



Australian Government

Department of Education, Employment and Workplace Relations

FNSICGEN302B Use technology in the workplace

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers using computers and associated devices and office technology to achieve outcomes required in the workplace.

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Application of the Unit

This unit requires the application of computing skills to achieve work place outcomes. It includes accessing, inputting and saving information, using the internet and routine maintenance of the equipment. The skills are applied to computers and associated devices such as printers, scanners and a range of storage devices. It also covers the use of other equipment such as faxes and photocopiers.

It applies to all sectors of the industry.

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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements. The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the Element. **Bold, italicised** terms are elaborated in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

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Elements and Performance Criteria

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Element	Performance Criteria
1 Clarify the function that the equipment fulfils	1.1 Computing equipment, associated devices and other equipment used in the workplace are identified
	1.2 Functions of the computer equipment, associated devices and other equipment and the outcomes they are used to achieve are determined
2 Access and enter information from/into the computer	2.1 Organisational procedures for accessing computer based equipment are followed
	2.2 The computer system is navigated to find the required program/file
	2.3 Appropriate software , including custom built software, is selected
	2.4 The program/file is opened and the required data is identified
	2.5 Data is entered, changed or removed as needed
	2.6 Files are checked for accuracy
	2.7 Internet/intranet searching and sending and receiving of emails is undertaken and relevant information or files are saved as required

- 3 Save files/data and produce computer reports as required
 - 3.1 Files/data are saved following **standard procedures** prior to exiting the computer equipment
 - 3.2 Reports and document are produced
 - 3.3 Data and documents are appropriately **stored** as required
 - 3.4 Procedures for shutting down computers are followed
 - 3.5 Equipment and data is secured as required by the organisation's policies and procedures and/or as required by **legislation or regulations and codes of conduct**
- 4 Use manuals and online help to solve computing problems
 - 4.1 Manuals, training notes, or company documentation are used to solve problems
 - 4.2 Online help is accessed to solve problems
- 5 Undertake routine maintenance of computers and associated devices
 - 5.1 **Routine maintenance** tasks are carried out according to manufacturer's instructions
 - 5.2 **Technical assistance** is sought as necessary
- 6 Use and maintain other workplace equipment
 - 6.1 Other equipment is used to achieve workplace outcomes as required
 - 6.2 Routine maintenance is carried out or organised in line with manufacturer's instructions
 - 6.3 **Consumables** for office equipment are used and replaced as required

Required Skills and Knowledge

REQUIRED KNOWLEDGE&SKILLS

Knowledge requirements include:

knowledge of available technology and its uses

knowledge of operating instructions and how to access the relevant manuals and operating procedures

knowledge of security procedures required by the organisation or by legislation

knowledge of appropriate software, including the custom built software for a particular company, and computer applications including the internet and email

knowledge of company policy relating to use and maintenance of computers and other equipment

Skills requirements include:

interpersonal and communication skills

computing skills

use of software programs, including email and internet programs, and custom built computer programs

referral skills (when to seek help)

Evidence Guide

EVIDENCE GUIDE

Assessment of performance requirements in the unit should be undertaken in an industry context. The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for the unit. Competency is demonstrated by performance of all stated criteria including the Range Statement applicable to the workplace.

Overview of assessment requirements

To achieve competency in this unit, a person must be able to demonstrate:

the ability to use technology and particularly computers to achieve the workplace outcomes required by their organisation

Critical aspects of evidence

Evidence required for demonstration of consistent performance:

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statement and contexts applicable to the work environment.

Delivery/relationship to other units:

This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for the unit, or a cluster of units of competency.

Assessment requirements

Method of assessment:

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

Context of assessment:

This unit may be assessed in the workplace or in a simulated work environment

Resources required for assessment:

Assessment of this unit of competence

requires access to a range of equipment including computers, associated equipment such as scanners, printers and a range of programs for document production and management, information handling, using the internet and sending and receiving emails.

Range Statement

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables 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. If **bold italicised** text is shown in Performance Criteria, details of the text are provided in the Range Statement.

Computing equipment, associated devices may include:

computers
scanners
printers
modems
CD burners

Other equipment may include:

photocopiers
facsimile machines
telephones

Organisational procedures may be related to:

privacy and security of documents and files
safe storage procedures
administration systems
access procedures
maintenance procedures

Appropriate software may include:

word processing
spreadsheets
databases
accounting programs
email and internet programs
specific financial industry programs
programs built or customised for a particular company

Standard procedures may include:

procedures for changing and saving information
guidance on file naming and saving
document format (eg reports, letters, memos,

	applications, formal financial documents)
Appropriate storage may include:	electronic procedures for storage in directories, sub directories, back-up copies storage on compact disks, hard or floppy disks, backup systems filing of hard copies of correspondence, computer generated documents
Legislation or regulations and codes of conduct may include:	Consumer Credit Code Privacy Act Financial Services Reform Act (FSRA) Electronic Funds Transfer (EFT) Codes of Conduct Financial Transactions Reports Act industry codes of practice
Routine maintenance may include:	changing toners cleaning various parts of equipment replacing consumables checking when professional servicing is required (possibly under warranty)
Technical assistance may include:	computer help desk personnel managers and supervisors designated technology assistance staff external staff employed by manufacturer of the equipment or software supplier staff from specialist computer support companies
Consumables may include:	ink or toner cartridges paper fax cartridges

Unit Sector(s)

Not applicable.

Relationship to other units

This unit replaces FNSICGEN302A.

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