



Australian Government

ICTSAS444 Repair operating systems boot up procedures

Release: 1

ICTSAS444 Repair operating systems boot up procedures

Modification History

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

Application

This unit describes the skills and knowledge required to repair boot up procedures in a variety of operating systems (OS).

It applies to individuals who use technical and specialised knowledge and a systematic approach to troubleshooting and fault finding.

No licensing, legislative, or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to repair OS	1.1 Review organisation's technical support procedures and confirm client requirements 1.2 Access faulty OS according to organisational procedures 1.3 Examine OS file and root structure according to organisational procedures 1.4 Identify profile information and currency of OS 1.5 Identify and confirm help desk structure for assistance if required 1.6 Examine kernel file structures
2. Analyse OS boot up processes and repair	2.1 Observe boot process according to task requirements 2.2 Compare and contrast features of faulty OS boot up with fully functional OS boot up according to organisational procedures

ELEMENT	PERFORMANCE CRITERIA
	2.3 Analyse and evaluate boot up procedures according to organisational procedures 2.4 Evaluate boot files 2.5 Determine boot up procedure problems 2.6 Identify boot up procedure solutions 2.7 Implement boot up procedure solutions according to organisational procedures 2.8 Test implemented solution effectiveness 2.9 Document OS boot up repair according to organisational procedures
3. Finalise OS boot up repair processes	3.1 Confirm all OS boot up repair procedures have been performed 3.2 Review implemented boot up repair and OS support outcomes 3.3 Evaluate and report on support procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	Interprets and analyses complex technical information from a range of sources to determine requirements and complete required actions
Writing	Records information in the required format, using accurate spelling and grammar and terminology and conventions specific to requirements
Oral Communication	Articulates ideas and strategies using effective communication techniques and industry standard technical language intended for audience and environment
Numeracy	Uses mathematical equations to calculate and compare numerical data required for troubleshooting and problem solving
Teamwork	Selects and uses required conventions and protocols when communicating with clients in a range of work contexts
Problem Solving	Applies analytical processes to resolve technical or conceptual problems
Self-management	Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes

Technology	• Uses main features and functions of digital tools to complete work tasks
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Unit Mapping Information

Supersedes and is equivalent to ICTSAS424 Support different operating systems.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTSAS444 Repair operating systems boot up procedures

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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:

- repair the boot up procedures of two different operating systems, on separate occasions.

In the course of the above, the candidate must:

- review technical support procedures with client
- evaluate the functionality of OS
- differentiate OS features, structure and currency
- analyse OS boot processes and procedures
- review and document implemented boot up repair and OS support outcomes.

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:
 - OS file and root structure examination
 - OS boot up comparison procedures
 - boot up procedures
 - solution implementation for boot up procedures
 - OS boot up repair documentation
- boot process analysis of a large variety of OS
- file analysis of those required for operation
- compare the key features of a range of OS.

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:

- stand-alone or networked operating systems
- required OS installation storage and recovery software
- drivers for connected devices
- system for boot up analysis and repair
- help desk support.

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

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