Competency Standards for Caribbean Vocational Qualifications (CVQ)

CCITI20106   **Level II in Data Operations**

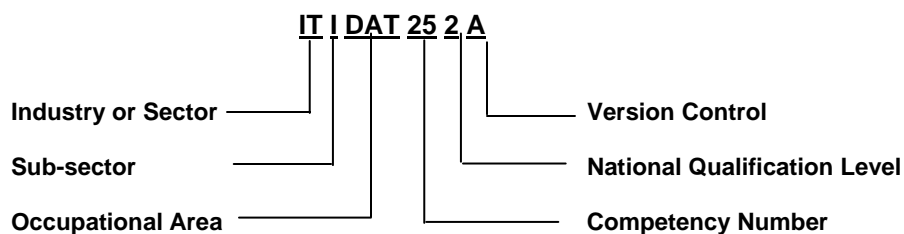| Unit Number	Unit Title	Mandatory /Elective	Hours
ITICOR0021A	Apply Occupational Health and Safety procedures	Mandatory	10
ITICOR0031A	Work effectively in an Information Technology environment	Mandatory	10
ITICOR0041A	Communicate in the workplace	Mandatory	10
ITICOR0051A	Participate in a team or individually to achieve organisational goal	Mandatory	10
ITICOR1341A	Interact with clients	Mandatory	10
ITINET0151A	Maintain equipment and consumables	Mandatory	20
ITICOR0231A	Operate a personal computer	Mandatory	20
ITICOR0241A	Operate a word processing application (basic)	Mandatory	20
ITIDAT1101A	Perform data entry operations	Mandatory	20
ITICOR0471A	Access the Internet	Mandatory	20
ITICOR0271A	Send and retrieve information via the Internet	Mandatory	20
ITIDAT0282A	Locate and evaluate online information	Mandatory	20
ITIDAT0171A	Operate a spreadsheet application (basic)	Mandatory	20
ITIDBO0251A	Operate a database application (basic)	Mandatory	20
ITIMED0261A	Operate a presentation package (basic)	Mandatory	20
ITIMED0482A	Prepare multimedia for different platforms	Mandatory	20
ITIDAT0182A	Develop macros and templates for clients using standard products	Mandatory	20
ITIDAT0212A	Use advanced features of computer applications	Mandatory	20
ITIDAT1072A	Operate a spreadsheet application (advanced)	Mandatory	20
ITIDAT1082A	Operate a word processing application (advanced)	Mandatory	20
ITIDAT0252A	Design organisational documents using computing packages	Mandatory	20
ITIDBO1392A	Operate a database application (advanced)	Mandatory	20
ITIMED0422A	Incorporate digital photography into multimedia presentation	Mandatory	20
ITINET1372A	Install software applications	Mandatory	20
ITIMED0362A	Author a multimedia sequence	Mandatory	20
ITIMED1092A	Operate a presentation package (advance)	Mandatory	20
ITINET1362A	Connect hardware peripherals	Mandatory	20
ITIMED0452A	Incorporate text into multimedia presentations	Mandatory	20
ITIMED0462A	Incorporate 2D graphics into multimedia presentation	Mandatory	20
ITIDAT0202A	Customise packaged software for clients	Mandatory	20
ITIDBO0832A	Use SQL to create database structures and manipulate data	Mandatory	20
ITIWEB0162A	Write content for the World Wide Web	Mandatory	20
ITIMED0392A	Capture a digital image	Mandatory	20

CCITI20106   **Level II in Data Operations (Cont'd.)**

Unit Number	Unit Title	Mandatory /Elective	Hours
ITINET1412A	Connect internal hardware components	Elective	30
ITINET1322A	Maintain equipment/software inventory	Elective	20
BSBSBM0012A	Craft personal entrepreneurial strategy	Elective	50
ITIDAT0332A	Operate accounting applications	Elective	20
ITIWEB0722A	Create a simple mark-up language document	Elective	20
ITIDAT2903A	Install and optimise system software	Elective	20
ITIDAT0193A	Migrate to new technology	Elective	20
ITIDAT0103A	Create user and technical documentation	Elective	20
ITIDAT1403A	Provide basic system administration	Elective	20
ITINET0073A	Relate to clients on a business level	Elective	10
ITIDAT0223A	Support system software	Elective	20

To be awarded this Caribbean Vocational Qualification (CVQ) all core competency standards must be achieved. Electives achieved with the qualification will be awarded unit statement of competency.

The nominal training hours are a guide for planning the delivery of Training Programmes.

Legend to Unit Code:

Example: ITIDAT0252A

IT I DAT 25 2 A

Industry or Sector ———————— Version Control

Sub-sector ———————— National Qualification Level

Occupational Area ———————— Competency Number

KEY: **Man – Mandatory; SBM – Small Business Management; DAT – Data Operations; DBO – Data Base Operations; MED – Multimedia; WEB – Web Development; NET – Networking; ITI– Information Technology (Industry); BSB – Business Services (Business)**

ITICOR0021A: Apply Occupational Health and Safety procedures

Competency Descriptor:

> This unit deals with the skills and knowledge required to support the organization's Occupational Health and Safety principles and practices. This unit applies to all individuals working in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Determine Occupational Health and Safety (OH&S) issues relating to immediate work environment	1.1 Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant regulations and insurance requirements.
	1.2 Breaches of health, safety and security procedures are identified and promptly reported.
	1.3 Any suspicious behaviour, packages or occurrences are promptly reported to the designated person.
2. Deal with emergency situations	2.1 Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility.
	2.2 Emergency procedures are correctly followed in accordance with enterprise procedures.
	2.3 Assistance is promptly sought from colleagues and/or other authorities where appropriate.
	2.4 Details of emergency situations are accurately reported in accordance with enterprise policy.
3. Update knowledge of Occupational Health and Safety requirements	3.1 Information relating to Occupational Health and Safety regulations and requirements is obtained and stored where they can be accessed easily.
	3.2 Changes in the Occupational Health and Safety policies relating to Information Technology being disseminated is accessed and information is used.
4. Maintain safe personal presentation standards	4.1 Personal attire takes account of the workplace environment and health and safety issues.

5.	Share basic information on ergonomic issues	5.1	Basic ergonomic requirements of clients and colleagues are accurately identified.
		5.2	Information relating to basic ergonomic issues is provided promptly to clients and colleagues based on vendor requirements, workplace policies and the latest OH&S information.
		5.3	Information given on ergonomic issues is recorded and passed on to client and supervisor according to established procedures.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to following the Occupational Health and Safety procedures and practices. This unit applies to all the information and communication sectors.

Ergonomics advice may include:

- Occupational Health and Safety procedures
- using and cleaning Visual Display Units (VDUs)
- advice on footrests
- exercises
- times for breaks
- armrests
- chairs

OH&S issues including:

- workplace environment and safety
- use and maintenance of tools and equipment
- handling and disposal of materials
- protective clothing and equipment
- removal of obstacles
- personal grooming and hygiene
- response to emergency, fire and accident
- security of documents, personnel and equipment

Emergency situations may include but not limited to:

- accidents
- deranged customers
- fire
- flood

Organizational safety documentation may include but not limited to:

- Occupational Health and Safety legislation
- organization safety procedures
- workstations and work environment procedures

Environmental safety issues may include:

- air quality
- lighting
- noise level
- cleanliness of equipment, furniture and surroundings
- fire hazards

- robbery
- armed hold up
- bomb treats
- earthquakes

EVIDENCE GUIDE

Competency is to be demonstrated by applying health and safety procedures in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

Evidence should include the ability to comply with Occupational Health and Safety requirements relating to the use of computing equipment through the practical demonstration of the identification of unsafe practices and taking action to correct them.

(2)   Pre-requisite Relationship of Units

This is a core unit that underpins the effective performance in all other units. It is recommended that this unit is assessed in conjunction with other operational and service units.

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- OH&S principles, responsibilities and legislations
- ergonomics principles to avoid eye, wrist and back strain
- major causes of workplace accidents relevant to the work environment
- procedures and exercises to prevent strain and injury
- industry/sector insurance and liability requirements in relation to individual staff responsibilities
- common health, safety and security requirements in relation to workplace, environment and ergonomic considerations

Skills
The ability to:

- follow health and safety procedures in the information and communication industry
- identify and document major causes of accidents relevant to the work environment
- deal appropriately with security risks and emergencies
- communicate information on safety and health
- access information on OH&S requirements and guidelines

(4)   Resource Implications

The following resources should be made available:

- work environment (actual or simulated) in the information and communication industry
- Occupational Health & Safety documents

(5)   **Method of Assessment**

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team .

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

Simulated activities must closely reflect the workplace and may need to take place over a period of time

(6)   **Context of Assessment**

This unit may be assessed on or off the job. Assessment should include practical demons tration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These l evels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITICOR0031A: **Work effectively in an Information Technology environment**

Competency Descriptor:

> This unit deals with the skills and knowledge required to operate effectively in the information technology (IT) sector. This unit applies to all individuals working in the information technology sector.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Comply with general IT policies and procedures	1.1 Roles of key players of the information technology organisation are clearly determined and briefly explained.
	1.2 Career choices and options are determined.
	1.3 Policies and procedures are consistently complied with, as directed by supervisor.
2. Promote the organisation and the IT department in a manner consistent with the organisational mission	2.1 Role of the information technology functions within the organisation is briefly explained.
	2.2 Organisation is consistently promoted in a positive way.
3. Identify information technology equipment/software and operating system supported by the organisation	3.1 Information technology equipment/software and operating system supported by the organisation are clearly identified.
	3.2 Equipment, location and service requirements are accurately identified according to organisational requirements.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to working effectively in an information technology environment and applies to all individuals in the information technology sector.

Key players may include:

- IT organisations
- vendors of IT products and services
- IT professional bodies
- industry publications
- government departments involved in IT industry promotion
- employer organisations
- relevant unions

Clients may include but are not limited to:

- internal customers
- external customers
- employers
- employees

Organisational policies/procedures may include but are not limited to:

- Occupational Health and Safety procedures
- Occupational Health and Safety policies
- anti-discrimination policies
- ethical work practices
- ergonomic considerations
- environmental factors
- statutory and vendor requirements

Information Technology unit may include:

- a separate branch
- a separate department
- a separate division
- integrated function of an organisation

Organisational standards maybe formal, well-documented methodologies or are non-existent. Best practices from industry maybe used for training delivery purposes.

Organisational variable may include:

- type
- size
- values
- culture

Equipment may include but are not limited to:

- personal computer
- network systems
- attached peripherals

Software may include but are not limited to:

- word processing application
- spreadsheet application
- database application
- graphical application
- browsers

Operating system:

- command line   • menu driver
- graphical User Interface

Career choices may include but are not limited to:

- database clerk/operator/administrator
- web page designer/programmer
- data entry clerk/operator/supervisor
- network manager/administrator
- computer programmer

IT functions in the organisation may include but are not limited to:

- enabling and maintaining use of IT
- producing documents/designs
- enabling electronic communication
- developing products
- technical support

EVIDENCE GUIDE

Assessment must confirm the ability to integrate into the Information Technology department by demonstrating organisational values through the organisational code of conduct in work place interactions.

(1)   Critical Aspects of Evidence

It is critical that competency is observed in the following aspects:

- Demonstrate compliance with organisational policies and procedures
- Identify roles and functions of key players in the industry
- Promote positive aspects of the organisation
- Demonstrate knowledge of Occupational Health and Safety
- Identify equipment, their location and maintenance requirements
- Demonstrate knowledge of the operations of the Information Technology department

(2)   Pre-requisite Relationship of Units

The pre-requisite for this unit is:

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- basic principles of ethical practice when promoting the organisation in a manner consistent with the organisational mission
- basic principles of anti-discrimination to ensure consistency with the organisational mission
- broad knowledge of organisational code of conduct and values that are consistent with the organisational mission
- basic understanding of organisational systems
- current industry accepted hardware and software products with broad knowledge of general features and capabilities
- broad knowledge base of vendor product directions

- read and write at a level where general workplace documents can be understood
- verbally communicate clearly and precisely
- solve routine problems in the workplace while under direct supervision
- display basic analysis skills in relation to normal routine work processes
- use the features of applications
- employ basic skills in interpreting technical information

(4)   Resource Implications

The following resources should be made available:

- work environment (actual enterprise or simulated)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective work place practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages processes • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITICOR0041A: Communicate in the workplace

Competency Descriptor:

> This unit deals with the skills and knowledge required to promote professional client support through verbal and non-verbal communication. This unit applies to all individuals working in the information and communication industry.

Competency Field: Communication

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Establish contact with clients	1.1	Requests and inquiries from clients are received in a polite and courteous manner.
	1.2	An effective service environment is created through verbal and non-verbal communication.
	1.3	Questioning and active listening are used to determine client support needs.
2. Process information	2.1	Inquiries are answered promptly.
	2.2	Requests are referred to appropriate personnel.
	2.3	Messages or information are recorded and passed on appropriately.
	2.4	Clients are informed of the process and progress of action.
	2.5	Follow-up action is taken according to organisational policy if required.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to communicating in the workplace and applies to all individuals in the information and communication industry.

Verbal communication may include but not limited to:

- answering enquiries from clients
- use of voice mail
- making requests from colleagues
- informal discussions

Internal correspondence may include but not limited to:

- memos
- electronic mail
- bulletin boards

Organisational policies and standards may include but not limited to:

- policies and procedures relating to answering client support enquires
- policies and procedures relating to answering telephone , writing messages and on-line enquires
- job descriptions/responsibilities
- service standards
- organisational code of conduct

Communication may include but not limited to:

- communicating with external clients and internal clients including team members, supervisors and management
- enquires related to routine client support needs
- clarifying and recording information and does not involve technical problem solving

EVIDENCE GUIDE

Assessment must confirm the ability to adhere to organisational policies in regard to external and internal client contact and the policies for processing of internal and external requests are followed.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- communicate information about work activities and processes
- receive and convey information accurately
- interact with other team members
- demonstrate literacy in relation to work requirements
- communicate effectively with clients
- record and document information

(2)   Pre-requisite Relationship of Units

The pre-requisite for this unit is:

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- organisation's policies, procedures and code of conduct
- general OH&S principles and responsibilities
- spelling, grammar and punctuation
- principles of effective communication in relation to listening, questioning and non-verbal communication

Skills
The ability to:

- apply questioning and active listening techniques
- use problem solving skills for a defined range of predictable problems
- demonstrate basic negotiation skills in relation to other team members
- provide basic customer service
- convey meaning clearly, concisely and coherently
- communicate non-verbally in a clear and precise manner
- demonstrate literacy skills in regard to basic workplace documents

(4)   Resource Implications

The following resources should be provided:

- Work environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

Simulated activities must closely reflect the workplace and may need to take place over a period of time.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITICOR0051A: **Participate in a team or individually to achieve organisational goal**

Competency Descriptor:

This unit deals with the skills and knowledge required to work individually and with others in an organisation. This unit applies to all individuals working in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Establish own work schedule	1.1	Work to be completed is clearly identified.
	1.2	Work is prioritised according to organisation guidelines.
	1.3	Urgent requests are prioritised and acted on according to organisational guidelines.
2. Participate in team structure	2.1	Members and roles of team are accurately identified.
	2.2	Tasks and goals are clearly identified and acted on promptly.
	2.3	Assistance is sought from team members when necessary.
	2.4	Feedback is given clearly and received accurately to ensure organisation goals are met.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to working individually or in a team and applies to all individuals in the information and communication industry.

Team variables may include but not limited to:

- peers   • size of team
- supervisor
- other members of the organisation
- people from a range of cultural, social and ethnic backgrounds
- autonomy and responsibility of the team
- responsibility of team members
- life of the team

Organisation variables may include but not limited to:

- organisation charts and work flow guides
- time line for tasks and goals
- critical policy rating

EVIDENCE GUIDE

Assessment must confirm the ability to participate in a team or act individually to meet organisation requirements and be able to respond to requests and prioritise work schedule to meet organisational guidelines.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- communicate information about work activities and processes
- plan work activities
- interact with other team members
- demonstrate understanding of the roles and functions of team members
- provide feedback

(2)   Pre-requisite Relationship of Units

The pre-requisite for this unit is:

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- principles of ethical work practice.
- roles and responsibilities of individual team members.
- general understanding of social and organisational systems when participating in teams.
- results oriented approaches when establishing one's personal work schedule.
- organisational structure and Information Technology division structure so as to inform own and teamwork practices.
- general organisational strategic direction and values so as to inform own and teamwork practices.
- general work team processes and group dynamics

Skills
The ability to:

- make decision between a limited range of options
- display assertiveness
- employ questioning and active.
- perform general customer service
- implement time management for self management purposes
- display basic planning skills.
- use problem solving techniques
- exhibit literacy skills in relation to general workplace documentation.

(4) Resource Implications

The following resources should be provided:

Work environment (simulated or actual enterprise

(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6) Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITICOR1341A: Interact with clients

Competency Descriptor:

This unit deals with the skills and knowledge required to provide routine client support in a professional manner.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Deliver support to clients	1.1 Communication is conducted with clients in a courteous and professional manner, according to organisational policy.
	1.2 Routine client support requirements are acted on, or referred to supervisor according to organisational policy.
	1.3 Client contact is maintained until problem is actioned.
2. Respond to client complaints	2.1 A positive, helpful attitude to clients when handling complaints is conveyed.
	2.2 Complaints are handled sensitively, courteously and with discretion.
	2.3 Active listening and questioning is used to establish and confirm nature of complaint with client.
	2.4 Action to resolve client complaint to client satisfaction is taken wherever possible or promptly referred to supervisor.
3. Convey information and ideas to people	3.1 Ideas and suggestions are expressed clearly to clients.
	3.2 Problems and concerns are relayed to the supervisor according to procedures and guidelines.
	3.3 Supervisor's recommendations are acted on in line with procedures and guidelines.

RANGE STATEMENT

This unit applies to the activities associated wi th the essential operations linked to interacting with clients and applies to all individuals in the information and communication technology industry.

Clients may include but are not limited to:

- internal and external clients
- new and regular clients
- people from a range of social, cultural or ethnic backgrounds

Complaints encountered include:

- complaints about products and services
- complaints about staff conduct
- incorrect billing information
- complaints about incorrect billing information

Organisational policies/standards may include but are not limited to:

- client service standards
- complaints handling policy
- client liaison policy

Client support requirements may include:

- providing information about products and services
- providing general information
- clarifying or resolving problems
- referrals to othe r departments
- arranging for technical support

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to provide routine client support in a professional manner, with exceptions being referred to appropriate areas as they occur, according to e scalation procedures in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- communicate information about work activities and processes
- receive and convey information accurately
- resolve basic problems
- provide customer service
- demonstrate professionalism
- communicate effectively with clients
- record and document information

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

<u>Knowledge</u>
Knowledge of:

- general principles of equal employment opportunities and anti-discrimination
- knowledge of the lines of communication to management
- current industry accepted hardware and software products with broad knowledge of general features and capabilities and detailed knowledge in some areas
- knowledge of the available products and services
- knowledge of organisation quality assurance procedures
- principles of ethical work practices
- organisational policies in regard to external and internal client contact

<u>Skills</u>
The ability to:

- provide customer service
- handle difficult clients
- diffuse potentially situations
- communicate verbally and non-verbally appropriately to the work environment
- carry out questioning and active listening to clarify information
- display problem solving skills
- apply interpersonal skills
- refer problems to the appropriate personnel
- process oral and written communication

(4)   Resource Implications

To demonstrate this unit of competence the candidate will require:

- Workplace (actual or simulated)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess u nderpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NC TVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guideline s for advice on how to use the Critical Employability Skills.

ITINET0151A: Maintain equipment and consumables

Competency Descriptor:

> This unit deals with the knowledge and skills required to maintain the operations of basic hardware and the replacement of consumables. This unit applies to all individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1 Clean disc drives and peripherals	1.1	Disc cleaning materials are accessed from stores in line with organisational procedures.
	1.2	Inventory systems are accessed and events are documented according to organisational procedures.
	1.3	Discs/peripherals are cleaned as recommended by manual in accordance with vendor requirements and as required by organisation.
2 Replace and maintain consumables and supplies	2.1	Stock is accessed from store and information is recorded according to organisational procedures.
	2.2	Relevant manual is accessed according to guidelines and procedures.
	2.3	Consumables are replaced promptly and with minimum effect on other users.
	2.4	Hardware is tested to ensure it is in working order according to established procedures.
3 Maintain peripherals	3.1	Equipment requiring maintenance is determined accurately.
	3.2	Equipment is maintained as required by organisation guidelines.
	3.3	Maintenance is documented as required by organisation guidelines.
	3.4	Unused peripherals are stored in line with vendor/manuals' guidelines.

RANGE STATEMENT

This unit applies to all individuals operating in the information and communication sector.

Hardware components may include but are not limited to:

- personal computers
- network systems
- personal organisers
- communication equipment

Peripherals may include but are not limited to:

- printers
- scanners
- tape cartridges
- multimedia kits
- speakers

Keyboard equipment may include but are not limited to:

- keyboard
- mouse
- touch pad
- pens

Consumables may include but are not limited to:

- diskettes
- ribbons
- printer
- toner
- paper,
- cartridges
- cleaners,
- tape

Organisation variables may include but are not limited to:

- security procedures
- logged calls procedures
- Occupational Health and Safety legislation
- preventive maintenance and diagnostic policy
- maintenance manuals
- in-house disposal policy
- vendor disposal policy
- contracting arrangements relating to information Technology purchasing

Replenishing of supplies procedures may include but are not limited to:

- requisition from organisation's store
- requisition from suppliers
- request to IT support unit

Cleaning materials may include but are not limited to:

- anti-static cleaner
- pressurized air duster
- lint-free cloth
- non-streaking screen cleaner

Cleaning equipment may include but are not limited to:

- vacuum
- voltage meter
- maintenance kit for laser printer
- brush

EVIDENCE GUIDE

Competency is to be demonstrated by effectively maintaining the operations of basic hardware components and the replacement of consumables according to the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

Assessment must confirm the ability to maintain and replace at least the following equipment and consumables:
- replacing printer ribbons and laser cartridges
- cleaning mouses, monitors, disc drives and keyboards

(2)   Pre-requisite Relationship of Units

- ITICOR0021A   Apply Occupational Health and Safety procedures

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- basic principles and responsibilities of OH&S

- basic understanding of organisational systems, in relation to storage and retrieval of information and goods

- basic knowledge of current industry accepted hardware and software

Skills
The ability to:

- select materials appropriate to given task
- clean components and equipment
- detect faults
- develop and follow cleaning schedule
- work safely and accurately
- initiate preventive measures and respond to emergencies
- employ literacy skills in regard to basic workplace documentation

(4)   Resource Implications

Competency can be demonstrated in a simulated environment on typical workplace equipment and consumables.

The following resources should be provided:
- necessary cleaning supplies, equipment and tools
- safety supplies including gloves and dust masks where required

(5)   **Method of Assessment**

Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Evidence should include a demonstrated understanding of the importance of maintaining the cleanliness and operational efficiency of components. The ability to safely and proficiently carry out maintenance task within appropriate timeframes should be displayed.

Peers and supervisors must be available for obtaining information on the extent and quality of the contribution made.

(6)   **Context of Assessment**

Work is carried out under direct supervision or limited or no supervision.

This unit maybe assessed on or off-the job. Assessment should include practical demonstration either on-the job or in a simulated workplace environment where cleaning and maintenance can be demonstrated. This should be supported by assessment of underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1
Communicate ideas and information	Level 1
Plan and organise activities	Level 1
Work with others and in team	Level 1
Use mathematical ideas and techniques	Level 1
Solve problems	Level 1
Use technology	Level 1

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITICOR0231A: Operate a personal computer

Competency Descriptor: This unit deals with the skills and knowledge required to operate a personal computer.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Initiate computer system	1.1	Equipment and work environment are correctly checked for readiness to perform scheduled tasks.
	1.2	The hardware components of the computer and their functions are correctly identified.
	1.3	Equipment is powered up correctly.
	1.4	Access codes are correctly applied.
	1.5	System information is closely examined to accurately identify functions and features.
	1.6	Desktop configuration is customised in a manner suitable to meet individual requirements and/or special needs in accordance with organisation guidelines.
	1.7	Available help functions are used correctly when required.
2. Use keyboard and equipment	2.1	Occupational Health and Safety regulations are followed for correct posture, lighting and length of time in front of computer.
	2.2	Keyboarding is carried out according to organisation guidelines on speed and accuracy.
3. Navigate and manipulate desktop environment	3.1	The selection, opening and closing of the correct desktop icons to access features follow the correct and appropriate procedures.
	3.2	Different roles and parts of the desktop window are used correctly and appropriately for particular functions.
	3.3	The opening, resizing and closing of desktop windows for navigation purposes follow the correct procedures.
	3.4	Shortcuts are created from the desktop following the correct procedures.

4.	Organise directory and folder structures	4.1	Directories/folders with subdirectories/subfolders are created and named according to established guidelines.
		4.2	Directory/folder attributes are accurately identified.
		4.3	Subdirectories/folders are moved between directories/folders following the correct and appropriate procedures.
		4.4	Directories/folders are renamed as required.
		4.5	Directories/folders and subdirectories/folders are correctly accessed via different paths.
5.	Organise files for user and/or organisational requirements	5.1	The most commonly used types of files are correctly accessed in a directory/folder.
		5.2	Groups of files are correctly selected, opened and renamed according to procedures as required.
		5.3	Files are correctly copied to disk.
		5.4	Deleted files are accurately restored as necessary.
		5.5	Software tools are correctly and appropriately used to locate files.
6.	Correctly shut down computer	6.1	All open applications are closed using correct procedures without loss of data.
		6.2	Computer is shut down correctly.

RANGE STATEMENT

This unit applies to activities associated with essential operations linked to using and maintaining basic computer equipment.

Input devices:

- keyboard
- mouse
- scanner
- microphone
- camera

Work environment:

- equipment
- furniture
- cabling
- power supply

File operations include:

- naming
- updating and archiving files and directories
- use of search, sort, print

Equipment:

- install supplied computer
- install supplied peripherals

Software systems to include for:

- word processing   • databases
- spread sheet   • presentation
- internet access   • web design

Files save on:

- network
- magnetic media
- personal PC

Data:

- textual
- numerical
- graphical

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to accurately carry out basic data entry and retrieval operations on a computer system in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- initiate the use of the equipment
- identify functions and features of software
- demonstrate the ability to customise desktop environment
- organise files, folders and directories
- manipulate input devices
- access and save files
- manipulate features and functions

(2)   Pre-requisite Relationship of Units

The pre-requisite for this unit is:

- Nil

(3)   Underpinning Knowledge and Skills

<u>Knowledge</u>
knowledge of:

- safety for working with and around computers
- computer hardware and software systems
- procedure for initiating and closing down computer
- methods of locating files
- organisation's standards applicable to customising desktop environment and naming of files
- naming of files and folders
- functions of the different parts of the desktop window
- creating and saving files/folder/directories
- basic technical terminology in relation to reading help files and prompts
- log-in procedures for accessing a personal computer

<u>Skills</u>
The ability to:

- identify computer hardware
- manipulate data input devices
- access files
- use file operations
- manipulate features and tools
- customise desktop environment
- navigate desktop environment
- copy files

(4)   Resource Implications

The following resources should be made available:

- files saved on network, magnetic media
- personal computer
- input devices: keyboard, mouse, other selection devices

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITICOR0241A: Operate a word processing application (basic)

Competency Descriptor:

> This unit deals with the skills and knowledge required to operate a word processing application, perform basic operations to build a simple document and applies to all individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Create documents	1.1	Opening of documents and the addition of text and symbols are done according to information requirements.
	1.2	Paragraphs are added, selected, copied, formatted, deleted or moved within a document.
	1.3	Text is checked and amended in accordance with organisational and task requirement.
	1.4	Manuals, user documentation and on-line help are used to overcome problems with document production presentation.
	1.5	Document is saved to correct directory/folder.
2. Customise basic settings to meet page layout conventions	2.1	Font type, size and colour are changed to enhance the appearance of the document.
	2.2	Alignment and justification options and line spacing are applied according to document formatting requirements.
	2.3	Margin sizes are modified to suit the purpose of the documents.
	2.4	Ability to view multiple documents at any one time is demonstrated.
3. Format document	3.1	Italics, bold, underline and hyphenation are used as required and within organisational guidelines.
	3.2	Various tools are used correctly throughout the drafting of a document.
	3.3	Closing of documents and saving of documents to disk follows correct procedures.

4.	Create tables	4.1	Basic table is inserted into a word processing document using the correct procedures.
		4.2	Cell attributes are appropriately customised to meet formatting and data requirements.
		4.3	Columns and rows are inserted and deleted as necessary.
		4.4	Borders and other formatting tools are appropriately used according to organisational style requirements.
5.	Add Images	5.1	Images and/or graphics are inserted in a word processing document and customised according to requirements.
		5.2	Images are positioned and resized to meet the word processing document formatting needs.
6.	Print word processing documents	6.1	Document is previewed in print preview mode.
		6.2	Correct print options are selected.
		6.3	Information is printed from installed printer.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating a personal computer and applies to all individuals in the information and communication industry.

Software may include but are not limited to:

- Microsoft Word
- Microsoft Works
- Corel WordPerfect

Software functions may include:

- text formatting
- page set-up
- line spacing
- paragraph formatting
- tabs
- spell check
- grammar check

Equipment may include:

- personal computer
- printer

Formatting may include:

- page orientation
- margins
- enhancements to text –colour, font, size
- enhancements to format – borders, patterns and colour
- alignment on page

Printing may include:

- printer set-up
- printing multiple copies
- printing specified pages
- printing odd or even pages

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to complete basic operations associated with creating, formatting, saving and printing a document in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- create documents in line with organisation's guidelines
- customise settings
- format and layout document to specification
- insert images and tables
- use software features and tools appropriately
- apply printing procedures

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- basic technical terminology in relation to reading help files and prompts
- log-in procedures relating to accessing a PC
- types of software
- formatting styles
- use and functions of word processing software
- effect of formatting on readability and appearance of documents
- page layout conventions

Skills
The ability to:

- manipulate software features
- format documents
- create a range of documents
- add images and tables
- customise settings
- apply printing procedures

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/network
- printer

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level -	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT1101A: Perform data entry operations

Competency Descriptor:

> This unit deals with the skills and knowledge required to operate computer to enter, manipulate and retrieve data and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Enter data	1.1	Types of data for entry correctly identified and collected.
	1.2	Input devices selected and used are appropriate for the intended operations.
	1.3	Manipulative procedures of input device conform to established practices.
	1.4	Keyboard/mouse is operated within the designated speed and accuracy requirements.
	1.5	Computer files are correctly located or new files are created, named and saved.
	1.6	Data is accurately entered in the appropriate files using specified procedure and format.
	1.7	Data entered is validated in accordance with specified procedures.
	1.8	Anomalous results are corrected or reported in accordance with specified procedures.
	1.9	Back-up made in accordance with operating procedures.
2. Retrieve data	2.1	The identity and source of information is established.
	2.2	Authority to access data is obtained where required.
	2.3	Files and data are correctly located and accessed.

		2.4	Integrity and confidentiality of data are maintained.
		2.5	The relevant reports or information retrieved using approved procedure.
		2.6	Formats to retrieved report or information conform to that required.
		2.7	Copy of the data is printed where required.
3.	Amend data	3.1	Source of data/information for amendment is established.
		3.2	Data to be amended is correctly located within the file.
		3.3	The correct data/Information is entered, changed or deleted using appropriate input device and approved procedures.
		3.4	The Integrity of data is maintained.
4.	Use document layout and data format facilities	4.1	Requirements for document are verified where necessary.
		4.2	The given format and layout are appropriately applied.
		4.3	Facilities to achieve the desired format and layout are correctly identified, accessed and used.
		4.4	Data manipulating facilities are used correctly.
		4.5	Format reflects accuracy and completeness.
5.	Print information	5.1	Information is accurately and correctly printed from an installed printer.
		5.2	Progress of print jobs is reviewed and job is cancelled if necessary.
		5.3	Default printer is changed from installed list, if available

RANGE STATEMENT

This unit applies to activities associated with essential operations linked to using and maintaining basic computer equipment.

Equipment:

- install supplied computer
- install supplied peripherals

Work environment:

- equipment
- furniture
- cabling
- power supply

Input devices:

- keyboard
- mouse
- scanner
- microphone
- camera

Data:

- textual
- numerical
- graphical

Software systems to include for:

- word processing   • database
- spread sheet
- internet access

File operations:

Naming, updating, archiving, traversing field and records in database, use of search, sort, print

Files save on:

- network
- magnetic media
- personal PC

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to accurately carry out basic data entry and retrieval operations on a computer system in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects and Evidence

It is essential that competence be observed in the following aspects:

- use document layout and data format facilities
- locate and access data
- use file operations
- manipulate input devices
- key-in and format reports

(2)   Pre-requisite Relationship of Units

The pre-requisite for this unit is:

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge
knowledge of:

- the operation of the data entry management system
- methods of locating files
- organisation's standards applicable to accessing files
- files operations and their applications
- file operation in database setting
- creating, locating and saving files
- using input devices
- using data checking devices
- formatting functions of software
- layout function of software
- regard for accuracy and security of information

Skills
The ability to:

- manipulate data input devices
- access data
- use file operations
- key-in and format reports and letters
- retrieve data
- amend data
- print data
- save data

(4)   Resource Implications

The following resources should be made available:

- files saved on network, magnetic media
- personal computer.

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects he criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITICOR0471A: Access the Internet

Competency Descriptor:

> This unit deals with the skill and knowledge required to access the Internet and applies to all individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Identify and use local resources	1.1 Installed Internet software applications are correctly identified and started up using the correct procedures.
	1.2 Appropriate Internet software is used off line or online following the correct operating procedures.
	1.3 Access is gained to desired site and files are downloaded.
	1.4 Downloaded files are scanned for viruses using installed software according to established guidelines.
	1.5 Guidelines and regulation are adhered to in the retrieval of information and files.
2. Identify and use remote resources	2.1 Files and documents using the Internet search engines are accessed using the correct procedures.
	2.2 The Internet is browsed to find related sites via links according to procedures.
	2.3 Sending, downloading, reading and responding to e-mails follow organisational and operational procedures.
	2.4 Files attached to incoming e-mails are correctly retrieved and appropriately sent as attached files.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to accessing the Internet and applies to all individuals in the information and communication industry.

Internet software applications
may include but are not limited to:

Anti-virus software may include:

- Microsoft Internet Explorer • Firefox
- Netscape
- Lycos
- Google
- Yahoo

- Norton
- McAfee

Policies and regulations may include issues related to but not limited to:

- encryption and privacy
- intellectual property rights
- pornography

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to access the Internet and obtain and send information as in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- identification of install internet software
- initiate use of software
- access and browse internet
- download and virus -scan files
- retrieve and send e -mails
- retrieve and send attachments

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- knowledge of how to initiate and end
  an Internet connection
- knowledge of appropriate uses of
  different Internet protocols and data
  types (WWW, email, etc) and URLs
- knowledge of privacy and security
  measures related to online tasks
- knowledge of information sources

- access the Internet and retrieve data
  using WWW and e-mail
- send a simple e-mail
- perform a simple search and save the text
  of a web page to disk
- extract and virus-scan downloaded files
- demonstrate an ability to find and use
  information relevant to the task from a
  variety of information sources

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/networked system

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular
checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance
with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration
either in the workplace or through a simulation. A range of methods to assess underpinning
knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Quali fication Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advi ce on how to use the Critical Employability Skills.

ITICOR0271A: Send and retrieve information via the Internet

Competency Descriptor: This unit deals with the skills and knowledge required to complete basic web search tasks and send and retrieve e-mails with attachments. This unit applies to individuals working in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Access the internet	1.1	Appropriate browser is opened and assigned a Home Page/Start Page through setting basic preferences.
	1.2	The display/view modes are appropriately adjusted to suit personal requirements according to operational guidelines.
	1.3	Toolbar is appropriately modified to meet user and browsing needs.
	1.4	Access is gained to desired site and data is retrieved in accordance with guidelines and regulations.
	1.5	Images are loaded or not loaded depending on modem speed, computer and browser capabilities.
	1.6	Uniform Resource Locator (URL) is opened to obtain data and browse links in accordance with established procedures.
2. Search internet	2.1	Search engines are opened using the correct methods and search requirements are clearly defined.
	2.2	Usage of a range of search parameters (key words, logical operators) is demonstrated.
	2.3	Search results are saved and presented as a report according to the information required and operational guidelines.
	2.4	Bookmarks are created for required web page and saved in associated bookmark folder using correct procedures.
	2.5	Page set-up options are appropriately modified and the web page or the required information is printed according to approved guidelines and procedures.
	2.6	Established procedures are followed in shutting down and exiting browser.

3.	Send and organise messages	3.1	Mail inbox is opened for a specific user and a new mail message created.
		3.2	Each field (address to, subject, etc) is completed and text is added to message according to organisational guidelines on e-mail usage and e-mail content.
		3.3	Auto signature is added and files are attached in the required format.
		3.4	Priority of message is determined, message is spell-checked, copied and text deleted and then sent.
		3.5	Received messages are replied to and forwarded as appropriate.
		3.6	Attachment is opened and saved to relevant directory/folder and a new folder is created if necessary.
		3.7	Messages are searched for and are marked or deleted as necessary.
		3.8	Messages are sorted (saved in folders/directories, archived, highlighted, etc) and unwanted messages are deleted.
4.	Create an address book	4.1	Mail addresses are added to address book and unnecessary addresses are deleted.
		4.2	Address book is updated with incoming mail addresses.
		4.3	An address list is created and mail sent out according to the list.
		4.4	Different folders are created for different categories of addresses.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to conducting basic web search tasks and sending and receiving e-mails with attachments and applies to individuals in the information and communication industry.

Equipment including:

- personal computer
- network system
- printer
- attached peripherals

Documents may include but are not limited to:

- established files
- new document

May include presentation applications contained in:

- Microsoft Office
- Lotus Suite
- Claris Works
- other similar applications

Policies and regulations may include issues related to but not limited to:

- encryption and privacy
- intellectual property rights
- pornography

Disks may include but not limited to:

- diskettes
- zip disks
- compact disks
- hard disk

Operating Systems:

- Command line
- Graphical User Interface

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to browse the internet, search for information, send and receive e-mails and organise the mail browser applications in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- customise settings
- accessing the internet
- assessing capability of the system to complete certain tasks
- communicate effectively via the internet
- observe protocols and security procedures
- demonstrate the ability to use relevant software applications
- create bookmarks and address book
- safe and effective operational use of all equipment

(2)   Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- ITICOR0231A   Operate a personal computer
- ITICOR0471A   Access the Internet

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- make-up and structure of web addresses
- basic technical terminology in relation to reading help files and prompts
- log-in procedures relating to accessing a PC
- modem speed, traffic loads in relation to times of accessing the internet
- evaluating and assessing the authority of information
- organisational guidelines on internet and email usage, web etiquette
- security, viruses, privacy legislation, copyright
- different types of search engines
- different cultures
- the different types of messages that occur
- types of software

- access the Internet and retrieve data using WWW and e-mail
- send a simple email
- perform a simple search and save the text of a web page to disk
- extract and virus-scan downloaded files
- demonstrate an ability to find and use information relevant to the task from a variety of information sources
- read and write at a level where basic workplace documents are understood
- communicate clearly and precisely
- interpret user manuals and help functions
- exhibit cultural understanding

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/network
- internet access
- printer

To demonstrate this unit of competence the candidate will require access to documents detailing:

- organisational style guide/ policy
- organisational policies on internet and e-mail usage

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level -	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT0282A: Locate and evaluate online information

Competency Descriptor:

> This unit deals with the skills and knowledge required to use search engines to locate required information on the web and evaluate the content of sites for accuracy, currency and or authority and applies to individuals operating in the information and communication technology industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Conduct a basic search using a search engine	1.1 A search engine is located on the web and accessed using the correct procedures.
	1.2 Appropriate key words to locate the desired information are entered into the 'search' box.
	1.3 Indices, catalogues and directories provided by the search engine are used following the correct procedures.
	1.4 Confidence and relevancy rankings are used where available in the correct manner.
	1.5 Search is queried or refined depending on outcomes of the search in accordance with procedures.
	1.6 Conduct a search within a web site using the internal search engine (if appropriate) and the correct procedures.
2. Conduct an advanced search using search tools	2.1 Boolean search techniques are used as required in conformance with procedures and guidelines.
	2.2 Multiple or meta search tools are used with a range of key words according to the correct procedures.
	2.3 Advanced search features, provided in most search tools, are used when appropriate in line with the correct procedures.
	2.4 Search engines particular to field of knowledge are utilised following the correct procedures.

2.5   Related virtual community sites, clearinghouses, newsgroups, gofers are accessed according to guidelines and procedures.

2.6   Search with domain names is conducted following the correct procedures.

3.   Evaluate information located

3.1   Accuracy of the information is determined by cross-referencing with a number of sites, and through consideration of identifier information contained on the site.

3.2   Checking of the date that the page was last updated and/or the properties of the site to determine currency of information followed procedures and guidelines.

3.3   Site authority and information reliability is determined, including copyright statements, privacy statements and organisational information.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to locating and evaluating online information and applies to individuals in the information and communication technology industry.

Hardware may include IT equipment of all types:

- work stations, PCs
- networks
- remote sites
- servers

Search types may include:

- custom searches
- simple searches
- directory searches
- current new searches
- web content searches (chat rooms, bulletin boards)

Search tools may include:

- Snap   •MSN
- Quest finder
- Ask Jeeves
- Google
- Met crawler
- Alt Vista, Excite
- info seek, Find link
- Northern Light
- AOL NetFind
- Hotbot
- Look Smart
- Yahoo
- Netscape

- Lycos
- Open Text
- WebCrawler
- Go To Dot Com
- Beaucoup
- Meta Search
- Search.com
- Go2Network
- Savvy Search
- Profusion
- Dog pile
- Metagopher

E-commerce models include any kind of business-related transaction conducted with the assistance of electronic tools across and within organisations or with individual customers. May include:

- Brochure Site
- Customer Service Site
- Real Time Site
- Quote Aggregator
- Insurance Mall
- Direct Channel
- Virtual Carrier
- Quote Mall
- Agent Mall

- Consumer Auction
- Carrier Auctio
- Time Limited Information
- Investor Relations
- Technical Support
- Pre Sales Support and Corporate Awareness
- Proprietary Standard Promotion.

E-commerce models are changing all the time and the above are just an example of possible models.

Knowledge economy involves all individuals participating on-line for:

- professional or personal research and learning
- communicating with friends or associates
- the pursuit of leisure activities.

E-business encompasses how organisations:

- structure themselves
- capture information
- manage their workers
- relate and partner with other organisations and groups to achieve effective functioning, efficient operations and cultural shifts

The knowledge economy is broader than on-line participation and includes knowledge workers and organisations and recognises the value of life long learning and the need to capture knowledge within organisations to ensure effective functioning.

Means of checking site authority include:

- checking the domain name, high confidence can generally be attributed to sites from the .gov and .edu sites where levels of public and private scrutiny are known.
- known researchers, authors or sites are used
- the likelihood of the information being available is assessed, for example a site purporting to contain highly confidential military technology specifications should be treated with caution
- identify the purpose and reputation of the site being accessed: many sites identify affiliations with organisations that indicate site credibility; eg., this is the home page of the xxx institute, a collaborative joint research venture between the Commonwealth Government, xxx Corporation, and the University of ABC

- links to other sites are checked to determine credibility: credible sites may have reciprocal links with sites that establish its bona fides; e.g., a research institute should have reciprocal links to parent universities and individuals respected in the field
- authors are identified on documents: this can be very helpful, especially if valid biographical information is presented
- the intent of the information

Conduct secondary checks, where appropriate. A variety of techniques can be used including:

- checking the phone book
- ringing the organisation
- checking registration information such as business names with appropriate authorities and professional bodies.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to correctly use search tools to locate information and make an informed assessment of the accuracy, currency, authority and reliability of the site in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform all tasks in accordance with standard operating procedures
- perform tasks to specification
- use software tools effectively
- demonstrate the ability to navigate desktop environment
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- ITIDEO0231A   Operate a computing package
- ITICOR0471A   Access the internet

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- usage of browser   - understand key words
- usage of the Web   - operate a PC
- usage of research techniques   - open web sites
- copyright and intellectual property
- regulations governing privacy

(4)   Resource Implications

To demonstrate competence in this unit the candidate will need access to:

- personal computer
- server
- remote web sites
- network
- browser software
- search tools

(5)   Method of Assessment

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 will assist in the collection of evidence.

Simulated activities must closely reflect the workplace.

(6)   Context of Assessment

Work is likely to be carried out under direct supervision.

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable.

Although simulated activities must closely reflect the workplace the candidate will be able to quickly demonstrate competence at locating information and using advanced search techniques.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2
Communicate ideas and information	Level 1
Plan and organise activities	Level 1
Work with others and in team	Level 1
Use mathematical ideas and techniques	Level 1
Solve problems	Level 2
Use technology	Level 2

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT0171A: Operate a spreadsheet application (basic)

Competency Descriptor:

This unit deals with the skills and knowledge required to perform basic operations using a spreadsheet application and create a document. This unit applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Create spreadsheet	1.1	Opening of documents and entering of numbers, text and symbols in the cells are done according to information requirements.
	1.2	Columns and rows are added, selected, copied, deleted or moved within the spreadsheet as desired.
	1.3	Apply simple mathematical functions.
2. Customise basic settings	2.1	Selected font type, size and colour are appropriate for the purpose of the document.
	2.2	Alignment and justification options and row, height and column width are applied according to spreadsheet formatting requirements.
	2.3	Appropriate modifications are made to column width and height to suit spreadsheet requirements.
	2.4	Cells are formatted to display different styles, values and information as required.
	2.5	Ability to view multiple workbooks/spreadsheets at any one time is demonstrated.
3. Format spreadsheet	3.1	Italics, bold, underline and hyphenation are correctly used as required.
	3.2	Information is aligned in selected cells as required.
	3.3	Document is closed and saved to disk using the correct procedures.
4. Print spreadsheets	4.1	Ability to preview spreadsheet in print preview mode is demonstrated.
	4.2	Correct basic print options are selected.

4.3   Spreadsheet or part of spreadsheet is printed from installed printer using the correct procedures.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating spreadsheet applications computer and applies to individuals in the information and communication industry.

Hardware may include but not limited to:

personal computer
networked system
printer

Software may include but not limited to:

- Microsoft Excel
- Lotus 123

Disk may include but not limited to:

- diskette
- zip disks
- compact disks

Operating Systems:

- Command line
- Graphical User Interface

Mathematical functions may include:

- add
- subtract
- multiply
- divide

Formatting may include:

- margins
- indentations
- page layout
- orientation

Modifications may include changes to:

- colour
- shade
- size
- shape

Data may include:

- numeral
- text
- images
- objects

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to complete basic operations associated with creating, formatting, saving and printing a spreadsheet in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- creating spread sheets
- insertion of correct data
- use appropriate formulae
- formatting and modifications done to specifications
- apply correct printing procedures
- correct interpretation of job specifications

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- basic technical terminology in relation   - create spreadsheets
  to reading help files and prompts   - format and modify worksheets
- log-in procedures relating to accessing   - apply simple mathematical functions
  a PC   - apply printing procedures
- types of software
- basic mathematics
- formatting functions of software
- creating and saving files

(4)   Resource Implications

The following resources should be provided:

- actual workplace or simulated environment
- personal computer/network
- printer

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDBO0251A: Operate a database application (basic)

Competency Descriptor: This unit deals with the skills and knowledge required to operate database applications and perform basic operations. This unit applies to individuals working in the information and communication technology industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Use a database application	1.1	A database application is opened using the correct procedures.
	1.2	An existing database with default layout is opened.
	1.3	Record within an existing database is modify and saved in line with information requirements.
	1.4	Database is saved onto the hard disk or a diskette.
	1.5	The database is closed using the correct procedures.
	1.6	Application help functions are used when required.
	1.7	Viewing modes are changed to meet user and database requirements.
	1.8	Modify toolbar display is modified to database and user requirements.
2. Create a simple database	2.1	Simple design is correctly formulated for a two-table database incorporating basic design principles.
	2.2	Tables with fields and attributes are created according to database usage requirements.
	2.3	Data is entered accurately and tables are linked and navigated correctly.
3. Updating a database	3.1	Data is modified in a table according to information requirements
	3.2	Data and fields are deleted from a table as required.
	3.3	Appropriate records are added and deleted as required.
	3.4	Correct closing down procedures are followed to ensure that data is not lost.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating a database application and applies to individuals in the information technology industry.

Hardware including:

- personal computer
- networked system
- printer
- attached peripherals

Disk may include but not limited to:

- diskette   • flash drive/memory stick
- zip disk
- compact disk
- hard disk

Software may include but are not limited to:

- DB2
- Microsoft Access
- Microsoft SQL Server
- Informix
- Sybase

Document may include but are not limited to:

- established files
- new document

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to design and develop a simple database using a standard database package in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- create a database
- develop tables with fields and attributes
- modify tables layout and field attributes
- modify data and records to meet information requirements
- access and retrieve data
- navigate through tables
- exit database without loss of data

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- basic technical terminology in relation   - access database
  to reading help files and prompts   - create database
- logging procedures relating to   - customise settings
  accessing a PC   - access and retrieve information
- security, viruses, privacy legislation,
  copyright
- types of software
- basic database design
- field attributes

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/network
- printer

To demonstrate this unit of competence the candidate will require access to documents detailing
organisational style guide/policy.

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular
checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance
with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration
either in the workplace or through a simulation. A range of methods to assess underpinning
knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level -	
Plan and organise activities	Level 1	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIMED0261A: Operate a presentation package (basic)

Competency Descriptor: This unit deals with the skills and knowledge required to operate presentation applications and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Create presentations	1.1	The opening of presentations and addition of texts and symbols follow the correct and appropriate procedures.
	1.2	Presentation is saved to correct directory/folder.
2. Customise basic settings	2.1	Page display modes and size are adjusted.
	2.2	Selected font type, size and colour are appropriate for the purpose of the presentation.
	2.3	Ability to view multiple slides at once is demonstrated.
3. Format presentations	3.1	Organisational charts, charts, bulleted lists are used and modified as required.
	3.2	Objects (images and graphics) are correctly added and manipulated to meet presentation purpose.
	3.3	Objects such as tables are imported and modified for presentation purposes.
	3.4	Slides are duplicated within and/or across presentations following correct procedures.
4. Print presentation	4.1	Slides are previewed in the required formats.
	4.2	Slides are printed in the required formats.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating a presentation package and applies to individuals in the information and communication industry.

Software may include:

- Microsoft Powerpoint
- Lotus Suite
- Claris Works

Equipment including:

- personal computer/ networked system
- printer
- projector

Formatting may include:

- appearance
- margin
- page size
- page orientation
- header and footer

Guidelines may include:

- organisational style guides
- organisation quality procedures
- naming conventions

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to correctly operate a presentation package in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- creating presentations to specifications
- add text and symbols to presentations
- format presentation appropriately
- produce required outcome

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- types of software with presentation applications
- software functions for formatting and manipulating objects
- using a scanner
- importation of tables and charts

Skills
The ability to:

- design presentation
- manipulate tools and features
- customise settings
- format presentation
- create slide show effects
- insert text and images
- preview and print presentation correctly

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/networked system

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level -	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIMED0482A: **Prepare multimedia for different platforms**

Competency Descriptor:

> This unit deals with the skills and knowledge required to prepare
> multimedia for different platforms and applies to individuals
> operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Identify and describe multimedia delivery techniques	1.1	A range of multimedia delivery platforms is identified and distinguishing features examined.
	1.2	MPEG video, CD-ROM and CDI formats are explained appropriate for the job to be undertaken.
	1.3	Internet delivery options are defined and limitations and advantages detailed.
	1.4	Emerging processes for delivering multimedia are identified relevant to the industry sector.
	1.5	Conversion methods from one platform to another are identified to deliver the desired outcome.
2. Prepare data for multimedia platforms	2.1	Suitability of digital data for delivery platform is assessed to deliver the desired outcome.
	2.2	The appropriate multimedia delivery platform is selected to deliver the desired outcome.
	2.3	Data is redesigned and/or adapted to suit selected platform.
	2.4	Data is formatted or reformatted for selected platform.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to preparing multimedia for different platforms and applies to all individuals in the information and communication industry.

The distribution/display media may include but not limited to:

- world wide web public access,
- local intranet
- cd-rom
- kiosk or specific purpose delivery methods as required
- dvd rom

Software use may include but are not limited to:

- commercial software applications
- organisational specific software
- commercial multimedia software
- word processing, spreadsheet, database, graphic, communication packages and presentation functionalities

Storage media used may include but not limited to:

- diskettes
- flashdrives
- cd's
- zip disks

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to produce **THREE** multimedia sequences which include a range of different elements, each on a different delivery platform according to job specifications and in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- identification of delivery platforms and assessment of features
- assess internet delivery options
- demonstrate knowledge of methods of conversion
- demonstrate awareness of emerging techniques
- modify data to suit selected platform
- job is completed to specification

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- detailed knowledge of multimedia delivery techniques
- detailed knowledge of principles of conversion from one platform to another
- technical requirements for preparing artwork for multimedia output
- recognition and how to use and apply different technologies for design purposes
- broad knowledge base incorporating theoretical concepts of design principles
- broad knowledge base incorporating theoretical concepts of multimedia software packages

Skills
The ability to:

- evaluate multimedia features
- describe delivery techniques
- design presentations
- modify data to suit platform
- present information clearly and precisely

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT0182A: Develop macros and templates for clients using standard products

Competency Descriptor:

> This unit deals with the skills and knowledge required to develop macros and templates for clients using industry recognised software applications and applies to individuals in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1 Determine macro or template requirement	1.1 Client requirements are determined in line with organisational guidelines.
	1.2 Macro/template specifications are developed and client's needs are confirmed.
2 Develop macro or template for client	2.1 Macro/template specifications are developed using standard package in line with organisation guidelines.
	2.2 Client feedback is obtained.
	2.3 Amendments are made as required for client.
3 Provide client support for the macro or template	3.1 Support/instruction requirements are determined and documented.
	3.2 Client is instructed in use of macro/template.
	3.3 Client documentation is provided to help desk for future support.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to developing macros and templates for clients using standard products to individuals in the information and communication industry.

Software may include but are not limited to:

- commercial software applications
- organisational specific software

- integrated packages
- graphic
- communication packages
- presentation functionalities

May include presentation applications contained in: Microsoft Office, Lotus Suite, Claris Works, Star Office or other similar applications

Storage media/media may include but are not limited to:

- diskettes
- CDs
- zip disks

- local HDDs
- remote HDDs
- flash drives

Information Technology components can include:

- hardware
- software

Organisational variables may include but are not limited to:
- client service standards
- style guide
- client support documentation procedures
- storage procedures for macro/template such as, common drive, hard disk, software library.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to development of a variety of macros and templates using industry recognised application packages. Competency must be demonstrated in the development of a specification for macros and templates in accordance with the performance criteria and the range listed within the range of variable statements .

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- determination of client requirements
- apply organisational quality procedures and processes
- develop macros and templates
- respond to client feedback
- provide support documents
- instructing clients in use of product

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- general knowledge of functions and features of the operating system
- general knowledge of software and hardware supported by the organisation
- general understanding of features and functions of particular categories of commercial computing packages
- software packages supported by the organisation

Skills
The ability to:

- determine task specifications
- use a variety of computing packages
- communicate clearly and precisely when dealing with clients and team members
- read and interpret software manuals from a user's perspective
- give one to one instruction
- design documents

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/networked system
- relevant software

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic   competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT0212A: Use advanced features of computer applications

Competency Descriptor:

> This unit deals with the skills and knowledge required to utilise computer applications to their full capacity employing all advanced features as required and applies to individuals operating in the information and communication technology industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Manipulate data	1.1 Advanced features of application are appropriat ely employed in the preparation and presentation of data.
	1.2 Data is efficiently transferred between applications.
	1.3 Objects, macros and templates are created correctly and appropriately employed for routine activities.
	1.4 Shortcuts and featur es are regularly employed for increased productivity.
	1.5 Related data files are linked as required.
2. Access and use support resources	2.1 Routine problems are promptly solved with the use of the appropriate support resources.
	2.2 Online help is easily accessed and used to overcome difficulties with applications.
	2.3 Manuals and training booklets are used to solve advanced problems expeditiously.
	2.4 Problems are accurately analysed and speedily eliminated according to results.
	2.5 Technical support is accessed and trouble shooting results and alert messages are supplied to technical support in the appropriate timeframe.

3.	Configure the computing environment	3.1	Performance of PC is enhanced in line with organisational guidelines.
		3.2	Environment is configured according to user/organisational requirements.
		3.3	PC environment is customised to requirements and optimised.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to utilisi ng computer applications to their full capacity employing all advance features and applies to individuals in the information and communication technology industry.

Hardware components may include but are not limited to:

- personal computers
- networked systems

Software applications may include but are not limited to:

- commercial software applications
- organisational specific software
- integrated packages
- communication packages

Storage media/disks may include but are not limited to:

- diskettes,   · flash drives
- CDs,
- zip disks,
- local HDDs,
- remote HDDs

Documents may include but are not limited to:

- established files
- established applications

 Integrated software may include presentation applications contained in:

- Microsoft Office,   • word Processing
- Lotus Suite,   • spreadsheet
- Claris Works,   • databases
- Star Office
- other similar applications

Information Technology components may include:

- hardware,
- software

Keyboarding speed will vary according to different organisational requirements and different job roles within an organisation. The keyboard technique should be in line with OH&S requirements for safe use of keyboards.

Documentation and reporting 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

Organisation 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
- ergonomic work stations
- security procedures

Occupational Health and Safety standards may include:

- company requirements,
- statutory requirements
- vendor requirements

Ergonomic and environmental factors must be considered during the demonstration of this competency

Ergonomics considerations may include but are not limited to:

- occupational health safety procedures
- using and cleaning visual display units (VDUs)
- advice on footrests
- exercises
- time for breaks
- armrests
- chairs

Environmental safety issues may include:

- air quality
- lighting
- noise level
- cleanliness of equipment, furniture and surroundings
- fire hazards
- minimization of electromagnetic radiation (EMR)

EVIDENCE GUIDE

Assessment must confirm the ability to utilise computer applications to their full capacity employing all advanced features and import/export capacities for efficiency and productivity purposes according to the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable t o workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform all tasks in accordance with standard operating procedures
- perform tasks to specification
- use software tools effectively
- demonstrate the ability to navigate desktop environment
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer
- ITICOR0241A   Operate a word processing applications (basic)
- ITIDAT0171A   Operate a spreadsheet application (basic)
- ITIDBO0251A   Operate a database application (basic)
- ITIMED0261A   Operate a presentation package (basic)

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- general Occupational Health and Safety principles and responsibilities
- basic understanding of operating systems software and system tools
- broad knowledge base of vendor product directions
- broad knowledge base of vendor applications and their features
- basic understanding of troubleshooting
- broad knowledge of Occupational Health and Safety requirements in relation to work safety, environmental factors and ergonomic considerations

Skills
The ability to:

- follow health, safety and security procedures
- use applications features correctly
- communicate effectively
- apply problem solving skills
- interpret technical information
- analyse situations

(4)   Resource Implications

Competency can be demonstrated in a simulated environment or in the workplace.

The following resources should be provided:
• personal computer/network system
• appropriate computer application

(5)   Method of Assessment

Competence in this unit may be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Assessment of this unit of competence could include review of documents developed by the candidate. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of skills will assist in the collection of evidence.

Simulated activities must closely reflect the workplace.

Peers and supervisors must be available to give information on t he extent and the quality of contribution made.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess under pinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT1072A: Operate a spreadsheet application (advanced)

Competency Descriptor: This unit deals with the skills and knowledge required to perform operations using advance features of a spreadsheet application and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Create spreadsheets	1.1	Basic built-in functions are appropriately employed.
	1.2	Appropriate formulae are entered using relative and absolute referencing where required.
	1.3	Formulae are promptly corrected when standard error messages occur.
	1.4	Various tools are used appropriately during spreadsheet development.
	1.5	Data entries are copied or increased incrementally for logical and clear presentation of information.
2. Customise spreadsheet environment	2.1	Page display modes, orientation and size are appropriately adjusted to meet user requirements and/or special needs.
	2.2	Toolbar is appropriately modified to meet user and document uses.
3. Format spreadsheet	3.1	Selected format is correctly copied from another cell or group of cells in the spreadsheet or from another active spreadsheet.
	3.2	Appropriate formatting tools are used as required within the spreadsheet and/or individual cells.
	3.3	The ability to identify, set, edit and test basic and conditional cell validations is demonstrated.
	3.4	Message boxes are created.
	3.5	Headers and footers are inserted and all the necessary information and formatting styles are incorporated into the headers and footers using the correct procedures.

		3.6	Document is saved in another format and in a format that is appropriate for posting to a web site.
4.	Incorporate objects and charts in spreadsheets	4.1	Objects are imported to and manipulated within a spreadsheet using the correct procedures.
		4.2	Spreadsheet data is clearly displayed in different charts.
		4.3	Charts are appropriately modified for formatting purposes.
5.	Sort and Lookup Records	5.1	Basic and advanced sorting options are used.
		5.2	Lookup functions to return values from search table are used.
		5.3	Scenarios are created and worked with.
6.	Create nested functions and macros	6.1	Nested functions are created, edited and copied.
		6.2	Macros are created, edited and executed.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to the operations of advance features of spreadsheet applications and applies to individuals in the information and communication industry.

Hardware may include but not limited to:

- personal computer
- networked system
- printer

Software may include but not limited to:

- Microsoft Excel
- Lotus 123

Formatting may include:

- margins
- indentations
- page layout
- orientation

Mathematical formulae may include:

- average
- interest
- multiply
- divide

Data may include:

- numeral
- text
- images
- objects

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to complete basic operations associated with the advanced features of a spreadsheet application in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- creating spreadsheets
- insertion of correct data
- use appropriate formulae
- formatting and modifications done to specifications
- create nested functions and macros
- correct interpretation of job specifications

(2)   Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- basic technical terminology in relation   •   create spreadsheets
  to reading help files and prompts   •   format and modify worksheets
- log-in procedures relating to accessing   •   apply mathematical formulae
  a PC   •   customise settings
- types of software   •   enter basic formulae in spreadsheet
- basic mathematics
- formatting functions of software
- nested functions and macros

(4)   Resource Implications

The following resources should be provided:

- actual workplace or simulated environment
- personal computer/network
- printer

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT1082A: Operate a word processing application (advanced)

Competency Descriptor:

This unit deals with the skills and knowledge required to operate a word processing application and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Insert, format and protect form elements	1.1 A rough sketch of the form to be created is drawn on a paper.
	1.2 The form fields required to gather information are determined.
	1.3 The desktop environment is customized to include forms toolbar.
	1.4 Form fields are inserted and their properties set.
	1.5 Form fields are checked to conform that they are long enough to handle input from the user.
	1.6 The form fields are formatted and styled as required.
	1.7 Forms and fields are protected/unprotected.
2. Create tables for forms	2.1 Tables are created for alignment of fields or to control row height.
	2.2 Form fields are placed in table cells.
	2.3 Table cells are formatted as required.
3. Create and work with a long document	3.1 A general outline is decided and work is divided into sections or chapters with headings and sub-headings.
	3.2 Templates are created and styles applied on headings to consider how the final version will be bound.
	3.3 Document maps are used to move quickly around the document.

	3.4	Sections are created in documents when certain parts of the documents are required to be formatted differently from the other parts of the document.
	3.5	Different headers and footers are added to different pages within the document as required.
	3.6	Table of contents are applied as required.
4. Create macros and run macros	4.1	Macros are recorded as required.
	4.2	Macros are run and edited as required.
	4.3	Macros are added to the toolbar.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to advance operations of a word processing application and applies to all individuals in the information and communication industry.

Software may include but are not limited to:

- Microsoft Word
- Microsoft Works
- Corel WordPerfect

Equipment may include:

- personal computer
- printer

Formatting may include:

- page orientation
- margins
- enhancements to text –colour, font, size
- enhancements to format – borders, patterns and colour
- alignment on page

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to complete basic operations associated with creating and formatting forms, long documents and macros in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- create documents in line with organisation's guidelines
- customise settings
- format and layout document to specification
- insert form elements
- use software features and tools appropriately
- create and run macros

(2)   Pre-requisite Relationship of Units

ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- operating systems software and software tools
- applications and their features
- form fields and their properties
- use of document maps
- macros and templates

Skills
The ability to:

- create form elements
- customise settings
- create tables and templates
- work with long documents
- format and style documents

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/network
- printer

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level -	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT0252A: Design organisational documents using computing packages

Competency Descriptor:

> This unit deals with the skills and knowledge required to produce organisational documents using application software within organisational guidelines and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Design documents to meet organisational requirements	1.1 Business document requirements are determined and configured according to guidelines.
	1.2 Organisational design guidelines are determined and implemented.
	1.3 Appropriate software is selected using the correct procedures.
	1.4 Software is used to design documents according to the correct procedures and guidelines.
	1.5 Documents are stored for access and editing as required in conformance with procedures and guidelines.
2. Access, retrieve and manipulate data	2.1 Software application is opened using the correct procedures.
	2.2 File is determined and opened, and design is amended according to requirements and procedures.
	2.3 Documents are designed to meet organisational requirements in line with organisation guidelines and procedures.
	2.4 Applications are exited without loss of data in the correct manner.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to designing organisational documents using computing packages and applies to individuals in the information and communication technology industry.

Information Technology components may include:

- hardware
- software

Hardware may include but are not limited to:

- personal computers
- networked systems
- personal organisers
- communications equipment

Peripherals may include:

- printers,   • touch screens
- scanners   • touch pad
- tape cartridges   • keyboard
- speakers   • pens
- multi media kits

Storage media/disks may include but are not limited to:

- diskettes   • flash drives
- CDs
- zip disks
- local HDDs
- remote HDDs

Software may include but are not limited to:
- communication packages
- commercial software applications
- organisational specific software
- word processing
- spreadsheet
- database
- graphic
- communication packages
- presentation functionalities

May include presentation applications contained in: Microsoft Office, Lotus Suite, Claris Works, Star Office or other similar applications.

Keyboarding speed will vary according to:

- different organisational requirements
- different job roles within an organisation.

Documentation and reporting 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

The keyboard technique will be in line with OHS requirements for safe use of keyboards.

Information gathering processes may have associated templates.

Organisational 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

Occupational Health and Safety Guidelines relate to:

- use of screen based equipment
- use of computing equipment
- use of peripherals
- ergonomic work stations

Business documents may include:

- newsletters
- client databases
- proposals
- reports
- account statements
- project reviews
- web pages

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to 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 in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform tasks to specification
- use software tools effectively
- demonstrate the ability to manipulate features
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace
- choose appropriate software to perform task

(2)   Pre-requisite Relationship of Units

- ITIDAT0141A   Operate a computing package

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- 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

Skills
The ability to:

- carry out decision making in a limited range of options
- perform general customer service in relation to internal customers
- employ questioning and actively listening skills to clarify information
- use problem solving skills for known problems in routine procedures
- employ basic analytical skills for known problems in routine procedures
- display literacy in regard to general workplace documentation
- operate computing packages and hardware

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- computing packages

(5)   Method of Assessment

Competence in this unit may be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Assessment of this unit of competence could include review of documents developed by the candidate. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of skills will assist in the collection of evidence.

Simulated activities must closely reflect the workplace.

Peers and supervisors must be available to give information on the extent and the quality of contribution made.

(6)   Context of Assessment
This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDBO1392A: Operate a database application (advanced)

Competency Descriptor:

This unit deals with the skills and knowledge required to operate database applications and perform operations. This unit applies to individuals working in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Create a database	1.1	Design is correctly formulated for a database incorporating complex design principles.
	1.2	Tables with fields and attributes are developed according to database usage requirements.
	1.3	Data is entered accurately and tables are linked and navigated correctly.
	1.4	A primary key is created and an index is established according to the correct procedures.
	1.5	Table layout and field attributes are appropriately modified as required.
	1.6	Data in tables is appropriately modified for information requirements.
	1.7	Appropriate records are added and deleted as required.
	1.8	Correct closing down procedures are followed to ensure that data is not lost.
2. Customise basic settings	2.1	Page display modes, orientation and size are adjusted to meet user requirements and/or special needs.
	2.2	Toolbar is appropriately modified to meet user and database uses.
	2.3	Appropriate font type, size and colour are selected for the purpose of the database.

3.	Create reports	3.1	Report designed is appropriate to present data in a logical sequence.
		3.2	Reports are appropriately modified to include/exclude additional information requirements.
		3.3	Existing reports are modified to accommodate current information requirements using the correct procedures.
		3.4	Reports are distributed in a suitable format (softcopy/hardcopy) in accordance with approved procedures.
4.	Create forms	4.1	Simple forms are created which include imported files (images/graphics) and colours are customised using a wizard in accordance with correct procedures.
		4.2	Existing database is opened and records are appropriately modified through a simple form.
		4.3	Objects are rearranged within the form to accommodate information requirements.
		4.4	Database is closed and information saved to disk according to guidelines and correct procedures.
5.	Retrieve information	5.1	Existing database is accessed and required record is located in accordance with standard procedures.
		5.2	Simple query is created and required information is retrieved in prescribed manner.
		5.3	Query with multiple criteria is developed and the required information is retrieved using correct procedures.
		5.4	Appropriate filters are applied and the required information accessed in accordance with correct procedures.
		5.5	Queries are refined to retrieve information more precisely.
		5.6	Appropriate data is selected and sorted according to information retrieval requirements.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating a database application and applies to individuals in the information technology industry.

Hardware including:

- personal computer
- networked system
- printer
- attached peripherals

Disk may include but not limited to:

- diskette
- zip disk
- compact disk
- hard disk

Document may include but are not limited to:

- established files
- new document

Software may include but are not limited to:

- DB2
- Microsoft Access

Operating Systems:

- Command line
- Graphical User Interface

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to design and develop a database using a standard database package in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- create a database
- develop tables with fields and attributes
- modify tables layout and field attributes
- modify data and records to meet information requirements
- access and retrieve data
- navigate through tables
- create queries and filters
- create reports and forms
- exit database without loss of data

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- basic technical terminology in relation   - access database
  to reading help files and prompts   - create database
- logging procedures relating to   - customise settings
  accessing a PC   - access and retrieve information
- security, viruses, privacy legislation,   - create report in suitable formats
  copyright   - modify data to meet information
- types of software and features   requirements
- database design
- queries and filters
- fields and attributes

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/network
- printer

To demonstrate this unit of competence the candidate will require access to documents detailing organisational style guide/policy.

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level -	
Plan and organise activities	Level 2	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIMED0422A: Incorporate digital photography into multimedia presentation

Competency Descriptor:

> This unit deals with the skills and knowledge required to operate a digital camera and incorporate digital photography into multimedia presentation and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Use a digital camera	1.1	A digital camera is operated correctly with consideration of focus and exposure to capture a digital image successfully.
	1.2	Entering and exiting the selected digital image software are demonstrated and the tools and features of the programme used correctly.
	1.3	Editing and manipulating photographs are demonstrated and the tools and features of the programme used correctly.
	1.4	Digital photographs are saved and retrieved using the designated file formats.
2. Incorporate digital photography into a multimedia sequence	2.1	Graphics that incorporate the principles of design are created using the designated software.
	2.2	Digital photographs are edited (enhanced and amended) and saved using the designated software.
	2.3	Digital photographs are integrated into a designated multimedia sequence.
	2.4	The digital photographic outcomes are evaluated and interpreted appropriately for the end use and run as part of a multimedia presentation.
3 Create a collage of digital photography and 2D graphics	3.1	Digital collages and montages are created by adjusting image mode and resolution, modifying image using filters, selecting the correct colour mode for the output, and producing halftones and colour separations for relevant printing procedures.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating a digital camera and incorporating digital photography into multimedia presentations.

Hardware may include but not limited to:

- LANs
- WANs

Organisation standards may be based upon formal, well documented methodologies or are non-existent. For training delivery purposes best practice examples from industry will be used.

Documentation and reporting may include:

- audit trails
- naming standards
- version control

Occupational Health and Safety requirements may include:

- company requirements
- statutory requirements
- vendor requirements

Ergonomic and environmental factors must be considered during the demonstration of this competency.

Software may include but are not limited to:

Information Technology components include:

- hardware
- software

- commercial system software
- organisational specific systems software
- communication packages

Operating system will vary as each product will have different functionality and ways of operating. Third party products may also be used in administration.

Back-up system may involve:

- simple, single tape unit
- more comprehensive and complex back-up facilities across the network.

File system may involve:

- multiple or single servers
- multiple or single logical disks
- complex directory or folder structures

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to accurately carry out manipulation of digital photography for application in multimedia presentations in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes within the context of multimedia presentation
- perform all tasks in accordance with standard operating procedures
- perform tasks to specification
- use software tools effectively
- demonstrate the ability to navigate desktop environment
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

- ITIMED0351A   Identifying components of multimedia
- ITIMED0392A   Capture a digital image
- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- detailed knowledge of the principles of digital photography
- detailed knowledge of selected digital image software
- detailed knowledge of the principles of design
- detailed knowledge of information sources
- technical requirements for preparing artwork for multimedia output
- recognition and how to use and apply different technologies for design purposes
- broad knowledge base incorporating theoretical concepts of design principles
- broad knowledge base incorporating theoretical concepts of multimedia software packages
- general knowledge of electronic components of multimedia
- general knowledge of the scope of multimedia

Skills
The ability to:

- enhance digital photography
- exhibit project planning skills in relation to scope, time, cost, quality, communications
- utilise research skills for identifying, analysing and evaluating broad features of current multimedia usage and best practice in multimedia products and procedures
- use plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
- employ problem solving skills for a defined range of predictable problems

(4)   Resource Implications

The following resources should be provided:

- workplace (actual enterprise or simulated)

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Competency should be demonstrated through practical demonstration in the workplace or simulated workplace setting. A range of methods of testing the underpinning knowledge should support this.

Digital photography is undertaken in the workplace in consultation with the supervisor to ensure that correct skills and procedures are used.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITINET1372A: **Install software applications**

Competency Descriptor:

This unit deals with the skills and knowledge required to install
software applications under instructions and applies to individuals
operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Determine software or software upgrade requirements of clients	1.1 Client requirements are clearly documented and reported to supervisor according to established procedures.
	1.2 Supervisor's instructions to meet client requirements are acted on in line with organisation guidelines, corporate purchasing and licensing arrangements and budget constraints.
2. Obtain software or software upgrade	2.1 Appropriate software is obtained under instruction from management or supervisor.
	2.2 Licensing requirements are determined and recorded in line with organisation guidelines.
3. Install software or upgrade	3.1 Upgrades are installed to meet supervisor instructions and in accordance with installation procedures.
	3.2 Process is undertaken so clients experience minimal disruption.
	3.3 Computer is correctly installed to accept software according to installation instructions.
	3.4 Testing and acceptance are carried out in line with corporate guidelines.
	3.5 Client requirements are satisfied and amendments are made as required for client or the client is referred to appropriate person/supervisor if necessary.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating a personal computer and applies to all individuals in the information technology industry.

Hardware may include but not limited to:

- personal computers but not networks

Client user may include:

- department within the organisation
- third party

The relation and ease of access will vary.

Software may include but are not limited to:

- commercial software applications
- organisational specific software
- operating systems - stand alone PC systems and network operating systems
- word processing
- spreadsheet
- database
- graphics
- communication packages
- any applications as used by the organisation
- software installation instructions and manuals
- range of suppliers

Organisation variables may include but are not limited to:

- contracting arrangements relating to Information Technology purchasing
- licensing requirements and supplier options
- storage and retrieval of product licences
- storage of Information Technology equipment and documentation
- testing standards

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to install software applications through operating system instructions and to configure computer to accept new software or upgrade in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform all tasks in accordance with standard operating procedures
- perform tasks to specification
- use software tools effectively
- demonstrate the ability to carry out installation procedures
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- organisational guidelines for purchasing
- broad general knowledge of licensing arrangements and responsibilities
- broad general knowledge of software copyright responsibilities
- broad general knowledge of operating systems supported by the organisation
- broad general knowledge of hardware storage devices
- broad general knowledge of input/output devices
- broad general knowledge of the client business domain

- provide general customer service
- make decision in a limited range of options
- demonstrate problem solving of known problems in routine procedures
- exhibit plain English literacy and communication skills in relation to the presentation of information
- display report writing skills for business requiring some analysis and evaluation of information in a defined range of areas

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- software

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIMED0362A: Author a multimedia sequence

Competency Descriptor:

> This unit deals with the skills and knowledge required to author a multimedia sequence and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Identify the elements of multimedia	1.1 The elements of multimedia are correctly defined for an integrated system.
	1.2 The uses of multimedia elements are described for an integrated system.
	1.3 Levels of interactivity are identified including passive, interactive and adaptive multimedia to deliver a specified outcome.
2. Identify the scope of authoring software	2.1 A range of contemporary multimedia authoring software is identified as appropriate to a range of project outcomes.
	2.2 Features and uses of contemporary commercial authoring software are distinguished as relevant to specified project outcomes.
	2.3 The appropriateness of specific contemporary commercial authoring software for a range of multimedia uses is assessed relevant to specified project outcomes.
3. Use authoring software	3.1 An authoring program is selected, accessed and executed to deliver a specified outcome.
	3.2 An existing file is opened and run for a specified job.
	3.3 The tools and features of the particular software in use are demonstrated as relevant to authoring.
	3.4 A new file involving a sequence of multimedia elements is created for a specified job.

		3.5	A simple program structure is created for a specified job and prepared elements are incorporated into the structure sequence.
		3.6	Passive and interactive samples of sequences are created and demonstrated for specified outcomes.
4.	Create a multimedia presentation	4.1	A multimedia script identifying appropriate elements and sequencing is prepared.
		4.2	A storyboard is prepared and assessed for practicality.
		4.3	A program structure for the storyboard is created for a specified outcome.
		4.4	Relevant multimedia elements are identified and assembled in sequence to deliver the desired outcome.
		4.5	Methods for obtaining (purchasing) multimedia elements suitable for inclusion in a multimedia presentation are identified to deliver the desired outcome.
		4.6	The multimedia sequence is tested and then run as a presentation.
		4.7	File formats to save each multimedia asset are identified for a specified job.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to authoring a multimedia sequence and applies to individuals in the information and communication industry.

Software may include but are not limited to:

- commercial software applications
- organisational specific software
- word processing, spreadsheet, database, graphic, communication packages and presentation functionalities

Media may include:

- text
- sound
- animation
- video
- graphics
- images

Hardware may include but are not limited to: Testing may include:

- personal computers
- networked systems

- media testing
- integration testing
- configuration testing

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to use authoring software to create TWO multimedia sequences containing both passive and interactive elements, according to job specifications and the listed performance criteria in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes within the context of multimedia presentation
- select and assess appropriate software
- demonstrate correct use of software features and tools
- differentiate between types of multimedia
- identify and assemble elements
- prepare storyboard
- create multimedia sequences
- test and run samples of the sequence
- use appropriate file formats

(2)   Pre-requisite Relationship of Units

- ITIMED0351A   Identifying components of multimedia
- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- detailed knowledge of the elements of multimedia
- detailed knowledge of the scope of authoring software
- detailed knowledge of authoring software usage
- detailed knowledge information sources
- story boarding
- basic understanding of operating systems software and system tools
- broad knowledge base of vendor product directions
- broad knowledge base of vendor applications and their features
- basic understanding of troubleshooting

Skills
The ability to:

- ability to put together a multimedia presentation
- design presentation
- detailed skills in using applications features
- basic skills in interpreting technical information
- test and run sequence
- prepare story board

(4)   Resource Implications

The following resources should be provided:

- workplace (actual enterprise or simulated)
- organisational style guide

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIMED1092A: Operate a presentation package (advance)

Competency Descriptor:

This unit deals with the skills and knowledge required to operate presentation applications and perform basic operations. This unit applies to individuals working in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Create presentations	1.1	Design for presentation is created according to organisational requirements.
	1.2	The opening of presentations and addition of texts and symbols follow correct and appropriate procedures.
	1.3	Existing styles within a presentation are correctly determined and used.
	1.4	Presentation templates/master slide are correctly used to create a presentation.
	1.5	Various tools and applications are correctly and appropriately used.
	1.6	Presentation is saved to correct directory/folder.
	1.7	Occupational Health and Safety (OH and S) procedures and precautions are correctly observed.
2. Customise basic settings	2.1	Page display modes and size are adjusted to meet user requirements and/or special needs
	2.2	Toolbar is modified to meet user and document uses.
	2.3	Selected font type, size and colour are appropriate for the purpose of the presentation.
	2.4	Ability to view multiple slides at once is demonstrated.
3. Format presentations	3.1	Organisational charts, charts, bulleted lists are used and modified as required.

		3.2	Objects (images and graphics) are correctly added and manipulated to meet presentation purpose.

3.2   Objects (images and graphics) are correctly added and manipulated to meet presentation purpose.

3.3   Objects such as tables are imported and modified for presentation purposes.

3.4   Slide layout, including text and colours, is modified to meet presentation requirements.

3.5   Formatting tools are used as required within the presentation.

3.6   Slides are duplicated within and/or across presentations following correct procedures.

3.7   The sequence of slides are correctly reordered and/or deleted for presentation purposes.

3.8   Presentation is saved in another format and in a format for posting to a web site.

3.9   Procedures are correctly applied in closing presentation and saving to hard disk and/or disk.

4.   Add slide show effects   4.1   Preset animation and multimedia effects are incorporated into the presentation as required to enhance the presentation.

4.2   Preset animation effects are changed according to presentation purposes and result in the creation of a cohesive presentation.

4.3   Slide transition effects are correctly added to presentation and a smooth progression through the presentation is achieved.

4.4   Procedure for testing slide shows effects for overall effect is correctly applied.

4.5   Onscreen navigation tools are correctly used to start and stop slide show or move between different slides as required.

5.   Print presentation and notes   5.1   Selection of print format is appropriate for slide presentation.

5.2   Slide orientation is appropriately selected.

5.3   Spell check and addition of notes and slides numbers are correctly carried out.

5.4   Slides are previewed in the required formats.

5.5   Slides are printed in the required formats.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating a presentation package and applies to individuals in the information technology industry.

Equipment including:

- personal computer
- network system
- printer
- attached peripherals

Disk may include but not limited to:

- diskette
- Zip disks
- CDs
- hard disk

Presentation packages may include applications contained in:

- Microsoft Powerpoint
- Lotus Suite
- Claris Works
- other similar applications

Workplace environment may involve a business involved in:

- total organisational change
- system only change
- business improvement process
- an e-commerce solution involving the total organisation or part of the organisation

Applications include:

- Add, select, copy, delete or move text, images and graphics within a presentation

Organisational variables may include but are not limited to:

- keyboarding and accuracy as per organisation guidelines

Document variables may include but are not limited to:

- established files
- new documents

Operating systems including:

- Command Line and
- Graphical User Interface

Formatting tools include:

- tabs, cut, paste, indents, bookmarks, hyperlinks, borders, lists

Tools include:

- help, search and replace, spell check, undo and simple formatting tools

Cultural understanding requires the capacity to apply an understanding of cultures when carrying out workplace tasks, including:

- commitment to organisational goals such as quality
- safety
- efficiency
- teamwork
- security
- environmental protection
- customer service
- personal development
- interacting with people from widely different backgrounds and cultures in the achievement of common work goals carries out established processes operates in accordance with existing company requirements makes judgments of quality using given criteria
-

OH and S procedures/precautions include:

- company and vendor requirements
- Ergonomic and environmental factors that must be considered. Such as
- Occupational Health and Safety guidelines related to use of screen based equipment
- Computing equipment and peripherals
- Ergonomic work stations
- Security procedures
- Customisation requirements

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to correctly operate a presentation package in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   **Critical Aspects of Evidence**

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform all tasks in accordance with standard operating procedures
- perform tasks to specification
- use software tools effectively
- demonstrate the ability to navigate desktop environment
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer (basic)

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- general OH&S principles and responsibilities
- basic technical terminology in relation to reading help files and prompts
- logging procedures relating to accessing a PC
- organisational standards for keyboarding
- security, viruses, privacy legislation, copyright
- types of presentations
- slide show effects
- formatting presentations
- manipulating tools and features
- print options
- posting presentation to web page
- customizing settings for special needs

Skills
The ability to:

- apply logging procedure to access personal computer or network
- design presentation
- manipulate tools and features
- customise settings
- format presentation
- create slide show effects
- insert text ,images and graphics
- preview and print presentation correctly
- work safely
- organise work

(4)   Resource Implications

The following resources should be provided:

- personal computer/network
- disk
- appropriate software
- printer
- appropriate communication or documentation relevant to task

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Assessment of this unit of competence could include review of documents developed by the candidate. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assign competence. Observation of skills may assist in the collection of evidence.

Competencies in this unit may be determined concurrently with other units.

Assessment must be in accordance with the performance criteria

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level -	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills

ITINET1362A: **Connect hardware peripherals**

Competency Descriptor:

> This unit deals with the skills and knowledge required to connect hardware peripherals according to instructions and applies to individuals operating in the information and communication technology industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Confirm requirements of client	1.1 Client's peripheral requirements are identified and are confirmed in accordance with organisation standards.
	1.2 Client requirements and peripherals needed in line with organisation guidelines are documented and are reported to the supervisor.
	1.3 Client requirements are cleared with supervisor in line with organisation guidelines.
	1.4 Client support expectations are covered by vendor's warranty and support services.
2. Obtain required peripherals	2.1 Peripherals are obtained under instruction from management/supervisor.
	2.2 Peripherals are entered into equipment inventory according to organisation's procedures.
	2.3 Contents are validated and method of ensuring the physical contents match the packing list is demonstrated.
	2.4 Peripherals are stored according to vendor/manual guidelines.
3. Connect hardware peripherals	3.1 Timeframe for installation schedule is verified with higher authority in line with organisation guidelines.
	3.2 Existing peripherals are disconnected and replaced, with minimal disruption to clients.
	3.3 New peripherals are connected with minimum disruption using the correct procedures.

3.4   Computer is configured to accept new peripherals.

3.5   Hardware peripherals are tested, client satisfaction is confirmed and amendments are made as required for client in line with procedures and guidelines.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to connecting hardware peripherals according to instruction computer and applies to individuals in the information and communication technology industry.

Peripherals may include but are not limited to:

- printers, scanners, tape cartridges,
- speakers, multi media kits,
- PC fax, modems,
- key board equipment may include mouse, touch pad, key board, pens
- mobile phones, palmtops & PDAs, laptops, and desktop computers
- Bluetooth devices, Universal Serial Bus (USB)

Peripherals can be sourced from existing inventory or vendors.
Peripherals will normally connect to an existing interface port or wireless and do not include peripherals accessed internally.

Hardware may include Information Technology equipment of all types:

- Workstations, PCs, IBM, Compaq, Hewlett Packard, Sun, Dell, Gateway 2000, SGI, Sun Microsystems
- Bridges, 3Com, Compaq, CISCO, IBM
- modems, analog, cable, ISDN, DSL
- servers, Acer, Apple, Compaq, Dell, Gateway 2000, Hewlett-Packard, IBM, Macintosh, NEC, SGI, Sun Microsystems, Unisys
- network cards, Adaptec, ARTIC, Compex, SMC
- switches, 3Com, Accton, Cabletron, CISCO, D-Link, Farallon, Hewlett-Packard, Intel, Network Technologies
- hubs & repeaters, 3Com, Compaq, CISCO, Accton, Asante, D-Link, Farallon, Hewlett-Packard, Intel, Omnitron,
- routers & gateways, 3Com, CISCO, D-Link, Intel,
- File & print servers, AcerAltos, Aerocomm, AlphaServer, Dell, D-Link, Hewlett-Packard, IBM, NEC, Sun Microsystems

Operating systems may include but are not limited to:

- Win 95/98/NT/2000
- Sun Solaris/SunOS
- HP-UX
- AIX
- Digital Unix
- Silicon Graphics IRIX

- DOS
- DEC VMS
- Mac OSX
- Linux
- NetWare

Software and applications may include;

- packaged software
- in-house development
- out-sourced development

The amount of maintenance, change and tailoring that can be undertaken will vary.

Thus documentation and other procedures will vary. Systems to monitor change request may be manual or computerised.

Occupational Health and Safety standards may include:

- company requirements
- statutory requirements
- vendor requirements.

Help desk and maintenance structures for reporting will vary to include:

- call centre or a general contact point which then calls a supplier or other technician
- others may be staffed by technicians capable of solving the problem

Configuration includes:

- automatic
- plug and play
- manual

Ergonomic and environmental factors must be considered during the demonstration of this competency.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to correctly connect internal hardware components according to vendor and technical specifications in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform all tasks in accordance with standard operating procedures
- perform tasks to specification
- observe security procedures
- demonstrate the ability to follow installation procedures
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- ITICOR0021A   Apply Occupational Health and Safety procedures

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- broad general knowledge of OH&S procedures for electrical equipment
- detailed knowledge of inventory procedures
- organisational guidelines relating to external suppliers and vendors
- general understanding of systems, technical
- broad knowledge base incorporating theoretical concepts of three or more current industry accepted hardware peripherals; knowledge of general features and capabilities and detailed knowledge in some
- broad knowledge base incorporating theoretical concepts of three or more current industry accepted system components; knowledge of general features and capabilities and detailed knowledge in some
- broad knowledge base incorporating theoretical concepts of operating systems
- broad knowledge of help desk and maintenance practices
- current industry accepted hardware and software products with broad knowledge of general features and capabilities and detailed knowledge in some areas
- broad knowledge base incorporating theoretical concepts of input/output devices

Skills
The ability to:

- provide customer service skills in relation to maintenance procedures
- handle difficult clients skilfully in relation to maintenance procedures
- apply conflict resolution skills in relation to maintenance procedures
- make decision in a limited range of options
- display literacy in regard to general workplace documentation
- solve problem for a defined range of predictable problems
- exhibit Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
- demonstrate facilitation and presentation skills in relation to transferring and collecting information
- use negotiation skills in relation to other team members and applied to a defined range of predictable problems
- demonstrate report writing skills for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas

(4)   Resource Implications

To demonstrate this unit of competence the candidate will require access to:
- the organisation's hardware blueprint
- the vendor's support staff (on call if assessment is a live activity)
- additional staff may be required to support the assessment

(5)   Method of Assessment

Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.

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. The questioning of team members will provide valuable input to the assessment.

Simulated activities must closely reflect the workplace and may need to take place over a period of time.

Evidence can be collected through a supervisor's report, peer reports and client reports. Each report should be structured and require comment on each performance criteria and the evidence guide.

(6)   Context of Assessment

This competency can be assessed in the workplace or in a simulated environment. The purpose of this unit of competence is to define the standard of performance to be achieved in the workplace.

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

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIMED0452A: **Incorporate text into multimedia presentations**

Competency Descriptor:

> This unit deals with the skills and knowledge required to select and use the appropriate multimedia text software and create text for multimedia presentations and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Use multimedia text software	1.1 Appropriate software is assessed and selected for the required medium (hard copy or screen).
	1.2 Entering and exiting the selected software are demonstrated and the tools and features of the programme used correctly using the correct procedures.
	1.3 Editing and manipulating text are demonstrated and the tools and features of the programme used correctly in accordance with the correct procedures.
	1.4 Text is saved and retrieved using the designated file formats in line with procedures and guidelines.
2. Create multimedia text	2.1 Text that incorporates the principles of typography is created using the designated software and the correct procedures.
	2.2 Advanced issues of electronic fonts including Multiple Masters, font types and True Type are identified and discussed.
	2.3 Text is edited (enhanced and amended) and saved using the designated software in line with procedures and guidelines.
	2.4 The elements of text are integrated into a designated multimedia sequence in conformance with procedures and guidelines.
	2.5 Text is tested and run as part of a multimedia presentation.
	2.6 Text is published electronically appropriate for the job to be undertaken following the correct procedures.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to incorporating text into multimedia presentations.

Hardware may include but not limited to:

- LANs
- WANs

Organisation standards may be based upon formal, well documented methodologies or are non-existent. For training delivery purposes best practice examples from industry will be used.

Occupational Health and Safety requirements may include:

- company requirements
- statutory requirements
- vendor requirements.

Documentation and reporting may include:

- audit trails
- naming standards
- version control

Ergonomic and environmental factors must be considered during the demonstration of this competency.

Information Technology components include:

- hardware
- software

Software may include but are not limited to:

- commercial system software
- organisational specific systems software
- communication packages

Operating system will vary as each product will have different functionality and ways of operating. Third party products may also be used in administration.

File system may involve:

- multiple or single servers
- multiple or single logical disks
- complex directory or folder structures

Back-up system may involve:

- simple, single tape unit
- more comprehensive and complex back-up facilities across the network

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to accurately carry out creation of multimedia text for application in multimedia presentations in accordance with the performance criteria and the range listed within the range of variables statement

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes within the context of multimedia presentation
- select and assess appropriate software
- demonstrate correct use of software features and tools
- edit and manipulate text
- save and retrieve text using appropriate file format
- identify features of electronic fonts
- create multimedia text
- apply principles of typography
- integrate text into multimedia sequence
- evaluate outcome
- publish text electronically
- interactively communicate with others to ensure safe and effective workplace operations
- complete incorporation process to specification

(2)   Pre-requisite Relationship of Units

- ITIMED0351A   Identifying components of multimedia
- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- detailed knowledge of multimedia text software
- detailed knowledge of the principles of on screen typography and electronic publishing
- detailed knowledge of information sources
- general OH&S principles and responsibilities
- detailed understanding of using system software and system tools
- broad knowledge base of vendor product directions
- broad general knowledge of the client business domain
- broad knowledge base of quality assurance practices
- broad general knowledge of change management systems
- broad knowledge of OHS requirements in relation to work safety, environmental factors and ergonomic considerations

Skills
The ability to:

- create multimedia text
- use analysis skills in relation to routine and non-routine work processes
- exhibit project planning skills in relation to set benchmarks and identified scope
- demonstrate teamwork skills involve responsibility of self and contribution solutions and goals of a non-routine or contingency nature.
- demonstrate report writing skills for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas
- employ problem solving skills in non-routine work processes
- use plain English literacy and communication skills in relation to dealing with clients

(4)   Resource Implications

The following resources should be provided:

- workplace (actual enterprise or simulated)
- organisational style guide

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIMED0462A: Incorporate 2D graphics into multimedia presentation

Competency Descriptor:

This unit deals with the skills and knowledge required to incorporate 2D graphics into multimedia presentations and applies to individuals operating in the information and communication technology industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Work with digital imaging	1.1	The correct terminology for digital imaging is employed within a specified context
	1.2	The use of a range of graphic file formats, file management and transfer systems are demonstrated correctly including storing, archiving, importing, exporting and transferring digital images as electronic files.
	1.3	Contemporary Vector and bitmapped graphic editing software programs are identified and their features explained.
	1.4	The properties of Vector and bitmapped images are identified and their features explained.
	1.5	Conversion from bitmapped to Vector image and vice versa is demonstrated for a specified job using the correct procedures.
	1.6	Scanning devices are correctly operated to convert continuous tone or line image to digitised data with attention to tonal detail, halftones, resolution, and image correction.
2. Use 2D multimedia graphics software	2.1	Appropriate 2D software is assessed and selected for the required medium (hard copy or screen).
	2.2	Entering and exiting the selected graphics software are demonstrated and the tools and features of the program used correctly.

		2.3	Editing and manipulating graphics are demonstrated and the tools and features of the program used correctly.
		2.4	Graphics are saved and retrieved using the designated file formats and the correct procedures.
3.	Create 2D multimedia graphic designs	3.1	A design brief is assessed for the appropriate digital imaging solution.
		3.3	Graphics that incorporate the principles of design are created using the designated software to produce bitmapped or Vector graphics and digital artwork.
		3.4	2D digital artwork techniques are demonstrated including the correct use of painting, editing and pallets.
		3.5	Digital collages and montages are created by adjusting image mode and resolution, modifying image using filters, selecting the correct colour mode for the output.
		3.6	Graphic designs are edited, (enhanced and amended) using accurate selection techniques, special effects, cropping and resizing of images, and saved using the designated software.
		3.7	The elements of graphic design are integrated into a designated multimedia sequence.
4.	Present 2D Digital artwork	4.1	Graphics are tested and run as part of a multimedia presentation following the correct procedures.
		4.2	Digital images are professionally mounted for presentation using the mount cutter in line with guidelines.
		4.3	Graphics are titled and laminated to presentation size
		4.4	Non-colour-fast digital artwork is presented under screened glass or Perspex.
		4.5	Images are published electronically if required following the established procedures.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to incorporating 2D graphics into multimedia presentations.

Hardware may include but not limited to:

- LANs
- WANs

Documentation and reporting may include:

- audit trails
- naming standards
- version control

Occupational Health and Safety requirements may include:

- company requirements
- statutory requirements
- vendor requirements

Ergonomic and environmental factors must be considered during the demonstration of this competency.

Operating system will vary as each product will have different functionality and ways of operating.

Third party products may also be used in administration.

File system may involve:

- multiple or single servers
- multiple or single logical disks
- complex directory or folder structures

Organisation standards may be based upon formal, well documented methodologies or are non-existent. For training delivery purposes best practice examples from industry will be used.

Information Technology components include:

- hardware
- software
- communications packages

Software may include but are not limited to:

- commercial system software
- organisational specific systems software

Back-up system may involve:

- simple, single tape unit
- more comprehensive and complex back-up facilities across the network.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to produce different multimedia sequences incorporating 2D graphics according to job specifications in accordance with the performance criteria and the range listed within the range of variables statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate knowledge of the principles of 2D multimedia graphic designs, the principles of digital imaging and technical requirements for preparing artwork for multimedia output
- operate and manipulate appropriate software to produce multimedia output
- editing, digitising, formatting and colouring operations are applied correctly
- multimedia designs are created, tested and save in accordance with work specifications
- designs are presented or published in required format
- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes within the context of multimedia presentation

(2)   Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- the principles of digital imaging in detail
- principles of 2D multimedia graphic designs in detail
- OHS requirements in relation to work safety, environmental factors and ergonomic considerations
- technical requirements for preparing artwork for multimedia output
- recognition and how to use and apply different technologies for design purposes
- theoretical concepts of multimedia software packages
- electronic components of multimedia
- the scope of multimedia
- the features and functions of multimedia operating systems
- the use of multimedia
- quality assurance practices
- information sources

Skills
The ability to:

- use file formats, file management and transfer systems
- use digital collages and montages and other presentation techniques
- use project planning skills in relation to scope, time, cost, quality, communications
- utilise research skills for identifying, analysing and evaluating broad features of current multimedia usage and best practice in multimedia products and procedures
- employ financial modelling skills for identifying, analysing and evaluating a range of different solutions
- use plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
- employ problem solving skills for a defined range of predictable problems

(4)   Resource Implications

The following resources should be made available:

- workplace (actual enterprise or simulated)
- request/work sheet
- relevant tools and equipment
- relevant technical documentation, manuals and manufacturer's specifications
- logs and work reporting documentation
- enterprise policies and procedures
- legislative, statutory and Occupational Health and Safety requirements
- Industry standards and codes of practice

(5)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written tests
- case studies
- evaluation of work done
- evaluation of workplace records, job documents and performance appraisals
- testimonials from clients
- portfolio of evidence of previous works and qualifications
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(6)   Context of Assessment

This unit may be assessed on or off the job. Competency should be demonstrated through practical demonstration in the workplace or simulated workplace setting. A range of methods of testing the underpinning knowledge should support this.

Multimedia graphic design is undertaken in the workplace in consultation with the supervisor to ensure that correct skills and procedures are used.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT0202A: Customise packaged software for clients

Competency Descriptor:

This unit deals with the skills and knowledge required to analyse, design, implement and review the customisation of packaged software applications using simple programming construct and applies to individuals operating in the information technology industry.

Competency Field: Information and Communication Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Determine customisation requirements of client	1.1 Client requirements are determined and are documented in line with organisational requirements.
	1.2 System relationships are accurately determined.
	1.3 Analysis of client requirements is accomplished in line with established guidelines and procedures.
	1.4 Client requirements are actively listened to and conformed to in line with guidelines and procedures.
	1.5 Report for supervisor is prepared to client requirements in conformance with organisational guidelines and procedures.
	1.7 Client agreement on all aspects of the report is obtained.
2. Analyse impact of customisation on system relationship	2.1 Customisation is designed taking into account system limitations and the relevant guidelines.
	2.2 Customisation is designed taking into account client needs and adhering to guidelines and operating procedures.
	2.3 Client agreement on design is obtained.
	2.4 Software package is customised using simple programming constructs conforming to organisational guidelines and employing the correct procedures.
	2.5 Client feedback following client testing and application is obtained.
	2.6 Changes to customisation are made to meet amended client requirements following the correct procedures.

3.	Provide support for customised application	3.1	Training requirements of client are determined and are documented according to established procedures.
		3.2	Client documentation is prepared and is provided to client and help desk for future support in conformance with procedures.
4.	Obtain client feedback	4.1	Client evaluation and feedback is obtained to ensure their requirements are met.
		4.2	Function is performed by client unassisted and according to instruction.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to customising packaged software for clients and applies to individuals in the information technology industry.

Hardware may include:

- personal computers
- peer to peer networked computers
- client servers

Information Technology components may include:

- hardware
- software
- communications packages

Tools may include:
- tools to enable documentation
- tools to enable application customisation

Customisation software may be limited to the features of a commercial application.

Software may include but are not limited to:

- commercial software applications
- organisational specific software
- word processing
- spreadsheet
- database
- graphic
- communication packages
- presentation functionalities

Storage media/disks may include but are not limited to:

- diskettes   • flash drives
- CDs
- zip disks
- local HDDs
- remote HDDs

Software may also include presentation applications contained in:

- Microsoft Office
- Lotus Suite
- Claris Works
- Star Office
- other similar applications

Keyboarding speed will vary according to:

- different organisational requirements
- different job roles within an organisation

The keyboard technique will be in line with OHS requirements for safe use of keyboards.

Organisational variables may include but are not limited to:

- client service standards
- style guide
- client support documentation procedures
- storage procedures for macro/template such as common drive, hard disk, software library

Occupational Health and Safety considerations include:

- company requirements
- statutory requirements
- vendor requirements.

Ergonomic and environmental factors must be considered during the demonstration of this competency

Documentation and reporting involves:

- 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.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to customise existing software applications such as relational databases and the analysis, implementation and review of customisation of packaged software applications in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform all tasks in accordance with standard operating procedures
- perform tasks to specification
- use software tools effectively
- demonstrate the ability to navigate desktop environment
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- detailed knowledge of function and features of software applications
- general knowledge of organisational security procedures
- organisational policy for customising software
- broad knowledge of Information Technology structure and system infrastructure
- broad knowledge of OHS requirements in relation to work safety, environmental factors and ergonomic considerations
- organisational policy and procedures relating to customising software
- general knowledge of functions and features of the operating system
- current industry accepted hardware and software products with broad knowledge of general features and capabilities
- a basic knowledge of information gathering techniques

Skills
The ability to:

- solve unknown problems in a range of contexts
- make decisions in a wide range of contexts
- write reports involving analysis and evaluation in some depth
- apply customer service skills in a range of contexts at various levels
- carry out questioning and active listening to convey and clarify complex information
- give one to one instruction
- demonstrate technical interpretation skills in relation to routine problems and issues
- apply new developments in the technology to work

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer
- appropriate software packages

(5)   Method of Assessment

Competence in this unit may be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Assessment of this unit of competence could include review of documents developed by the candidate. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of skills wil l assist in the collection of evidence.

Simulated activities must closely reflect the workplace.

Peers and supervisors must be available to give information on the extent and the quality of contribution made.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills

ITIDBO0832A: Use SQL to create database structures and manipulate data

Competency Descriptor:

> This unit deals with the skill and knowledge required to use a structured query language to create and define database structures in a relational database and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Execute a SQL statement to access and retrieve data	1.1 Various criteria are correctly used to selectively choose data for retrieval based on functionality and scope requirements.
	1.2 The select statement query is broadened to include additional information by aggregating data based on functionality and scope requirements and business requirements.
	1.3 The appropriate join and outer join capabilities in a select statement are employed to draw on information from a range of tables according to the correct procedures.
	1.4 Arithmetic expressions with precedence and parentheses are used to change the way data is displayed in accordance with procedures and guidelines.
	1.5 The structure of tables contained in database is accurately identified based on functionality and scope requirements.
2. Perform SQL statement to limit and sort rows retrieved by a query	2.1 Data is appropriately selected and the order of rows displayed is changed based on functionality requirements according to the correct procedures and guidelines.
	2.2 Rows are restricted using the like and where clauses based on functionality and scope requirements.
	2.3 Rows are sorted in a range of different orders based on functionality requirements.

3.	Create queries that require numeric, character and date functions	3.1	Queries are created that require numeric, character and date functions in conformance with correct procedures.
		3.2	Performing of calculations on data and the modification of individual data items as necessary followed the appropriate procedures.
		3.3	The output for groups of data is appropriately manipulated using group functions in accordance with information requirements.
		3.4	Column data types are converted according to information requirements and the correct procedures.
		3.5	Transactions are controlled to ensure data currency in relation to access rights in conformance with procedures and guidelines.
4.	Execute create table statement	4.1	Table identifying number of columns, data types and any constraints in line with business information requirements are created using the correct procedures.
		4.2	Selection of unique table name follows established naming conventions.
		4.3	Data is correctly inserted into the table while at the same time ensuring values match specified column names in accordance with correct procedures and guidelines.
		4.4	Rows and columns are correctly inserted into table according to information requirements using the correct procedures.
		4.5	Records that match specified criteria are updated and changed using the update statement in accordance with guidelines and procedures.
		4.6	Columns are modified appropriately by using the alter table statement inline with information requirements.
		4.7	Records or rows are deleted from a table according to information requirements using the delete statement.

		4.8	Ability to view data in data dictionary view is correctly demonstrated.
		4.9	An entire table is deleted using the drop table statement once the table and records are no longer required.
5.	Create and run sub-queries	5.1	Single row and multiple sub-queries that provide the most efficient access to required information are constructed.
		5.2	A sub-query is created to question values based on unknown criteria.
		5.3	A sub-query is built to determine values existing in one set of data and not in another.
		5.4	A multiple column sub-query is written to retrieve required valid information.
6.	Create views	6.1	A view is created with and without a check constraint depending on requirements.
		6.2	Retrieving, inserting, updating and deleting data through a view is correctly demonstrated.
		6.3	Appropriate measures are taken to ensure view read consistency of data at all times.
		6.4	Appropriate steps are taken to ensure there is no delay between readers and writers (readers do not wait for writers and vis versa).
		6.5	An access privilege for the view is checked and a determination is made whether or not DML operations should be denied.
		6.6	Dropping a view to remove the view definition from database is demonstrated.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to using SQL to create database structures and manipulate data and applies to individuals in the information technology industry.

Databases may include but are not limited to:

- Oracle
- Sybase
- Microsoft SQL Server
- Access connected to a SQL server
- Ingres

- DB2
- Informix
- MSQL
- MySQL
- SQL Server

SQL may include:

- proprietary extensions

Information requirements may include but are not limited to:

- information identify through modelling data processes and objects

Business information needs will vary according to specific business needs and type of business.

Components may include but not limited to:

- hardware
- software
- communication packages

Workplace environment may involve a business involved in:

- total organisational change
- system only change
- business improvement process
- an e-commerce solution involving the total organisation or part of the organisation

Documentation and reporting 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

OH and S procedures/precautions include:

- company guidelines
- statutory requirements
- vendor requirements

Ergonomic and environmental factors must be considered during the demonstration of this competency.

Standards and procedures will vary from formal procedures that must be adhered to with check point and sign offs with documented procedures and templates:

- implementation of financial control mechanisms
- communication with stakeholders
- dispute resolution and modification procedures
- processes for determining size and cost

Cultural understanding requires the capacity to apply an understanding of cultures when carrying out workplace tasks, including:

- commitment to organisational goals such as quality, safety, efficiency, teamwork, security and environmental protection
- customer service and personal development
- interacting with people from widely different backgrounds and cultures in the achievement of common work goals.
- manages processes
- selects the criteria for the evaluation process

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to use a structured query language to create database structures, store, retrieve and manipulate data in a relational database in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- select criteria for data retrieval
- use statement query
- identify table structure
- retrieve and sort rows
- create queries
- modify data as required
- create and run sub-queries
- create views
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer
- ITIDBO0251A   Operate database application

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts of data modelling structures
- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts of OO modelling structures
- OO data model particularly in relation to developing a prototype
- data analysis particularly in determining data types and data structures and query and report design
- run time facilities in relation to implementing live database
- DBMS fundamentals in
- relation to overall unit of competence

Skills
The ability to:

- use analysis skills to determine data objects required, data structures and business requirements
- exhibit data modelling skills particularly during the design and development phases
- execute report, queries and view development using analytical and evaluation skills

(4) Resource Implications

The following resources should be made available:

- personal computer/networked system

To demonstrate this unit of competence the candidate will also require access to documents detailing:

- the clients requirements,
- functionality and scope requirements,
- access requirements and policy,
- security policy,
- naming standards.

In the context of accessing the client and business information listed above, the candidate should also source reports or outcomes from the appropriate business analysis process for the purpose of demonstrating competence in this unit.

(5)   Method of Assessment

Competence in this unit may be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Assessment of this unit of competence could include review of documents developed by the candidate. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of skills will assist in the collection of evidence.

Simulated activities must closely reflect the workplace.

Peers and supervisors must be available to give information on the extent and the quality of contribution made.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 3	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIWEB0162A: Write content for the World Wide Web

Competency Descriptor:

> This unit deals with the skills and knowledge required to write concise and relevant content for web pages and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1 Site content requirements are determined	1.1 Site purpose and functionality is confirmed with reference to client specification in accordance with established procedures.
	1.2 Customer information needs are correctly identified with reference to audience, site functionality and client requirements.
	1.3 Content channels and format requirements are accurately identified as required.
	1.4 Templates and style guides are correctly identified where relevant.
	1.5 Relevant content is identified and analysed with reference to audience needs, maintenance requirements, information architecture and site design and functionality.
	1.6 Alterations to site design are negotiated as required by identified content requirements
2 Site content is written	2.1 Appropriate content is generated in accordance with requirements and according to organisational guidelines.
	2.2 Content is able to be scanned and the information is readily digestible.
	2.3 Content is edited with reference to audience needs, site functionality and client requirements.

3	Upload content	3.1	Logging into server site using either the appropriate administrative or anonymous FTP protocol is completed in conformance with appropriate procedures and guidelines.
		3.2	Appropriate transfer software is launched and the selected destination directory navigated to either graphically or through command line following the correct procedures.
		3.3	Files are stored and ordered according user needs and file extensions.
		3.4	Contention is closed using the correct procedures.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to writing for the World Wide Web applies to individuals in the information and communication technology industry.

Content may include but not limited to information and interactive features such as:

- product information
- company information
- copyright and disclaimer notices
- a site search engine
- site map
- frequently asked questions
- what's new
- customer specific information
- customer only information
- error messages
- instructions
- feedback mechanisms
- reference pages
- forms
- background articles
- ratings/rankings/testimonials/quotes from reviews
- hyperlink titles.
- content may be text, video, audio, graphics, animation etc.

The specific content solution will be different for each site.

Content usability considerations may include;

- how easy it is for the user to grasp the nature and extent of a site's content
- how easy it is for them to explore the site
- digest information
- interact with that content

Usability should also account for handicapped persons through devices such as captions and ALT tags for images and providing the same information in a number of formats.

File transfer protocol client may include, but are not limited to, a wide variety of commercial available tools such as:

- AxY FTP for Windows, Linux and Unix
- Dreamweaver
- MS Frontpage,
- CuteFTP
- Win 95/NT File sharing,
- MS Internet Explorer graphical FTP

E-business variables include:

- how organisations structure themselves
- capture information
- manage their workers
- relate and partner with other organisations and groups to achieve effective functioning, efficient operations and cultural shifts

Knowledge economy involves all individuals participating on-line for:

- professional or personal research and learning,
- communicating with friends or associates
- pursuit of leisure activities.

E-commerce models include any kind of business-related transaction conducted with the assistance of electronic tools across and within organisations or with individual customers. These may include:

- Brochure Site
- Customer Service Site
- Real Time Site
- Quote Aggregator
- Insurance Mall
- Direct Channel
- Virtual Carrier
- Quote Mall
- Agent Mall
- Consumer Auction
- Carrier Auction
- Time Limited Information
- Investor Relations
- Technical Support
- Pre Sales Support and Corporate Awareness
- Proprietary Standard Promotion

E-commerce models are changing all the time and the above are just an example of possible models

The knowledge economy is broader than on-line participation and includes:

- knowledge workers and organisations
- recognising the value of life long learning and the need to capture knowledge within organisations to ensure effective functioning.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to develop content for web site that meets client and audience needs in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- identify site purpose and functionality
- identify format and channels
- produce appropriate content
- use appropriate software applications
- complete task to specification
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

<u>Knowledge</u>
Knowledge of:

- content features such as clarity, scan ability, readability and the intuitiveness of micro-content elements
- the function and features of micro-content elements such as headings, highlighted words, link text ,etc
- the relationship between content and site design
- the function and features of style guides
- web design and usability
- copyright and intellectual property
- regulations governing privacy

<u>Skills</u>
The ability to:

- identify target audiences
- analyse audience needs
- identify relevant content
- determine appropriate content channels and formats
- write content

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- style guides and templates where they exist
- web site specification
- current software including word processing and or web development software as determined by writing requirements

(5)   Method of Assessment

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

Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts

Simulated activities must closely reflect the workplace and may need to take place over a period of time to allow the candidate to fully demonstrate competency

Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of performance will assist in the collection of evidence.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

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 some relevant theoretical knowledge and apply a range of well developed skills
- apply known solutions to a variety of predictable problems, perform processes that require a range of well developed skills where some discretion and judgement is required
- interpret available information, using discretion and judgement;
- take responsibility for ones own outputs in work and learning and take limited responsibility for the output of others.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 3	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIMED0392A: Capture a digital image

Competency Descriptor:

> This unit deals with the skills and knowledge required to select the appropriate features of a digital camera to obtain digital photographs to be manipulated to produce the desired image and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Assess digital camera qualities	1.1 Camera software compatibility with hardware systems is assessed and the appropriate software is selected for the job.
	1.2 Pixel resolution of the camera is matched to the required quality and resolution of outcome.
	1.3 The RAM capacity of the camera is checked to be appropriate to the number of images required to be captured.
	1.4 Shutter speed, focal lengths and camera feature modes (flash, scrollage, icon menu, close-up, wide angle and telephoto capacity etcetera) are assessed suitable to the quality and use of photographic image required.
	1.5 Lithium batteries are handled and stored in accordance with occupational health and safety requirements.
2. Photograph and upload a digital image	2.1 The digital camera is loaded and operated in accordance with manufacturer specifications appropriate to the quality of image to be photographed.
	2.2 The IBM-PC or Macintosh card interface/disk is uploaded onto the relevant computer and the image saved on hard disk.
	2.3 Photographic image files are created and stored on the computer in accordance with software procedures.
	2.4 Photographic images are enhanced, cropped and altered electronically to deliver the required image using the correct procedures.

2.5   Photographic images are checked for fitness of purpose to comply with the brief specifications.

2.6   Photographic images are assessed fit for the relevant delivery mode (print, CD ROM, etcetera) and delivered appropriately.

RANGE STATEMENT

This unit requires a thorough understanding of the operation of a digital camera, the features used to capture quality digital photographic images and the processing of digital photographic images to produce specified outcomes.

Hardware may include but are not limited to:

- LANs
- WANs

The degree of autonomy will vary as digital photographic image is processed in the workplace in consultation with the supervisor to ensure that correct skills and procedures are used.

Organisational standards may be based upon formal, well documented methodologies or non-existent. For training delivery purposes best practice examples from industry will be used

Documentation and reporting may include:

- audit trails
- naming standards
- version control

Occupational Health and Safety requirements include:

- company requirements
- statutory requirements
- vendor requirements.

Ergonomic and environmental factors must be considered during the demonstration of this competency.

File system may involve:

- multiple or single servers
- multiple or single logical disks
- complex directory or folder structures

Operating system will vary as each product will have different functionality and ways of operating.

Third party products may also be used in administration.

Back-up system may involve;

- simple, single tape unit back-up
- comprehensive and complex back-up facilities across the network.

Software may include but are not limited to:

- commercial system software
- organisational specific systems software

Information Technology components may include:

- hardware
- software
- communications packages

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to accurately carry out manipulation of a digital camera for application in capturing digital images in accordance with the performance criteria and the range listed within the range of variables statement.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate the ability to take photographs
- upload images to computer
- demonstrate the ability to manipulate images
- produce required outcome
- safe and effective operational use of all equipment

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer
- ITICOR0021A   Apply Occupational Health and Safety procedures

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- operations of a digital camera
- system software and system tools
- broad knowledge base of vendor product directions
- camera features
- broad knowledge base of quality assurance practices
- broad knowledge of OHS requirements in relation to work safety, environmental factors and ergonomic considerations

Skills
The ability to:

- use a digital camera
- upload and processing digital images using IBM-PC and/or Macintosh
- manipulate images

(4)   Resource Implications

The following resources should be provided:

- digital camera
- batteries
- computer
- appropriate software
- appropriate communication or documentation relevant to task
- user manual

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

Simulated activities must closely reflect the workplace and may need to take place over a period of time

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITINET1412A: Connect internal hardware components

Competency Descriptor:

> This unit deals with the skills and knowledge required to connect internal hardware components to specifications and applies to individuals operating in the information and communication technology industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Determine new components required	1.1 Close interaction with client is established and client requirements are determined.
	1.2 Client requirements are documented and passed on to supervisor according to procedures and guidelines.
2. Obtain components	2.1 Vendors are contacted and technical specifications are obtained.
	2.2 Recommendations are clearly documented and provided to supervisor within established timeframe.
3. Install components	3.1 Components are installed with minimum disruption to clients following organisational guidelines and manufacturers specifications.
	3.2 Components are installed, configured and tested in accordance with installation procedures and organisational requirements
	3.3 System is optimised to meet organisational need.
4. Provide instruction to meet new requirements	4.1 One to one instruction to client is provided as required in conformance with procedures.
	4.2 Client evaluation and feedback are obtained to ensure requirements of client are met.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to connecting internal hardware components to specification and applies to all individuals in the information technology industry.

Optimisation tools may include:

- standard configuration tools and programs provided with component, operating system and third party products

Organisation variables may include but are not limited to:

- configuration procedures
- contracting arrangements relating to Information Technology purchasing
- technical manuals(in-house, product and vendors)

Internal components may include but are not limited to:

- motherboards
- CMOS Battery
- Central Processing Unit (CPU)
- CD and DVD drives
- interface cards
- drives
- fax/modem cards
- RAM upgrades
- CPU upgrades

Applications may include presentation applications contained in:

- Microsoft Office,
- Lotus Suite,
- Claris Works
- Star Office
- other similar applications

Keyboarding 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.

Command systems:
- Command line
- Graphical User Interface

Storage medium/disk may include but are not limited to:

- diskettes
- CDs
- zip disks
- local HDDs
- remote HDDs

Hardware may include:

- personal computers
- networked systems
- personal organisers
- communications equipment

Organisational variables may include but are not limited to:

- availability of system to be optimised
- level of complexity of technical manuals (in-house or vendor)
- contracting arrangements relating to Information

Technology purchasing

- client support documentation
- IT policy and procedures relating to service levels and installation

OH&S considerations may include:

- company requirements
- statutory requirements
- vendor requirements

Ergonomic and environmental factors must be considered during the demonstration of this competency.

Documentation and reporting 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

Client user may include:

- department within the organisation
- third party

The relation and ease of access will vary.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to correctly connect internal hardware components according to vendor and technical specifications in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform all tasks in accordance with standard operating procedures
- perform tasks to specification
- observe security procedures
- demonstrate the ability to follow installation procedures
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- ITICOR0021A   Apply Occupational Health and Safety procedures

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- detailed knowledge of the system's current functionality
- broad knowledge base of quality assurance practices
- current industry accepted hardware and software products with broad knowledge of general features and capabilities and detailed knowledge in some areas
- software packages supported by the organisation
- operating systems supported by the organisation
- understanding systems, technical
- pre-requisites needed for component installation
- vendor specifications and requirements for component installation
- organisation's network linkage
- set up and configuration procedures
- detailed knowledge of the operating system
- detailed knowledge of installation procedures
- broad knowledge base of systems diagnostic software
- broad knowledge base of input/output, storage and processing devices

Skills
The ability to:

- apply problem solving skills for a defined range of unpredictable problems involving participation in the development of strategic initiatives
- exhibit plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
- display teamwork skills involve the contribution to solutions and goals of a non-routine or contingency nature.
- group facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts
- demonstrate interpersonal skills for a range of client/vendor levels
- Report writing skills for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas
- demonstrate questioning and active listening for a range of client/ vendor levels
- provide customer service for internal and external clients
- deliver one to one instruction
- display literacy skills in regard to interpretation of technical computer installation manuals

(4)   Resource Implications

To demonstrate this unit of competence the candidate will require:

- workplace (actual enterprise or simulated)
- a number of hardware components

(5)   Method of Assessment

Competence in this unit may be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Assessment of this unit of competence could include review of documents developed by the candidate. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of skills will assist in the collection of evidence.

Simulated activities must closely reflect the workplace.

Peers and supervisors must be available to give information on the extent and the quality of contribution made.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITINET1322A: Maintain equipment/software inventory

Competency Descriptor:

> This unit deals with the skills and knowledge required to record and store the organisation's software, equipment and technical documentation and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1 Document and update inventory	1.1 Inventory is maintained to include Information Technology equipment movements, new purchases or redundant equipment in line with enterprise guidelines.
	1.2 Software inventory and licences are maintained and updated in line with upgrades.
	1.3 Manuals and associated technical documentation are recorded and stored according to organisation policies.
	1.4 Unused equipment is stored according to technical manuals
2 Store technical documentation	2.1 Technical documentation is stored as required by organisational guidelines.
	2.2 Technical documentation is accessed and disseminated as required to meet client requirements.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to maintaining equipment/software inventory.

Organisational variables may include but are not limited to:

- security procedures
- storage and retrieval of product licences
- storage of Information Technology equipment and documentation
- disposal policy
- literacy policy
- technical manuals (in-house, product and vendors)

Software may include but are not limited to:

- commercial software applications
- organisational specific software
- word processing
- spreadsheet
- database
- graphic
- mail
- Internet browsers
- presentation functionalities

Equipment 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

Standards may include:

- ISO standards
- statutory requirements
- vendor requirements
- documentation and reporting

EVIDENCE GUIDE

Assessment must confirm the ability to accurately and regularly update and maintain the software, equipment and technical documentation inventory according to identified storage and retrieval policy and procedures in accordance with the performance criteria and the range listed within the range of variables statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- apply organisational quality procedures and processes
- perform all tasks in accordance with standard operating procedures
- assess and update inventories regularly
- adhere to licensing requirements according to organisation and vendor requirements
- interpret workplace documentation and technical manuals
- compliance with organisation policies on storage and distribution of equipment and technical documentation

(2)   Pre-requisite Relationship of Units

The pre-requisite for this unit is:

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- organisational systems   - reading and interpret workplace
- software licensing requirements   documentation
- general copyright regulations   - write reports
- inventory principles and procedures   - communicate effectively
- current business practices in relation to   - present information
  preparing reports   - solve problem
                                                   - make decisions

(4)   Resource Implications

To demonstrate this unit of competence the candidate will require:

- workplace (actual enterprise or simulated)
- relevant policies and guidelines

(5)   Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Assessment should be by direct observation of tasks and/or samples of work and questioning on underpinning knowledge.

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Simulated activities must closely reflect the workplace.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

BSBSBM0012A: Craft personal entrepreneurial strategy

Competency Descriptor:

This unit deals with the skills and knowledge required to craft an entrepreneurial strategy that fits with the attitudes, behaviours, management competencies and experience necessary for entrepreneurs to meet the requirements and demands of a specific opportunity.

Competency Field: Small Business Operations

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Demonstrate knowledge of the nature of entrepreneurship	1.1 Concepts associated with entrepreneurship are clearly defined.
	1.2 Factors which influence entrepreneurship in and outside of Jamaica are correctly identified and explained.
	1.3 The importance of entrepreneurship to economic development and employment is explained clearly.
	1.4 The findings of research conducted on entrepreneurial ventures and successes in the Caribbean region are clearly presented in an appropriate format.
	1.5 Differences between wage employment and entrepreneurial ventures are correctly stated.
2. Identify and assess entrepreneurial characteristics	2.1 Relevant research is carried out and required entrepreneurial characteristics identified.
	2.2 Entrepreneurial characteristics identified are assessed and ranked.
	2.3 An understanding of the process and discipline that enable an individual to evaluate and shape choices and to initiate effective action is correctly demonstrated.
	2.4 Factors that will help an entrepreneur to manage the risk and uncertainties of the future, while maintaining a future orientated frame of mind, are identified.

3.	Develop self-assessment profile	3.1	Self-assessment tools/methods to identify personal entrepreneurial potential are identified and properly used.
		3.2	The ability to apply creativity, problem-solving techniques and principles to solve business related problems are demonstrated.
		3.3	Feedback from others for the purpose of becoming aware of blind spots and for reinforcing or changing existing perceptions of strengths/ weaknesses is appropriately obtained.
4.	Craft an entrepreneurial strategy	4.1	A profile of the past that includes accomplishments and preferences in terms of life and work styles, coupled with a look into the future and an identification of what one would like to do is developed.
		4.2	Commitment, determination and perseverance; orientation towards goals; taking initiative and accepting personal responsibility; recognizing management competencies and identifying areas for development are determined.
		4.3	Written guidelines to obtain feedback that is solicited, honest, straightforward, and helpful but not all positive or negative are developed to facilitate reviews.
		4.4	Framework and process for setting goals which demand time, self-discipline, commitment, dedication and practice are developed.
		4.5	Goals established are specific and concrete, measurable, relate to time, realistic and attainable.
		4.6	Priorities, including identifying conflicts and trade-offs and how these may be resolved are established.
		4.7	Potential problems, obstacles and risks in meeting goals are identified.
		4.8	Specified action steps that are to be performed in order to accomplish goals are identified.
		4.9	The method by which results will be measured is indicated.

4.10   Milestones for reviewing progress and tying these to specific
        dates on a calendar are established.

4.11   Sources of help to obtain resources are identified.

4.12   Evidence of the ability to review process and periodically
        revise goals is demonstrated.

RANGE STATEMENT

At this stage of the entrepreneurial process the entrepreneur must be able to conduct a self-assessment profile, examine the frame work for self assessment, develop a personal entrepreneurial strategy, identify data to be collected in the self-assessment process and learn about receiving feedback and setting goals.

Concepts associated to include:

- risk
- entrepreneurship
- macro-screening
- micro-screening
- competition
- wage employment

Influencing factors to include:

- market conditions
- markets – demand/supply
- global trends
- level of economic activities
- funding
- economic stability
- social stability
- resources availability

The entrepreneur must be able to:

- understand the extreme complexity in predicting or aligning him/herself to specific careers in an environment of constant change
- determine the kind of entrepreneur he or she wants to become based on attitudes, behaviours, competencies, experience and how these fit with the requirements and demands for a specific opportunity
- evaluate thoroughly his or her attraction to entrepreneurship
- effectively develop personal plan
- utilize available information that will enhance his or her ability to achieve success

The entrepreneur may encounter setbacks if the planning process is not effectively pursued.

Pitfalls may include:

- proceeding without effective planning which may result in commitment to uncertainty
- commitment to a premature path with the desirability of flexibility can lead to disaster
- personal plans fail for the same reasons as business plans including frustration if the plan appears not to be working immediately and the challenges of changing behaviour from an activity-oriented routine to one that is goal oriented
- developing plans that fail to anticipate obstacles, and those that lack progress milestones and reviews

EVIDENCE GUIDE

Competency is to be demonstrated when the entrepreneur is able to undertake a personal entrepreneurial assessment exercise to determine if he or she possesses the necessary credentials to be a successful entrepreneur. This stage of the entrepreneurial process is critical since experience has shown that the founder is one of the deciding forces if the venture is to succeed and prosper.

(1)   Critical Aspects of Evidence

The entrepreneur will be assessed by his/her action in developing an orchestrated plan in order to effectively pursue the business concept.

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- personal entrepreneurial profile systems
- effective management systems:
  marketing, operations/productions,
  finance, administration, law
- how to measure feedback
- the method of developing a personal
  plan
  and a business plan
- understanding the difference between
  entrepreneurial culture and
  management culture

- determine barriers to entrepreneurship
- minimize exposure to risk
- exploit any available resource pool
- tailor reward systems to meet a particular
  situation
- effectively plan and execute activities
- use computer technology to undertake
  assessments

(4)   Resource Implications

The following resources should be made available:

Personal computer with access to the internet and appropriate software that will enable one to
conduct the necessary analysis using the internet

(5)   Method of Assessment

A useful method of assessment is to determine if the venture can stand up to the test of critical
evaluation.

(6)   Context of Assessment

This stage of the entrepreneurial process is assessed when comparisons are made between
actual outcomes and plans/projections.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT0332A: Operate accounting applications

Competency Descriptor:

This unit deals with the skills and knowledge required to operate common accounting software packages in order to maintain enterprise financial records and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Software is customised and enterprise data created	1.1 Software is loaded, registered and configured according to operating instructions and enterprise requirements as needed.
	1.2 Chart of accounts is established according to operating instructions and enterprise requirements.
	1.3 Data on customers and sales is created according to operating instructions and enterprise requirements.
	1.4 Data on suppliers and purchases is created according to operating instructions and enterprise requirements.
	1.5 Payroll details are created according to operating instructions and enterprise requirements.
	1.6 Inventory details are created according to operating instructions and enterprise requirements.
	1.7 Tax codes are established according to operating instructions and enterprise requirements.
2. Transactions are recorded and tracked as required	2.1 Invoices are generated and tracked according to operating instructions and enterprise requirements.
	2.2 Customer payments and deposits are recorded and tracked according to operating instructions and enterprise requirements.
	2.3 Purchases are recorded and tracked according to operating instructions and enterprise requirements.

2.4   Wages, allowances and superannuation is paid according to operating instructions and enterprise requirements.

2.5   Enterprise data, forms and templates are updated according to operating instructions and enterprise requirements.

2.6   Backups are made according to operating instructions and enterprise requirements.

3.   Reports are generated as required

3.1   Accounts are reconciled according to operating instructions and enterprise requirements.

3.2   Reports are generated according to operating instructions and enterprise requirements.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating accounting applications and applies to individuals in the information and communication technology industry.

Enterprise equipment and data may vary according to:

- size
- type and complexity of business
- number of employees
- sources of income
- the nature of sales
- tax obligations
- support provided by accounting professionals

Hardware may include but are not limited to:

- personal computers
- networked systems

Software may include but are not limited to:

- commercial software applications
- organisational specific software
- word processing

Documents may include but are not limited to:

- established files
- new documents

Keyboarding speed will vary according to:

- organisational requirements
- job roles within an organisation.

The keyboard technique will be in line with OHS requirements for safe use of keyboards.

Reports will vary according to enterprise requirements and the extent of support provided by accounting professionals, but might include:

- Profit and Loss Statements
- Balance Sheets
- Charts of Accounts Summary
- Business Activity Statements

Mode of payment may include:

- cheques
- cash
- credit cards
- credit notes

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to operate accounting applications in order to create and maintain enterprise financial records that meet business and legislative requirements in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- the features and functions of common accounting software such as MYOB, Quicken and Phoenix
- a sound understanding of basic accounting principles such as assets, liabilities, equity, income, cost of sales, expenses, debtors and creditors
- a sound understanding of basic accounting tools including accounts, sales journals, purchases, invoices, transaction journals, general ledger and chequebook register
- the features and functions of common accounting reports including Trading and Profit and Loss statement, Balance Sheet, Chart of Accounts Summary and Business Activity Statements
- a sound understanding of current legislative requirements relating to enterprise requirements including income tax rates and GCT

Skills
The ability to:

- operate a PC and relevant peripherals
- use mathematical ideas and techniques related to recording and analysing basic financial data

(4)   Resource Implications

To demonstrate competence in this unit the candidate will need access to:

- current commercial accounting applications and a PC with appropriate specifications to run the software.

(5)   Method of Assessment

Competence in this unit may be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Assessment of this unit of competence could include review of documents developed by the candidate. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of skills will assist in the collection of evidence.

Simulated activities must closely reflect the workplace.

Peers and supervisors must be available to give information on the extent and the quality of contribution made.

(6)   Context of Assessment

> This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIWEB0722A: Create a simple mark-up language document

Competency Descriptor:

> This unit deal with skills and knowledge required to design, create and save a simple mark-up language document. This document has to be created with use of a text editor rather than a code generator, and applies to but not limited to individuals working as web page designers.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Determine document usage and structure.	1.1 Uses of the document and the audience are identified.
	1.2 Appropriate mark-up language based on document uses and audience is determined.
	1.3 Document structure based on user requirements is designed.
	1.4 Documents, map/diagrams are developed and confirmed by client.
2. Create document structure.	2.1 Head and title of the document is created in user agreed style.
	2.2 Body of the document is created; texts and paragraphs are added as required.
	2.3 Spaces are added as required to make the document readable.
	2.4 Special symbols are added as required to ensure the document is displayed correctly across platforms.
	2.5 Documents are saved using correct text case as per organization coding and naming standards/guidelines to meet documentation needs.

3.	Format document and import objects	3.1	Text in the chosen mark-up language document is formatted by applying required colour, font-face, style, size etc.
		3.2	Required and suitable background colours or images that may include company logos, style, guides etc are determined.
		3.3	Elements on the page are positioned for preferred look using chosen mark-up language.
		3.4	Texts are indented and lists (ordered, unordered, nested) are created using chosen mark-up language.
		3.5	Images are inserted, optimised (GIF, JPEG may include animated images) and formatted (size, convert to browser safe colours) to meet document requirements.
		3.6	Text is wrapped, spaces added around images using chosen mark-up language.
		3.7	Images are scaled, aligned to meet document's formatting requirements.
4.	Create tables.	4.1	Tables are created for the page content base on document map/diagram and positioned on page.
		4.2	Table widths are set, cells are formatted (spanned across columns, content aligned, spaces applied in and around cells, coloured) as required by document map/diagram.
		4.3	Borders are created for tables and any nested tables using chosen mark-up language.
5.	Generate links.	5.1	Links (text and images) and anchors are created within document.
		5.2	Links to FTP sites are created to transfer files easily.
		5.3	Create basic image maps using chosen mark-up language.

6.	Create Form Elements	6.1	Form elements viz., text fields, radio buttons, checkboxes, input, submit etc are created using chosen mark-up language.
		6.2	Form elements are contained in the form region.
		6.3	Tables are used to present form elements.
		6.4	Required input item attributes, such as type, display characteristics, variable names and values are specified.
7.	Test and save document.	7.1	Colours, links etc are tested across different platforms.
		7.2	Code is validated and any redundant tags and code are removed.
		7.3	Consistency of the document format across different platforms/browsers are verified and ensured.
		7.4	Display time of document is reduced for ease of use.
		7.5	Document is saved in appropriate folder/directory for user access and as per organizational requirements.

RANGE STATEMENT

This unit applies to creating a mark-up document to a given specification

Mark-up language may include but not limited to:

- HTML
- XHTML

Disks may include but not limited to:

- Diskettes
- CD's
- Zip disks

Software used may include but are not limited to:

- text editors such as Word pad, Notepad.
- commercial application software like Frontpage, Dream weaver etc as long as it is not used for automated code generation

Operating system may include:

- Command Line
- Graphical User Interface systems

EVIDENCE GUIDE

Competency is to be demonstrated by developing a mark-up language document to specification

(1)   Critical Aspects of Evidence

It is essential that competencies be obtained in the following aspects.

- ability to design
- create and save a simple mark-up language document without help of automated code generation

(2)   Pre-requisite Relationship of Units

Pre-requisite for this unit are:

- ITICOR0231A   Operate a personal computer
- ITICOR0241A   Operate a word processing application
- ITCOR0471A   Access the internet

(3)   Underpinning Knowledge and Skills

<u>Knowledge</u>
knowledge of:

<u>Skills</u>
The ability to

- demonstrate some relevant theoretical knowledge of SGML(Standard Generalized Markup Language) and the associated standards
- demonstrate knowledge of the world wide web, its operation and its related components (browsers, servers, network etc)
- demonstrate some relevant theoretical knowledge of open platforms.
- demonstrate some knowledge of Internet and browser related issues like bandwidth, screen size
- demonstrate some relevant theoretical knowledge of copyright, ethics and privacy

- basic analysis in relation to a limited range of routine areas
- choose appropriate Text Editors/Software
- basic design skills to apply to known solutions to a variety of predictable problems
- problem solving skills in known areas during normal routine
- reading and writing at a level where basic workplace documents are understood
- communication is clear and precise

(4)   Resource Implications

The following resources should be made available

- a personal computer
- candidate will need access to more than one browser/ platform to test for consistency
- organizational style guide/ policy
- user requirements

(5)   Method of Assessment

Competency should be determined by intermittent checking at various critical stages of project work.

Competency should be determined by observing task assigned at completion. (Short/Long Programs).

Competency should be assessed through the application of questions related to the underpinning knowledge.

(6)   Context of Assessment

Competency shall be assessed in the workplace or simulated workplace environment in accordance with work practices and safety procedures**.**

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 1	
Planning and organising activities	Level 1	
Working with others and in teams	Level -	
Use mathematical ideas & techniques	Level -	
Solve problems	Level 1	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT2903A: Install and optimise system software

Competency Descriptor:

> This unit deals with the skills and knowledge required to apply aspects of system optimization and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Determine operating systems requirements	1.1 Operating system requirements are determined and documented in accordance with guidelines.
	1.2 Requirements of clients are evaluated in line with organisation guidelines, corporate, licensing arrangements and budget.
2. Obtain operating system	2.1 Vendors are contacted and technical specifications are obtained using the appropriate channels.
	2.2 Recommendations are documented and provided to appropriate personnel.
	2.3 Licensing, hardware and security requirements are determined and followed.
3. Install and optimise operating system	3.1 Operating system is installed, configured and tested in accordance with installation procedures and organisational requirements.
	3.2 System to meet organisational requirements is optimised.
	3.3 System is documented according to organisational requirements.
	3.4 Installation is conducted using the correct procedures with minimal disruption to clients.

| 4. | Provide instruction to meet new software requirements | 4.1 | One to one instruction to the client is provided as required. |
| | | 4.2 | Client evaluation and feedback are obtained to ensure requirements of client are met. |

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to applying aspects of system optimisation and applies to individuals operating in the information and communication industry.

Hardware includes:

- personal computers,
- networked systems,
- personal organisers,
- communications equipment

Applications may include presentation applications contained in:

- Microsoft Office,
- Lotus Suite,
- Claris Works
- Star Office or other similar applications

Organisational variables may include but are not limited to:

- availability of system to be optimised;
- level of complexity of technical manuals,
- in-house or vendor; contracting arrangements relating to Information Technology purchasing;
- client support documentation;
- IT policy and procedures relating to service levels and installation

Software may include but are not limited to:

- operating systems include stand alone PC systems and network operating systems
- commercial software applications
- organisational specific software
- word processing, spreadsheet, database, graphic, mail, communication packages and presentation functionalities
- licensing options

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to install and improve system performance with minimum disruption to clients in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform all tasks in accordance with standard operating procedures
- perform tasks to specification
- use software tools effectively
- demonstrate the ability to carry out installation procedures
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal computer
- ITINET1372A   Install software application

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- information Technology infrastructure
- understanding systems, organisational and technical
- detailed knowledge of the system's current functionality
- functions and features of operating systems supported by the organisation
- organisation's network linkage
- set up and configuration procedures
- current industry accepted hardware and software products with broad knowledge of general features and capabilities and detailed knowledge in some areas
- software packages supported by the organisation
- pre-requisites needed for system software installation
- vendor specifications and requirements for installation
- broad general knowledge of the client business domain
- broad knowledge base incorporating theoretical concepts of systems software
- broad general knowledge of systems diagnostic software

Skills
The ability to:

- solve problem solving skills for a defined range of predictable problems
- analyse, evaluate and present information
- write reports
- work in teams work and display responsible workplace interactions
- convey information clearly
- interpret technical computer installation manuals
- use diagnostic tools
- install software

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/networked system

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT0193A: **Migrate to new technology**

Competency Descriptor:

> This unit deals with the skills and knowledge required to transfer skills and knowledge to new technology and situations and applies to individuals operating in the information and communication technology industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Apply existing knowledge and techniques to new technology	1.1 Existing knowledge and techniques are applied to explore new technology.
	1.2 New technology acquired by the organisation is used with minimum disruption and in compliance with guidelines.
	1.3 Functions and features of new technology available to the organisation are readily employed to meet organisational requirements.
2. Apply advanced functions of the technology to solve organisational problems	2.1 Specialised features of technology, software and hardware are utilised to solve organisational problems expeditiously.
	2.2 Advanced features and functions are used in a manner that exploits the full capacity of the new technology and follows operational procedures and guidelines.
	2.3 Sources of information are accessed to determine the full range of benefits of new technology .
3. Apply new functions of upgraded technology	3.1 Specialised features of upgraded technology are used to solve organisational problems in a manner that conforms to policies and procedures.
	3.2 Upgraded technology is used for enhanced productivity an d efficiency.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to migrating to new technology and applies to individuals in the information and communication technology industry.

Hardware is limited to commercially available products. Hardware may include but are not limited to:

- single client platforms
- multi-client platforms

Database may include:

- simple collection of files accessed by programs
- complex Database Management System

Database Management System can be distributed or centralised, online, partitioned geographically or thematically distributed.
Client/server or legacy databases may include:

- DB2
- Tandem Enscribe
- IMS
- Informix
- Oracle
- SAP R/3
- Sybase
- NCR Teradata
- VSAM
- Object-oriented databases
- relational databases

Existing data may be already in a computer system or stored manually, includes but not limited to:

- names and addresses
- financial transactions
- employee records
- receipts
- despatches
- invoices
- cheques

Client may include:

- department within an organisation
- business requiring an e-commerce solution
- a third party

The relationship and ease of access will vary according to the client.

Software should be limited to commercially available products and specialised features are those identified in packages.
Software variables may include but are not limited to:

- data files obtained from Email, common drives
- commercial software applications such as word processing, spreadsheet, database, graphic, mail, communication packages and presentation functionalities
- format of data, ie. ASCII, application specific

Information sources may include but are not limited to:

- trade magazines
- electronic media and communications
- product demonstrations
- industry trade fairs and conferences
- technical manuals
- supplier technical consultants

Data may include but are not limited to:

- established computer based files
- data from mixed sources and applications such as, mainframe hierarchical files, standard relational tables, and proprietary application fil e systems such as SAP

Documentation and reporting includes:

- maintaining standards of definition
- standards of format
- user access information

Information should be clear and written in such a way that it will be readily understood by the target audience.

Reports meet the specific output requirements and are presented in a logical and accessible manner.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to transfer the application of existing skills and knowledge to new technology and advanced knowledge of generic applications is demonstrated on a minimum of three software applications in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- explore the scope of new technology
- demonstrate knowledge of new technology
- use new technology to full capacity
- enhance productivity by using new technology

(2)   Pre-requisite Relationship of Units

- ITICOR0231A   Operate a personal Computer

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- current technology trends and directions in IT
- broad knowledge base of vendor product directions
- available sources of information regarding IT and new technology
- organisation strategic direction in relation to future IT requirements
- understanding systems, organisational and technical
- broad understanding with detail in some areas of operating systems features and functions
- software features and functions
- identify components of the business planning process relevant to the development of IT business solutions
- current industry accepted hardware and software products with broad knowledge of general features and capabilities
- broad general knowledge of the client business domain
- a basic knowledge of information gathering techniques

Skills
The ability to:

- use research skills for identifying, analysing and evaluating broad features of new technologies
- employ decision making involving discretion and judgement
- communicate verbally and non-verbally clearly, coherently and concisely
- provide customer service for internal and external interaction
- carry out questioning and active listening for conveying and clarifying meaning
- display literacy skills in regard to interpretation of technical manuals
- solving known problems in a variety of contexts
- general analytical skills in relation to known problems in a variety of contexts
- use general research skills in relation to readily available information

(4)   Resource Implications

To demonstrate competence in this unit the candidate will need access to:

- workplace (actual or simulated)
- a data conversion plan
- an implementation plan
- if necessary a conversion program

(5)   Method of Assessment

Competence in this unit may be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Assessment of this unit of competence could include review of documents developed by the candidate. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of skills will assist in the collection of evidence.

Simulated activities must closely reflect the workplace.

Peers and supervisors must be available to give information on the extent and the quality of contribution made.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 3	
Use technology	Level 3	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT0103A: Create user and technical documentation

Competency Descriptor:

> This unit deals with the skills and knowledge required todefine and document reference material to use, support and maintain system and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Determine documentation standards and requirements	1.1 Standards for documentation are determined from overall project documentation standards and industry standards.
	1.2 Documentation types and design templates are identified and agreed with higher authorities.
	1.3 Authors are informed of the standards and any technical resources/materials/manuals to support documentation.
2. Produce technical software documentation	2.1 Technical documentation is recorded in line with project documentation standards.
	2.2 All supporting technical information such as the architecture and detailed project plan are clearly and accurately referenced.
	2.3 Modification and maintenance requirements are clearly documented to documentation standards.
	2.4 Documentation is understandable to programmers as a stand alone document.
3. Create client user documentation	3.1 Developed software's operational procedures are clearly and coherently documented in non-technical jargon.
	3.2 Documentation is aligned with client requirements to support ease of use.
	3.3 Documentation is written in clear, coherent and concise plain English and logically sequenced and cross-referenced.

4.   Obtain endorsement/sign-off   4.1   Developed documentation is reviewed by target audience.

                                        4.2   Changes are made according to target audience feedback.

                                        4.3   Documentation is submitted for higher authority sign off.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to creating user and technical documentation and applies to individuals in the information and communication technology industry.

Documentation standards may include but are not restricted to:

- policy relating to sign-off, storage, distribution, revision
- ISO/AS standards, organisational standards, project standards
- tools for documenting eg. word processin g packages, desktop publishing packages.

Documentation may include but are not limited to:

- technical manuals
- user manuals
- policy and procedure manuals
- training materials in either hard copy, electronic copy, on-line help, Internet/intranet

Style of templates will vary according to:

- type of documentation
- tools used to undertake documentation

Development methods/tools will vary from the traditional Systems Development life cycle with little or no formalisation to a very well structured CASE tool.

Documentation and reporting may include:

- audit trails
- naming standards
- version control

Occupational Health and Safety requirements include:

- company requirements
- statutory requirements
- vendor requirements.

Ergonomic and environmental factors must be considered during the demonstration of this competency.

Organisational standards may be based upon formal, well -documented methodologies or are non - existent. Best practice examples from industry should be used for training delivery purposes.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability clearly and coherently document client and technical information in a manner, which is accepted by the target audience as applicable and useable in accordance with the performance criteria and the range list ed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform tasks to specification
- use software tools effectively
- demonstrate the ability to navigate desktop environment
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- ITICOR0231A   Operate a personal comput er
- IITCOR0241A   Operate a word processing application (basic)

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- current business practices in relation to   - employ problem solving skills for a
  preparing reports   defined range of predictable problems
- detailed knowledge of documentation   - display report writing skills for business
  practices and standards   requiring depth in some areas, analysis
- broad knowledge base of quality   and evaluation of information in a
  assurance practices   defined range of areas
- broad general knowledge of the client   - use plain English literacy and
  business domain   communication skills in relation to
- general OH&S principles and   analysis, evaluation and presentation
  responsibilities   of information
- current industry accepted hardware   - exhibit technical writing skills for
  and software products with broad   business requiring depth in some
  knowledge of general features and   areas, analysis and evaluation of
  capabilities   information in a defined range of areas
- broad knowledge base of vendor   - utilise comprehension skills relevant to
  product directions   technical materials

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- project spedfic resources and documentation

(5)   Method of Assessment

Assessment of this unit of competence could include review of performance of the candidate.
Questions related to the performance criteria and directed to the candidate, peers and business
client will assist in determining competence. Observation of skills will assist in the collection of
evidence.

Competence in this unit needs to be assessed using formative assessment to ensure consistency
of performance in a range of contexts.

This unit has importance to a range of Information Technology services and could therefore be
assessed in a holistic manner with other competencies.

Simulated activities must closely reflect the workplace.

Assessment must be in accordance with the performance criteria.

(6)   **Context of Assessment**

This competency can be assessed in the workplace or in a simulated environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation
Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT1403A: Provide basic system administration

Competency Descriptor:

> This unit deals with the skills and knowledge required to implement components of systems back-up, restore security and licensing in a stand alone or client server environment and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Record security access	1.1	Client requirements and clearance are obtained according to organisation guidelines.
	1.2	Security access password is issued to client.
	1.3	Security documentation and access to client is provided in line with organisation guidelines.
	1.4	Security access is recorded to maintain system integrity.
2. Record software licences	2.1	Licensed software are identified.
	2.2	Records of licence number and location are maintained according to organisation guidelines.
	2.3	Personal computers and network are checked for illegal software.
	2.4	Use of illegal software is reported to supervisor.
3. Carry out system back-up	3.1	Back-up procedure is determined according to organisation guidelines.
	3.2	Back-up is carried out at regular intervals according to organisation specifications.
	3.3	Back-up is recorded in line with organisation guidelines.
4. Restore system back-up	4.1	Back-ups are restored.
	4.2	Restore procedure is determined according to the organisational guidelines.
	4.3	Restores are carried out under instructions from supervisor.

	4.4	Restores are recorded in line with organisation guidelines.
5. Document security access	5.1	Security access is documented as per clearance guidelines.
	5.2	Security access register is maintained in line with organisation guidelines.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to providing basic system administration and applies to individuals in the information and communication industry.

Hardware may include but not limited to:

- personal computers
- networked systems
- personal organisers
- communications equipment

Software applications may include presentation applications contained in:

- Microsoft Office,
- Lotus Suite,
- Claris Works
- Star Office

Organisational variables may include but are not limited to:

- availability of system to be optimised
- level of complexity of technical manuals,
- in-house or vendor; contracting arrangements relating to Information Technology purchasing
- client support documentation
- IT policy and procedures relating to service levels and installation

- security procedures
- system administration and back-up procedures
- storage, retrieval and type of product licences
- storage of Information Technology documentation
- register of licences
- IT security

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to perform systems back-up, restore and maintain correct usage according to licensing agreements in a stand alone or client server environment in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- determination of access level
- provide password in line with policies
- maintain system free of illegal software
- apply back-up procedures as required
- restore system back-up
- carry out required documentation accurately

(2)   Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- ITICOR0231A   Operate a personal computer

(3)   Underpinning Knowledge and Skills

Knowledge   Skills
Knowledge of: The ability to:

- broad general knowledge of software copyright responsibilities
- detailed knowledge of organisational security procedures
- broad general knowledge of operating systems supported by the organisation
- current industry accepted hardware and software products with broad knowledge of general features and capabilities and detailed knowledge in some areas
- detailed knowledge of back-up procedures
- detailed knowledge of the system's current functionality
- one or more change management tools
- a broad knowledge base incorporating some theoretical concepts of system performance
- a broad knowledge of maintenance procedures
- a broad knowledge base incorporating some theoretical concepts of diagnostic tools

- maintain security of system
- identify legal software on system
- carry out system back-up
- restore system back-up
- carry out relevant documentation
- provide appropriate access

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- security guidelines
- back-up procedures

(5)   Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITINET0073A: Relate to clients on a business level

Competency Descriptor:

> This unit deals with the skills and knowledge required to formulate and implement small service level agreements and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Build and maintain business networks and relationships	1.1 Organisational standards and values are used in conducting business.
	1.2 Networks are used to determine and build business relationships in line with organisation guidelines.
	1.3 Organisational culture and service standards are used to develop and maintain positive business relationships.
2. Plan to meet internal and external client requirements	2.1 Clients' needs are carefully researched, so they can be correctly met.
	2.2 Plans to achieve the quality, time and cost specifications agreed with clients are developed following established guidelines.
	2.3 Information on costs and resource allocation is accurately assessed and interpreted.
3. Negotiate client support service costs	3.1 Cost negotiations are conducted within a designated time frame and in a manner likely to promote good business relationships.
	3.2 Clarification is sought promptly, where areas of uncertainty or disagreement occur.
	3.3 Proposed client support service is presented in a clear, concise and comprehensive manner to client.
	3.4 Client is in agreement with support service time frame and cost, or is referred to appropriate person for further negotiations.

4.	Monitor, adjust and implement procedures to maintain client focus	4.1	Organisational systems and procedures are used to monitor progress in achieving client support service targets.
		4.2	Client feedback is sought and used to improve the provision of client support services.
		4.3	Adjustments to client support service are made based on feedback and in line with organisational policy.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to relating to clients on a business level and applies to all individuals in the information and communication technology industry.

Organisation policies and standards may include but are not limited to:

- client service standards
- client liaison policy
- service level agreement policy
- ethical work practices policies and procedures
- supplier list

Clients may include but are not limited to:

- internal and external clients
- new clients
- ongoing and/or future clients
- people from a range of social, cultural or ethnic backgrounds
- seniority of clients
- communication styles of clients

Occupational Health and Safety requirements include:

- company requirements
- statutory requirements
- vendor requirements

Ergonomic and environmental factors must be considered during the demonstration of this competency.

Documentation and reporting may include:

- audit trails
- naming standards
- version control

Client user may include:

- department within the organisation
- third party

The relation and ease of access will vary depending on the client user.

Tools may include but are not limited to:

- tools to document and present proposals
- tools to track and monitor service

EVIDENCE GUIDE

Competency is to be demonstrated by the ability through the formulation and implementation of small service level agreements to encourage clients to engage in further business and to successfully negotiate client support service provision and satisfy client requirements for client support service within quality, time and cost parameters in accordance with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- communicate information about work activities and processes
- receive and convey information accurately
- plan, implement, monitor and review activities
- carry out accurate research and analysis
- conduct negotiation skilfully
- demonstrate professionalism
- communicate effectively with clients
- record and document information

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- some theoretical concepts relating to negotiation and business relationships, for example, when building and maintaining business networks and relationships
- current business practices in relation to preparing reports, for example, when monitoring, adjusting and implementing procedures to maintain client focus
- components of the client's business planning process relevant to the development of IT business solutions
- current industry accepted hardware and software products with broad knowledge of general features and capabilities
- broad knowledge base of vendor product directions, for example, when planning to meet internal and external client requirements
- broad general knowledge of the client business domain, for example, when monitoring, adjusting and implementing procedures to maintain client focus

Critical Aspects of Evidence (Cont'd)

- broad knowledge base of quality assurance practices, for example, when monitoring, adjusting and implementing procedures
- a basic knowledge of information gathering techniques, for example, when building and maintaining business networks and relationships
- broad general knowledge of change management systems, for example, when monitoring, adjusting and implementing procedures to maintain
- client focus
- broad general knowledge of organisational policies on contracting, for example, when negotiating client support service costs
- organisational policies on external client relationships

Skills
The ability to:

- apply customer service skills in a range of contexts at various levels
- use problem solving for a broad range of unpredictable problems involving analysis, diagnosis, evaluation and the development of new criteria, knowledge or procedures, for example, when adjusting client support services based on feedback and in line with organisational policies
- display facilitation and presentation skills in relation to transferring and collecting information and gaining consensus on concepts, for example when determining and building business relationships
- use plain English, literacy and communication skills in relation to analysis, evaluation and presentation of information to clients
- exhibit teamwork skills involve the contribution to solutions and goals of a non-routine or contingency nature
- employ negotiation skills in relation to others applied to an undefined range of predictable problems
- interact with clients

(4)   Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)

(5)   Method of Assessment

Competence in this unit may be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Assessment of this unit of competence could include review of documents developed by the candidate. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of skills will assist in the collection of evidence.

Simulated activities must closely reflect the workplace.

Peers and supervisors must be available to give information on the extent and the quality of contribution made.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITIDAT0223A: Support system software

Competency Descriptor:

> This unit deals with the skills and knowledge required to required to operate and support system software and applies to individuals operating in the information and communication technology industry.

Competency Field: Information and Communication Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Maintain system software	1.1 System effectiveness is evaluated against ve ndor and organisation's performance requirements and benchmarks, to determine if maintenance activities should be commenced.
	1.2 System utilisation, file and disk structure, performance reports and files are used to identify any peak periods or possible performance problems.
	1.3 System data levels are monitored to determine whether system performance is consistent with predetermined standards.
	1.4 Troubleshooting is achieved with appropriate system tools in conformance with procedures and guideline s.
	1.5 The system is monitored and retuned, where applicable for improved performance in accordance with the established procedures.
2. Set up and manage the system files	2.1 Client user system requirements are evaluated and the appropriateness of file and folder structures are monitored.
	2.2 Appropriate administration and system tools are used to create file and folder structures using the correct procedures.
	2.3 Security, access and sharing of file system to meet client user requirements are set .
	2.4 Virus protection requirements of the network are identified in line with organisational procedures.

		2.5	File system is tested to ensure that appropriate access is available to the client user groups in line with policies and guidelines.
		2.6	Simple programming constructs are checked to conform to organisational guidelines using the correct procedures.
		2.7	File system created in accordance with organisational standards is documented.
3.	Manage system usage	3.1	Users are given access to system in line with policies and guidelines.
		3.2	Access and use of the system is made seamless to users.
		3.3	Access to information and resources is made clear and apparent.
		3.4	System services are integrated with assistance of system tools following the established procedures.
4.	Monitor system security	4.1	User access is monitored against user access levels in conformance with guidelines and procedures.
		4.2	Security requirements for client users and data to be stored on network are reviewed
		4.3	Risks that data is exposed to, and appropriate prevention and recovery processes are determined.
		4.4	System is implemented to provide back-up and to restore services in the event of a disaster.
		4.5	Disaster recovery procedures are documented.
5.	Carry out system back-up	5.1	System is scanned for viruses and detected viruses are removed using the correct procedures.
		5.2	System back-ups are completed according to organisational and system requirements.
		5.3	System back-ups are completed at regular intervals.
		5.4	System back-ups are recorded according to organisational requirements.

6.   Restore system back-up   6.1   System restores are completed according to organisational guidelines.

                                     6.2   Restored system is optimised according to organisational requirements.

                                     6.3   System restores are documented in line with organisational requirements.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating and supporting system software and applies to individuals in the information and communication technology industry.

Operating systems may include but are not limited to:

- Win 95/98/NT/2000
- Sun Solaris/SunOS
- HP-UX
- AIX,
- Digital Unix
- Silicon Graphics IRIX
- DOS
- DEC VMS
- Mac OSX
- Linux
- NetWare

Documentation and reporting may involve:

- 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.

Hardware man include Information Technology equipment of all types:

- workstations: PCs, IBM, Compaq, Hewlett Packard, Sun, Dell, Gateway 2000, SGI, Sun Microsystems
- bridges: 3Com, Compaq, CISCO, IBM
- modems: analog, cable, ISDN, DSL
- servers: Acer, Apple, Compaq, Dell, Gateway 2000, Hewlett-Packard, IBM, Macintosh, NEC, SGI, Sun Microsystems, Unisys
- network cards: Adaptec, ARTIC, Compex, SMC

- switches, 3Com, Accton, Cabletron, CISCO, D-Link, Farallon, Hewlett-Packard, Intel, Network Technologies
- hubs & repeaters: 3Com, Compaq, CISCO, Accton, Asante, D-Link, Farallon, Hewlett-Packard, Intel, Omnitron
- routers & gateways: 3Com, CISCO, D-Link, Intel,
- file & print servers: AcerAltos, Aerocomm, AlphaServer, Dell, D-Link, Hewlett-Packard, IBM, NEC, Sun Microsystems

Database Management System may be:

- distributed
- centralised
- online
- partitioned geographically
- thematically distributed

Client/server or legacy databases may include;

- DB2
- Tandem Enscribe
- IMS
- Informix
- Oracle
- SAP R/3
- Sybase
- NCR Teradata
- VSAM
- Object-oriented databases
- relational databases

Organisational guidelines 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

Keyboarding speed will vary according to:

- different organisational requirements
- different job roles within an organisation.

The keyboard technique will be in line with OHS requirements for safe use of keyboards.

Occupational Health and Safety requirements may include:

- company requirements
- statutory requirements
- vendor requirements.

Ergonomic and environmental factors must be considered during the demonstration of this competency.

File system may involve:

- multiple or single servers
- multiple or single logical disks
- complex directory or folder structures

Operating system will vary as each product will have different functionality and ways of operating. Third party products may also be used in administration.

Back-up system may involve:

- simple, single tape unit
- more comprehensive and complex back-up facilities across the network.

Software may include but are not limited to:

- commercial system software
- organisational specific systems software

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to monitor and maintain system software performance according to vendor and company benchmarks utilising a wide range of features and system tools in accordance with the performance criteria and the range listed within the range of variables statements.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes
- perform all tasks in accordance with standard operating procedures
- perform tasks to specification
- use software tools effectively
- demonstrate the ability to carry out maintenance procedures
- maintain system security
- interpret job specifications
- safe and effective operational use of all equipment
- interactively communicate with others to ensure safe and effective workplace

(2)   Pre-requisite Relationship of Units

- ITINET1622A   Maintain equipment and software in working order

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- general OH&S principles and responsibilities
- detailed understanding of using system software and system tools
- broad knowledge base of vendor product directions
- broad general knowledge of the client business domain
- broad knowledge base of quality assurance practices
- broad general knowledge of change management systems
- broad knowledge of OHS requirements in relation to work safety, environmental factors and ergonomic considerations

Skills
The ability to:

- utilise analysis skills in relation to routine and n on-routine work processes
- employ project planning skills in relation to set benchmarks and identified scope
- demonstrate teamwork skills involve responsibility of self and contribution solutions and goals of a non -routine or contingency nature.
- exhibit report writing skills for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas
- employ problem solving skills in non -routine work processes
- use plain English literacy and communication skills in relation to dealing with clients and team members

(4)   Resource Implications

To demonstrate competence in this unit the candidate will need access to:

- organisational performance benchmarks
- a live system
- client user requirements

(5)   Method of Assessment

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.

Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Simulated activities must closely reflect the workplace and may need to take place over a period of time to allow the candidate to identify the system components and select and document the system.

(6)   Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic compete ncy that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 3	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.