Title: Operate computing packages

Description: This unit defines the competency required to identify, select and correctly operate desktop applications for a range of applications.

NOTE: This unit should be delivered and assessed in the context of an entry level helpdesk skill, where the individual needs to be competent in using three different applications so that they may navigate around the applications and resolve any basic issues/problems.

Field: Use

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.

HSC Indicative Hours: 40

Key Competencies

Key Competencies are competencies essential for effective participation in the emerging patterns of work and work organisation. They focus on the capacity to apply knowledge and skills in an integrated way in work situations. (Mayer definition)

There are seven key competencies that have been formally identified. The Key Competencies are generic in that they apply to work generally, rather than being specific to work in particular occupations or industries.

<table>
<thead>
<tr>
<th>Collect, Analyse, and Organise Information</th>
<th>Communicate Ideas and Information</th>
<th>Plan and Organise Activities</th>
<th>Work with Others and in Teams</th>
<th>Use Mathematical Ideas and Techniques</th>
<th>Solve Problems</th>
<th>Use Technology</th>
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Related learning for the HSC

Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. This can include:

- Systems Design and Development
- Information Processes and Technology
- Business Service Curriculum Framework
- Tourism and Hospitality Curriculum Framework

Resources that may be used in training and assessment for this unit

- Non-endorsed materials for ICAITU006C
- 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
- Computer manuals and tutorials
- Materials developed by Registered Training Organisations
- Various commercially produced materials including textbooks and computer tutorials
<table>
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<tr>
<th>Element</th>
<th>Performance Criteria</th>
<th>Underpinning skills and knowledge</th>
<th>Evidence Guide</th>
<th>HSC Requirements</th>
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</table>
| 1. Use appropriate software | 1. Requirements of task are identified<br>2. Appropriate software is selected to perform task<br>3. Software is used to produce required outcome using a range of features and functions<br>4. Documents are saved and stored in appropriate directories | Underpinning knowledge:<br>• General OH&S principles and responsibilities<br>• Basic understanding of using systems, technical<br>• Basic technical terminology in relation to reading help files and prompts<br>• Logging procedures relating to accessing a PC<br>• Organisational benchmarks for keyboarding<br>Underpinning skills:<br>• Basic analysis in relation to a limited range of routine areas<br>• Low level decision making in relation to a limited range of routine areas<br>• Problem solving skills in known areas during normal routine<br>• Reading and writing at a level where basic workplace documents are understood<br>• Communication is clear and precise<br>• Interpretation of user manuals | Critical aspects of assessment<br>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.<br>Interdependent units of assessment<br>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. | Key Terms and Concepts<br>• word processing – cut/copy/paste, fonts, paragraphs, page breaks, bullets, tables, margins, spell/grammar check, print preview, templates<br>• spreadsheet – cells, rows, columns, range, formulae, functions (sum, average, maximum, minimum, count, if), templates, cut/copy/paste, fill, pie/column/bar/line chart<br>• database – field, record, table, sort, query, Structured Query Language (SQL), Relational Database Management System, form, report, security, record locking<br>• other software application packages – cut, copy, paste, basic formatting features, print options, file formats<br>• file naming conventions, file extensions, directories (folders), drives (including network drives), enterprise standards for documents, style guides<br>• function keys, specialised keys (including tab, enter, shift, num lock, caps lock), keyboard shortcuts<br>• on-line help, on-line tutorial computing software documentation (including user, technical and third party documentation), help desk, call logging.<br>Learning experiences for the HSC must include:<br>• using a variety of software packages (including word processing, spreadsheet and/or database, and/or one other computing software package) for a range of purposes<br>• opening/creating, editing, formatting, proofing, saving (in a...
<table>
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<tr>
<th>4. Use keyboard and equipment</th>
<th>1. Occupational Health and Safety regulations are followed for correct posture, lighting and length of time in front of computer</th>
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<td></td>
<td>2. Keyboarding is carried out according to organisation guidelines on speed and accuracy</td>
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</table>

- Use keyboard and equipment

- Occupational Health and Safety regulations are followed for correct posture, lighting and length of time in front of computer

- Keyboarding is carried out according to organisation guidelines on speed and accuracy

**Important note about selection of software application packages**

(i) If a student wishes to sit for the external examination, they must develop competence in a minimum of

- a word processing package
- a spreadsheet package
- a database package

(ii) If a student does not wish to sit for the external examination, they must develop competence in a minimum of

- a word processing package
- one of either spreadsheets or databases
- another computing application which could include spreadsheets or databases
### Resources

This competency can be assessed in the workplace or in a simulated environment. Assessment of this unit of competence will usually include: observation of real or simulated work processes and procedures; quality projects; and questioning on underpinning knowledge and skills. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of skills may assist in the collection of evidence.

### Consistency

Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts. Simulated activities must closely reflect the workplace.

### Context

Work is carried out under direct supervision. An individual demonstrating these competencies would be able to: 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. 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 3 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.

### Range of Variables

The Range of Variables statement contextualises the unit of competence and provides a focus for assessment. The information provided is intended to define the scope of assessment and to assist assessors define the performance to be achieved by an individual in the workplace.

<table>
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<tr>
<th>Variable</th>
<th>Scope</th>
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<tbody>
<tr>
<td>Hardware</td>
<td>Variables may include but are not limited to: personal computers and networked systems.</td>
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<tr>
<td>Document</td>
<td>Variables may include but are not limited to: established files and applications.</td>
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<tr>
<td>Software</td>
<td>Variables may include but are not limited to: commercial software applications; organisational specific software; word processing, spreadsheet, database, graphic, communication packages and presentation functionalities. May include presentation applications contained in: Microsoft Office, Lotus Suite, Claris Works, Star Office or other similar applications</td>
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<tr>
<td>Storage Media/Disks</td>
<td>May include but are not limited to: diskettes, CDs, zip disks, local HDDs, remote HDDs</td>
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<tr>
<td>Organisational</td>
<td>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.</td>
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<tr>
<td>Keyboadring</td>
<td>Speed will vary according to different organisational requirements and different job roles within an organisation. The keyboard technique will be in line with OHS requirements for safe use of keyboards</td>
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<tr>
<td>IT components</td>
<td>Can include hardware, software and communication packages.</td>
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<tr>
<td>Documentation and reporting</td>
<td>Documentation for version control may follow ISO standards. Audit trails, naming standards, version control, project management templates and report writing styles will vary according to organisational approach. Information gathering processes may have associated templates.</td>
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<tr>
<td>OH and S standards</td>
<td>As per company, statutory, and vendor requirements. Ergonomic and environmental factors must be considered during the demonstration of this competency.</td>
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<tr>
<td>Organisational standards</td>
<td>May be based upon formal, well-documented methodologies, or non-existent. For training delivery purposes, best practice examples from industry will be used.</td>
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