BSBCMN205A Use business technology

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the skills and knowledge required to select, use, and maintain business technology. This technology includes the effective use of computer software to organise information and data.
This unit is related to BSBCMN307A Maintain business resources.
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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 Select and use technology	1.1 Appropriate technology and software applications are selected to achieve the requirements of the task
	1.2 Workspace, furniture and equipment are adjusted to suit the ergonomic requirements of the user
	1.3 Technology is used according to organisational requirements and in a way which promotes a safe work environment
2 Process and organise data	2.1 Files and records are identified, opened, generated or amended according to task and organisational requirements
	2.2 Input devices are operated according to organisational requirements
	2.3 Data is stored appropriately and applications are exited without damage to or loss of data
	2.4 Manuals, training booklets and/or on-line help or help-desks are used to overcome basic difficulties with applications
3 Maintain technology	3.1 Used technology consumables are identified and replaced in accordance with manufacturer's instructions and organisational requirements
	3.2 Routine maintenance is carried out and/or arranged in order to ensure that equipment is maintained in accordance with manufacturer's instructions and organisational requirements
	3.3 Equipment faults are accurately identified and action taken in accordance with manufacturer's instructions or by reporting fault to designated person

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Selection and application of functional software applications to produce workplace documents
Application of Occupational Health and Safety procedures for set up of workstation, operation of computer, changing toner cartridges and other work with plant and substances
Access, retrieval and storage of required data

Underpinning Knowledge*

* At this level the learner must demonstrate basic operational knowledge in a moderate range of areas.
The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
The organisation's policies, plans and procedures, especially in regard to file-naming and storage conventions
The correct log-on and shut-down procedures for computer equipment
Organisational IT procedures including back-up and virus protection procedures
Basic technical terminology in relation to reading help-files and manuals
Methods of detecting faults in and solving problems with business technology

Underpinning Skills

Literacy skills to identify work requirements and understand and process basic, relevant workplace information; follow written instructions;
Communication skills to request advice, receive feedback and work with a team
Problem solving skills to solve routine problems
Keyboarding skills to produce basic workplace documents
Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

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

Key Competency Levels
Collecting, **analysing and organising information** (Level 1) - to identify application needs
Communicating ideas and information (Level 1) - with members of the work team
Planning and organising activities (Level 1) - for self
Working with teams and others (Level 1) - in communicating equipment faults
Using mathematical ideas and techniques (Level 1) - when preparing routine maintenance
Solving problems (Level 1) - to identify application problems
Using technology (Level 2) - to complete allocated tasks
Please refer to the Assessment Guidelines for advice on how to use the Key Competencies
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Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

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 that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

relevant industry codes of practice

Technology may include:

computer technology, such as laptops and PCs

digital cameras

zip drives

modems

scanners

printers

Software applications may include:

email, internet

word processing, spreadsheet, database, accounting, or presentation packages

Organisational requirements may relate to procedures including:

log-on procedures

correctly identifying and opening files

locating data

saving and closing files

Occupational Health and Safety policies, procedures and programs

storing data

manufacturer's guidelines

legal and organisation policy/guidelines and requirements

Input devices may include:

keyboard

numerical key pad

mouse

scanner

Storage of data may include:

storage in directories and sub-directories

storage on CD-ROMs, hard and floppy disk drives or back up systems

appropriate storage/filing of hard copies of computer generated documents

Technology consumables may include:

printer ribbons and cartridges

CD-ROM

zip disks

print heads

floppy disks

toner cartridges

backup tapes

Routine maintenance may include:

regular checking of equipment

replacing consumables

"in-house" cleaning and servicing of equipment according to manufacturer's guidelines

periodic servicing by qualified or manufacturer approved technician

Equipment faults or problems may be identified or anticipated by:

routine checking of equipment

preparation of a maintenance program

encouraging feedback from work colleagues

regular back-ups of data

keeping a log book of detected faults

regular Occupational Health and Safety inspections

checking that repairs have been carried out

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Unit Sector(s)

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