



B O A R D O F S T U D I E S
NEW SOUTH WALES

Stage 6

Information Technology Curriculum Framework

Resource List

2006

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Information Technology Curriculum Framework Stage 6 Resource List

The principal resources for planning and implementing courses from the Information Technology Curriculum Framework are the syllabus documents Parts A and B and the endorsed components and support materials of the Information and Communications Technology Training Package (ICA05).

Part A of the syllabus contains general advice about the Information Technology Curriculum Framework and describes course structures and requirements, including work placement. For HSC accreditation the delivery of all courses in Information Technology must comply with the structures and requirements described in Part A.

Part B of the syllabus contains the text of the units of competency from the Information and Communications Technology Training Package (ICA05) that have been included in the Framework. Part B must be used in the delivery of all HSC Information Technology courses.

The syllabus documentation for the Information Technology Curriculum Framework also includes an Information Technology Competency Record for recording assessment activities and student achievement of units of competency. The use of this competency record is not mandatory. RTOs may choose to design an alternative form of competency record or use versions produced by industry bodies.

The Information Technology Support Document contains material and advice that are intended to assist teachers and trainers in the initial implementation and delivery of Information Technology courses within the Framework.

Industry Curriculum Framework Documentation

Syllabus Part A Course Structures and Requirements	Syllabus Part B Units of Competency and HSC Requirements	Competency Record	Support Document
Specimen HSC Examination Paper	HSC Notes from the Marking Centre	Performance Band Descriptions	Resource List

Parts A and B of the syllabus are available in hard copy from the Board of Studies and may also be accessed on the Board's website (www.boardofstudies.nsw.edu.au). The competency record, the support document and the resource list may only be accessed through the website.

Following is a list of Training Package materials and additional resources that may be suitable for supporting implementation of the Framework. **This resource list is intended as a starting point for teachers and is not a definitive or prescriptive list of resources.**

Resource	Summary
Training Package	
<p><i>Information and Communications Technology Training Package (ICA05)</i></p> <p>Volume 1</p> <p>Competency Unit Index</p> <p>Competency Units</p> <ul style="list-style-type: none"> Analyse and Design (ICAA) Build (ICAB) Documentation (ICAD) <p>Volume 2</p> <p>Competency Unit Index</p> <p>Competency Units</p> <ul style="list-style-type: none"> Implement (ICAI) Strategy Planning (ICAP) Support (ICAS) Team Work (ICAW) Test (ICAT) Use (ICAU) Imported Units <p>ISBN 1 921108 34 7</p> <p>Version 1</p> <p>November 2005</p>	<p>The endorsed components of the Information and Communications Technology Training Package (ICA05) are copyright Commonwealth of Australia and available from:</p> <p>Innovation and Business Skills Australia Building B, Level 2 192 Burwood Road Hawthorn VIC 3122 www.ibsa.org.au Phone: (03) 9815 7000 Fax: (03) 9815 7001 Email: sales@atpl.net.au</p> <p>The Commonwealth copyright conditions allow teachers and trainers to copy materials for use within their own training organisation or a workplace where training is being conducted. The exact text of the Commonwealth copyright conditions is reproduced in the front of the syllabus.</p> <p>Endorsed components of the Training Package are also available via the National Training Information System (NTIS) website: www.ntis.gov.au</p> <p>The units of competency included in the 240-hour course of the Information Technology Curriculum Framework are reproduced in Part B of the syllabus.</p>

Resource	Summary
Training Package Support Materials	
<p>Australian National Training Authority, 2000,</p> <p><i>Training Package Resources for VET in Schools: Information Technology ICA99: A Professional Development Resource</i></p> <p><i>Training Package Resources for VET in Schools: Information Technology: A guide to delivery and assessment</i></p> <p><i>Training Package Resources for VET in Schools: Information Technology: program development guide</i></p> <p>Curriculum Corporation, Victoria</p>	<p>These resources were developed in consultation with industry, school and TAFE systems and Boards of Studies across Australia. They have been distributed to all secondary schools.</p> <p>They contain resources and activities that can be used for teaching and learning and/or assessment and as exemplars for developing other resources and activities.</p> <p>These resources are available from the Curriculum Corporation and can also be accessed via the Curriculum Corporation VET in Schools website www.curriculum.edu.au/vetis</p> <p>Note: Resources based on the previous Training Package (ICA99) should be checked for relevance to the new Training Package (ICA05).</p>
<p>Innovation and Business Skills Australia (IBSA)</p> <p><i>ICA05 Training Package Learner Guides</i></p>	<p>IBSA have produced a range of learner guides to support the delivery of units of competency from the new Training Package (ICA05).</p> <p>Innovation and Business Skills Australia Building B, Level 2 192 Burwood Road Hawthorn VIC 3122 www.ibsa.org.au Phone: (03) 9815 7000 Fax: (03) 9815 7001</p>
<p>TAFE NSW Information Technology modules</p> <p>A range of Learner Resource documents are available.</p>	<p>TAFE teachers may access the modules and Guidelines to Teachers via the TAFE intranet.</p> <p>Other RTOs may obtain TAFE modules from the New South Wales Curriculum Clearinghouse. The Clearinghouse is a service provided by TAFE NSW on behalf of the Department of Education and Training. The purpose of the Clearinghouse is to make NSW Crown Copyright accredited courses, module descriptors and a range of curriculum and training products available to the public.</p> <p>Note: Resources based on the previous Training Package (ICA99) should be checked for relevance to the new Training Package (ICA05).</p>

Resource	Summary
Training Package Support Materials	
	<p>For inquiries and updates contact: NSW Curriculum Clearing House Ph (02)9244 5073 or www.lg.tafensw.edu.au or TAFE NSW - Business, Arts and Information Technology Curriculum Centre PO Box 707 Broadway NSW 2007 Australia Phone: 02 9217 4400 Fax: 02 9217 4015</p> <p>Location: Levels 1 & 2, Building C (The Muse) TAFE NSW – Sydney Institute Mary Ann Street Ultimo NSW 2007</p>
<p>NSW Department of Education and Training, 2002, <i>Industry Curriculum Frameworks Information Package – Vocational Education in the New HSC</i>. ISBN 0 7310 7946 9</p>	<p>The Industry Curriculum Frameworks Information Package (ICFIP) is the implementation guide for schools and other RTOs implementing courses within Industry Curriculum Frameworks. It provides information on teacher qualification and resource requirements and quality assurance checklists.</p> <p>The ICFIP has been distributed to all schools and TAFE campuses and is available to NSW government schools from:</p> <p>Vocational Education in Schools Directorate NSW Department of Education and Training Level 16, Oxford St Darlinghurst NSW 2010 Phone: (02) 9244 5070 Fax: (02) 9244 5020.</p> <p>Catholic and Independent schools should contact their Catholic Education Office or the Association of Independent Schools NSW.</p>
<p>NSW Department of Education and Training, <i>Part-time Traineeships in NSW Schools Guidelines 2003</i></p>	<p>This guide contains the guidelines and operational procedures for the implementation of part-time traineeships for students undertaking VET courses.</p> <p><i>Check this guide for current advice on part-time traineeships in Information Technology.</i></p>

Resource	Summary
Websites	
www.adcet.edu.au Australian Disability Clearing House on Education and Training	This website includes resources and articles about the training and assessment of people with a disability.
hsc.csu.edu.au/ NSW HSC online	A Charles Sturt University initiative to help with HSC study.
www.worldskills.org.au World Skills Australia	Website for World Skills Australia competition, providing project samples and marking criteria.
Career paths	
http://www.curriculum.edu.au/ozjac/ Curriculum Corporation (OZJAC)	OZJAC is a computer program, available by subscription, which brings together information on all accredited courses in Australia and links courses to jobs and jobs to industry, with explanations of new concepts used in education, training and the labour market.
getaccess.westone.wa.gov.au/ Get Access Now	Career information and a career planning game. Follow the Career menu.
www.jobguide.dest.gov.au Job Guide	Online version of the DEST Job Guide containing details of occupations and information on career choice and job-seeking.
www.jobsearch.gov.au Australian JobSearch	Australian JobSearch lists actual job vacancies around Australia. Also provides information on wages and conditions and employment services.
http://www.myfuture.edu.au My Future	An Australian career website that helps students make career decisions, plan career pathways and manage work transitions.
http://services.admin.utas.edu.au/fact_sheets/interview_skills.doc Interview Skills	A publication from the University of Tasmania on how to improve interview skills.
www.tafensw.edu.au TAFE NSW	TAFE NSW site with information on courses, institutes, campuses, publications, student information and links.

Resource	Summary
Websites	
www.youthcentral.vic.gov.au/ViewPage.action?siteNodeId=254&languageId=1&contentId=-1 Youth Central	Information about careers and career profiles in the ICT industry.
Communication	
http://www.abc.net.au/talkitup/ Talk It Up	ABC’s website about health, strength, happiness and growing into adulthood. It is designed to connect young people across urban and regional Australia, at school or after hours, in a safe online environment.
www.abc.net.au/talkitup/talkitout/bodylanguage.htm Talk it out	ABC’s website on interpreting body language.
http://www.abc.net.au/talkitup/pdfs/Talk_It_Out_Activities.pdf Learning Activities on Talk It Up	Activities on communication skills
www.crnhq.org/ The Conflict Resolution Network	Australian organisation with free training material downloads, including conflict resolution kit.
www.dest.gov.au/nwt/hospitality/comm_non.htm Communication in the Workplace	Activity on body language.
www.dest.gov.au/nwt/pdf/communication.pdf Communication at Work	Student work sheets and activities.
muextension.missouri.edu/xplor/hesguide/humanrel/gh6830.htm Negotiation Skills	Negotiation skills using a range of case studies, both work and home.
Cultural diversity, equal employment opportunity and anti-discrimination	
www.dest.gov.au/nwt/pdf/cultural.pdf Cross Cultural Awareness	Activity on cross-cultural awareness in the workplace.
www.eeo.nsw.gov.au/women/reskilling/default.htm Reskilling for Careers in IT	This website covers a range of issues on discrimination, equal employment opportunities and women in the workforce.

Resource	Summary
Websites	
www.eowa.gov.au/About_EOWA/Overview_of_the_Act.asp Equal Opportunity for Women in the Workplace Agency	Overview of the Equal Opportunity for Women in the Workplace Act 1999.
www.harmony.gov.au/ Living in Harmony	An Australian Government website about racial harmony.
www.humanrights.gov.au/index.html Human Rights and Equal Opportunity Commission	This website contains information relevant to discrimination legislation as well as various case studies.
www.lawlink.nsw.gov.au/adb.nsf/pages/fairgoindex Anti-discrimination Board	This site contains information about discrimination, harassment, Equal Employment Opportunity and Affirmative Action.
http://www.racismnoway.com.au/ Racism. No Way	An anti-racism website focused on schools and students. Includes student activities and lesson plans.
Customer service and client feedback	
www.clt.uts.edu.au/Scholarship/Protocol.for.Feedback.htm Protocols for Giving and Receiving Feedback	Information on giving and receiving feedback.
www.csia.com.au Customer Service Institute Australia	Peak body providing advice on customer service to industry.
www.quinntessential.com.au/article22.htm The customer Complaint Iceberg	Article on client feedback and its importance.
www.smallbiz.nsw.gov.au/smallbusiness/Managing+a+Business/Client+Service/ Client Service	Article about client service and obtaining client feedback.
http://www.steppingstones.ca/artman/publish/article_26.shtml Increasing Profitability through Effective Client Feedback	Article that covers all aspects of why you should initiate client feedback, how to collect it and how to use it.

Resource	Summary
Websites	
Environmental issues	
www.abc.net.au/science/features/ewaste/default.htm ABC Feature – e-waste	ABC report on ICT waste.
www.agimo.gov.au/government/environmentally_friendly_ict Australian Government, Department of Finance and Administration, Australian Government Information Management Office	Information and advice regarding measures on support of environmentally friendly ICT.
www.ciwmb.ca.gov/Electronics/CaseStudies/CIWMB.htm Electronic Equipment Management	E-waste case study from USA – Reducing Waste at the CIWMB.
www.closestheoop.com.au/c4pa/index.htm Cartridges for Planet Ark	E-waste printer cartridge recycling. Includes video.
www.computertakeback.com Computer Take Back Campaign	US case studies and reports on e-Waste. Research and reports on environmental consequences of disposal of electronics and TVs.
General – information and communication technology	
computer.howstuffworks.com/ How Stuff Works	Descriptions of how various computer processes work.
www.computerperformance.co.uk/Training/Problems.htm 7 Problem Solving Strategies	Problem-solving strategies for computer problems.
www.computerworld.com.au ComputerWorld – The voice of IT management	IT magazine with articles on current trends in the IT industry.
www.copyright.org.au/information/specialinterest/education.htm Australian Copyright Council – Education and Teaching	Information about copyright issues.

Resource	Summary
Websites	
www.dis.unimelb.edu.au/staff/tanya/hwtute/index2.htm University of Melbourne	Online tutorial designed for students to understand the basic concepts of computer systems and hardware components.
www.dlink.com.au/tech/ DLink	DLink site is a source of driver updates. Includes generic drivers and demonstrates differences between those and customised drivers.
dmc.umn.edu/evaluation/data.shtml Data Collections Methods	An article on data collection methods.
www.drivers.com Drivers.com	Update computer drivers for many products.
www.everythingcomputers.com/pc_startup_trouble.htm PC Startup Troubleshooting Tips	Troubleshooting tips for PC and MAC.
www.infodiv.unimelb.edu.au/telars/mltc/pdf/files/SoftwareDevelAgree.pdf Software Development Agreement	This site provides a sample Software Development Agreement.
www.macdevcenter.com/pub/ct/51 Mac Dev Centre	Tutorials for using command line instructions on Mac OS X.
oten.marketing@tafensw.edu.au OTEN Direct Mail Sales	OTEN produce a range of materials to support the delivery of courses. A product list can be obtained from Direct Mail Sales by phoning (02) 9715 8222.
http://www.netguide.com.au/useful_stuff/helpdesk/ NetGuide Online	Online guide to a range of IT information.
www.ss64.com/osx/ Apple OSX Command Line	Apple OS X command line instructions.
www.staticice.com.au Static Ice	Prices and specifications for most computer related items.
www.vaughns-1-pagers.com/computer/pc-block-diagram.htm Computer Block Diagram	Schematic computer diagrams.

Resource	Summary
Websites	
Government Departments	
www.abs.gov.au Australian Bureau of Statistics	This site contains up-to-date statistics on a wide range of topics including information technology.
www.dest.gov.au Department of Education, Science and Training (DEST)	This site provides information about education and training services and policies in Australia. Includes information on traineeships and apprenticeships.
www.dcita.gov.au/ The Department of Communications, Information Technology and the Arts	The Department provides strategic advice and professional support to the Australian Government on a wide range of policy areas including information and communication technology.
www.dest.gov.au/sectors/training_skills/publications_resources/ Department of Education, Science and Training	Current DEST publications and resources.
www.det.nsw.edu.au NSW Department of Education and Training	NSW Department of Education and Training (DET) home page. Includes information and links to all sections of the DET.
Help desk	
www.ilient.com/freeware-helpdesk.htm Ilient	Free help desk software.
otrs.org/ OTRS	Open Source Ticket Request System software.
www.bestpractical.com/index.html Best Practical	Provides access to task and ticket tracking platform products and services.
The ICT industry	
www.acs.org.au/ Australian Computer Society	The Australian Computer Society (ACS) is the recognised association for Information and Communications Technology (ICT) professionals.
www.aiia.com.au Australian Information Industry Association (AIIA)	Website of AIIA, the peak body in Australia for the Information and Communications Technology (ICT) industry.

Resource	Summary
Websites	
www.atug.com.au The Australian Telecommunications Users Group Ltd	Website of Australian telecommunications users
www.itskillshub.com.au/ IT Skills Hub	Information about the ICT industry.
Industrial relations	
actu.asn.au/ Australian Council of Trade Unions	Information about a range of industrial issues.
www.airc.gov.au Australian Industrial Relations Commission	This site provides access to information regarding legislation, awards, legal cases and other links. It also has a section for students.
www.asu.asn.au Australian Services Union	The Australian Services Union looks after workers in the information technology, business and office equipment industries.
www.council.labor.net.au Labor Council of NSW	This site contains information about unions.
www.dewrsb.gov.au Department of Employment and Workplace Relations	Commonwealth Government site providing information regarding workplace relations.
www.industrialrelations.nsw.gov.au/rights/ NSW Department of Commerce Office of Industrial Relations	Information to assist employers and employees understand their rights and responsibilities at work.
www.industrialrelations.nsw.gov.au/rights/young/ NSW Department of Commerce Office of Industrial Relations	Information to help young workers understand their rights and responsibilities under NSW employment laws.
www.labor.net.au Labour Net, Workers Online	This website provides access to a range of materials related to unions and work-related issues.
www.lawlink.nsw.gov.au/lawlink.nsf/pages/employmentlaw Lawlink NSW: Employment and the Law	This website addresses issues relating to employee rights, awards and enterprise agreements, leave entitlements, discrimination and harassment in the workplace, OHS and workers compensation.

Resource	Summary
Websites	
www.wagenet.gov.au WageNet awards	Australian Government website which enables users to find information on wages and conditions of employment in Australia.
www.worksite.actu.asn.au ACTU Worksite for schools	Australian Council of Trade Unions (ACTU) Worksite is a site for students and teachers providing information about Australian industry, work issues, training and careers, unions and government bodies and links to other sites.
Legislation	
www.austlii.edu.au Australasian Legal Information Institute	Provides information about current legislation and regulations.
www.lawstuff.org.au National Children’s and Youth Law Centre	Information about legal rights for people under 18 years of age.
www.legislation.nsw.gov.au NSW Government Legislation	This site, maintained by the Parliamentary Council’s Office, lists all NSW legislation in force including Acts, Regulations and statutory instruments.
Net etiquette	
www.usyd.edu.au/su/allenunwin/news/extra/ntqtt.htm Net Etiquette	Outlines the appropriate etiquette when using emails and other text-only communication mediums.
www.albury.net.au/new-users/netiquet.htm Netiquette	A summary of netiquette for email, mailing lists and interactive services.
http://www.albion.com/netiquette/corerules.html The core rules of Netiquette	Excerpts from the book <i>Netiquette</i> by Virginia Shea.
http://www.sofweb.vic.edu.au/internet/netiquet.htm Netiquette	Overview of netiquette for the new web user.
http://alia.org.au/alianet/e-lists/netiquette.html E-mail Netiquette	Rules for email netiquette.

Resource	Summary
Websites	
Occupational health and safety	
www.ascc.gov.au Australian Safety and Compensation Council	National legislation and information with respect to occupational health and safety.
www.bigsafety.com.au Big Safety Pty Ltd	This company offers a range of safety equipment and services. This site contains pictures of safety equipment.
www.crowncontent.com.au/prod/newsletters/ohs.htm Crown Content – Occupational Health and Safety Bulletin	This fortnightly bulletin (published by Crown Content) looks at current health and safety issues with expert commentary, compliance updates and detailed case studies from across Australia.
www.hse.gov.uk/pubns/indg90.pdf Understanding Ergonomics at Work	Information about ergonomics.
www.hse.gov.uk/pubns/indg143.pdf Health and Safety Executive website	This booklet ‘Getting to grips with manual handling’ looks at problems associated with manual handling and outlines best practice in dealing with them.
www.onguardsafetytraining.com On Guard Safety Training	Safety training site for training resources.
www.safetycare.com.au SafetyCare Companies	This site provides access to a catalogue for videos, manuals and courses relating to occupational health and safety.
www.seton.net.au Seton Australia	Seton Australia provide a range of safety signs, barricades, warning tapes and other safety products.
www.sofweb.vic.edu.au/ict/notebooks/docs/OHS.doc Using your Notebook Safely	Information about OHS for the use of laptop computers.
www.uq.edu.au/eaol/index1.html Ergonomics Australia	Ergonomics information website.
www.wcc.nsw.gov.au Workers Compensation Commission	This site provides information on workers compensation legislation and procedures.

Resource	Summary
Websites	
<p>www.whs.qld.gov.au/safetysense/index.htm Queensland Government Workplace Health and Safety</p>	<p>‘Safety Sense’ is an on-line workplace health and safety program developed by the Queensland Department of Industrial Relation’s Workplace Health and Safety for secondary students in years 10, 11 and 12.</p>
<p>workcover.cadre.com.au/index_old.html Safety Zone</p>	<p>WorkCover NSW has produced this interactive multimedia internet site to help young people when they first go to work.</p>
<p>www.workcover.nsw.gov.au Work Cover NSW</p>	<p>WorkCover NSW works in partnership with the NSW community to achieve safe workplaces, effective return to work and security for injured workers.</p>
<p>www.workcover.vic.gov.au/vwa/home.nsf/pages/so_vdu_common Work Safe Victoria</p>	<p>Information about computer monitor safety and OHS in an office environment.</p>
<p>www.workershealth.com.au/facts.html Workers Health Centre</p>	<p>Workers health centre fact sheets on a range of OHS issues.</p>
<p>203.147.152.242/safeworksa/EducationAndTraining/GamesAndTests/GetCertified/instructions.htm Get Certified</p>	<p>Online safety test – WorkCover South Australia</p>
Project management	
<p>www.cio.com.au/index.php/id;1765244068;fp;4;fpid;13 CIO Magazine</p>	<p>Article on managing client expectations with IT project (SWIFT bank transfers).</p>
<p>faculty.ed.umuc.edu/~meinkej/inss690/wilson.htm Failed IT Projects – The Human Factor</p>	<p>Report on why IT projects fail, with particular emphasis on the human factor.</p>
<p>www.hi.is/~oddur/publicat/02/GLA-FEB2002.pdf Failed Software Development Projects – Lessons to be Learned</p> <p>www.hi.is/~oddur/publicat/01/dcuNov2001.pdf Failed Software Development Projects – Status, Effects and Prevention</p>	<p>Presentations exploring causes of the failure and/or success of IT projects.</p>

Resource	Summary
Websites	
www.striderandcline.com/behaviors.shtml Behaviours That Foretell Project Trouble	Summary of some of the failure indicators for project management.
www.projectsart.co.uk/pdf/avoid_failed_projects.pdf Avoid Failed Projects	Article on avoiding failure with information on how to set expectations.
Sample IT policies	
http://fcms.its.utas.edu.au/files/policies/IT%20Policy%20and%20Procedures.pdf Faculty IT Policies and Procedures	Sample policy for IT support.
http://checit.scu.edu.au/it/policy/2006%20CH%20Baseline%20SLA%20v1.pdf Coffs Harbour Education Campus Baseline Service Level Agreement	Sample service level agreement for information technology support including formal approval processes.
Style guides	
http://www.lib.monash.edu.au/tutorials/citing/harvard.html Harvard (author-date) Style Examples	How to cite in Harvard Style. Includes examples.
http://www.cse.unsw.edu.au/~gernot/style-guide.html A Style Guide for Students Writing Paper and Reports	Focuses on structure and coherence.
http://www.scopevic.org.au/Easy%20English%20writing%20style%20guide%20August%202005.pdf Easy English Writing Style Guide	A guide to preparing documents focused on readers who have special needs or English as a second language.
Vocational Education	
www.acer.edu.au Australian Council for Educational Research	ACER is a national body that undertakes research to inform educational policy and practice. Includes information on current research, publications and test programs.
www.atpl.net.au Australian Training Products	This site provides a catalogue of products relating to Training Packages, endorsed and non-endorsed components and curriculum and resources. Also includes Trainee-sier the Australian Training Products Newsletter.

Resource	Summary
Websites	
www.ava.edu.au/ Australian Vocational Association	This site provides a comprehensive range of online training services related to competency based training and online competency assessment.
www.bvet.nsw.gov.au NSW Board of Vocational Education and Training (BVET)	Information on training awards, apprenticeships and traineeships, recognition and accreditation, industry training programs, planning information, advice and assistance, VET links, publications and training providers.
www.curriculum.edu.au/vetis Curriculum Corporation VET In Schools website	This site provides resources to assist in the implementation of Training Packages for VET In Schools programs. It includes general information, a professional development focus, assessment materials, implementation guidelines and links to a range of resources. Each industry area site provides specialist details on implementation, assessment, support materials and resources.
www.edna.edu.au EdNA – Education Network Australia	This site provides a range of information and links to other educational sites including information on schools, VET, Adult and Community Education and Higher Education including VET/TAFE courses, university courses and scholarships.
www.flexiblelearning.net.au Australian Flexible Learning Framework	Provides access to online interactive learning resources and toolboxes.
www.govet.nsw.edu.au GoVET	A site developed in collaboration with the Board of Studies, Catholic Education Commission and the NSW Department of Education providing teachers with current vocational education information, programs resources, teacher chat line and useful industry links. The site has a Competency Register Spreadsheet available for download under Recording and Reporting.
www.lg.tafensw.edu.au TAFE NSW Learning Gateway	Connects to TAFE Educational Services Divisions and resource materials and links related to all industry areas.

Resource	Summary
Websites	
www.ncver.edu.au National Centre for Vocational Education Research	Includes a database of research projects, reports and articles in vocational education.
www.ntis.gov.au National Training Information System	The National Training Information Service (NTIS) is the authorised database on vocational education and training in Australia. It contains detailed information on courses, qualifications, training packages, competency standards and training organisations.
www.pearsoned.com.au/pave/vet/ Pearson Education Australia	This provides a guide to current texts and other resources in vocational education.
www.studentnet.edu.au/vet/ Association of Independent Schools	AIS NSW VET site.
www.tafensw.edu.au/library/studylinks TAFE NSW	TAFE sub-site with links to educational sites in specific VET areas.
www.tpatwork.com Training Packages @ Work	Training Packages @ Work is a free resource for teachers, trainers and assessors in the vocational education and training sector. Published monthly, Training Packages @ Work features the latest information on training packages and their implementation, as well as providing examples and case studies of best practice in delivery from training packages. Also available, <i>Training Packages @ Work: Back 2 Basics</i> , a resource book.
www.tpguides.gov.au Training Package Implementation Guides	Implementation guides provide information to assist Registered Training Organisations, teachers/trainers and assessors in using nationally endorsed industry Training Packages.
www.training.com.au Training	Information on VET products and services in Australia.
www.veco.ash.org.au Vocational Education Community Online	This site includes a resource library, tools and a number of chat lines/discussion rooms.

Resource	Summary
Websites	
www.vetab.nsw.gov.au NSW Vocational Education and Training Accreditation Board	VETAB is responsible for the accreditation of VET courses and registration of training organisations in NSW. Also has links for teachers and students.
www.vetnetwork.org.au The VETnetworker	The purpose of this site is to inform and keep up-to-date the members, associates and stakeholders of vocational education and training in schools with the work of the national peak body, VETnetwork Australia.
Website development	
www.agimo.gov.au/practice/mws Australian Government, Department of Finance and Administration Australian Government Information Management Office	Guide to minimum website standards.
www.AlertSite.com Alert Site	Introduces a range of web development tools used to measure web performance to ensure web-based services operate at peak performance.
www.archimuse.com/mw2001/papers/bogomazova/bogomazova.html Museums and the Web	Case study ‘Applying High Technology to a Museum Website’. This document explores issues in applying new technologies to a museum website through analysis of the visual relationship of museums and their visitors, the levels of perception of visual information relating to cultural heritage, and functional features.
www.auda.org.au The Australian Domain Name Administrator	This is the site of the Australian (.au) domain name administrator.
www.bravenet.com/ Web Tools for Web Masters	This site allows free website hosting. There are a number of restrictions.
www.clickz.com/experts/archives/design/online_edit/article.php/833861 The Seven Qualities of Highly Successful Web Writing	This article discusses seven qualities of effective writing for websites.
www.createwebmagic.com/css101 Cascading Style Sheets 101	This site is an online tutorial on Cascading Style Sheets. It also is linked to a number of other CSS discussion sites.

Resource	Summary
Websites	
<p>www.d11.org/mann/computerliteracy/story_boards.htm#sample%20storyboard Learning with Technology</p>	<p>This site gives examples of storyboards used in the planning of websites. It shows navigation and page elements in Level 1 and Level 2 diagrams.</p>
<p>www.dartmouth.edu/~webteach/articles/index.html Web Teaching</p>	<p>This site describes the process of planning for using the web, creating websites as well as options for web authoring tools and text and writing styles.</p>
<p>www.dataink.com.au/company/legal/agreement Standard Internet Development Agreement</p>	<p>This document outlines the terms and sections of an Internet Development Agreement.</p>
<p>www.echoecho.com/html.htm HTML Tutorial</p>	<p>This site provides online tutorials with introductory, intermediate and advanced HTML listings. The site provides explanations, examples, tips and quick references.</p>
<p>geocities.yahoo.com/join/ Geocities</p>	<p>Free website hosting site (some restrictions apply).</p>
<p>html.net/tutorials/html/ HTML.net</p>	<p>This site provides online HTML tutorials.</p>
<p>www.iml.uts.edu.au/about/siteindex.html#W UTS Institute for Interactive Media and Learning</p>	<p>Information about web development.</p>
<p>www.loadtestingtool.com/download.shtml Web Application Testing</p>	<p>This site has a software tool that can be used to load test a website.</p>
<p>www.monash.edu.au/staff/web/content/writing.html Writing for the Web</p>	<p>This site introduces the concepts of writing for the web, images and multimedia, making images and multimedia accessible, publishing in formats other than HTML and using HTML tags properly.</p>
<p>http://www.newsgator.com/casestudies/Dykema_Case_Study.pdf Case Study: Dykema</p>	<p>This article provides an overview of a case study in the development of a website for a large law firm with almost 800 employees in multiple offices.</p>

Resource	Summary
Websites	
www.soft.com/eValid/Technology/White.Papers/website.quality.html Website Quality Challenge	This article discusses measures of content validation and introduces a downloadable tool that can be used in measuring website loading and capacity analysis.
www.softwareqatest.com/qatfaq2.html#FAQ2_15 How can a website be tested?	This article discusses different methods that can be used for testing website design.
user-experience.org/uefiles/navstress Navigation Stress Test	Information to undertake website navigation stress testing.
www.w3.org World Wide Web Consortium	This website contains information regarding specifications, guidelines, software and tools.
webdesign.about.com/od/websitetemplates Web Site Templates	This website offers a number of downloadable web design tools and templates.
www.webperformanceinc.com/download/release/3x/index.html Web Performance	Website testing software can be accessed via this site.
www.websiteoptimization.com/services/analyze Web Page Analyser	This website offers free website performance tools and webpage speed analysis tests to improve website performance.
www.webstyleguide.com Web Style Guide	This site provides advice on various aspects of web design.
en.wikipedia.org/wiki/SGML Standard General Markup Language	Defines Standard General Markup Language – SGML.

Resource	Summary
Other Teaching and Learning Materials – books, professional journals, articles	
<p>Baker, G, 2000, <i>Doing I.T.: information technology units 1 & 2</i>, Oxford University Press, Melbourne. ISBN 0 1955 1271 5</p>	<p>Reference book.</p>
<p>Baker, G, 2005, <i>First byte</i>, 6th ed, Oxford University Press, South Melbourne. ISBN 0 1955 5354 3</p>	<p>Reference book.</p>
<p>Blake’s Go Guides (series), Pascal Press. Tuck, T & Clucas, A, 2006, <i>Blake’s Go Guide Word the basics+</i> ISBN 1 74125 293 8 Tuck, T, 2003, <i>Blake’s Go Guide Excel Extra</i> ISBN 1 8770 8529 4 Tuck, T, Clucas, A & Woldhuis, C, 2006, <i>Blake’s Go Guide Excel the basics+</i> ISBN 1 8770 8529 4 Tuck, T, 200X, <i>Internet and email</i> ISBN 1 7412 504 55 Attree, K & Lowbridge, M, 2006, <i>Powerpoint</i> ISBN 1 74125 292 X Attree, K & Driver, E, 2006, <i>Windows XP</i> ISBN 1 74125 303 9</p>	<p>Blake’s Go Guides provide information in an easy-to-use format across a range of topics.</p>
<p>Broome, M, 2005, <i>Develop macros and templates for clients using standard products (ICAB3018A)</i>, Tertiary Press. ISBN 0 86458 524 1</p>	<p>This text has been developed for ICAB3018A <i>Develop macros and templates for clients using standard products</i>. It examines the creation of macros and templates in Microsoft Word, Excel and PowerPoint 2003 and includes practical activities and self-check questions.</p>
<p>Broome, M et. al. 2005, <i>Software essentials</i>, Tertiary Press. ISBN 0 86458 490 3</p>	<p>This text covers the following units from Certificate III:</p> <ul style="list-style-type: none"> • ICAU3019A <i>Migrate to new technology</i> • ICAI3110A <i>Implement system software changes</i> • ICAU3126A <i>Use advanced features of computer applications</i> • ICAU3028A <i>Customise packaged software applications for clients.</i>

Resource	Summary
Other Teaching and Learning Materials – books, professional journals, articles	
	<p>It covers advanced features of software applications and customising software, using Access to produce a working help desk package and issues relating to operating system changes and upgrades. Activities, work-related case studies, summaries and self-check questions are provided in each unit.</p>
<p>Burks, M, Lauke, P, et. al. 2006, <i>Web accessibility: web standards and regulatory compliance</i>, A Press, US. ISBN 1 5905 963 82</p>	<p>Reference book.</p>
<p>Burton, K, 2005, <i>Apply occupational health and safety (ICAU3004A)</i>, Tertiary Press. ISBN 0 86458 499 7</p>	<p>This text has been developed for ICAU3004A <i>Apply occupational health and safety procedures</i>.</p> <p>It addresses a range of areas of OHS including consultation in the workplace; policies and procedures; hazards and risks; ergonomics and includes practical activities and self-check questions.</p>
<p>Burton, K et. al. 2005, <i>IT Essentials</i>, Tertiary Press. ISBN 0 86458 489 X</p>	<p>This text covers the Certificate III core units from ICA05 including:</p> <ul style="list-style-type: none"> • ICAD3218A <i>Create user documentation</i> • ICAU3004A <i>Apply occupational health and safety procedures</i> • ICAI3020A <i>Install and optimise operating system software</i> • ICAS3234A <i>Care for computer hardware</i> • ICAS3031A <i>Provide advice to clients</i> • ICAT3025A <i>Run standard diagnostic tests</i>.
<p>Burton, K et. al. 2005, <i>IT Fundamentals</i>, Tertiary Press. ISBN 0 86458 488 1</p>	<p>This text covers the Certificate II core units from ICA05 including:</p> <ul style="list-style-type: none"> • ICAW2001A <i>Work effectively in an information technology environment</i> • ICAW2002A <i>Communicate in the workplace</i> • BSBCMN106A <i>Follow workplace safety procedures</i> • ICAU2005A <i>Operate computer hardware</i>

Resource	Summary
Other Teaching and Learning Materials – books, professional journals, articles	
	<ul style="list-style-type: none"> • ICAU2231A <i>Use a computer operating system</i> • ICAU2006A <i>Operate computing packages</i> • ICAD2012A <i>Design organisational documents using computing packages</i> • ICAU2013A <i>Integrate commercial computing packages.</i> <p>It addresses two aspects of the information technology workplace, communication and teamwork, and occupational health and safety issues. Activities, work-related case studies, summaries and self-check questions are provided in each unit.</p>
<p>Burton, K & Le Rossignol, K, 2004, <i>Communicating in an IT Environment</i>, Tertiary Press. ISBN 0 86458 298 6</p>	<p>Information on communication and working in an ICT environment.</p>
<p>Butrej, P & Douglas, G, 1995, <i>Hazards at work: a Guide to Health and Safety in Australian Workplaces</i>, Open Training and Education Network. ISBN 0731010442</p>	<p>Reference material.</p>
<p>Capel, M, et al, 2002, <i>Essentials of Information Technology</i>, Tertiary Press. ISBN 0 86458 223 4</p>	<p>Information on a range of themes including creating user documentation, operating system software, system administration, diagnostic testing and providing advice to clients.</p>
<p><i>Data Discovery Training Manuals</i>, Data Discovery. www.datadiscovery.com.au/whats_new.asp</p>	<p>A range of manuals for Certificates I, II and III designed specifically for ICA05.</p>
<p><i>DK Essential Managers</i> (series), Dorling Kindersley, London. www.dk.com Ashdown, A 2000, <i>File Management</i>. ISBN: 0 7513 2902 9 Beattie, R, 2000, <i>Personalizing Your PC</i> ISBN: 0 7513 2903 7 Dinwiddle, R, 2002, <i>Formatting and Printing</i> ISBN: 0 7513 3710 2</p>	<p>Pocket book series providing information on a range of areas important for the ICT industry.</p>

Resource	Summary
Other Teaching and Learning Materials – books, professional journals, articles	
<p>Etherington, S, 2002, <i>Formatting and Printing</i> ISBN: 0 7513 0998 2</p> <p>Etherington, S, 2002, <i>Shortcuts in Word 2000</i> ISBN: 0 7513 4635 7</p> <p>Etherington, S, 2002, <i>Tables, Charts and Graphs.</i> ISBN: 0 7513 4633 0</p> <p>Heller, R, 1998, <i>Communicate Clearly.</i> ISBN: 0 7513 0630 4</p> <p>Heller, R, 1998, <i>Managing Teams.</i> ISBN: 0 7513 0628 2</p> <p>Hindle, T, 1998, <i>Manage Your Time.</i> ISBN: 0 7513 0530 8</p> <p>Hindle, T, 1998, <i>Negotiating Skills.</i> ISBN: 0 7513 0528 6</p> <p>Light, A & Watson, D, 2000, <i>Enhancing your Website</i> ISBN: 0 7513 1301 7</p> <p>Osborne, C, 2002, <i>Dealing with Difficult People.</i> ISBN: 0 7513 1289 4</p> <p>Watson, J, 2002, <i>Designing Documents</i> ISBN: 0 7513 4632 2</p>	
<p>Dwyer, J, 2002, <i>Ready for Work: Key Competencies for Employment</i>, Pearson Education Australia, NSW. ISBN: 1 7400 9683 5</p>	<p>This text looks at the development of key competencies for employment with examples to aid in learning and development. It also includes a glossary of terms.</p>
<p>Ford, N, 2005, <i>Apply a web authoring tool to convert client data for websites (ICAU4207A)</i>, Tertiary Press. ISBN 0 86458 526 8</p>	<p>This text has been developed for ICAU4207A <i>Apply web authoring tool to convert client data.</i></p> <p>It is developed for use with Macromedia Dreamweaver MX 2004. The resource outlines how to build a website, apply basic formatting and work with images, links, frames and style sheets. It also includes practical activities and self-check questions.</p>

Resource	Summary
Other Teaching and Learning Materials – books, professional journals, articles	
<p>Ford, N, 2006, <i>Create a mark-up language document to specification (ICAB4135A)</i>, Tertiary Press. ISBN 0 86458 516 0</p>	<p>This text has been developed for ICAB4135A <i>Create a mark-up language document to specification</i>. It includes case studies and activities and is supported by teacher and student websites.</p>
<p>Ford, N, et. al. 2005, <i>IT Foundations</i>, Tertiary Press. ISBN 0 86458 648 5</p>	<p>This text covers the following units of competency:</p> <ul style="list-style-type: none"> • ICAU1128A <i>Operate a personal computer</i> • ICAU1129A <i>Operate a word processing application</i> • ICAU1133A <i>Send and retrieve information using web browsers and email</i>. <p>It discusses the essential skills to operate a personal computer including creating, editing and formatting documents, tables, templates and setting up a document for mail merge.</p>
<p>Ford, N, 2005, <i>Transfer content to a website (ICAS4201A)</i>, Tertiary Press. ISBN 0 86458 522 5</p>	<p>This text has been developed for ICAS4201A <i>Transfer content to a website using commercial packages</i>. It looks at how to transfer files across the internet using file transfer protocol (FTP). Topics include uploading a website onto the World Wide Web, troubleshooting FTP connections, configuring FTP clients and uploading files to a remote site. It includes practical activities and self-check questions.</p>
<p>Grana, P, 2006, <i>Computing Skills: student handbook and companion website</i>, Pearson Education Australia, Victoria. ISBN 0 7339 75 356</p>	<p>Text addressing basic computing skills and knowledge.</p>
<p>Hartles, C, Kelly, M & Torsello, M, 2006, <i>Heinemann@Work Information Technology Certificate II</i>, Heinemann, Australia. ISBN 1 74081 052 X</p>	<p>This text is written for secondary students undertaking the Information Technology Certificate II qualification in VET programs around Australia.</p>
<p>Hughes, K et. al. 2005, <i>Client support essentials</i>, Tertiary Press.</p>	<p>This text covers the following units from Certificate III:</p> <ul style="list-style-type: none"> • ICAU3019A <i>Migrate to new technology</i>

Resource	Summary
Other Teaching and Learning Materials – books, professional journals, articles	
ISBN 0 86458 492 X	<ul style="list-style-type: none"> • ICAI3021A <i>Connect internal hardware components</i> • ICAS3115A <i>Maintain equipment and software in working order</i> • ICAS3024A <i>Provide basic system administration.</i> It looks at changes in information technology, hardware maintenance and replacement, installation and maintenance of components and system security including user accounts and passwords, and data backup.
Kascamanidis, B & Kenny, I, 2006, <i>Maintain information standards (ICAI4190A)</i> , Tertiary Press. ISBN 0 86458 528 4	This text has been developed for ICAI4190A <i>Maintain information systems</i> . It includes case studies and activities and is supported by teacher and student websites.
Kenny, I, 2005, <i>Administer network peripherals (ICAS3121A)</i> , Tertiary Press. ISBN 0 86458 515 2	This text has been developed for ICAS3121A <i>Administer network peripherals</i> . It addresses installing peripherals on a network, configuring peripheral services, peripheral administration, support, maintenance and troubleshooting. This resource includes practical activities and self-check questions.
Kenny, I, 2006, <i>Automate processes (ICAB4225A)</i> , Tertiary Press. ISBN 0 86458 518 7	This text has been developed for ICAB4225A <i>Automate processes</i> . It includes case studies and activities and is supported by teacher and student websites.
Kenny, I, 2006, <i>Complete database backup and recovery (ICAS4108A)</i> , Tertiary Press. ISBN 0 86458 520 9	This text has been developed for ICAS4108A <i>Complete database backup and recovery</i> . It includes case studies and activities and is supported by teacher and student websites.
Kenny, I, 2005, <i>Determine and action network problems (ICAS3034A)</i> , Tertiary Press. ISBN 0 86458 514 4	This text has been developed for ICAS3034A <i>Determine and action network problems</i> . It addresses how to provide network help desk services and diagnose and solve network problems. It includes practical activities and self-check questions.
Kenny, I, 2005, <i>Implement system software changes (ICAI3110A)</i> , Tertiary Press.	This text has been developed for ICAI3110A <i>Implement System Software Changes</i> .

Resource	Summary
Other Teaching and Learning Materials – books, professional journals, articles	
ISBN 0 86458 519 5	It addresses a range of issues relating to operating system changes or upgrades. Topics covered include assessing the need for change, information gathering, planning and performing upgrades and the importance of training and documentation.
Kenny, I, 2005, <i>Install network hardware to a network (ICAI4029A)</i> , Tertiary Press. ISBN 0 86458 530 6	This text has been developed for ICAI4029A <i>Install network hardware to a network</i> . This book covers establishing network hardware requirements, installing network hardware and providing training and support. It includes practical activities and self-check questions.
Kenny, I, 2005, <i>Install software to networked computers (ICAI4030A)</i> , Tertiary Press. ISBN 0 86458 531 4	This text has been developed for ICAI4030A <i>Install software to networked computers</i> . This resource addresses how to determine the client's needs, evaluating and recommending software, installing and upgrading software and providing training and support. It includes practical activities and self-check questions.
Kenny, I, 2006, <i>Maintain website performance (ICAS4191A)</i> , Tertiary Press. ISBN 0 86458 521 7	This text has been developed for ICAS4191A <i>Maintain website performance</i> . It includes case studies and activities and is supported by teacher and student websites.
Kenny, I, 2005, <i>Manage customer relationships (ICTCC330A)</i> , Tertiary Press. ISBN 0 86458 638 8	This text has been developed for ICTCC330A <i>Manage customer relationship</i> . This resource looks at meeting customer's needs and collecting and analysing information. It includes practical activities and self-check questions.
Kenny, I, 2005, <i>Networking essentials</i> , Tertiary Press. ISBN 0 86458 491 1	This text covers the following units from Certificate III: <ul style="list-style-type: none"> • ICAS3024A <i>Provide basic system administration</i> • ICAI3101A <i>Install and manage network protocols</i> • ICAS3032A <i>Provide network systems administration</i>

Resource	Summary
Other Teaching and Learning Materials – books, professional journals, articles	
	<ul style="list-style-type: none"> • ICAS3034A <i>Determine and action network problems</i> • ICAS3121A <i>Administer network peripherals</i> • ICAS3120A <i>Administer and configure a network operation system.</i> <p>It focuses on the Windows XP and Windows 2003 server operating systems and addresses a range of areas including network administration, the evaluation of client needs, system configuration, installation and management of network protocols, monitoring and troubleshooting skills, and maintenance abilities.</p>
<p>Kenny, I, 2005, <i>Run standard diagnostic tests (ICAT3025A)</i>, Tertiary Press. ISBN 0 86458 505 5</p>	<p>This text has been developed for ICAT3025A <i>Run standard diagnostic tests</i>.</p> <p>It focuses on the new features of the Windows XP operating system and addresses diagnostic and reference tools as well as virus protection.</p>
<p>Kenny, I, 2005, <i>Support system software (ICAS4127A)</i>, Tertiary Press. ISBN 0 86458 525 X</p>	<p>This text has been developed for ICAS4127A <i>Support system software</i>.</p> <p>It covers network support activities including maintaining system software, setting up and managing system files, virus protection, monitoring and maintaining security, and backing up.</p>
<p>Kenny, I, 2006, <i>Use development software to build a basic website (ICAB4169A)</i>, Tertiary Press. ISBN 0 86458 517 9</p>	<p>This text has been developed for ICAB4169A <i>Use development software and IT tools to build a basic website to specification</i>.</p> <p>It includes case studies and activities and is supported by teacher and student websites.</p>
<p>Koreneff, I, 2005, <i>Excel Study Guide: Information Technology</i>, Pascal Press, NSW. ISBN 1 7412 5117 6</p>	<p>Study guide for preparation for the optional HSC examination.</p> <p>Note: Resources based on the previous Information Technology Curriculum Framework (2002) should be checked for relevance to the new Information Technology Curriculum Framework (2006).</p>

Resource	Summary
Other Teaching and Learning Materials – books, professional journals, articles	
<p>Olekalns, J, 2005, <i>Create technical documentation (ICAD4217A)</i>, Tertiary Press. ISBN 0 86458 527 6</p>	<p>This text has been developed for ICAD4217A <i>Create technical documentation</i>. It covers computer system and technical documentation and includes practical activities and self-check questions.</p>
<p>Olekalns, J, 2005, <i>Create user documentation (ICAD3218A)</i>, Tertiary Press. ISBN 0 86458 494 6</p>	<p>This text has been developed for ICAD3218A <i>Create user documentation</i>. It covers user documentation, determining documentation requirements and producing user documentation. It includes practical activities and self-check questions.</p>
<p>Olekalns, J, Burton, K et. al. 2006, <i>IT Essentials</i>, Tertiary Press, Victoria. ISBN 0 86458 489 X</p>	<p>This resource contains information covering a number of units of competency including:</p> <ul style="list-style-type: none"> • ICAD3218A <i>Create user documentation</i> • ICAU3004A <i>Apply occupational health and safety procedures</i> • ICAI3020A <i>Install and optimise operating system software</i> • ICAS3234A <i>Care for computer hardware</i> • ICAS3031A <i>Provide advice to clients</i> • ICAT3025A <i>Run standard diagnostic tests</i>.
<p>Olekalns, J, 2005, <i>Provide remote help desk support (ICAS4134A)</i>, Tertiary Press. ISBN 0 86458 529 2</p>	<p>This text has been developed for ICAS4134A <i>Provide remote help desk support</i>. It covers the services provided by a remote help desk, the use of help desk software, procedures for collecting client and problem information, and how to use tools to assist the help desk process. It includes practical activities and self-check questions.</p>
<p>OTEN Direct Mail Sales</p>	<p>OTEN produce a range of materials to support the delivery of courses. A product list can be obtained from Direct Mail Sales on telephone (02) 9715 8222.</p>
<p>Prichard, G, 2000, <i>Computing studies</i>, Oxford University Press, Victoria. ISBN 0 1955 077 46</p>	<p>Text addressing basic computing skills and knowledge.</p>

Resource	Summary
Other Teaching and Learning Materials – books, professional journals, articles	
<p>Regency Institute of TAFE, 1998, <i>Occupational Health and Safety: Student Manual</i>, Regency Publishing, Regency Park SA. ISBN: 1 8639 3184 8</p>	<p>This resource covers OHS legal responsibilities, first aid, fire safety and prevention.</p>
<p>Smith, D, 2005, <i>Care for computer hardware (ICAS3234A)</i>, Tertiary Press. ISBN 0 86458 507 1</p>	<p>This text has been developed for ICAS3234A <i>Care for computer hardware</i>. It covers occupational health and safety, environmental considerations for the care of equipment, maintenance practices, problem diagnostics and determining standards for the selection of equipment. It includes practical activities and self-check questions.</p>
<p>Stephens, A, 2005, <i>Operate a personal computer (ICAU1128A)</i>, Tertiary Press. ISBN 0 86458 512 8</p>	<p>This text has been developed for ICAU1128A <i>Operate a personal computer</i>. It covers the skills required to operate a personal computer, the main operations performed by a computer, file management techniques, the structure of the Windows XP operating system and how to access online help. It includes practical activities and self-check questions.</p>
<p>WorkCover NSW Publications www.workcover.nsw.gov.au</p>	<p>Titles include:</p> <ul style="list-style-type: none"> • Hierarchy of hazard controls • !HAZPAK making your workplace safer • Manual handling resource • Occupational health and safety consultation overheads • Protecting young workers from workplace hazards • Reading labels and material safety data sheets • Risk assessment for young workers • Risk management at work • Summary of the OHS Act 2000 • Summary of the OHS Regulations 2001

Resource	Summary
Other Teaching and Learning Materials –videos	
<p>Appleseed Productions, 2000, <i>Databases</i> (20 mins), Australia. http://appleseed.com.au/</p>	<p>This video covers the methods of storing data, database interface, SQL, database design procedures, data manipulation, data warehousing and data mining.</p>
<p>Appleseed Productions, 2000, <i>Jobs in technology</i> (17 mins), Australia.</p>	<p>This video covers job vacancies, skills in demand, working towards a career in technology, certified qualifications and working in the information age.</p>
<p>Appleseed Productions, 2000, <i>Networking</i> (22 mins), Australia.</p>	<p>This video covers the development of networked computing, network topologies, network operating systems, the client/server model and other models, intranets and security issues.</p>
<p>Appleseed Productions, 2000, <i>Operating systems</i> (20 mins), Australia.</p>	<p>This video covers the operating system, extensions/drivers, clashes and crashes, memory and storage requirements and maintenance and repair.</p>
<p>Marcom Projects PO Box 4535 Eight Mile Plains QLD 4113 Ph: (07) 3340 8900 Fax: (07) 3340 8999 www.marcom.com.au</p>	<p>Marcom Projects sell a range of educational audio visual resources. Information technology catalogue: www.marcom.com.au/download_zone/pdf_catalogues/IT_06.pdf Digital video library: www.marcomdigital.com.au</p>
<p>Video Education Australasia (VEA), 2000, <i>Email Etiquette</i> (18 mins), Australia. www.vea.com.au</p>	<p>This video looks at the conventions that have been developed by email users to facilitate effective communication.</p>
<p>Video Education Australasia (VEA), 2001, <i>Keeping it secret</i> (17 mins), Australia.</p>	<p>This video looks at the issue of electronic security in relation to medical databases and online shopping.</p>
<p>Video Education Australasia (VEA), 2002, <i>Learning HTML</i> (25 mins), USA.</p>	<p>This video looks at the basics of writing Hypertext Markup Language (HTML) for web pages.</p>
<p>Video Education Australasia (VEA), 2005, <i>Networks</i> (28 mins), Australia.</p>	<p>This video examines the structure and use of networks.</p>

Resource	Summary
Other Teaching and Learning Materials –videos	
Video Education Australasia (VEA), 2002, <i>Network Security</i> (27 mins), Australia.	This video examines the threats to network security and the various security measures that can be implemented.
Video Education Australasia (VEA), 1995, <i>OH&S</i> (14 mins), Bendigo.	This video provides information on duty of care and occupational health and safety in the workplace exploring issues of hazard control, good design and housekeeping.
Video Education Australasia (VEA), 2005, <i>Roles and Responsibilities in IT</i> (27 mins), Australia.	This video provides information on the variety of jobs in the IT industry.
Video Education Australasia (VEA), 2000, <i>Safe Manual Handling</i> (21 mins), Bendigo.	This video examines safe manual handling by identifying hazardous tasks, assessing and controlling the risks involved.
Video Education Australasia (VEA), 1999, <i>Safety on Work Experience: A Practical Guide</i> , Australia.	This video focuses on occupational health and safety issues relating to workplace learning and will be invaluable for students about to embark on work placement programs. In each of the five industries covered, information and strategies are provided on identifying, assessing and minimising workplace accidents.
Video Education Australasia (VEA), 2004, <i>Software surgery</i> (30 mins), UK.	This video looks at how to analyse what people actually want from software.
Video Education Australasia (VEA), 2004, <i>The Programmers</i> (30 mins), UK.	This video examines the history of software development.
Video Education Australasia (VEA), 2004, <i>Website design</i> (25 mins), Australia.	This video looks at how to design effective websites.

The following list of resources and organisations is provided to assist assessors in planning, designing, conducting and reviewing of assessments against these Training Packages.

General Resources

The key resource Training Package for Training and Assessment is available from:

Innovation and Business Skills Australia

Level 2, Building B

192 Burwood Road

Hawthorn VIC 33122

www.ibsa.org.au

Phone: (03) 9815 7000

Fax: (03) 9815 7001

Email: sales@atpl.net.au

Australian Training Products Ltd

Level 25

150 Lonsdale Street

MELBOURNE VIC 3001

PO Box 5347BB

MELBOURNE VIC 3001

Telephone: (03) 9655 0600

Fax: (03) 9639 4684

Website: <http://www.atpl.net.au>

E-mail: sales@atpl.net.au

Specific Assessment Resources

VETASSESS and Western Australian Department of Training and Employment, 2000, *Designing Tests – Guidelines For Designing Knowledge Based Tests For Training Packages*.

Assessor training

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Training and assessment for people with special needs

Commonwealth Disability Services Program Contacts

www.facs.gov.au or by telephone:

New South Wales (02) 263 3818

Victoria (03) 9285 8523

South Australia (08) 8236 6111

Northern Territory (08) 8946 3555

Queensland (07) 3360 2800

Western Australia (08) 9346 5311
Tasmania (03) 6221 1411
ACT (02) 6274 5206

Standards Australia
Information Centre 1800 672 321
Building code sales 1300 654 646

Blind Citizens Australia
PO Box 229,
Prahran VIC 3181
(03) 521 3433 or 1800 033 660

Royal Institute for the Blind – in each State and Territory

Australian Federation of Deaf Societies
C/- 59 Cadbury Road,
Claremont TAS 7011
(03) 6273 2422

National Council on Intellectual Disability
PO Box 181,
Fyshwick ACT 2609
(02) 6280 8868

Australian National Association for Mental Health
Tweedie Place,
Richmond VIC 3121
(03) 9427 0370

Brain Foundation
PO Box 579,
Crows Nest NSW 2065
(02) 9437 567

Training and assessment for people from Aboriginal or Torres Strait Islander Backgrounds

Australian Indigenous Training Advisory Council (AITAC)
Telephone: (07) 3244 5628
Website: www.itis.edu.au
National Aboriginal and Torres Strait Education website
Website: www.natsiew.nexus.edu.au

Training and assessment for Language, Literacy and Numeracy

A number of resources that might assist in the areas of LLN and assessment include:

- *Frequently asked questions about language, literacy and numeracy* in the AQTF ANTA (Published 5/2/03)

- *A New Assessment Tool – Incorporating language, literacy and numeracy skills into Training Packages – A professional development kit for trainers and assessors ANTA and DEETYA*
- *Built in not bolted on* (revised edition 2000) DEETYA.