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| <b>Title</b> | <b>Troubleshoot, fix and escalate simple or routine computing 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 computing 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].</p> |
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| <b>Classification</b> | Computing > Computer Support |
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| <b>Available grade</b> | Achieved |
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### Explanatory notes

- 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* refer 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 1993
  - Unsolicited Electronic Messages Act 2007
  - and any subsequent amendments.
 Current legislation and regulations can be accessed at <http://legislation.govt.nz>.

## 4 References

*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 <http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/guidelines-for-using-computers>.

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**Outcomes and evidence requirements**
**Outcome 1**

Troubleshoot, fix and escalate simple or routine computing and connectivity problems.

Range *simple or routine computing 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.

**Evidence requirements**

1.1 Troubleshooting techniques and processes are described for computing and connectivity problems with digital tools.

Range evidence of four.

1.2 Troubleshooting techniques and processes are successfully used to identify, diagnose, fix, report or escalate simple computing 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. |
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| <b>Planned review date</b> | 31 December 2021 |
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**Status information and last date for assessment for superseded versions**

| Process      | Version | Date            | Last Date for Assessment |
|--------------|---------|-----------------|--------------------------|
| Registration | 1       | 19 January 2017 | N/A                      |

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| <b>Consent and Moderation Requirements (CMR) reference</b> | 0226 |
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Please note**

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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**Comments on this unit standard**

Please contact NZQA National Qualifications Services [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.