



Australian Government

**Assessment Requirements for ICTSAS443
Support operating system users and
troubleshoot applications**

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- provide support to two different OS users, with different support requirements, on separate occasions
- install and troubleshoot applications on at least two different ICT devices.

In the course of the above, the candidate must:

- install, configure and troubleshoot applications
- manage security issues associated with OS and applications
- provide user support to users of OS
- customise computer applications
- anticipate and respond to a range of security incidents.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational procedures, including:
 - application troubleshooting
 - OS access and analysis
 - OS solution implementation
 - OS issues and problem resolution
- sources of OS patches
- OS and application security incidents
- typical systems and procedures of user support.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- required OS installation storage and recovery software
- devices with application errors
- samples of operating system patches
- stand-alone or networked ICT device.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>