Title	Apply the principles of resolving problems for single-user and multi-user computer operating systems
Level	5	**Credits**	5

Purpose	People credited with this unit standard are able to: describe software diagnostic, protection and recovery tools for single-user and multi-user computer operating systems; and diagnose and resolve problems with these systems.

Classification	Computing > Computer Support

Available grade	Achieved

Guidance Information

1   Definitions
    An industry recommended procedure means a procedure used and recommended by an organisation involved in the computer industry.
    Multi-user means an operating system that allows concurrent access by multiple users of a computer.
    Single-user means an operating system that is only usable by one person at a time.

2   The assessment context for this unit standard must be suitable to meet the criteria for level 5 in the NZQF Level Descriptors, which are available by searching for "level descriptors" at www.nzqa.govt.nz.

3   Legislation relevant to this unit standard may include but is not limited to the:
    Copyright Act 1994
    Copyright (New Technologies) Amendment Act 2008
    Harmful Digital Communications Act 2015
    Health and Safety at Work Act 2015
    Privacy Act 1993
    Unsolicited Electronic Messages Act 2007
    and any subsequent amendments.
    Current legislation and regulations can be accessed at http://legislation.govt.nz.

4   References
    ACC5637 Guidelines for Using Computers - Preventing and managing discomfort, pain and injury. Accident Compensation Corporation - Department of Labour, 2010; available from Worksafe New Zealand, at
    http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/guidelines-for-using-computers.

Outcomes and performance criteria

Outcome 1

Describe software diagnostic, protection and recovery tools for single-user and multi-user computer operating systems.

Performance criteria

1.1 The description outlines the function and operation of software diagnostic, protection and recovery tools.

Range includes but is not limited to – file recovery, defragmentation, connectivity, device management, virus and malware detection and recovery, firewalls, user management tools.

Outcome 2

Diagnose and resolve problems with single-user and multi-user computer operating systems.

Range problems include those involving – configuration, file management, user access; evidence is required for each problem, for one single-user and one multi-user operating system.

Performance criteria

2.1 The problem is diagnosed according to an industry recommended procedure and diagnostic tool.

2.2 The solution (or solutions) to each problem is justified in terms of diagnostic evidence.

2.3 The operating systems are returned to service free of problem symptoms.

2.4 The causes and resolution of each problem are documented according to industry recommended procedure.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	8 July 1996	31 December 2013
Revision	2	28 November 2000	31 December 2013
Review	3	19 March 2010	31 December 2015
Rollover and Revision	4	19 September 2013	31 December 2019
Review	5	19 January 2017	31 December 2024
Review	6	26 May 2022	31 December 2024

Consent and Moderation Requirements (CMR) reference	0113

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.