Title: Design organisational documents using computing packages

Description: This unit defines the competency required to produce organisational documents using application software within organisational guidelines.

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 ICAITU004B, ICAITU005B, ICAITU006B, ICAITU012B, ICAITU013B, ICAITU014B.

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

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 ICAITU012C
- National Information Technology Module ITF308 – Retrieving Database Information
- Computer manuals and tutorials
- Materials developed by Registered Training Organisations
- Various commercially produced materials including textbooks and computer tutorials
<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
<th>Underpinning skills and knowledge</th>
<th>Evidence Guide</th>
<th>HSC Requirements</th>
</tr>
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</table>
| 1. Design documents to meet organisational requirements | 1. Business document requirements are determined and configured  
2. Organisational design guidelines are determined and implemented  
3. Appropriate software is selected  
4. Software is used to design documents  
5. Documents are stored for access and editing as required  
6. Client requirements are satisfied or client is referred to appropriate person | **Underpinning knowledge:**  
- 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 | **Critical aspects of evidence**  
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. | **Key Terms and Concepts**  
- 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)  
**Learning experiences for the HSC must include:**  
- the creation of a minimum of three document types, including one predominantly text-based document (eg letter, fax) 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. |

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| 2. Access, retrieve and manipulate data | 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 | **Underpinning skills:**  
- 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 | **Interdependent assessment of units**  
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. |  

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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.

Resources

<table>
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<tr>
<th>Consistency</th>
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<tbody>
<tr>
<td>Simulated activities must closely reflect the workplace.</td>
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Context

<table>
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<tr>
<td>An individual demonstrating these competencies would be able to:</td>
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<tr>
<td>demonstrate knowledge by recall in a narrow range of areas;</td>
<td></td>
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<tr>
<td>demonstrate basic practical skills, such as the use of relevant tools;</td>
<td></td>
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<tr>
<td>perform a sequence of routine tasks given clear direction; and receive</td>
<td></td>
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<tr>
<td>pass on messages/ information.</td>
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</tbody>
</table>

Breadth, depth and complexity of knowledge and skills would prepare a person to perform in a range of varied activities or knowledge application where there is a clearly defined range of contexts in which the choice of actions required is usually clear and there is limited complexity in the range of options to be applied. An individual demonstrating these competencies would be able to: 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 and learning.

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>
<thead>
<tr>
<th>Variable</th>
<th>Scope</th>
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<tbody>
<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>IT components</td>
<td>Can include hardware, software and communications packages.</td>
</tr>
<tr>
<td>Hardware</td>
<td>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.</td>
</tr>
<tr>
<td>Keyboarding</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>
</tr>
<tr>
<td>Documentation and</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>Reporting</td>
<td></td>
</tr>
<tr>
<td>Organisational</td>
<td>Variables may include but are not limited to: keyboarding and accuracy as per organisation guidelines; Occupational Health and Safety guidelines related to use of screen based equipment, computing equipment and peripherals, and ergonomic work stations; security procedures.</td>
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<tr>
<td>Occupational Health and</td>
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<td>Safety</td>
<td></td>
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<td>Business documents</td>
<td>Can include newsletters, client database, proposals, reports, accounts statements, project reviews and web pages.</td>
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