

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.
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Classification	Computing > Computer Support
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Available grade	Achieved
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Explanatory notes

- 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 evidence requirements

Outcome 1

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

Evidence requirements

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.

Evidence requirements

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.

Planned review date	31 December 2021
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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	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.