



Australian Government

Department of Education, Employment and Workplace Relations

UEENEED143A Install and configure a client computer operating system and software

Release: 1

UEENEED143A Install and configure a client computer operating system and software

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

1) Scope:

1.1) Descriptor

This unit covers installing and configuring an operating system and software on a personal computer. It encompasses safe working practices, installing and testing the operating system and application software, testing functionality, rectifying operating anomalies, following written and oral instruction and procedures and applying appropriate customer relations.

Note:

This unit applies to all aspects of Electrotechnology – engineering applications only. For general competencies related to Information Technologies refer to the latest endorsed IT Training Package.

Application of the Unit

Application of the Unit 2)

This unit is intended for competency development entry-level employment-based programs incorporated in approved contracts of training.

Licensing/Regulatory Information

License to practice 3)

The skills and knowledge described in this unit do not require a license to practice in the workplace. However, practice in this unit is subject to regulations directly related to occupational health and safety and where

License to practice

3)

applicable contracts of training such as apprenticeships.

Pre-Requisites

Prerequisite Unit(s)

4)

Competencies

4.1)

Granting competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed.

UEENEEE1 01A Apply Occupational Health Safety regulations, codes and practices in the workplace

Literacy and numeracy skills

4.2)

Participants are best equipped to achieve competency in this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 'Literacy and Numeracy'

Reading 4 Writing 4 Numeracy 4

Employability Skills Information

Employability Skills

5)

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

6) Elements describe the essential outcomes of a competency standard unit
 Performance Criteria describe the required performance needed to demonstrate achievement of the element.
 Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare to install and configure a computer operating system and software.	1.1 OHS procedures for a given work area are identified, obtained and understood.
	1.2 Established OHS risk control measures and procedures are followed in preparation for the work.
	1.3 The scope of work to be undertaken is determined from documentation or from discussions with work supervisor.
	1.4 Operating system and application software versions as required for the installation are obtained in accordance with established procedures and checked against job requirements.
2 Upgrade computer and peripheral software.	2.1 OHS risk control measures and procedures for carrying out the work are followed.
	2.2 Operating system and application and network software components are installed in accordance with installation instructions and industry practices.
	2.3 Operating system, software applications and network, including device drivers, are tested in preparation for return to service/customer.
	2.4 Operating system network and software malfunctions are identified using logical techniques drawing on knowledge of operating system configuration requirements.

ELEMENT	PERFORMANCE CRITERIA
3 Complete and report upgrading and maintenance activities.	2.5 Malfunctions are rectified using latest software versions, incremental updates and bug and security patches.
	2.6 Methods for dealing with unexpected situations are decided on the basis of safety and required work outcomes.
	2.7 Installation and configuration is carried out efficiently without waste of materials and energy or damage to apparatus, the surrounding environment or other services.
	3.1 OHS work completion risk control measures and procedures are followed.
	3.2 Work area is cleaned and made safe in accordance with established procedures.
	3.3 Operating system network and software installation is documented and appropriate person(s) notified in accordance with established procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

8) This describes the essential skills and knowledge and their level, required for this unit.

Evidence shall show that knowledge has been acquired of safe working practices and installing and configuring a computer operating system and software.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

KS01-ED143A Client computer operating systems and software

Evidence shall show an understanding of computer operating systems to an extent indicated by the following aspects:

T1 Basic function, components and concepts

T2 Operating systems available

T3 System installation and configuration

Note: Systems installation includes drivers, internet access and simple networking

T4 Operating system components and structure

T5 File structure and management

T6 System tools

Note: Example include control panels , wizards and the like

T7 Operating systems malfunctions and solutions

T8 Troubleshooting techniques

T9 Occupation health and safety fundamentals as they relate to computing device assemble/ disassembly and computer operating systems.

Evidence Guide

EVIDENCE GUIDE

9) This provides essential advice for assessment of the unit and must be read in conjunction with the performance criteria and the range statement of the unit and the Training Package Assessment Guidelines.

The Evidence Guide forms an integral part of this unit. It must be used in conjunction with all parts of this unit and performed in accordance with the Assessment Guidelines of this Training Package.

Overview of Assessment 9.1)

Longitudinal competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment

intervention. It is the industry-preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accordance with industry and regulatory policy.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Sources of evidence need to be 'rich' in nature to minimise error in judgment.

Activities associated with normal everyday work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practised. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included for Assessors in the Assessment Guidelines of this Training Package.

**Critical aspects
of evidence
required to
demonstrate
competency in
this unit** 9.2)

Before the critical aspects of evidence are considered all prerequisites shall be met.

Evidence for competence in this unit shall be considered holistically. Each element and associated performance criteria shall be demonstrated on at least two occasions in accordance with the 'Assessment Guidelines – UEE11'. Evidence shall also comprise:

- A representative body of work performance demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:
 - Implement Occupational Health and Safety workplace procedures and practices, including the use of risk control measures as specified in the performance criteria and range statement
 - Apply sustainable energy principles and practices as specified in the performance criteria and range statement
 - Demonstrate an understanding of the essential knowledge and associated skills as described in this unit. It may be required by some jurisdictions that RTOs provide a percentile graded result for the purpose of regulatory or licensing requirements.
 - Demonstrate an appropriate level of skills enabling employment
 - Conduct work observing the relevant Anti Discrimination legislation, regulations, policies and workplace procedures
- Demonstrated consistent performance across a representative range of contexts from the prescribed items below:
 - Install and configure a computer operating system and software as described in 8) and including:

- | | |
|---|---|
| A | Obtaining appropriate operating and software versions. |
| B | Installing and configuring operating system correctly. |
| C | Installing and configuring software for an application correctly. |
| D | Identifying and rectifying operating systems and application malfunctions. |
| E | Documenting installation activities. |
| F | Dealing with unplanned events by drawing on essential knowledge and skills to provide |

appropriate solutions incorporated in a holistic assessment with the above listed items.

Note:

Successful completion of relevant vendor training may be used to contribute to evidence on which competency is deemed. In these cases the alignment of outcomes of vendor training with performance criteria and critical aspects of evidence shall be clearly identified.

**Context of and
specific
resources for
assessment**

9.3)

This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed in this unit.

These should be used in the formal learning/assessment environment.

Note:

Where simulation is considered a suitable strategy for assessment, conditions for assessment must be authentic and as far as possible reproduce and replicate the workplace and be consistent with the approved industry simulation policy.

The resources used for assessment should reflect current industry practices in relation to installing and configuring a computer operating system and software.

**Method of
assessment**

9.4)

This unit shall be assessed by methods given in Volume 1, Part 3 'Assessment Guidelines'.

Note:

Competent performance with inherent safe working practices is expected in the Industry to which this unit applies. This requires assessment in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the essential knowledge and skills described in this unit.

**Concurrent
assessment and
relationship with
other units** **9.5)**

There are no concurrent assessment recommendations for this unit.

Range Statement

RANGE STATEMENT

10) This relates to the unit as a whole providing the range of contexts and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

This unit shall be demonstrated in relation to installing and configuring operating system, including device drivers, network software and at least one software application for a client computing device.

Generic terms used throughout this Vocational Standard shall be regarded as part of the Range Statement in which competency is demonstrated. The definition of these and other terms that apply are given in Volume 2, Part 2.1.

Unit Sector(s)

Not applicable.

Competency Field

Competency Field **11)**

Computer Systems