



Australian Government

Department of Education, Employment and Workplace Relations

BSBCMN108A Develop keyboard skills

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This covers the development of basic keyboard skills using touch typing techniques
This unit is related to BSBCM213A Produce simple wordprocessed documents and
BSBCM214A Create and use simple spreadsheets. Consider co-assessment with
BSBCM107A Operate a personal computer.

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BSBCM214A Create and use simple spreadsheets. Consider co-assessment with
BSBCM107A Operate a personal computer.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Use safe work practices	<p>1.1 Workspace, furniture and equipment are adjusted to suit the ergonomic requirements of the user</p> <p>1.2 Work organisation meets organisational and Occupational Health and Safety requirements for computer operation</p>
2 Identify and develop keyboard skills	<p>2.1 Keyboard functions identified and applied</p> <p>2.2 Touch typing technique applied to complete a task</p> <p>2.3 Speed and accuracy developed in accordance with workplace requirements for level of responsibility</p>
3 Check accuracy	<p>3.1 Document is proof read carefully to identify errors</p> <p>3.2 Document is amended, errors corrected and final accuracy check completed</p>

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical Aspects of Evidence

Knowledge of organisational requirements for simple documents and

Application of simple keyboard functions to produce documents with a degree of speed and accuracy relevant to the level of responsibility required

Underpinning Knowledge*

* At this level the learner must demonstrate knowledge by recall in a narrow range of areas.

Relevant legislation from all levels of government which affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and diversity

Organisational benchmarks for keyboarding

Ergonomic requirements for using keyboards

Basic keyboard functions

Basic touch typing techniques and strategies

Underpinning Skills

Literacy skills to identify work requirements, to comprehend basic workplace documents and to produce and proof read simple documents

Communication skills to identify lines of communication, request advice, effectively question, follow instructions and receive feedback

Problem solving skills to solve routine problems in the workplace, while under direct supervision

Technology skills to use equipment safely while under direction, basic keyboard, touch typing and mouse using skills to produce simple documents

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit

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Key Competency Levels

Collecting, analyse and organise information (Level 1) - to identify workplace information

Communicating ideas and information (Level 1) - to ascertain workplace requirements

Planning and organising activities (Level 1) - to plan own work

Working with teams and others (Level 1) - in completing scheduled tasks

Using mathematical ideas and techniques (Level 0) - not applicable to this unit

Solving problems (Level 1) - to complete tasks

Using technology (Level 1) - to aid skill development

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

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Range Statement

Legislation, codes and national standards relevant to the workplace which may include:

award and enterprise agreements and relevant industrial instruments
relevant legislation from all levels of government which affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and diversity
relevant industry codes of practice

Ergonomic requirements may include:

workstation height and layout
chair height, seat and back adjustment
footrest
screen position
keyboard and mouse position
document holder
posture
avoiding radiation from computer screens
lighting
noise minimisation

Work organisation may include:

mix of repetitive and other activities
rest periods
exercise breaks
VDU eye testing

Keyboard skills may relate to:

alpha or numeric keyboard functions
word processing, spreadsheets or data entry

Touch typing technique may vary according to:

workplace requirements
level of competency of operator

Expectations of speed and accuracy must be:

consistent with degree of experience of the operator
relevant to the level of responsibility

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Unit Sector(s)

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