



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT205A Design basic organisational documents using computing packages

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICAI11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to produce basic organisational documents using application software within organisational guidelines, procedures and policies.

Application of the Unit

This unit applies to individuals undertaking the design, creation and presentation of basic documents to meet organisational requirements in a small office environment.

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. Design documents to meet organisational needs	1.1 Determine basic design guidelines and requirements 1.2 Select appropriate <i>application software</i> 1.3 Use <i>application software</i> to design and configure document templates for use in a business environment
2. Use application software to develop documents	2.1 Use <i>application software</i> as per specifications to develop documents 2.2 Access, retrieve, manipulate and save <i>document files</i> 2.3 Amend designs according to <i>organisational requirements</i> 2.4 Store documents for wider access and editing as required
3. Evaluate and incorporate feedback	3.1 Obtain document sign-off from <i>appropriate person</i> 3.2 Incorporate feedback and update document

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - interact with clients and internal staff
 - provide customer service to internal customers
- literacy and numeracy skills to design, use and develop basic workplace documentation
- technical skills to:
 - undertake basic application troubleshooting
 - use a computer, scanners, laser printers and specific software.

Required knowledge

- broad knowledge of features of application packages
- current business practices related to preparing organisational documents
- industry standard input and output devices
- OHS principles and responsibilities for ergonomics
- organisational documentation and style guides
- organisational storage and retrieval procedures.

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"> • access and employ a range of features of presentation software applications to produce a workplace document • develop several workplace documents with minimal instruction on their design from end user or supervisor.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • organisational requirements and a template for the documents • personal computer, scanner and laser printer • word-processing facilities • presentation software applications • appropriate learning and assessment support when required. <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"> • direct observation of candidate designing and configuring document templates using applications • review of documents prepared by candidate aligning to organisational requirements • verbal or written questioning to assess candidate's knowledge of organisational requirements for documents.
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 combined</p>

	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>Application software</i> may include:	<ul style="list-style-type: none"> • commercial software applications • communication packages • graphics packages • organisation-specific software • presentation applications • word-processing packages.
<i>Document files</i> may include:	<ul style="list-style-type: none"> • database files • email messages • hypertext markup language (HTML) pages • pictures • portable document format (PDF) files • spreadsheet files • Word files.
<i>Organisational requirements</i> may relate to:	<ul style="list-style-type: none"> • consistent corporate image • content restrictions • established guidelines and procedures for document production • house styles • templates.
<i>Appropriate person</i> may include:	<ul style="list-style-type: none"> • authorised business representative • client • supervisor.

Unit Sector(s)

General ICT