



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT101A Operate a personal computer

Release: 1

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Modification History

Version	Comments
ICAICT101A	This version first released with <i>ICAIL Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to operate a personal computer (PC) in a home or small office environment.

This entry level unit provides the learner with information technology (IT) literacy skills in setting up a personal computer, accessing files with application programs, sending and retrieving emails, using the internet, using peripheral devices, such as printers, scanners, webcams and data projectors, applying basic security procedures and power-management settings, and backing up and shutting down a personal computer.

Application of the Unit

This unit applies to workers who require the IT literacy skills to operate a personal computer in a small office environment, such as hospitality industry, real estate office, medical centre and school office.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

1. Prepare to use the personal computer	<p>1.1 Identify physical components and associated peripheral devices of the personal computer to become familiar with the available network</p> <p>1.2 Check physical connectivity of devices to ensure correct operation and performance</p> <p>1.3 Boot up and follow procedures to activate the computer</p>
2. Manage computer configurations	<p>2.1 Alter the computer settings to best suit the user</p> <p>2.2 Configure power-management settings to minimise power consumption as an environmentally sustainable measure</p> <p>2.3 Identify operating system and the application programs loaded on the computer to determine computer capability</p> <p>2.4 Conduct basic software installation and removal to improve computer capability</p> <p>2.5 Navigate and manipulate desktop environment to create and customise desktop icons and access application programs</p>
3. Access and use basic application programs	<p>3.1 Open a folder with file documents containing basic office applications, make minor changes and save in a different folder</p> <p>3.2 Send and retrieve a simple email message using the desktop icon to communicate with other parties</p> <p>3.3 Access the internet using the web browser to view and conduct basic web information search</p> <p>3.4 Use firewall and antivirus and malware scans to reduce security risks and threats in the system</p>
4. Access and use basic peripheral devices	<p>4.1 Access external storage devices to retrieve, copy, move and save information in different mediums and locations</p> <p>4.2 Use printer settings on an installed printer to print a document</p> <p>4.3 Access audiovisual (AV) devices to view and play a multimedia file</p>
5. Shut down computer	<p>5.1 Back up important documents and programs to minimise risk of data loss</p> <p>5.2 Save any work to be retained and close open</p>

	application programs 5.3 Shut down computer and switch off any unused peripheral devices
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Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - communicate with peers and supervisors
 - read and write basic workplace documents
 - seek assistance and expert advice
- literacy skills to interpret user manuals and help functions
- technical skills to:
 - apply basic keyboarding skills
 - apply power-management settings
 - back up and save information
 - input user-access details for accessing a PC
 - install and remove software
 - manage mouse for different applications
 - save and retrieve files to and from various locations
 - send and retrieve emails
 - use peripheral and storage devices
 - use the internet.

Required knowledge

- basic parts of a computer and various hardware components
- basic software operation and application packages
- basic computer functions, including security functions
- peripheral devices
- storage devices.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • use hardware and software • navigate around the desktop • use system features to perform tasks • save results of work.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • appropriate learning and assessment support when required • personal computer, including printer, mouse, keyboard and monitor • use of basic software currently used in industry. <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • verbal or written questioning to assess candidate's knowledge of PC operations • direct observation of candidate performing basic PC operations • direct observation of candidate performing a sequence of routine tasks following clear directions.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be</p>

	combined with targeted questioning to assess required knowledge.
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Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Physical components</i> may include:	<ul style="list-style-type: none"> • keyboard • monitor • mouse • processor.
<i>Peripheral devices</i> may include:	<ul style="list-style-type: none"> • AV device • external memory device • multiscard reader and writer • network element: <ul style="list-style-type: none"> • broadband router • digital subscriber line (DSL) and cable modem • hub • wireless device • personal digital assistant (PDA) and MP3 player • printer • scanner • smartphone • tablet • uninterruptible power supply (UPS) • universal serial bus (USB) dongle, such as: <ul style="list-style-type: none"> • Bluetooth • flash memory • wireless device.
<i>Personal computer</i> may include:	<ul style="list-style-type: none"> • communications system • desktop • laptop • server • workstation.
<i>Connectivity</i> may include:	<ul style="list-style-type: none"> • AV connection • cable, wireless, infra-red or Bluetooth connection • internal connection or USB dongle • network or stand-alone computer • ports: <ul style="list-style-type: none"> • firewire

	<ul style="list-style-type: none"> • high definition multimedia interface (HDMI) • printer • USB.
<i>Procedures</i> may include:	<ul style="list-style-type: none"> • fingerscan • smartcard • user name and password.
<i>Settings</i> may include:	<ul style="list-style-type: none"> • monitor settings: <ul style="list-style-type: none"> • brightness • colour • contrast • mouse settings: <ul style="list-style-type: none"> • buttons • speed.
<i>Power-management settings</i> after a period of non-use may include:	<ul style="list-style-type: none"> • automatic power off • hibernation settings • monitor power-saver settings.
<i>Operating system</i> may include:	<ul style="list-style-type: none"> • open source • proprietary: <ul style="list-style-type: none"> • Mac • Unix or Linux • Windows.
<i>Application programs</i> may include:	<ul style="list-style-type: none"> • email • instant messaging • internet or web browsers • internet protocol (IP) voice applications, such as Skype • media players • office applications • power-management software • search engines • Windows Explorer.
<i>Basic office applications</i> may include:	<ul style="list-style-type: none"> • media files • PowerPoint • spreadsheets • word processor.
<i>Minor changes</i> may include:	<ul style="list-style-type: none"> • altering basic text • renaming documents.
<i>Security risks and threats</i> may include:	<ul style="list-style-type: none"> • security threats: <ul style="list-style-type: none"> • cookies media used for backup

	<ul style="list-style-type: none">• pop-ups• screen visibility• spam• trojan horses• unauthorised access:<ul style="list-style-type: none">• adware• hackers• identity fraud• malware• phishing• spyware• viruses• web browser risks• worms.
<i>Storage devices</i> may include:	<ul style="list-style-type: none">• disks:<ul style="list-style-type: none">• CD• DVD• blu-ray• flash drives• server• solid state hard drives• virtual devices.
<i>Printer settings</i> may include:	<ul style="list-style-type: none">• cartridge type• layout• number of copies• orientation• paper size• paper tray.
<i>Audiovisual devices</i> may include:	<ul style="list-style-type: none">• data projector• external monitor• headset• microphone• speakers• webcam or digital camera.

Unit Sector(s)

General ICT

Custom Content Section

Not applicable.