



Australian Government

Department of Education, Employment and Workplace Relations

BSBSMB307A Set up information and communications technology for the micro business

Release: 1

BSBSMB307A Set up information and communications technology for the micro business

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to establish information and communications technology needs relevant to a home based business. It focuses on dealing with routine installation, operation and malfunctions of commonly used technology only; it is not a specialist information technology unit. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This work will be undertaken by individuals who are establishing or operating a micro business providing for self employment.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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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. Determine information and communications technology requirements	1.1. Identify the full range of hardware and software requirements relevant to the anticipated start-up level of business and available space 1.2. Determine and decide on the type of internet connection needed to fulfil business requirements 1.3. Identify suitable suppliers of hardware and 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 into account occupational health and safety (OHS) and environmental considerations 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 the connection device in accordance with vendor instructions
3. Trouble shoot/resolve common malfunctions	3.1. Define the 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 the malfunction is resolved

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to clearly and succinctly identify the problem with the technology and to negotiate with support service personnel and vendors
- literacy skills to locate and understand key information in warranty and support services documents and to compare varying plans for internet service provision
- numeracy skills to compare prices for similar technology
- problem-solving skills to follow and act on verbal, written and/or diagrammatic instructions in relation to installing hardware/software and resolving routine malfunctions
- technology skills to operate a personal computer.

Required knowledge

- basic computer vocabulary required to identify the problem areas for support
- characteristics and compatibility of hardware and software
- OHS procedures for electrical equipment
- current, relevant software packages for work requirements
- technology security requirements.

Evidence Guide

EVIDENCE GUIDE	
<p>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.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • following oral and written/diagrammatic instructions to install hardware and software • identifying and selecting appropriate hardware/software • identifying and resolving common malfunctions • knowledge of technology security requirements.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to relevant documentation • candidate's individual circumstances and work in the context of establishing or running a micro business, are the basis for assessment.
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"> • demonstration of practical skills such as connecting hardware following diagrammatic/written instructions • portfolio of evidence including analysis of information and communications technology systems, their costs and proposed selected system • oral or written questioning to assess knowledge of resolving malfunctions of commonly used technology • review of location determined for hardware.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • BSBITU101A Operate a personal computer • BSBSMB306A Plan a home-based business.

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.

<p><i>Hardware and software requirements</i> may include:</p>	<ul style="list-style-type: none"> • computers (desktop, notebook), monitor, keyboard • current relevant software applications (for example MS Word, MS Excel) • data protection including backing up files • facsimile machine • photocopier • photographic equipment (to photograph goods for selling on the internet) • security requirements such as anti-virus software, password, pin • telephone, mobile
<p><i>Internet connection</i> may include:</p>	<ul style="list-style-type: none"> • broadband, wireless, dial-up, cable, satellite (depending on availability in the area) • configuration of email address (for example web address versus free address) • internet service provider
<p><i>Support services</i> may include:</p>	<ul style="list-style-type: none"> • informal networks and mentors • manuals, books, journals • manufacturers' specifications • online help • professional support service personnel • training programs, tutorials • vendor help desk for software and hardware; internet service provider help desk support
<p><i>Occupational health and safety and environmental considerations</i> may include:</p>	<ul style="list-style-type: none"> • disposal of redundant hardware and consumables • ergonomics • lighting • placement of extension chords • placement of hardware in terms of potential fire hazard and location of appropriate fire extinguisher

RANGE STATEMENT	
	<ul style="list-style-type: none"> • ventilation
<i>Manufacturers' specifications</i> may include:	<ul style="list-style-type: none"> • diagrammatic instructions • written instructions
<i>Connection device</i> may include:	<ul style="list-style-type: none"> • asymmetric digital subscriber line (ADSL) • cable modem • modem
<i>Common malfunctions</i> may include:	<ul style="list-style-type: none"> • cannot access the internet/email • computer screen freezes • printer paper jam

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Management and Leadership - Small and Micro Business
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Co-requisite units

Co-requisite units		