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| <b>Title</b> | <b>Troubleshoot, fix and escalate simple or routine hardware, software and connectivity problems</b> |                |          |
| <b>Level</b> | <b>2</b>   | <b>Credits</b> | <b>2</b> |

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| <b>Purpose</b> | <p>People credited with this unit standard are able to troubleshoot, fix and escalate simple or routine hardware, software and connectivity problems.</p> <p>This unit standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Computing (User Fundamentals) (Level 2) [Ref: 2591] and the New Zealand Certificate in Computing (Foundation User) (Level 2) [Ref: 4132].</p> |
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| <b>Classification</b> | Computing > Computer Support |
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| <b>Available grade</b> | Achieved |
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### Guidance Information

- Assessment, where applicable, will be conducted in and for the context of real or realistic situations and/or settings, and be relevant to current and/or emerging practice. Demonstration of knowledge can be oral, written, practical, or a combination, as appropriate to the assessment situation. Learners may demonstrate that they know how to connect components if workplace policy precludes a practical demonstration.
- Definitions**

*Digital devices* refers to an electronic computing device that can receive, store, process or send digital information, such as computers (desktop or laptop), tablets, smartphones or other emerging digital technologies.

*Digital tools* may be both hardware (digital devices) and software (applications and programs).

*Troubleshooting techniques and processes* refers to methods, checklists, tools, analysis of symptoms, product/system documentation, and hints to find and correct computing and connectivity problems.
- Legislation relevant to this unit standard may include but is not limited to the:
  - Copyright Act 1994
  - Copyright (New Technologies) Amendment Act 2008
  - Harmful Digital Communications Act 2015
  - Health and Safety at Work Act 2015
  - Privacy Act 2020
  - Unsolicited Electronic Messages Act 2007
  - and any subsequent amendments.

Current legislation and regulations can be accessed at <http://legislation.govt.nz>.

#### 4 Reference

*ACC5637 Guidelines for Using Computers - Preventing and managing discomfort, pain and injury*. Accident Compensation Corporation - Department of Labour, 2010, available from Worksafe New Zealand, at <https://www.worksafe.govt.nz/topic-and-industry/work-related-health/ergonomics/safely-using-computers-at-work/>.

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## Outcomes and performance criteria

### Outcome 1

Troubleshoot, fix and escalate simple or routine hardware, software and connectivity problems.

**Range** simple or routine hardware, software and connectivity problems may include but are not limited to – faulty components; loose or disconnected plugs; simple hardware faults and related error messages; no internet access; consumables needing replenishing; use of system protection and/or maintenance utility software; problems when setting up and configuring systems such as cameras, data projectors, scanners, storage; help with software usage issues; resolving issues with local and remote sharing.

### Performance criteria

1.1 Troubleshooting techniques and processes are described for hardware, software and connectivity problems with digital tools.

**Range** evidence of four.

1.2 Troubleshooting techniques and processes are used to identify, diagnose, fix, report or escalate simple hardware, software or connectivity problems with digital tools.

**Range** at least five problems are fixed;  
at least one problem is reported or escalated after simple solution attempts have failed.

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| <b>Replacement information</b> | This unit standard and unit standard 29782 replaced unit standards 2780, 2783, 2790, 6743 and 18753. |
| <b>Planned review date</b>     | 31 December 2026   |

**Status information and last date for assessment for superseded versions**

| Process      | Version | Date            | Last Date for Assessment |
|--------------|---------|-----------------|--------------------------|
| Registration | 1       | 19 January 2017 | 31 December 2024         |
| Review       | 2       | 26 May 2022     | N/A                      |

**Consent and Moderation Requirements (CMR) reference**

0099

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact Toi Mai Workforce Development Council [qualifications@toimai.nz](mailto:qualifications@toimai.nz) if you wish to suggest changes to the content of this unit standard.