

<b>Training Package</b>	Business Services (BSB07)	<b>HSC Requirements and Advice</b>
<b>Unit code</b>	<b>Unit title</b>	<b>HSC Indicative Hours</b>
<b>BSBITU102A</b>	<b>Develop keyboard skills</b>	<b>15</b>

<b>Unit descriptor</b>	This unit describes the performance outcomes, skills and knowledge required to develop basic keyboard skills using touch typing techniques. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
<b>Competency field</b>	Information and Communications Technology – IT Use
<b>Application of the unit</b>	This unit applies to individuals developing skills and knowledge of basic keyboarding techniques in preparation for working in a broad range of settings.
<b>Employability skills</b>	This unit contains employability skills.

### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<b>Context of and specific resources for assessment</b>	<b>Method of assessment</b>	<b>Gather information for assessment</b>
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> <li>• applying touch typing technique to enter alphanumeric characters</li> <li>• safely using keyboard.</li> </ul>	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> <li>• access to an actual workplace or simulated environment</li> <li>• access to office equipment and resources</li> <li>• access to examples of workplace documentation.</li> </ul>	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> <li>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate</li> <li>• demonstration of techniques</li> <li>• oral or written questioning to assess knowledge of keyboard operations and functions</li> <li>• review of completed documents.</li> </ul>	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> <li>• BSBITU101A Operate a personal computer</li> <li>• other general administration units.</li> </ul>

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills to identify lines of communication, to request advice, to effectively question, to follow instructions and to receive feedback
- literacy skills to identify work requirements, to comprehend basic workplace documents, and to produce and proofread simple documents
- problem solving skills to solve routine problems in the workplace, while under direct supervision
- technology skills to use equipment safely while under direction, and to use basic keyboard, touch typing and mouse skills to produce simple documents.

### Required knowledge

- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as OHS
- organisational benchmarks for keyboarding.

Element	Performance Criteria	Range Statement
1 Use safe work practices	1.1 Adjust workspace, furniture and equipment to suit user <i>ergonomic requirements</i> .	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording, if used in the performance criteria, is detailed below.</p> <p>Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p> <p><b><i>Ergonomic requirements</i></b> may include:</p> <ul style="list-style-type: none"> <li>• avoiding radiation from computer screens</li> <li>• chair height, seat and back adjustment</li> <li>• document holder</li> <li>• footrest</li> <li>• keyboard and mouse position</li> <li>• lighting</li> <li>• noise minimisation</li> <li>• posture</li> <li>• screen position</li> <li>• workstation height and layout.</li> </ul>
	1.2 Ensure <b><i>work organisation</i></b> meets organisational and occupational health and safety (OHS) requirements for computer operation.	<p><b><i>Work organisation</i></b> may include:</p> <ul style="list-style-type: none"> <li>• exercise breaks</li> <li>• mix of repetitive and other activities</li> <li>• rest periods</li> <li>• visual display unit (VDU) eye testing.</li> </ul>
2 Identify and develop keyboard skills	2.1 Identify and apply keyboard functions for both alpha and numeric keyboard functions.	
	2.2 Apply <b><i>touch typing technique</i></b> to complete a task.	<p><b><i>Touch typing technique</i></b> may vary according to:</p> <ul style="list-style-type: none"> <li>• level of competency of operator</li> <li>• workplace requirements.</li> </ul>
	2.3 Develop <b><i>speed and accuracy</i></b> in accordance with workplace requirements for level of responsibility.	<p><b><i>Speed and accuracy</i></b> must be:</p> <ul style="list-style-type: none"> <li>• consistent with degree of experience of operator</li> <li>• relevant to level of responsibility.</li> </ul>
3 Check accuracy	3.1 Proofread document carefully to identify errors.	
	3.2 Amend document, correct errors and complete a final accuracy check.	