

Training Package	Business Services (BSB01)	HSC Requirements and Advice
Title:	Use business technology	
Unit Code	Unit Descriptor:	HSC Indicative Hours: 20
BSBCM205A	This unit covers the skills and knowledge required to select, use and maintain business technology. This technology includes the effective use of computer software to organise information and data. This unit is related to BSBCM307A Maintain business resources.	

Context/s of Assessment	Critical aspects of Evidence	Consistency of Performance	Resource Implications	HSC Requirements and Advice
<ul style="list-style-type: none"> Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit 	<ul style="list-style-type: none"> Selection and application of functional software applications to produce workplace documents Application of Occupational Health and Safety procedures for set up of workstation, operation of computer, changing toner cartridges and other work with plant and substances Access, retrieval and storage of required data 	In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations	The learner and trainer should have access to appropriate documentation and resources normally used in the workplace	Key Terms and Concepts: <ul style="list-style-type: none"> ergonomics file generation amendment technology consumables routine maintenance digital camera Zip drive modem scanner spreadsheet data base log-on data storage manufacturer's guidelines keyboard numerical key pad directories sub-directories CD-ROM hard drive floppy-disk drive back-up system

Element of Competency	Performance Criteria	Range Statement	Evidence Guide	HSC Requirements and Advice
1. Select and use technology	1.1 Appropriate <i>technology</i> and <i>software</i> applications are selected to achieve the requirements of the task	<p>Legislation, codes and national standards relevant to the workplace which may include:</p> <ul style="list-style-type: none"> - award and enterprise agreements and relevant industrial instruments - relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination - relevant industry codes of practice <p>Technology may include:</p> <ul style="list-style-type: none"> - computer technology, such as laptops and PCs - digital cameras - zip drives - modems - scanners - printers <p>Software applications may include:</p> <ul style="list-style-type: none"> - email, internet - word processing, spreadsheet, database, accounting, or presentation packages 	<ul style="list-style-type: none"> • Knowledge* <p>* At this level the learner must demonstrate basic operational knowledge in a moderate range of areas.</p> <ul style="list-style-type: none"> - The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination - The organisation's policies, plans and procedures, especially in regard to file-naming and storage conventions - The correct log-on and shut-down procedures for computer equipment - Organisational IT procedures including back-up and virus protection procedures <ul style="list-style-type: none"> • Skills <ul style="list-style-type: none"> - Literacy skills to identify work requirements and understand and process basic, relevant workplace information; follow written instructions - Communication skills to request advice, receive feedback and work with a team - Problem-solving skills to solve routine problems 	<p>Learning experiences for the HSC must address:</p> <p>Operation of computer equipment in accordance with manufacturers' instructions involving:</p> <ul style="list-style-type: none"> - boot up - log on - log off - opening files - modifying files - saving files - printing files
	1.2 Workspace, furniture and equipment are adjusted to suit the ergonomic requirements of the user			<p>Learning experiences for the HSC must address:</p> <p>The Occupational Health and Safety requirements of computer equipment, workstation and operator.</p> <p>Ergonomic concerns eg posture, lighting, height of chair and table.</p>
	1.3 Technology is used according to <i>organisational requirements</i> and in a way which promotes a safe work environment	<p>Organisational requirements may relate to procedures including:</p> <ul style="list-style-type: none"> - log-on procedures - correctly identifying and opening files - locating data - saving and closing files - Occupational Health and Safety policies, procedures and programs - storing data - manufacturer's guidelines - legal and organisation policy/guidelines and requirements 		

Element of Competency	Performance Criteria	Range Statement	Evidence Guide	HSC Requirements and Advice
2. Process and organise data	2.1 Files and records are identified, opened, generated or amended according to task and organisational requirements		<ul style="list-style-type: none"> • Knowledge* * At this level the learner must demonstrate basic operational knowledge in a moderate range of areas. <ul style="list-style-type: none"> - The correct log-on and shut-down procedures for computer equipment - Organisational IT procedures including back-up and virus protection procedures - Basic technical terminology in relation to reading help-files and manuals • Skills - Literacy skills to identify work requirements and understand and process basic, relevant workplace information, follow written instructions - Communication skills to request advice, receive feedback and work with a team - Problem solving skills to solve routine problems - Keyboarding skills to produce basic workplace documents - Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities 	<p>Learning experiences for the HSC must address:</p> <p>Storing and retrieving documents.</p> <p>Saving and printing documents.</p>
	2.2 <i>Input devices</i> are operated according to organisational requirements	<p>Input devices may include:</p> <ul style="list-style-type: none"> - keyboard - numerical key pad - mouse - scanner 		
	2.3 <i>Data is stored</i> appropriately and applications are exited without damage to or loss of data	<p>Storage of data may include:</p> <ul style="list-style-type: none"> - storage in directories and sub-directories - storage on CD-ROMs, hard and floppy disk-drives or back-up systems - appropriate storage/filing of hard copies of computer generated documents 		<p>Learning experiences for the HSC must address:</p> <p>Filing procedures according to industry or enterprise policy including:</p> <ul style="list-style-type: none"> - security/confidentiality - updating - retrieval and movement of files - inactive files storage, removal and destruction.
	2.4 Manuals, training booklets and/or on-line help or help-desks are used to overcome basic difficulties with applications			<p>Learning experiences for the HSC must address:</p> <p>Solutions to basic difficulties found in:</p> <ul style="list-style-type: none"> - manuals - training booklets - online help - the help function within applications - help-desk.

Element of Competency	Performance Criteria	Range Statement	Evidence Guide	HSC Requirements and Advice
3. Maintain technology	3.1 Used <i>technology consumables</i> are identified and replaced in accordance with manufacturer's instructions and organisational requirements	Technology consumables may include: <ul style="list-style-type: none"> - printer ribbons and cartridges - CD-ROM - zip disks - print heads - floppy disks - toner cartridges - backup tapes 	<ul style="list-style-type: none"> • Knowledge* <p>* At this level the learner must demonstrate basic operational knowledge in a moderate range of areas.</p> <ul style="list-style-type: none"> - Methods of detecting faults in and solving problems with business technology <ul style="list-style-type: none"> • Skills <ul style="list-style-type: none"> - Literacy skills to identify work requirements and understand and process basic, relevant workplace information; follow written instructions; - Communication skills to request advice, receive feedback and work with a team - Problem solving skills to solve routine problems - Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities 	Learning experiences for the HSC must address: <p>Identification and replacement of consumables including:</p> <ul style="list-style-type: none"> - printer ribbons and cartridges - CD-ROMS - floppy disks - toner cartridges - back-up tapes - Zip disks. <p>Procedures for ordering new stock:</p> <ul style="list-style-type: none"> - requisitions - order forms - tender/contract
	3.2 <i>Routine maintenance</i> is carried out and/or arranged in order to ensure that equipment is maintained in accordance with manufacturer's instructions and organisational requirements	Routine maintenance may include: <ul style="list-style-type: none"> - regular checking of equipment - replacing consumables - "in-house" cleaning and servicing of equipment according to manufacturer's guidelines - periodic servicing by qualified or manufacturer approved technician 		Learning experiences for the HSC must address: <p>Manufacturers' manuals are accessed to carry out routine maintenance.</p>
	3.3 <i>Equipment faults</i> are accurately identified and action taken in accordance with manufacturer's instructions or by reporting fault to designated person	Equipment faults or problems may be identified or anticipated by: <ul style="list-style-type: none"> - routine checking of equipment - preparation of a maintenance program - encouraging feedback from work colleagues - regular back-ups of data - keeping a log book of detected faults - regular Occupational Health and Safety inspections - checking that repairs have been carried out 		Learning experiences for the HSC must address: <p>Common faults and solutions including:</p> <ul style="list-style-type: none"> - paper jams - system failures - low toner/ink cartridge.

Key Competency Levels

NB: These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

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
Level 1	Level 1	Level 1	Level 1	Level 1	Level 1	Level 2

Three levels of performance denote level of competency required to perform task.

1. Perform 2. Administer 3. Design

- **Collecting, analysing and organising information** – to identify application needs
- **Communicating ideas and information** – with members of the work team
- **Planning and organising activities** – for self
- **Working with teams and others** – in communicating equipment faults
- **Using mathematical ideas and techniques** – when preparing routine maintenance
- **Solving problems** – to identify application problems
- **Using technology** – to complete allocated tasks

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies.