Australian Government

Department of Education, Employment and Workplace Relations

ICAU1133B Send and retrieve information using web browsers and email

Release: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

ICAU1133B Send and retrieve information using web browsers and email

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to complete basic internet search tasks as well as send and receive emails with attachments.
	The following units are linked and form an appropriate cluster:
	• ICAS1193B Connect a workstation to the internet • ICAU1128B Operate a personal computer • ICAU1129B Operate a word processing application • ICAU1213B Conduct on line transactions • ICAS2243B Detect and protect from spam and destructive software
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Access the internet	1.1. Open an *internet browser* and set a home page of personal choice by setting *internet options*
	1.2. Adjust the display of the *internet browser* to suit personal requirements
	1.3. Modify *toolbar* to meet user and *internet browser* needs
	1.4. Access a particular website, note privacy and other conditions of use and retrieve data
	1.5. Enter a uniform resource locator (URL), in the address line of the *internet browser*
2. Search the internet	2.1. Locate and select appropriate *search engine* and define search expressions based on the data required
	2.2. Save search expression results and present them in a report according to the information requirements
	2.3. Create a bookmark within the *internet browser* or a link for the required web page and save it in a bookmark folder
	2.4. Modify the *internet browser* options for printing and print a web page
	2.5. Close the internet browser
3. Research and apply 'netiquette' principles	3.1. Select *search engine* and using key word search research the concept of *netiquette* (or web etiquette)
	3.2. Review rules of good online manners from at least two *netiquette* sites
	3.3. Develop a personal list of *netiquette* principles to be applied to email and newsgroup discussions
	3.4. Check that these are consistent with organisational policies
4. Send and organise messages	4.1. Open an email application package and create a new email message
	4.2. Add addressee to the email message
	4.3. Compose the text of an email message according to organisational guidelines
	4.4. Create and add an automatic signature for the user, so that it appears automatically in every new email message that the user creates
	4.5. Attach *files* to the email message, using the attachment feature
	4.6. Determine and set a priority for an email message

ELEMENT	PERFORMANCE CRITERIA
	and spell check and edit text as required
	4.7. Send the email message
	4.8. Reply to received messages and forward as appropriate, using the carbon copy and forward features
	4.9. Open and save an attachment to the relevant folder
	4.10. Search for an email message and set a priority setting or delete as necessary
	4.11. Sort inbox according to sender's name and date received
	4.12. Save email messages in a folder
	4.13. Compact folder to save space
	4.14. Print an email message
5. Create an address book	5.1. Manually add an email address to the email package address book
	5.2. Update the address book by transferring the email address from a received message
	5.3. Create a distribution list and send out email message

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• Ability to implement workstation adjustment according to OH&S guidelines • Basic analysis in relation to a limited range of routine tasks • Low-level decision making in relation to a limited range of routine tasks • Problem solving skills in known areas during normal routine activities • Reading and writing at a level where basic workplace documents are understood • Clear and precise communication • Ability to interpret user manuals • Using a PC and peripherals • Cultural understanding
Required knowledge
• Makeup and structure of an internet addresses

REQUIRED SKILLS AND KNOWLEDGE

- Basic technical terminology in relation to reading help files and prompts
- Log-on procedures for accessing a PC
- Modem speed, traffic loads in relation to times of accessing the internet
- Evaluating and assessing the authority, reliability and authenticity of information
- Organisational guidelines on internet and email usage ('web etiquette' or netiquette)
- Different types of search engines (eg. Google, Alta Vista, Infoseek)
- Different types of messages that occur (e.g. error messages, updates, need for installing plug-ins)

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	Evidence of the following is essential: • Assessment must confirm the ability to browse the internet, search for information, send and receive emails and organise the email client application on the computer. To demonstrate competency in this unit the person will require access to: • Organisational style guide/policy • Organisational policies on internet and email usage • Personal computer with internet capability
Context of and specific resources for assessment	This competency provides one of the fundamental foundation skills for interacting online. In this context, individuals must recognise their own responsibility in having access to the vast services, sites, systems and people provided by the internet. The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform a defined range of activities many of which may be routine and predictable. Assessment must ensure • Applications may include a variety of employment related skills including preparatory access and participation skills, broad-based induction skills and/or specific workplace skills. They may also include participation in a team or work group.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility

	practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.
	• Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.
	• Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.

Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICAS1193B Connect a workstation to the internet • ICAU1128B Operate a personal computer • ICAU1129B Operate a word processing application • ICAU1213B Conduct on-line transactions • ICAS2243B Detect and protect from spam and destructive software An individual demonstrating this competency would be able to: • Demonstrate knowledge by recall in a narrow range of areas • Demonstrate basic practical skills, such as the use of relevant tools • Perform a sequence of routine tasks given clear direction • Receive and pass on messages and information

	• Maintain knowledge of industry products and services

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.	
Internet browser may include but is not limited to:	• Netscape Navigator • Internet Explorer • Mozilla • Opera • Galleon • Phoenix • Konqueror • Lynx
Internet options may include but are not limited to:	• configuring of the following options: home page, location of temporary files, privacy level, security level, type of connection and history
Toolbar can contain:	• buttons • menus • a combination of both
Netiquette	• Is sometimes referred to as web etiquette and is an informal code of manners governing online conduct which may include but is not limited to the use of upper and lower case letters in messages, not spamming other users, not posting commercial messages to newsgroups, learning to lurk before posting, respect for other's time, privacy and bandwidth
Search engine may include:	• Snap • Questfinder • Ask Jeeves • Google

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RANGE STATEMENT	
	• Metacrawler • Alta Vista • Excite • Infoseek • Findlink • Northern Light • AOL Netfind • Hotbot • LookSmart • Yahoo • Netscape • Lycos • Open Text • WebCrawler • Go To Dot Com • Beaucoup • Meta Search • Search.com • Go2Network • Savvy Search • Profusion • Dogpile • Metagopher
Organisational guidelines may include but are not limited to:	• personal use of emails and internet access • content of emails • downloading information and accessing particular websites • opening mail with attachments • virus risk (MS windows OS and Mac OS only)
Files may include but is not limited to:	• html pages • pdf files • text files • pictures • music • email messages

Unit Sector(s)

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Unit sector	Use

Co-requisite units

Co-requisite units		

Competency field

Competency field	