



Australian Government

Assessment Requirements for ICTSAS424 Support different operating systems

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 1.0.

Performance Evidence

Evidence of the ability to:

- review technical support procedures with client
- evaluate the functionality of the operating system (OS)
- differentiate the OS features, structure and currency
- analyse the OS boot processes and procedures.

Note: Evidence must be provided on at least TWO operating systems.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- analyse boot processes in use
- identify and analyse files required for operation
- compare and contrast the key features of a range of OS.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the systems administration and support field of work, and include access to special purpose tools, equipment, materials and industry software packages, including:

- stand-alone or networked personal computer
- appropriate OS installation compact disk or recovery boot disks
- drivers for connected devices
- help-desk system.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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