

Training Package	Information Technology ICA99	Unit Code
Title:	Operate computing packages	ICAITU006B
Unit Descriptor	This unit defines the competency required to identify, select and correctly operate desktop applications.	HSC Indicative Hours: 40
Field/Stream	Use Information Technology	
Related Competency Standards	The project life cycle and the IT methodology employed will determine which particular units of competency are relevant to this unit, some include the Project Management, Implementation, Support, the Teamwork functional areas and Documentation.	

Key Competencies							
Collect, Analyse, and Organise Information	Communicate Ideas and Information	Plan and Organise Activities	Work with Others and in Teams	Use Mathematical Ideas and Techniques	Solve Problems	Use Technology	Cultural Understandings
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Related learning for the HSC	<ul style="list-style-type: none"> • National Information Technology Module ITF205 – Basic Operations Databases • National Information Technology Module ITF207 – Basic Operations Spreadsheets • National Information Technology Module ITF308 – Retrieving Database Information • National Office Skills Module NOS116 – Keyboarding Techniques and Operations • National Office Skills Module NOS222 – Word Processing Introduction • National Office Skills Module NOS304 – Word Processing Advanced Operations • TAFE NSW Module 3617D – Introduction to the Internet • Computer manuals and tutorials • Materials developed by Registered Training Organisations • Various commercially produced materials including textbooks and computer tutorials
Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. This can include: <ul style="list-style-type: none"> • Systems Design and Development • Information Processes and Technology • Business Service (Administration) Curriculum Framework • Tourism and Hospitality Curriculum Framework 	
Resources that may be used for in training and assessment for this unit	

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Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
1. Use appropriate software	<ol style="list-style-type: none"> 1. Requirements of task are determined 2. Appropriate software is selected to perform task 3. Software is used to produce required outcome 4. Documents are saved and stored in appropriate directory 	<ul style="list-style-type: none"> • General OH&S principles and responsibilities • Basic understanding of using systems • Basic technical terminology in relation to reading files and prompts • Logging procedures relating to accessing a PC • Organisational benchmarks for keyboarding 	<p>Critical aspects of assessment</p> <p>Assessment must confirm the ability to produce several workplace documents utilising a minimum of three different functional desktop applications, within each desktop application a wide range of features are utilised.</p>	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • word processing – cut/copy/paste, fonts, paragraphs, page breaks, bullets, tables, margins, spell/grammar check, print preview, templates • spreadsheet – cells, rows, columns, range, formulae, functions (sum, average, maximum, minimum, count, if), templates, cut/copy/paste, fill, pie/column/bar/line chart

<p>2. Access, retrieve and manipulate data</p>	<ol style="list-style-type: none"> 1. Software application is opened 2. File is determined, opened and is amended according to requirements 3. Documents are accessed or produced to meet organisational requirements 4. File is saved in appropriate directory 5. Applications are exited without loss of data 	<ul style="list-style-type: none"> • Basic analysis in a limited range of routine areas • Low level decision-making in relation to a limited range of routine areas • Problem-solving skills in known areas during normal routine • Reading and writing at a level where basic workplace documents are understood • Communication is clear and precise • Interpretation of user manuals 	<p>Interdependent units of assessment</p> <p>The interdependence of units of competency for assessment will vary with the particular project or scenario. This unit has importance to a range of IT services and should therefore be assessed in a holistic manner with the technical/support units.</p>	<ul style="list-style-type: none"> • database – field, record, table, sort, query, Structured Query Language (SQL), Relational Database Management System, form, report, security, record locking • other software application packages – cut, copy, paste, basic formatting features, print options, file formats. • file naming conventions, file extensions, directories (folders), drives (including network drives), enterprise standards for documents, style guides • function keys, specialised keys (including tab, enter, shift, num lock, caps lock), keyboard shortcuts • on-line help, on-line tutorial, computing software documentation (including user, technical and third party documentation), help desk, call logging
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<p>3. Access and use help</p>	<ol style="list-style-type: none"> 1. On line help is determined and used to overcome basic difficulties with applications 2. Manuals and training booklets are used to solve minor problems 3. Requests are logged with help desk if requiring further help 			<p>Learning experiences for the HSC must include:</p> <ul style="list-style-type: none"> • the implementation of solutions appropriate to the use of a range of computing software packages including a word processing, spreadsheet and/or database, and/or one other computing software package • opening/creating, editing, formatting, proofing, saving (in designated location), printing, and closing a range of simple documents using a word processing, spreadsheet and/or database, and/or one other computing software package • the use of a range of software capabilities, including: cut/copy/paste, character/paragraph/page formatting, search and replace, headers and footers, print options • problem solving using on-line help and manuals supplied with computing software package • identification of Occupational Health and Safety issues associated with work carried out at a computing workstation
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<p>4. Use keyboard and equipment</p>	<p>1. Occupational health and Safety regulations are followed</p> <p>2. Keyboarding is carried out according to organisation guidelines on speed and accuracy</p>			<p><u>Important note about selection of software application packages</u></p> <p>(i) If a student wishes to sit for the external examination, they must develop competence in a minimum of</p> <ul style="list-style-type: none"> - a word processing package <u>plus</u> - a spreadsheet package <u>plus</u> - a database package <p>(ii) If a student does not wish to sit for the external examination, they must develop competence in a minimum of</p> <ul style="list-style-type: none"> - a word processing package <u>plus</u> - one of either spreadsheets or databases <u>plus</u> - another computing application which could include spreadsheets or databases
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Resources	Competency can be demonstrated in a simulated environment. Peers and supervisors for obtaining information on the extent and quality of the contribution made.
Consistency	Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.
Context	<p>Work is carried out under direct supervision. An individual demonstrating these competencies would be able to:</p> <ul style="list-style-type: none"> • demonstrate knowledge by recall in a narrow range of areas • demonstrate basic practical skills, such as the use of relevant tools • perform a sequence of routine tasks given clear direction, and • receive and pass on messages/information. <p>This competency can be assessed in the workplace or in a simulated environment. If this competency is assessed as part of a training course and the candidate is not employed in the industry, they will need to demonstrate familiarity with three desktop applications by identifying the general features, strengths and the weaknesses of each in relation to the client's business requirements. This is in addition to the above critical aspects of evidence.</p>
Recording Assessment	If this unit is successfully assessed the recording of this assessment will include 'Operate computing packages: PRODUCTS & VERSIONS'.
Range of Variables	
Variable	Scope
Hardware	Variables may include, but are not limited to: personal computers and networked systems.
Document	Variables may include, but are not limited to: established files and applications.
Software	Variables may include, but are not limited to: commercial software applications; organisational specific software; word processing, spreadsheet, database, graphic, communication packages and presentation functionalities.
Organisational	Variables may include, but are not limited to: keyboarding and accuracy as per organisational guidelines; Occupational health and Safety guidelines related to the use of screen based equipment, computing equipment and peripherals, and ergonomic workstations; security procedures.
IT components	Variables may include hardware, software and communication packages.
Documentation and reporting	Audit trails, naming standards, version control
OH&S standards	As per company, statutory, and vendor requirements. Ergonomic and environmental factors must be considered during the demonstration of this competency.
Organisational standards	May be based upon formal, well-documented methodologies, or non-existent. For training delivery purposes, best practice examples from industry will be used.