Australian Government
Department of Education, Employment and Workplace Relations

ICASAS424A Support different operating systems

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with *ICA11 Information and Communications Technology Training Package version 1.0*

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to repair bootup procedures in a variety of operating systems (OS).

Application of the Unit

This unit applies to frontline technical support personnel in a medium to large organisation responsible for end user support.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Innovation and Business Skills Australia

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	*Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.*

Elements and Performance Criteria

1. Determine organisation's help-desk procedures	1.1 Review organisation's technical support procedures
	1.2 Interrogate help-desk system
	1.3 Liaise with client
2. Identify OS	2.1 Examine *operating system* file and root structure
	2.2 Identify profile information
	2.3 Explore the help structure
	2.4 Observe boot process
3. Differentiate OS	3.1 Compare and contrast *features* of OS
	3.2 Examine kernel file structures
	3.3 Determine currency of operating system
4. Analyse OS boot processes	4.1 Analyse boot procedures
	4.2 Evaluate associated boot files
	4.3 Itemise boot procedures for different operating procedures

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to interpret technical manuals
- learning skills to maintain knowledge of current industry-accepted hardware and software products
- planning and organisational skills to plan the upgrade or installation of OS, taking into account time, environment, and internal and external issues
- problem-solving skills to solve client OS problems
- technical skills to:
    - select, source and use appropriate software and tools based on analysis of technical needs
    - solve OS boot problems.

Required knowledge

- boot processes in use
- files required for operation
- range of OS.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • evaluate a non-functional OS • diagnose cause of system faults • rectify the fault.
Context of and specific resources for assessment	Assessment must ensure access to: • stand-alone or networked PC • appropriate OS installation CD or recovery boot discs • drivers for connected devices • help-desk system • appropriate learning and assessment support when required • modified equipment for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of candidate rectifying a boot process problem • review of candidate's completed call documentation • verbal or written questioning to assess candidate's knowledge of boot procedures of different OS.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Operating system may include:	- Mac: - Mac OS 9 - Mac OS X - current Windows: - Windows 2000 - Windows 7 - Windows Vista - Windows XP - legacy Windows: - DOS - Windows 95 - Windows 98 - Windows ME - Windows NT 4.0 - Unix-like: - BSD and derivations: - FreeBSD - NetBSD - OpenBSD - GNU and Linux - NextStep - Suse Linux - available open source OS.
Features may include:	- configuration - file handling - internet network access - log-on procedures - printing - user interface.

Unit Sector(s)

Systems administration and support