

<b>Training Package</b>	Telecommunications (ICT02)		<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Use basic computer technology</b>		
<b>Unit code</b>	<b>Field</b> (in ICT02)	<b>Competency field</b>	<b>HSC Indicative Hours</b>
<b>ICTCC120A</b>	Technology	–	<b>10</b>

<b>Unit descriptor</b>	<p>This unit applies to the use of computers for information processing. It addresses basic information processing operations and the use of basic hardware, software and support resources.</p> <p>This unit is based on unit ICTTC201A in the ICT97 Training Package.</p>
<b>Prerequisite units</b>	Nil
<b>Application of the unit</b>	–
<b>Employability Skills</b>	–

### Evidence Guide

<b>Assessment location and resources</b>	<b>Critical evidence</b>	<b>Skills and Knowledge</b>
<p>Assessment will occur in an operational customer contact centre using customer contact technologies and information technology or a simulated contact centre with similar features.</p>	<p>Assessment candidates should produce evidence of the following:</p> <ul style="list-style-type: none"> <li>• logs on and log off effectively using the specified procedures</li> <li>• correct keystrokes or mouse actions are used to navigate around systems and between software applications</li> <li>• identifies and uses the two or more software applications concurrently</li> <li>• uses the appropriate tools and commands in working through two or more software applications</li> <li>• enters and/or varies information accurately and in a timely manner</li> <li>• saves information while preserving integrity of all other system information</li> <li>• help files are accessed.</li> </ul>	<ul style="list-style-type: none"> <li>• computer keyboard usage</li> <li>• computer literacy</li> <li>• computer system applications, tools and commands</li> <li>• word, graphics, data base, spread sheet applications</li> <li>• problem solving processes</li> <li>• enterprise policies, procedures and guidelines</li> <li>• workplace ergonomics.</li> </ul>

Element	Performance Criteria	Range Statement
1 Activate and use computer software and hardware	1.1 Identify computer hardware components accurately.	<p>The following statements cover a wide range of circumstances. Assessment of candidates should be within the range that applies to the candidate's particular role or workplace.</p> <p><b>Computer hardware</b></p> <ul style="list-style-type: none"> <li>• stand alone PC</li> <li>• networked PCs</li> <li>• dumb terminal on mainframe system</li> <li>• keyboard</li> <li>• mouse</li> <li>• monitor</li> <li>• printer</li> <li>• modem</li> <li>• scanner.</li> </ul>
	1.2 Obtain and secure log on and password information within established protocols.	
	1.3 'Log On' correctly.	<p><b>'Log on' and 'log off'</b></p> <ul style="list-style-type: none"> <li>• use of passwords and users names</li> <li>• may vary dependent on the operational platform and specific applications.</li> </ul>
	1.4 Identify system applications by their icons.	<p><b>Computer software</b></p> <ul style="list-style-type: none"> <li>• otherwise called applications</li> <li>• word processing, spreadsheets or databases</li> <li>• website systems or purpose built applications.</li> </ul>
	1.5 Use keyboard and mouse proficiently to access software.	
	1.6 Use appropriate tools and/or commands to operate the software and hardware.	<p><b>Tools and commands</b></p> <ul style="list-style-type: none"> <li>• edit</li> <li>• format</li> <li>• grammar and spelling check</li> <li>• tables</li> <li>• font and font size</li> <li>• page layout</li> <li>• data</li> <li>• print.</li> </ul>

Element	Performance Criteria	Range Statement
	1.7 Exit system using appropriate 'Log Off' procedures.	
2 Process information on a computer system	2.1 Analyse and plan an assigned information processing task.	
	2.2 Select and open appropriate computer software.	
	2.3 Locate and/or open appropriate files.	
	2.4 Enter or modify information into appropriate location.	
	2.5 Save files and close applications using defined procedures.	
	2.6 Preserve the integrity of the all information in existing and new files.	<p><b>Preserve the integrity</b></p> <ul style="list-style-type: none"> <li>• save and/or close files and applications without loss of data and without corruption of other files or directories</li> <li>• includes consideration of viruses or corrupted files and overwriting existing files.</li> </ul>
	2.7 Operate concurrently and navigate efficiently between two or more software applications.	
3 Manage computer use contingencies	3.1 Identify contingencies arising during computer use.	<p><b>Contingencies</b></p> <ul style="list-style-type: none"> <li>• systems failure</li> <li>• file corruption</li> <li>• situations where assistance is required to complete the assigned task.</li> </ul>
	3.2 Identify computer support resources.	<p><b>Support resources</b></p> <ul style="list-style-type: none"> <li>• help files within software</li> <li>• system support staff</li> <li>• help desks</li> <li>• vendor assistance - unlikely to apply for this unit.</li> </ul>
	3.3 Access and exit help files using correct keystrokes or mouse actions.	
	3.4 Navigate help files to obtain the relevant information.	

## KEY COMPETENCIES

The seven Key Competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance Level 1 – at this level, the candidate is required to undertake tasks effectively

Performance Level 2 – at this level, the candidate is required to manage tasks

Performance Level 3 – at this level, the candidate is required to use concepts for evaluating and reshaping tasks

The following Key Competency levels have been considered within the structure of this unit's Performance Criteria.

<b>Key competency</b>	<b>Performance level</b>
1 Collecting, analysing and organising information	1
2 Communicating ideas and information	1
3 Planning and organising activities	1
4 Working with others and in teams	1
5 Using mathematical ideas and techniques	1
6 Solving problems	1
7 Using technology	1