

Training Package	Information Technology ICA99	Unit Code
Title:	Design organisational documents using commercial computing packages	ICAITU012B
Unit Descriptor	This unit defines the competency required to produce organisational documents using application software within organisational guidelines.	HSC Indicative Hours: 20
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
1	1	1	1	1	1	1	1

Related learning for the HSC	<ul style="list-style-type: none"> • National Information Technology Module ITF309 – Desktop Publishing Applied • 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	

Training Package	Information Technology ICA99	Unit Code
Title:	Design organisational documents using commercial computing packages	ICAITU012B
Unit Descriptor	This unit defines the competency required to produce organisational documents using application software within organisational guidelines.	HSC Indicative Hours: 20
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.	

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
1. Design documents to meet organisational requirements	<ol style="list-style-type: none"> Business document requirements are determined and configured Organisational design guidelines are determined and implemented Appropriate software is selected software is used to design documents Software is used to design documents Documents are stored for access and editing as required Client requirements are satisfied or client is referred to appropriate person 	<ul style="list-style-type: none"> Detailed knowledge of organisational style guide Organisation storage and retrieval procedures Broad knowledge of function and features of operating systems General Occupational Health and Safety regulations Current business practices in relation to preparing reports Use of input/output devices Organisational procedures for document design 	<p>Critical aspects of assessment</p> <p>Competency should be demonstrated by producing organisational documents using application software within organisational guidelines; competency should be demonstrated by building several working documents, with final output being produced with minimum supervision. Function and features of a range of available software applications are readily accessed and employed according to organisational requirements.</p>	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> document specifications style guides, corporate and generic templates and wizards editing and proofing distinguishing features of the following application packages: word processing, spreadsheet, database, desktop publishing, presentation, graphics, HTML editor document naming and filing conventions, version control headers, footers, page breaks, margins, embedded objects, page numbering document status (eg confidential, draft, pre-publication, etc)

Element of Competency	Performance Criteria	Underpinning Skills and Knowledge	Evidence Requirements	HSC Requirements
2. Access, retrieve and manipulate data	<ol style="list-style-type: none"> 1. Software application is opened 2. File is determined and opened, and design is amended according to requirements 3. Documents are designed to meet organisational requirements 4. Applications are exited without loss of data 	<ul style="list-style-type: none"> • Decision-making in a limited range of options • General customer service in relation to internal customers • Questioning and active listening are employed to clarify information • Problem-solving skills for known problems in routine procedures • Basic analytical skills for known problems in routine procedures • Literacy in regard to general workplace documentation • ICAITU005B • ICAITU006B 	<p>Interdependent units of assessment</p> <p>This unit may be assessed with any of the following: ICAITU004B, ICAITU005B, ICAITU006B, ICAITU012B, ICAITU013B, ICAITU014B. The interdependence of units of competency for assessment will vary with the particular project or scenario.</p>	<p>Learning experiences for the HSC must include:</p> <ul style="list-style-type: none"> • the creation of a minimum of three document types, including one predominantly text based document (eg letter, fax etc) and one predominantly graphics based document (eg slide presentation). • the preparation of at least one document intended for electronic publication on the internet or on an intranet. • the use of a style guide to create documents to specification

Resources	Competency can be demonstrated in a simulated environment or in the workplace. 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	Work is carried out under routine supervision. An individual demonstrating this Unit would be able to: <ul style="list-style-type: none"> • demonstrate basic operational knowledge in a moderate range of areas; • apply a defined range of skills; • apply known solutions to a limited range of predictable problems; • perform a range of tasks where choice between a limited range of options is required; • assess and record information from varied sources; and • take limited responsibility for one's own output in work ad learning.
Recording Assessment	If this unit is successfully assessed the recording of this assessment will include 'Design Organisational Documents Using Computing Packages: PRODUCT & VERSION'.
Range of Variables	
Variable	Scope
Hardware	Variables may include, but are not limited to: personal computers, networked systems, personal organisers, communications equipment; peripherals may include, printers, scanners, tape cartridges, speakers, multi media kits; keyboard equipment may include mouse, touch pad, keyboard pens.
Software	Variables may include, but are not limited to: commercial software applications; organisational specific software.
Organisational Documents	Variables may include, but are not limited to: client service standards; client liaison policy; style manual and organisational specific templates. May be stored electronically or manually.
Occupational Health & Safety	Guidelines relate to use of screen based equipment, computing equipment and peripherals, and ergonomic workstations.
Business documents	May include newsletters, client database, proposals, reports, accounts statements, project reviews and web pages.
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.