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| Training Package | Retail Services (SIR07)/Business Services (BSB07) | HSC Requirements and Advice |
| Unit code | Unit title | HSC Indicative Hours |
| BSBWOR204A | Use business technology | 15 |

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| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |
| Competency field | Industry Capability – Workplace Effectiveness |
| Application of the unit | This unit applies to individuals who use business technology to perform a range of routine tasks. They use a limited range of practical skills and fundamental knowledge of equipment use and the organisation of data or files in a defined context, under direct supervision or with limited individual responsibility. |
| Employability skills | 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.

| Critical aspects for assessment and evidence required to demonstrate competency in this unit | Context of and specific resources for assessment | Method of assessment | Gather information for assessment |
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| <p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> • selection and application of appropriate equipment and software applications in relation to assigned task/s • access, retrieval and storage of required data • performance of basic maintenance on a range of office equipment. | <p>Assessment <u>must</u> ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • examples of files and data for storage • manuals and training booklets for equipment. | <p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate • analysis of responses to case studies and scenarios • demonstration of techniques • oral or written questioning to assess knowledge of office equipment • evaluation of maintaining technology. | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • IT use units • other industry capability units. |

Required Skills and Knowledge

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

Required skills

- literacy skills to identify work requirements; to understand and process basic, relevant workplace information; and to follow written instructions
- communication skills to request advice, to receive feedback and to work with a team
- problem solving skills to solve routine technology problems.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- organisational policies, plans and procedures, especially in regard to file naming and storage conventions
- organisational IT procedures including back up and virus protection procedures
- basic technical terminology in relation to reading help files and manuals.

| Element | Performance Criteria | Range Statement |
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| 1 Select and use technology | 1.1 Select appropriate <i>technology</i> and <i>software applications</i> to achieve the requirements of the task. | <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. <i>Bold italicised</i> 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><i>Technology</i> may include:</p> <ul style="list-style-type: none"> • computer technology, such as laptops and personal computers • digital cameras • modems • printers • scanners • zip drives • photocopiers • shredders • binders • laminators • cutters. <p><i>Software applications</i> may include:</p> <ul style="list-style-type: none"> • email, internet • word processing, spreadsheet, database, accounting or presentation packages. |
| | 1.2 Adjust workspace, furniture and equipment to suit user ergonomic requirements. | |
| | 1.3 Use technology according to <i>organisational requirements</i> and in a way which promotes a safe work environment. | <p><i>Organisational requirements</i> may include:</p> <ul style="list-style-type: none"> • correctly identifying and opening files • legal and organisation policies, guidelines and requirements • locating data • log on procedures • manufacturer's guidelines • OHS policies, procedures and programs • saving and closing files • storing data. |

| Element | Performance Criteria | Range Statement |
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| 2 Process and organise data | 2.1 Identify, open, generate or amend files and records according to task and organisational requirements. | |
| | 2.2 Operate <i>input devices</i> according to organisational requirements. | <p><i>Input devices</i> may include:</p> <ul style="list-style-type: none"> • keyboard • mouse • numerical key pad • scanner. |
| | 2.3 <i>Store data</i> appropriately and exit applications without damage to or loss of, data. | <p><i>Storage of data</i> may include:</p> <ul style="list-style-type: none"> • appropriate storage/filing of hard copies of computer generated documents • storage in directories and sub directories • storage on CD ROMs, hard and floppy disk drives or back up systems. |
| | 2.4 Use manuals, training booklets and/or online help or help desks to overcome basic difficulties with applications. | |
| 3 Maintain technology | 3.1 Identify and replace used <i>technology consumables</i> in accordance with manufacturer's instructions and organisational requirements. | <p><i>Technology consumables</i> may include:</p> <ul style="list-style-type: none"> • back up tapes • CD ROM • floppy disks • print heads • printer ribbons and cartridges • toner cartridges • zip disks. |
| | 3.2 Carry out and/or arrange <i>routine maintenance</i> to ensure equipment is maintained in accordance with manufacturer's instructions and organisational requirements. | <p><i>Routine maintenance</i> may include:</p> <ul style="list-style-type: none"> • in house cleaning and servicing of equipment according to manufacturer's guidelines • periodic servicing by qualified or manufacturer approved, technician • regular checking of equipment • replacing consumables. |
| | 3.3 <i>Identify equipment faults</i> accurately and take action in accordance with manufacturer's instructions or report fault to designated person. | <p><i>Identifying equipment faults</i> may include:</p> <ul style="list-style-type: none"> • checking repairs have been carried out • encouraging feedback from work colleagues • keeping a log book of detected faults • preparing a maintenance program • regular back ups of data • regular OHS inspections • routine checking of equipment. |