



**Australian Government**

# **BSBSMB307 Set up information and communications technology for the micro business**

**Release: 1**

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### **Modification History**

<b>Release</b>	<b>Comments</b>
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

### **Application**

This unit describes the skills and knowledge required to identify information and communications technology (ICT) needs for a home-business operation and resolve common technological problems when they arise.

It applies to individuals who are establishing or operating a micro business providing self-employment. This is not a specialist information technology (IT) unit.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### **Unit Sector**

Management and Leadership – Small and Micro Business

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine information and communications technology requirements	1.1 Identify full range of hardware and software requirements relevant to anticipated start-up level of business and available space 1.2 Determine and decide on type of internet connection needed to fulfil business requirements 1.3 Identify suitable suppliers of hardware, software and appropriate support services 1.4 Compare and analyse pricing and payment options to determine the most suitable information and communications technology goods and services for the business
2. Install hardware and software products	2.1 Determine suitable location for hardware, taking work health and safety (WHS) and environmental considerations into account 2.2 Follow set-up instructions for hardware in accordance with manufacturers' specifications 2.3 Follow instructions on installation for all software applications and upgrades 2.4 Install and test connection device in accordance with vendor instructions
3. Trouble shoot/resolve common malfunctions	3.1 Define problem to be resolved 3.2 Identify support services for common malfunctions 3.3 Follow instructions for resolving common malfunctions 3.4 Test device to ensure malfunction is resolved

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

<b>Skill</b>	<b>Performance Criteria</b>	<b>Description</b>
Reading	1.1-1.3, 2.1-2.4, 3.1-3.3	<ul style="list-style-type: none"> <li>Interprets written and diagrammatic information when determining requirements or installing hardware and software</li> </ul>
Oral Communication	1.3, 2.3, 3.1, 3.3	<ul style="list-style-type: none"> <li>Uses specific and relevant language to clearly articulate technological issues, and uses questioning and listening techniques to clarify solutions</li> <li>Participates in verbal negotiations using tone and language suitable to audience</li> </ul>
Numeracy	1.4	<ul style="list-style-type: none"> <li>Compares and calculates equipment costs within budgetary constraints</li> </ul>
Navigate the world of work	2.1	<ul style="list-style-type: none"> <li>Appreciates implications of legal and regulatory responsibilities related to own work with specific reference to safety</li> </ul>
Get the work done	1.1-1.4, 2.1-2.4, 3.1, 3.2, 3.4	<ul style="list-style-type: none"> <li>Plans, organises and implements tasks required to set up information and communications technology</li> <li>Implements actions as per plan, making slight adjustments as necessary and addressing some unexpected issues</li> <li>Takes responsibility for outcomes of decisions related directly to own role</li> <li>Follows instructions when responding to IT problems</li> <li>Understands purposes, specific functions and key features of digital systems</li> </ul>

## Unit Mapping Information

<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
BSBSMB307 Set up information and communications technology for the micro business	BSBSMB307A Set up information and communications technology for the micro business	Updated to meet Standards for Training Packages	Equivalent unit

## **Links**

Companion volumes available from the IBSA website:

[http://www.ibsa.org.au/companion\\_volumes](http://www.ibsa.org.au/companion_volumes) - [http://www.ibsa.org.au/companion\\_volumes](http://www.ibsa.org.au/companion_volumes)