**ICAI3020A  Install and optimise operating system software**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Determine function of operating systems</td>
<td></td>
</tr>
<tr>
<td>2  Obtain operating system</td>
<td></td>
</tr>
<tr>
<td>3  Install, configure and optimise operating system</td>
<td></td>
</tr>
<tr>
<td>4  Provide instruction to meet new software requirements</td>
<td></td>
</tr>
</tbody>
</table>

**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

**ICAI3020A  Install and optimise operating system software**

Signature __________________ Date __________________
ICAS3031A  Provide advice to clients

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Analyse client support issues</td>
<td></td>
</tr>
<tr>
<td>2  Provide advice on software, hardware or network</td>
<td></td>
</tr>
<tr>
<td>3  Obtain client feedback</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Establish safe work practices</td>
<td></td>
</tr>
<tr>
<td>2 Establish location requirements for hardware and peripherals</td>
<td></td>
</tr>
<tr>
<td>3 Establish maintenance practices</td>
<td></td>
</tr>
<tr>
<td>4 Determine appropriate hardware quality standards</td>
<td></td>
</tr>
</tbody>
</table>

### 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 ___________________
ICAT3025A  Run standard diagnostic tests

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Operate systems diagnostics</td>
<td></td>
</tr>
<tr>
<td>2  Scan system for viruses</td>
<td></td>
</tr>
</tbody>
</table>

**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

*ICAT3025A  Run standard diagnostic tests*

Signature ______________________ Date ______________________
### ICAU3004A Apply occupational health and safety procedures

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine OH&amp;S issues relating to immediate work environment</td>
<td></td>
</tr>
<tr>
<td>2 Document and disseminate OH&amp;S requirements</td>
<td></td>
</tr>
<tr>
<td>3 Provide basic ergonomic advice</td>
<td></td>
</tr>
</tbody>
</table>

---

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, _________________________, of __________________________
(name of assessor) (Registered Training Organisation)

I 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**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Select and analyse website structure and development tools</td>
<td></td>
</tr>
<tr>
<td>2 Begin site construction</td>
<td></td>
</tr>
<tr>
<td>3 Complete and validate website construction and content</td>
<td></td>
</tr>
</tbody>
</table>

**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 __________________

30
ICAB3018A  Develop macros and templates for clients using standard products

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Determine macro or template requirement</td>
<td></td>
</tr>
<tr>
<td>2  Develop macro or template for client</td>
<td></td>
</tr>
<tr>
<td>3  Provide client support for macro or template</td>
<td></td>
</tr>
</tbody>
</table>

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

ICAB3018A  Develop macros and templates for clients using standard products

Signature ________________________  Date ________________________
### ICAI3021A Connect internal hardware components

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine new components required</td>
<td></td>
</tr>
<tr>
<td>2 Obtain components</td>
<td></td>
</tr>
<tr>
<td>3 Install components</td>
<td></td>
</tr>
<tr>
<td>4 Provide instruction on use of modified system</td>
<td></td>
</tr>
<tr>
<td>5 Evaluate modified system</td>
<td></td>
</tr>
</tbody>
</table>

**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 ______________________
<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Install and manage network protocols</td>
<td></td>
</tr>
<tr>
<td>2 Identify network protocol applications</td>
<td></td>
</tr>
</tbody>
</table>

**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

*ICAI3101A  Install and manage network protocols*

Signature ______________________  Date ______________________
<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine system changes required</td>
<td></td>
</tr>
<tr>
<td>2 Carry out system changes</td>
<td></td>
</tr>
<tr>
<td>3 Present changes to client</td>
<td></td>
</tr>
<tr>
<td>4 Perform handover to client’s operational</td>
<td></td>
</tr>
</tbody>
</table>

**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

ICAI3110A Implement system software changes

Signature ______________________ Date ______________________
**ICAS3024A  Provide basic system administration**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Record security access</td>
<td></td>
</tr>
<tr>
<td>2  Record software licences</td>
<td></td>
</tr>
<tr>
<td>3  Carry out system back-up</td>
<td></td>
</tr>
<tr>
<td>4  Restore system back-up</td>
<td></td>
</tr>
<tr>
<td>5  Apply security access controls</td>
<td></td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Provide client access and security</td>
<td></td>
</tr>
<tr>
<td>2  Input into and disseminate disaster recovery plan</td>
<td></td>
</tr>
<tr>
<td>3  Monitor network performance</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Determine client requirements and ascertain if problem exists</td>
<td></td>
</tr>
<tr>
<td>2  Determine whether problem is covered by policy</td>
<td></td>
</tr>
<tr>
<td>3  Carry out maintenance support on identified problem</td>
<td></td>
</tr>
<tr>
<td>4  Prepare maintenance report and verify solution</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine and undertake required equipment maintenance</td>
<td></td>
</tr>
<tr>
<td>2 Diagnose and repair faults</td>
<td></td>
</tr>
<tr>
<td>3 Update documentation and make recommendations for future maintenance</td>
<td></td>
</tr>
</tbody>
</table>

**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 ______________________
### ICAS3120A Configure and administer a network operating system

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Review network policies</td>
<td></td>
</tr>
<tr>
<td>2 Create an interface with existing system</td>
<td></td>
</tr>
<tr>
<td>3 Set up and manage the network file system</td>
<td></td>
</tr>
</tbody>
</table>

**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

**ICAS3120A Configure and administer a network operating system**

Signature ____________________ Date ____________________
ICAS3121A  Administer network peripherals

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Install peripherals to a network</td>
<td></td>
</tr>
<tr>
<td>2  Configure peripheral services to manage peripherals</td>
<td></td>
</tr>
<tr>
<td>3  Administer and support peripheral services</td>
<td></td>
</tr>
<tr>
<td>4  Maintain peripherals and fix common problems</td>
<td></td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Apply existing knowledge and techniques to technology and transfer</td>
<td></td>
</tr>
<tr>
<td>2 Apply functions of technology to assist in solving organisational problems</td>
<td></td>
</tr>
<tr>
<td>3 Evaluate new or upgraded technology performance</td>
<td></td>
</tr>
</tbody>
</table>

**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 ________________________
### ICAU3028A Customise packaged software applications for clients

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Analyse customisation requirements</td>
<td></td>
</tr>
<tr>
<td>2 Develop customisation</td>
<td></td>
</tr>
<tr>
<td>3 Provide support for customised application</td>
<td></td>
</tr>
</tbody>
</table>

**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

**ICAU3028A Customise packaged software applications for clients**

Signature __________________________ Date __________________________
ICAU3126A   Use advanced features of computer applications

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Manipulate data</td>
<td></td>
</tr>
<tr>
<td>2 Access and use support</td>
<td></td>
</tr>
<tr>
<td>resources</td>
<td></td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Assess digital camera qualities</td>
<td></td>
</tr>
<tr>
<td>2 Set up for image capture</td>
<td></td>
</tr>
<tr>
<td>3 Preview image</td>
<td></td>
</tr>
<tr>
<td>4 Photograph and upload a digital image</td>
<td></td>
</tr>
</tbody>
</table>

**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 ________________
### ICTCC330A  Manage customer relationships

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Contribute to the meeting of customer needs</td>
<td></td>
</tr>
<tr>
<td>2 Obtain feedback from customers</td>
<td></td>
</tr>
<tr>
<td>3 Use customer feedback to enhance customer relationships</td>
<td></td>
</tr>
</tbody>
</table>

**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

**ICTCC330A  Manage customer relationships**

Signature __________________ Date __________________
Information Technology Curriculum Framework – Competency Record

**ICAB4135A Create a simple mark-up language document to specification**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Analyse specification</td>
<td></td>
</tr>
<tr>
<td>2 Create document structure to specification</td>
<td></td>
</tr>
<tr>
<td>3 Format document to specification</td>
<td></td>
</tr>
<tr>
<td>4 Create tables, hyperlinks and graphics</td>
<td></td>
</tr>
<tr>
<td>5 Validate documents</td>
<td></td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Develop algorithms to represent solution to a given problem</td>
<td></td>
</tr>
<tr>
<td>2 Describe structures of algorithms</td>
<td></td>
</tr>
<tr>
<td>3 Design and write script</td>
<td></td>
</tr>
<tr>
<td>4 Verify and review script</td>
<td></td>
</tr>
<tr>
<td>5 Document script</td>
<td></td>
</tr>
</tbody>
</table>

#### 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

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

**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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify and analyse documentation needs</td>
<td></td>
</tr>
<tr>
<td>2 Design documentation</td>
<td></td>
</tr>
<tr>
<td>3 Develop documentation</td>
<td></td>
</tr>
<tr>
<td>4 Evaluate and edit documentation</td>
<td></td>
</tr>
<tr>
<td>5 Prepare documentation for publication</td>
<td></td>
</tr>
</tbody>
</table>

**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 ______________________
### ICAI4029A  Install network hardware to a network

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine hardware requirements</td>
<td></td>
</tr>
<tr>
<td>2 Obtain hardware</td>
<td></td>
</tr>
<tr>
<td>3 Install network hardware</td>
<td></td>
</tr>
<tr>
<td>4 Provide support for installed products</td>
<td></td>
</tr>
<tr>
<td>5 Determine and provide instruction and support</td>
<td></td>
</tr>
</tbody>
</table>

**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

*ICAI4029A  Install network hardware to a network*

Signature ______________________ Date ______________________
**ICAI4030A Install software to networked computers**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine software requirements</td>
<td></td>
</tr>
<tr>
<td>2 Obtain software</td>
<td></td>
</tr>
<tr>
<td>3 Install software</td>
<td></td>
</tr>
<tr>
<td>4 Determine and provide instruction and support</td>
<td></td>
</tr>
</tbody>
</table>

**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

**ICAI4030A Install software to networked computers**

Signature ______________________ Date ______________________
**ICAI4097A Install and configure a network**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Confirm client requirements and network equipment required</td>
<td></td>
</tr>
<tr>
<td>2 Install hardware</td>
<td></td>
</tr>
<tr>
<td>3 Install software</td>
<td></td>
</tr>
<tr>
<td>4 Configure and test modified network</td>
<td></td>
</tr>
<tr>
<td>5 Document and sign off</td>
<td></td>
</tr>
</tbody>
</table>

**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

**ICAI4097A Install and configure a network**

Signature ______________________ Date ______________________
ICAS4108A  Complete database back-up and recovery

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Review database architecture</td>
<td></td>
</tr>
<tr>
<td>2 Determine back-up methods appropriate to database requirements</td>
<td></td>
</tr>
<tr>
<td>3 Establish recovery points and disaster recovery procedures</td>
<td></td>
</tr>
<tr>
<td>4 Create and deploy standby database</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Maintain system software</td>
<td></td>
</tr>
<tr>
<td>2  Set up and manage the system files</td>
<td></td>
</tr>
<tr>
<td>3  Monitor and manage system usage and security</td>
<td></td>
</tr>
<tr>
<td>4  Carry out system back-up</td>
<td></td>
</tr>
<tr>
<td>5  Restore system back-up</td>
<td></td>
</tr>
</tbody>
</table>

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**

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

**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

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Benchmark website performance</td>
<td></td>
</tr>
<tr>
<td>2 Track website performance</td>
<td></td>
</tr>
<tr>
<td>3 Tune performance</td>
<td></td>
</tr>
<tr>
<td>4 Initiate and monitor performance improvement</td>
<td></td>
</tr>
</tbody>
</table>

**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 ______________________
ICAS4201A  
**Transfer content to a website using commercial packages**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Configure the file transfer protocol client</td>
<td></td>
</tr>
<tr>
<td>2  Plan and prepare for data transfer</td>
<td></td>
</tr>
<tr>
<td>3  Establish connection to server</td>
<td></td>
</tr>
<tr>
<td>4  Transfer data to remote server</td>
<td></td>
</tr>
</tbody>
</table>

**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

ICAS4201A  **Transfer content to a website using commercial packages**

Signature ______________________ Date ______________________
ICAT4185A  Create a website testing procedure

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Document and define performance criteria</td>
<td></td>
</tr>
<tr>
<td>2 Validate performance measures</td>
<td></td>
</tr>
<tr>
<td>3 Obtain sign-off</td>
<td></td>
</tr>
</tbody>
</table>

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

ICAT4185A  Create a website testing procedure

Signature __________________  Date __________________
### Element of Competency | Competency (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:**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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 ______________________