AURA254180A Operate information technology systems

Release: 1

AURA254180A Operate information technology systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence involved in the use and application of enterprise information technology systems.

Application of the Unit

Application of the unit	This unit requires knowledge of the hardware and software in use, and the ability to enter, retrieve and use information.
	This unit of competency applies to the following and should be contextualised to the qualification to which it is being applied:
	• retail, service and repair.
	Work is carried out in accordance with award provisions.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	

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Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	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.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Use enterprise information technology systems	1.1. Knowledge of enterprise information technology systems is accurately demonstrated and conveyed to other staff members
	1.2. Hardware is accurately identified and operated according to manufacturer/component supplier instructions and enterprise procedures
	1.3. Software, including databases, menus and electronic data interchange (EDI), is accurately identified and used according to manufacturer/component supplier instructions and enterprise procedures
	1.4. Application and uses of available software is accurately identified and used according to enterprise procedures
	1.5. Data is transmitted according to EDI procedures
	1.6. Keyboard skills are used accurately to enter information according to enterprise policies
	1.7. Back-up procedures are regularly performed according to enterprise procedures
2. Edit/update information	2.1. Information to be edited/updated is correctly identified according to enterprise procedures
	2.2. Information on system is accurately edited/updated according to enterprise procedures
3. Solve problems	3.1. Equipment/hardware/software faults are identified and rectified where possible or expert assistance sought without delay
	3.2. Maintenance programs for hardware and software systems are monitored and implemented according to manufacturer/component supplier specifications and enterprise procedures
	3.3. Routine problems are handled using appropriate problem-solving techniques and referred to appropriate persons
	3.4. Assistance is positively and actively provided to staff as problems arise

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- plain English literacy skills in regard to interpreting documentation and completing reports or documents
- information is provided according to enterprise policies and procedures
- back up procedures are planned for data
- involve staff in dealing with information technology issues
- enterprise version control procedures are followed
- establish diagnostic processes which develop problem-solving skills related to hardware and software problems
- technical skills in the operation of enterprise information technology hardware and software and the use, application and operation of databases, menus and EDI

Required knowledge

- operational knowledge of enterprise policies and procedures in regard to use of enterprise information technology systems, including:
  - use and maintenance of hardware and software systems
  - solutions to problems/breakdowns
  - operation of equipment
- operational knowledge of legislation for OHS, including use of screen-based equipment

Evidence Guide

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	It is essential that competence in this unit signifies the ability to transfer the competence to changing circumstances and to respond to unusual circumstances in critical aspects of: • consistently applying enterprise policies and procedures in regard to information technology systems, including resolution of systems faults and accessing/entering information on enterprise systems • following requirements of legislation.

Context of and specific resources for assessment	• This unit should be assessed in conjunction with other units that form part of the job role or function.
	• Elements of competence contain both knowledge and practical components. Knowledge components may be assessed off the job. Practical components should be assessed on the job or in a simulated work environment.
	• Evidence is best gathered using products, processes and procedures of the individual workplace context as the means by which the candidate achieves industry competencies.
	• The following are required:
	  • a workplace or simulated workplace
	  • documentation, such as enterprise policies and procedures manuals relating to information technology systems, legislation requirements, industry codes of practice, and hardware and software manuals
	  • information technology systems
	  • a qualified workplace assessor.

Method of assessment	It is preferable that assessment reflects a process rather than an event and that it occurs over a period of time to cover varying circumstances. Evidence of performance may be provided by customers, team leaders/members or other appropriate persons subject to agreed authentication arrangements.

EVIDENCE GUIDE	
Guidance information for assessment	

Range Statement

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.	
Enterprise	Enterprises may vary in size, type and location and in their range of products and services
Information technology systems	Information technology systems used may be centrally based, location-based or networked. Communications may be by network or by the internet
Software	Types of software may include: • menus, databases or EDI
System problems	System problems: • may relate to hardware faults, breakdowns, software faults or staff abilities/training • may be solved by routine procedures, manufacturer/component supplier recommendations, lateral thinking or referral to a specialist/expert
Staff	• Staff may be full time, part time or casual and vary in terms of staff training, in staffing levels, e.g. staff shortages and in the range of responsibilities for information technology systems. • Staff may be operating in routine or busy trading conditions
Information	Information to be entered may include: • staffing information, customer

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RANGE STATEMENT	
	details/records, including names, addresses and profiles, stock records, stock transfers, orders and delivery details
Equipment	Equipment may include: • a range of personal computers and computer terminals, which may be stand-alone or networked • information technology equipment such as scanning equipment, bar-coding equipment, point of sale terminals and pricing equipment
Information/documents	Sources of information/documents may include: • enterprise policies and procedures in regard to information technology systems • legislative requirements for OHS, particularly in regard to use of screen-based equipment, and may also include industry codes of practice

Unit Sector(s)

Unit sector	Administration

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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