

ICA10105 Certificate I in Information Technology

Briefing Document (2007)

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ICA10105 Certificate I in Information Technology

Description

This qualification provides the skills and knowledge for an individual to function at a basic level of ICT competency in the contemporary information society. It will enable a person to undertake basic ICT functions using a personal computer and to engage in fundamental online activities. It could be described as 'the community standard in ICT literacy' and may be wholly or partially used as an access and equity program. Its objective is to enable people to acquire basic ICT knowledge and skills at a fundamental or foundation level.

This is a relatively 'small' qualification with 6 units required to be completed, 3 of which are core. Electives can be chosen from both ICA05 and to a limited extent from another package. The 3 core units form a 'natural cluster' which could be used for particular ICT literacy purposes including government ICT engagement programs, as a supplement to school curricula in middle to senior years or for adult and community education clients. In this form it may result in the issue of Statements of Attainment. It could also potentially form a relationship with base vendor certifications such as the International Computer Drivers Licence (ICDL).

Prerequisite Requirements

There are no specific entry requirements for this qualification. However, prerequisite arrangements for any non-ICA05 elective units in this qualification should be checked with the originating Training Package.

Job Roles

The qualification provides for basic computer skills in the workplace and as such small to medium enterprises (SMEs) will find the contents of this qualification useful at a basic ICT user level. The contents of this qualification may also provide supplement existing roles in other industries where basic ICT skills have become necessary; for example in retailing where basic shop front computer usage is prevalent, in warehousing where automation of stock and inventory control has occurred or in manufacturing at shop floor level for monitoring metrics of team performance and processes.

Qualification Structure

To attain the *Certificate I in Information Technology* 6 units must be achieved:

- 3 core units; plus
- 3 elective units

Note: Units of competency *ICAU1130A*, *ICAU1131A*, *ICAU2005A* (*) from the electives list below are recommended as electives where an effective pathway to a Certificate II in IT is required.

Achieve 3 Core Units

Core

ICAU1128A	Operate a personal computer
ICAU1129A	Operate a word processing application
ICAU1133A	Send and retrieve information using web browsers and email

Achieve 2 Elective Units Chosen from the Following Electives List

Electives

ICAU1130A	Operate a spreadsheet application
ICAU1131A	Operate a database application
ICAU1132A	Operate a presentation package
ICAU2005A	Operate computer hardware
ICAI2015A	Install software applications
ICAS1193A	Connect a workstation to the internet
ICAS2008A	Maintain inventories for equipment, software and documentation
ICAS2014A	Connect hardware peripherals
ICAS2017A	Maintain system integrity
ICAS2243A	Detect and protect from spam and destructive software
ICAT1206A	Check site security
ICAU1204A	Locate and use relevant on-line information
ICAU1211A	Operate accounting applications
ICAU1213A	Conduct on-line transactions
ICAU1215A	Use personal productivity tool
ICAU2007A	Maintain equipment and consumables
ICAU2013A	Integrate commercial computing packages
ICAW2002A	Communicate in the workplace
BSBCMN106A	Follow workplace safety procedures
CUVVSP11A	Apply techniques to produce digital images

Achieve 1 Elective Unit Chosen from the Following Sources (Listed in Recommended Order)

- *ICA10105* Electives list above; or
- elsewhere in ICA05 (at Certificate II); or
- any other Training Package (at Certificate I or Certificate II) relevant to intended outcome

The Western Australian TAFE sector has mandated the following subject for delivery in Western Australia:

• ICAU1128A	Operate a personal computer	20
• ICAU1129A	Operate a word processing application	30
• ICAU1133A	Send and retrieve information using web browsers and email.....	20
• ICAU1130A	Operate a spreadsheet application	30
• ICAU1131A	Operate a database application	35
• ICAU1132A	Operate a presentation package.....	25

The numbers on the right are the nominal hours associated with these units of study. These numbers are use to determine a cost appropriate to your study.

Qualifications Framework

The Australian Qualifications Framework

What is the Australian Qualifications Framework?

A brief overview of the Australian Qualifications Framework (AQF) follows. For a full explanation of the AQF see the *AQF Implementation Handbook*, 3rd Edition 2002. You can download it from the Australian Qualifications Advisory Board (AQFAB) website (www.aqf.edu.au) or obtain a hard copy by contacting AQFAB on phone 03 9639 1606 or email aqfab@curriculum.edu.au.

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the vocational education and training (VET) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately.

Qualifications

Training Packages can incorporate the following six AQF qualifications:

- Certificate I in Information Technology
- Certificate II in Information Technology
- Certificate III in Information Technology
- Certificate IV in Information Technology
- Diploma of Information Technology
- Advanced Diploma of Information Technology

On completion of the requirements defined in the Training Package, a Registered Training Organisation (RTO) may issue a nationally recognised AQF qualification. Issuance of AQF qualifications must comply with the advice provided in the *AQF Implementation Handbook* and the Australian Quality Training Framework *Standards for Registered Training Organisations*, particularly Standard 10.

Statement of Attainment

Where an AQF qualification is partially achieved through the achievement of one or more endorsed units of competency, an RTO may issue a Statement of Attainment. Issuance of Statements of Attainment must comply with the advice provided in the *AQF Implementation Handbook* and the Australian Quality Training Framework *Standards for Registered Training Organisations*, particularly Standard 10.

Under the *Standards for Registered Training Organisations*, RTOs must recognise the achievement of competencies as recorded on a qualification or Statement of Attainment issued by other RTOs. Given this, recognised competencies can progressively build towards a full AQF qualification.

AQF Guidelines and Learning Outcomes

The *AQF Implementation Handbook* provides a comprehensive guideline for each AQF qualification. A summary of the learning outcome characteristics and their distinguishing features for each VET-related AQF qualification is provided below.

Certificate I¹

Characteristics of Learning Outcomes

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.

Applications may include a variety of employment related skills including preparatory access and participation skills, broad-based induction skills and/or specific workplace skills. They may also include participation in a team or work group.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification 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
- receive and pass on messages/information.

Certificate II

Characteristics of Learning Outcomes

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 operations to be applied.

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate basic operational knowledge in a moderate range of areas;
- apply a defined range of skills;
- apply known solutions to a limited range of predictable problems;
- perform a range of tasks where choice between a limited range of options is required;
- assess and record information from varied sources;
- take limited responsibility for own outputs in work and learning.

Certificate III

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and competencies would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion

¹ Note: The process of learning using online resources will probably require you perform at a level above Certificate 1. All attempts have been made when preparing these resources to minimise the level creep. If you feel you are disadvantaged by this level creep please contact your college/tutor to discuss other study options.

and judgement is required in the section of equipment, services or contingency measures and within known time constraints.

Applications may involve some responsibility for others. Participation in teams including group or team co-ordination may be involved.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate some relevant theoretical knowledge
- 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 own outputs in work and learning
- take limited responsibility for the output of others.

Units of Competency

This course could provide the participant with recognition for skill that they are using on a day-to-day basis in their workplace and provide further skills to enhance the range of tasks you can carry out with confidence. If you have been using a computer for a period of time but have had no formal qualifications then this course could be used as a means of getting recognition for all that hard work in learning your skills.

It is anticipated that some classes will be offered in the areas listed below but there will be a requirement for the student to show the application of that knowledge in the workplace. The listed hours are a nominal figure only and are used to indicate the level of attainment only. Some people may need a short tutorial to learn the extra skills that are not already in every day use. The hours are reflective of what the average person who came to the course with perquisite knowledge would need to attain the desired outcomes.

The following pages contain the Elements and Performance Criteria for each module. If you believe that you can do all the listed things and have means of showing that you have done these in your workplace then please contact your Lecturer on the details given to you when you enrolled or contact David Ansell on 08 9158 2303 for further information. The college offers a process called RPL/RCC (Recognition of Prior Learning/Recognition of Current Competencies) which will allow you to gain credits (you will still need to enrol in the appropriate units) for the areas that you are confident in.

ICAU128A Operate a personal computer

The primary focus of this unit is to prepare the trainee for the study of the other units in the certificate. During the course you will be developing skills in the use of an Operating System. The operating system that will be used is Windows XP, however these skills are portable to all Microsoft Windows operating systems (Win 95, Win 98, Win Me, Win XP). The following is a list of the areas that will be covered:

1. Start the computer
 - 1.1 Check *peripheral device* connections for correct position
 - 1.2 Switch on power at both the power point and *computer*
2. Access basic system information
 - 2.1 Insert user name and password as prompted and note access, privacy, security and related conditions of use displayed on introductory screens
 - 2.2 Navigate through the *operating system* to access *system information* to identify system configuration and application versions in operation
 - 2.3 Use *on-line help functions* as required
3. Navigate and manipulate desktop environment
 - 3.1 Create and customise desktop icons
 - 3.2 Select, open and close desktop icons to access *application programs*
 - 3.3 Manipulate application windows and return desktop to original condition
4. Organise basic directory/folder structure and files
 - 4.1 Create and name directories and subdirectories
 - 4.2 Identify *attributes* of directories
 - 4.3 Move subdirectories between directories
 - 4.4 Rename directories as required
 - 4.5 Access directories and subdirectories via different paths
5. Organise files for user and/or organisation requirements
 - 5.1 Use *system browser* to search drives for specific files
 - 5.2 Access the most commonly used types of files in the *directories*
 - 5.3 Select, open and rename groups of files as required
 - 5.4 Move files between directories
 - 5.5 Copy files to *disk*
 - 5.6 Restore deleted files as necessary
 - 5.7 Erase and format *disks* as necessary
6. Print information
 - 6.1 Add a printer if required and ensure correct *printer settings*
 - 6.2 Change the default printer if appropriate
 - 6.3 Print information from an installed printer
 - 6.4 View and delete progress of print jobs as required
7. Shut down computer
 - 7.1 Save any work to be retained and close all open application programs correctly
 - 7.2 Shut down computer correctly

Trainees who have specific interest are encouraged to raise these with their tutor.

ICAU129A Operate a word processing application

This unit will prepare the trainee to use a word processor to create documents to a business standard. Trainees who can correctly use of a keyboard will be at a definite advantage. The typing of long documents is not a feature of the course but in a workplace this would be expected. The following areas are covered and assessed in this unit:

1. Create documents
 - 1.1 Open word processing application and create/open document and add data according to *information requirements*
 - 1.2 Use document templates as required
 - 1.3 Use simple *formatting tools* when creating the document
 - 1.4 Save document to correct directory
2. Customise basic settings to meet page layout conventions
 - 2.1 Adjust page layout to meet information requirements
 - 2.2 Open and view different *toolbars*
 - 2.3 Change *font format* to suit the purpose of the document
 - 2.4 Change *alignment* and line spacing according to document *information requirements*
 - 2.5 Modify margins to suit the purpose of the document
 - 2.6 Open and switch between several documents
3. Format document
 - 3.1 Use *formatting features* and styles as required
 - 3.2 Highlight and copy text from another area in the document or from another active document
 - 3.3 Insert headers and footers to incorporate all necessary data
 - 3.4 Save document in another *file format*
 - 3.5 Save and close document to *disk*
4. Create tables
 - 4.1 Insert a standard table into a document
 - 4.2 Change cells to meet information requirements
 - 4.3 Insert and delete columns and rows as necessary
 - 4.4 Use *formatting tools* according to style requirements
5. Add images
 - 5.1 Insert appropriate *images* in a document and customise as necessary
 - 5.2 Position and resize images to meet the document formatting needs
6. Use mail merge
 - 6.1 Create simple mailing list in layout suitable for merging
 - 6.2 Create or select another document for merging
 - 6.3 Mail merge list with other document
7. Print documents
 - 7.1 Preview document in print preview mode
 - 7.2 Select basic print settings
 - 7.3 Print document or part of the document from printer

These subject areas cover a wide range of document types. The use of varied formatting techniques and document layouts will provide trainees with good skills to work in any office.

ICAU133A Send and retrieve information using web browsers and email

The internet has become a medium used by many people to disseminate information. As an IT worker you would be expected to be able to use this medium. This unit of study provides you with skills relevant to accessing information and to send information to nominated persons through the use of email. The following areas are covered and assessed in this unit:

1. Access the internet
 - 1.1 Open an *internet browser* and set a home page of personal choice by setting *internet options*
 - 1.2 Adjust the display of the *internet browser* to suit personal requirements
 - 1.3 Modify *toolbar* to meet user and *internet browser* needs
 - 1.4 Access a particular website, note privacy and other conditions of use and retrieve data
 - 1.5 Enter a uniform resource locator (URL), in the address line of the *internet browser*
2. Search the internet
 - 2.1 Locate and select appropriate *search engine* and define search expressions based on the data required
 - 2.2 Save search expression results and present them in a report according to the information requirements
 - 2.3 Create a bookmark within the *internet browser* or a link for the required web page and save it in a bookmark folder
 - 2.4 Modify the *internet browser* options for printing and print a web page
 - 2.5 Close the internet browser
3. Research and apply 'netiquette' principles
 - 3.1 Select *search engine* and using key word search research the concept of *netiquette* (or web etiquette)
 - 3.2 Review rules of good online manners from at least two *netiquette* sites
 - 3.3 Develop a personal list of *netiquette* principles to be applied to email and newsgroup discussions
 - 3.4 Check that these are consistent with organisational policies
4. Send and organise messages
 - 4.1 Open an email application package and create a new email message
 - 4.2 Add addressee to the email message
 - 4.3 Compose the text of an email message according to organisational guidelines
 - 4.4 Create and add an automatic signature for the user, so that it appears automatically in every new email message that the user creates
 - 4.5 Attach *files* to the email message, using the attachment feature
 - 4.6 Determine and set a priority for an email message and spell check and edit text as required
 - 4.7 Send the email message
 - 4.8 Reply to received messages and forward as appropriate, using the carbon copy and forward features
 - 4.9 Open and save an attachment to the relevant folder
 - 4.10 Search for an email message and set a priority setting or delete as necessary
 - 4.11 Sort inbox according to sender's name and date received
 - 4.12 Save email messages in a folder
 - 4.13 Compact folder to save space
 - 4.14 Print an email message
5. Create an address book
 - 5.1 Manually add an email address to the email package address book
 - 5.2 Update the address book by transferring the email address from a received message
 - 5.3 Create a distribution list and send out email message

The unit content will provide you will a good working knowledge of how to access information.

ICAU130A Operate a spreadsheet application

Spreadsheet applications provide a very useful tool for the office worker. Their primary focus is working with numbers. This provides the skilled office worker with a mechanism to do tasks that are not easily achieved with a word processor or database. The following areas are covered and assessed in this unit:

1. Create spreadsheets
 - 1.1 Open spreadsheet application and create/open spreadsheet file and enter numbers, text and symbols into cells according to information requirements
 - 1.2 Enter simple formulas using cell referencing where required
 - 1.3 Correct formulas when error messages occur
 - 1.4 Use a range of common *tools* during spreadsheet development
 - 1.5 *Edit* columns and rows within the spreadsheet
 - 1.6 Use the autofill function to increment *data* where required
 - 1.7 Save spreadsheet to correct directory or folder
2. Customise basic settings
 - 2.1 Adjust page *layout* to meet user requirements or special needs
 - 2.2 Open and view different *toolbars*
 - 2.3 Change *font settings* so they are appropriate for the purpose of the document
 - 2.4 Change *alignment* options and line spacing according to spreadsheet *formatting features*
 - 2.5 Format cell to display different styles as required
 - 2.6 Modify margin sizes to suit the purpose of the spreadsheets
 - 2.7 View multiple spreadsheets concurrently
3. Format spreadsheet
 - 3.1 Use formatting features as required
 - 3.2 Copy selected *formatting features* from another cell in the spreadsheet or from another active spreadsheet
 - 3.3 Use *formatting tools* as required within the spreadsheet
 - 3.4 Align information in a selected cell as required
 - 3.5 Insert headers and footers using *formatting features*
 - 3.6 Save spreadsheet in another *format*
 - 3.7 Save and close spreadsheet to *disk*
4. Incorporate object and chart in spreadsheet
 - 4.1 Import an *object* into an active spreadsheet
 - 4.2 Manipulate imported *object* by using *formatting features*
 - 4.3 Create a chart using selected data in the spreadsheet
 - 4.4 Display selected data in a different chart
 - 4.5 Modify chart using formatting features
5. Print spreadsheet
 - 5.1 Preview spreadsheet in print preview mode
 - 5.2 Select basic printer options
 - 5.3 Print spreadsheet or selected part of spreadsheet
 - 5.4 Submit the spreadsheet to the *appropriate person* for approval or feedback

The complexity of the spreadsheets requires that the trainee have some underlying Maths ability. This ability does not mean that you have to be a rocket scientist but the use of fundamental arithmetic is required. It is also important that you have some knowledge of general concepts such as Interest, Tax and budgets. These concepts will be used in some class activities. If you feel that you don't have all these attributes you may find that some classes will be more difficult. A little practice at home and work will provide the confidence you lack.

ICAU131A Operate database application

Databases, what are they and how do you make some use of them? Who should use a database? These are some of the questions that will be discussed during this unit.

Databases are used by many organisations as storage for corporate information. Your daily life is affected by database in many ways. Many of the things we take for granted can only be achieved with the use of databases. The following areas are covered and assessed in this unit:

1. Create database
 - 1.1 Open a database application and design a two-table simple relational database incorporating basic *design principles*
 - 1.2 Develop a table with fields and *attributes* according to database usage, as well as user requirements
 - 1.3 Create a primary key and establish an index for each table
 - 1.4 Modify table layout and field *attributes* as required
 - 1.5 Create a *relationship* between the two tables
 - 1.6 Add and modify data in a table according to information requirements
 - 1.7 Add and delete records as required
 - 1.8 Save and close down database to *disk*
2. Customise basic settings
 - 2.1 Adjust page layout to meet user requirements
 - 2.2 Open and view different *toolbars*
 - 2.3 Format *font* as appropriate for the purpose of the database entries
3. Create reports
 - 3.1 Design reports to present data in a logical sequence
 - 3.2 Modify reports to include/exclude additional requirements
 - 3.3 Distribute reports to *appropriate person* in a suitable format
4. Create forms
 - 4.1 Use a wizard to create a simple form
 - 4.2 Open existing database and modify records through a simple form
 - 4.3 Rearrange *objects* within the form to accommodate information requirements
5. Retrieve information
 - 5.1 Access existing database and locate required records
 - 5.2 Create simple query and retrieve required information
 - 5.3 Develop query with multiple criteria and retrieve required information
 - 5.4 Select data and display appropriately

Databases are made up of objects such as tables, reports, forms and queries. During this unit you will be required to construct databases having 2 tables and from this initial data create other objects such as reports, forms and queries.

ICAU1132A Operate a presentation package

A presentation package is a software application that can be used as an aid for the presentation of information. Sometimes this software can be used to present the information without the need for any human intervention but usually it is used as a tool to reinforce the delivery of information. During this unit we will discuss when, where and how a presentation package should be used. The following areas are covered and assessed in this unit:

1. Create presentations
 - 1.1 Open a presentation package application and create a simple design for a presentation according to organisational requirements
 - 1.2 Open a blank presentation and add text and graphics
 - 1.3 Apply existing styles within a presentation
 - 1.4 Use presentation template and slides to create a presentation
 - 1.5 Use various *tools* to improve the look of the presentation
 - 1.6 Save presentation to correct directory
2. Customise basic settings
 - 2.1 Adjust display to meet user requirements
 - 2.2 Open and view different *toolbars* to view options
 - 2.3 Ensure *font settings* are appropriate for the purpose of the presentation
 - 2.4 View multiple slides at once
3. Format presentation
 - 3.1 Use and incorporate organisational charts, bulleted lists and modify as required
 - 3.2 Add *objects* and manipulate to meet presentation purposes
 - 3.3 Import *objects* and modify for presentation purposes
 - 3.4 Modify slide layout, including text and colours to meet presentation requirements
 - 3.5 Use *formatting tools* as required within the presentation
 - 3.6 Duplicate slides within and/or across a presentation
 - 3.7 Reorder the sequence of slides and/or delete slides for presentation purposes
 - 3.8 Save presentation in another *format*
 - 3.9 Save and close presentation to *disk*
4. Add slide show effects
 - 4.1 Incorporate preset animation and multimedia effects into presentation as required to enhance the presentation
 - 4.2 Add slide transition effects to presentation to ensure smooth progression through the presentation
 - 4.3 Test presentation for overall impact
 - 4.4 Use onscreen navigation tools to start and stop slide show or move between different slides as required
5. Print presentation and notes
 - 5.1 Select appropriate print format for presentation
 - 5.2 Select preferred slide orientation
 - 5.3 Add notes and slide numbers
 - 5.4 Preview slides and spell check before presentation
 - 5.5 Print the selected slides and submit presentation to *appropriate person* for feedback

The creative use of layout and content is a feature of this module. During the unit you will be given time to develop a presentation of your own. Practice is the best way of learning.

ICAU2005A Operate computer hardware

This unit will prepare the trainee to understand how the computer works. This knowledge is vital to being able to find faults and repair them.

1. Identify computer hardware components
 - 1.1 Identify external hardware components and peripherals
 - 1.2 Identify internal hardware components
2. Understand the inter-relationship between computer hardware and software
 - 2.1 Describe the functions of computer *hardware* and associated *OH&S standards* and *environmental considerations* around *hardware* use and disposal
 - 2.2 Describe the function of a computer operating system
 - 2.3 Describe the boot process
 - 2.4 State the relationship between an application program, the operating system and *hardware*
 - 2.5 State the general differences between the different *computer platforms* and their respective operating systems
 - 2.6 Draw a simple block (schematic) diagram showing the interconnection of the various components of a computer
3. Use computer input equipment
 - 3.1 Follow *OH&S standards* and *organisational* policies and procedures when using computer input equipment

The relationship between hardware and software is the major focus of this unit.

ICAI2015A Install software applications

1. Determine software or software upgrade requirements
 - 1.1 Document *client* requirements and report to *appropriate person*
 - 1.2 Act on instructions to meet *client* requirements in line with *organisational requirements*
2. Obtain software or software upgrade
 - 2.1 Investigate and select an *application program* that best conforms to requirements and organisational policies
 - 2.2 Obtain *application program* under instruction from *appropriate person*
 - 2.3 Determine *licensing requirements* and record in line with organisational guidelines
 - 2.4 Ensure target *computer* conforms to the minimum *hardware* and *operating system* requirements of the *application program*
3. Install or upgrade software
 - 3.1 Install new or upgraded *software* in accordance with *appropriate person* or organisational instructions
 - 3.2 Complete the installation process efficiently and effectively to minimise disruption
 - 3.3 Carry out testing and acceptance in line with corporate guidelines, paying particular attention to possible *impact* on other systems
 - 3.4 Ensure *client* requirements are satisfied
 - 3.5 Refer outstanding *client* issues to *appropriate person* as necessary

ICAS1193A Connect a workstation to the internet

1. Determine requirements of internet connection
 - 1.1 Determine the purpose and intended use for the *internet connection*
 - 1.2 Determine and decide on the type of *internet connection* needed to fulfil *business requirements*
2. Create account with internet service provider (ISP)
 - 2.1 Compare and analyse different internet service provider *features*
 - 2.2 Choose the most appropriate *internet service provider* based on *business requirements* and create an account
 - 2.3 Configure the *internet connection* on the *computer* using the relevant *software*
3. Make and test ISP connection
 - 3.1 Select the modem or other *connection device* based on *business requirements*
 - 3.2 Install and test the modem or *connection device* in accordance with *vendor instructions* and *operating system*
4. Load browser software
 - 4.1 Select and install *internet browser software* with consideration to the operating environment
 - 4.2 Configure *internet browser software* as required by *operating system* and personal preference
5. Connect workstation to the internet
 - 5.1 Connect *workstation* to the *internet* through the existing *internet connection* and confirm functionality
 - 5.2 Launch *internet browser software* to enable access to the *internet* and confirm functionality

ICAS2008A Maintain inventories for equipment, software and documentation

1. Document and update inventory
 - 1.1 Maintain a *hardware inventory* that creates a profile or description of each piece of *equipment*
 - 1.2 Maintain a *software inventory* and update licences as required, particularly when upgrading *software*
 - 1.3 Record and organise the storage of user documentation or technical manuals
2. Store technical documentation
 - 2.1 Take action to ensure *hardware, software and equipment* that is not in use is stored in a manner as recommended by technical manuals
 - 2.2 Ensure technical documentation is stored securely
 - 2.3 Access and disseminate technical documentation as required by clients

ICAS2014A Connect hardware peripherals

The selection and connection of hardware components can be a difficult area to provide quality service. During your study in this unit you will learn a process that can be used to make this a more predictable outcome. The following areas are covered and assessed in this unit:

1. Confirm requirements of client
 - 1.1 Identify *client peripheral* requirements and confirm in accordance with *organisational standards*
 - 1.2 Document *client* requirements and *peripherals* needed in line with *organisational standards* and report findings to the *appropriate person*
 - 1.3 Verify *client* requirements with *appropriate person* in line with *organisational standards* and reporting procedures
 - 1.4 Take action to ensure *client* support expectations are covered by vendor warranty and support services
2. Obtain required peripherals
 - 2.1 Obtain *peripherals* under instruction from *appropriate person*
 - 2.2 Enter *peripherals* into *equipment* inventory according to *organisational standards*
 - 2.3 Validate that contents of delivered components and physical contents match the packing list and resolve discrepancies if necessary
 - 2.4 Store *peripherals* according to vendor/manual guidelines
3. Connect hardware peripherals
 - 3.1 Verify the timeframe for installation schedule with the client
 - 3.2 Remove old *peripherals* if they are being replaced with minimal disruption to *clients*, taking into account *environmental considerations* and *OH&S standards*
 - 3.3 Connect new *peripherals* with minimum disruption to *clients*, taking into account *operating system* procedures
 - 3.4 Configure the computer to accept the new *peripherals*
 - 3.5 Test hardware *peripherals* and confirm *client* satisfaction, pay particular attention to possible impact on other systems and make adjustments as required

ICAS2017A Maintain system integrity

1. Carry out system back-up
 - 1.1 Create and/or review organisational *back-up schedule*
 - 1.2 Determine *storage media* and *hardware* for back-ups
 - 1.3 File back-ups are carried out according to the schedule
 - 1.4 Label and store back-ups according to *organisational standards*
 - 1.5 Maintain records of back-ups
2. Restore system back-up
 - 2.1 Determine and test restoration procedures according to *organisational standards*
 - 2.2 Restore data under instruction from an *appropriate person*
 - 2.3 Restore data according to *organisational standards*
 - 2.4 Document and report on back-up results
3. Carry out virus scanning
 - 3.1 Maintain *virus protection* software and updates depending on the *operating system* in use
 - 3.2 Scan for and report detected viruses to *appropriate person* and remove the viruses
4. Follow copyright procedures and record software licences where appropriate
 - 4.1 Identify *licensed software* used by the organisation
 - 4.2 Maintain records of licence number and location
 - 4.3 Monitor the operation and use of *licensed software* where applicable
 - 4.4 Check personal computers and networks to ensure software compliance
 - 4.5 Report licensing anomalies related to *software* to an *appropriate person*

ICAS2243A Detect and protect from spam and destructive software

1. Detect and remove destructive software
 - 1.1 Define and identify common types of *destructive software*
 - 1.2 Select and install *virus protection* compatible with the *operating system* in use
 - 1.3 Describe other *advanced systems* of protection, in order to understand further options
 - 1.4 Install *software updates* on a regular basis
 - 1.5 Configure software *security settings* to prevent *destructive software* from infecting computer
 - 1.6 Run and/or schedule to run *virus protection* software on a regular basis
 - 1.7 Report detected *destructive software* to *appropriate person* and remove the *destructive software*
2. Identify and take action to stop spam.
 - 2.1 Define and identify common types of *spam*
 - 2.2 Take *appropriate action* in regard to *spam*
 - 2.3 Configure and use a *spam filter*
 - 2.4 Report *spam* to *appropriate organisation*

ICAT1206A Check site security

1. Activate browser security features
 - 1.1 Identify and access built in *security features* from the *toolbar* or pull-down menu of a *browser*
 - 1.2 Activate security features on own *browser* that identify a *secure site* by automatically opening a warning box
 - 1.3 Activate other *security features* as necessary, including alerts when you are leaving a *secure site* by automatically opening a warning box
2. Identify security of website
 - 2.1 Ascertain whether the website has a statement about the how it manages site security
 - 2.2 Confirm that code passwords are not seen when viewing source
 - 2.3 Check if the website has a privacy statement relating to the use of personal information and *sensitive information*
 - 2.4 Ascertain whether the website states the security process related to *sensitive information*
3. Determine integrity of website
 - 3.1 Check if the website has statements relating to the disclosure of information particularly *sensitive information*
 - 3.2 Find the details of products, services and support provided
 - 3.3 Check that the policy and procedure details on cancelling, returning and refunding on services, products and support are stated
 - 3.4 Ensure copyright statements and acknowledgements are evident
4. Identify website credentials
 - 4.1 Determine if the website is operated by a *bona-fide or registered business*
 - 4.2 Check that disclaimers made by the business are reasonable and lawful
 - 4.3 Ensure that services, products and advertising information regarding services and products are lawful

ICAU1204A Locate and use relevant on-line information

1. Conduct a basic search using a search engine
 - 1.1 Open an internet application and locate and access a *search engine* on the internet
 - 1.2 Enter appropriate key words into the *search engine* to locate the desired information
 - 1.3 Refine a search depending on outcomes of the original search
 - 1.4 Conduct a thorough search within a website using the provided internal search facility if available
2. Conduct an advanced search using search tools
 - 2.1 Use advanced search features, provided in most *search engines*
 - 2.2 Use *Boolean search* techniques when required to enhance the search
 - 2.3 Use multiple or meta search tools with a range of key words
 - 2.4 Use *search engines* particular to a field of knowledge to refine the outcome
 - 2.5 Access related virtual community sites and newsgroups and note their objectives and operational arrangements
 - 2.6 Conduct a search with domain names to refine the search
3. Use information that has been located
 - 3.1 Cross-reference the information found by using several websites to determine the accuracy of the information obtained
 - 3.2 Check the date that the website was last updated or the properties of the website to determine the currency of the information
 - 3.3 Determine the website authority by looking at copyright statements, privacy statements and organisational information
4. Save and print information
 - 4.1 Save information found in different file forms
 - 4.2 Print information found in different file forms

ICAU1211A Operate accounting applications

Most business need to use some form of computerised accounting software to keep the business records up to date. During this unit you will learn how to use one of these applications. The following areas are covered and assessed in this unit:

1. Customise software
 - 1.1 Load, register and configure *software* according to *operating instructions*, as required
2. Create enterprise data
 - 2.1 Establish chart of accounts according to *business requirements*
 - 2.2 Create and add data on customers and sales
 - 2.3 Create and add data on suppliers and purchases
 - 2.4 Create and add payroll details
 - 2.5 Create and add inventory details
 - 2.6 Add required/suitable tax codes
3. Record and track transactions
 - 3.1 Generate invoices and track their progress
 - 3.2 Record customer payments and update customer details
 - 3.3 Record and track purchases
 - 3.4 Record payment of wages, *allowances*, taxation and superannuation
 - 3.5 Update business data as required
4. Save and back-up data
 - 4.1 Save accounting data to disk
 - 4.2 Make a regular back-up of all *accounting data* and store in a safe location
5. Reports are generated as required
 - 5.1 Reconcile accounts
 - 5.2 Generate and print *financial reports* based on *accounting data*
 - 5.3 Check *financial reports* for errors and discrepancies
 - 5.4 Discuss errors with *appropriate person* and rectify as required

ICAU1213A Conduct on-line transactions

1. Determine how to undertake on-line transaction
 - 1.1 Select a product or service according to business needs
 - 1.2 Find an appropriate website to purchase the chosen product
 - 1.3 Check the website for information indicating the trustworthiness of the organisation and the security of merchant processes
2. Undertake on-line transaction
 - 2.1 Correctly enter required information into relevant fields on merchant's website
 - 2.2 Ensure that all pop-up dialog boxes, prompts or *feedback mechanisms* are understood
 - 2.3 Enter or check preferred transaction options
 - 2.4 Make revisions to transaction options
3. Complete on-line transaction
 - 3.1 Submit completed information to the website
 - 3.2 Record and archive receipts in accordance with business processes
 - 3.3 Close down and leave transaction process
 - 3.4 Report transaction details to *appropriate person*

ICAU1215A Use personal productivity tool

With the competing pressures of the work place the use of every tool to make your time more productive will benefit you and your employer. Learn how to use these tools effectively. The following areas are covered and assessed in this unit:

1. Use calendar features
 - 1.1 Navigate within the calendar of the *personal productivity tool* and schedule *events and appointments*.
 - 1.2 Set a reminder and if necessary, customise the reminder
 - 1.3 Customise the calendar *views* and, where necessary, menus and *toolbars*, and work within different *views*
 - 1.4 Delete events and appointments
 - 1.5 Customise the calendar's *print options* and print the calendar according to format requirements
2. Use contact management
 - 2.1 Create, edit and delete contacts as required, recording all relevant information in the correct fields
 - 2.2 Use *contact information* for email purposes in accordance with organisational policies in relation to privacy
 - 2.3 Group contacts into categories that are consistent and meaningful
3. Use additional features
 - 3.1 Link activities and contacts when required
 - 3.2 Use expense sheets, search facilities, notes and email when appropriate
 - 3.3 Integrate the above features with other applications or the calendar and contacts list.

ICAU2007A Maintain equipment and consumables

1. Clean equipment
 - 1.1 Access and verify cleaning supplies for usability on the selected *equipment*
 - 1.2 Record maintenance actions undertaken and document according to organisational procedures
 - 1.3 Clean *equipment* as per manufacturer specifications and in line with organisational manuals
2. Replace and maintain consumables and supplies
 - 2.1 Access *consumables* from storage points and record usage information in line with organisational procedures
 - 2.2 Replace *consumables* when needed and log the action undertaken
 - 2.3 Dispose of consumables following *environmental guidelines*
 - 2.4 Test *equipment* to ensure it is in working order at set time periods and in line with organisational procedures
3. Maintain equipment
 - 3.1 Establish which *equipment* requires maintenance
 - 3.2 Maintain *equipment* as required by organisational guidelines and manufacturer specifications
 - 3.3 Document maintenance procedures performed as required by organisational guidelines
 - 3.4 Exercise care to prevent interruption of business activities during maintenance procedures
 - 3.5 Store unused *equipment* devices in line with manufacturer specifications and organisational guidelines

ICAU2013A Integrate commercial computing packages

1. Determine work requirements
 - 1.1 Identify the requirement of the task
 - 1.2 Select appropriate *software* and file formats
2. Produce required data/documents to new format
 - 2.1 Create a mailing list using a database, spreadsheet or address book, and merge mailing list with another document
 - 2.2 Use a conversion tool of a *software application package* to convert data from one *format* to another to enable additional work on the converted data
 - 2.3 Save data to a new file *format*
 - 2.4 Import *objects* from another *software application package* and modify as required to produce a required outcome
 - 2.5 Export data to another *software application package* to produce a required outcome
 - 2.6 Create a link between one *software application package* and another, and use this to update information to a document
3. Save and retrieve data with the aid of help functions
 - 3.1 Save data to *disk*
 - 3.2 Convert data to a new file *format*
 - 3.3 Re-access data and check information
 - 3.4 Obtain organisational documentation, such as procedures, manuals and guides and use when appropriate
 - 3.5 Save data to *disk*
 - 3.6 Access user help documentation or other resources for basic difficulties with *software application package*

ICAW2002A Communicate in the workplace

1. Establish contact with clients
 - 1.1 Receive requests and enquiries from *clients* in a polite and appropriate manner
 - 1.2 Use verbal and non-verbal *communication* to respond to the *client* requests and enquiries effectively
 - 1.3 Use appropriate questioning and active listening techniques to understand *client* needs and determine support requirements
 - 1.4 Accommodate *cultural differences* in the workplace
2. Process information
 - 2.1 Answer enquiries promptly and appropriately
 - 2.2 Record information or messages and refer *client* requests to the *appropriate person* in accordance with organisational procedures
 - 2.3 Inform *client* of the progress of their request or enquiry and advise them of the organisational process for answering their request or enquiry
 - 2.4 Investigate the organisational follow-up procedure or policy and record follow-up action taken in regard to the *client* request or enquiry

BSBCMN106A Follow workplace safety procedures

Detailed info will be provided at some stage!

CUVVSP11A Apply techniques to produce digital images

Detailed info will be provided at some stage!