



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICAICT203A Operate application software packages**

**Release: 1**

## ICAICT203A Operate application software packages

### Modification History

Version	Comments
ICAICT203A	This version first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to identify, select and operate three commercial software packages, including a word-processing and a spreadsheet application package.

The unit identifies the requirement to use a word-processing, spreadsheet and third software application package to ensure that the individual develops the skills required to cover a range of basic office software requirements.

### Application of the Unit

This unit applies to information and communications technology (ICT) personnel who need to use several different software applications to produce diverse documents within a small to large office environment.

The ability to use and present a variety of key software application packages is a key component of any ICT business or office environment.

### Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

### Pre-Requisites

Not applicable.

### Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

## Elements and Performance Criteria

1. Use appropriate OHS office work practices	<p>1.1 Use safe work practices to ensure <b><i>ergonomic, work organisation, energy and resource conservation requirements</i></b> are addressed</p> <p>1.2 Use wrist rests and document holders where appropriate</p> <p>1.3 Use monitor anti-glare and radiation reduction screens where appropriate</p>
2. Use appropriate word-processing software	<p>2.1 Select <b><i>word-processing software</i></b> appropriate to perform activity</p> <p>2.2 Identify <b><i>document</i></b> purpose, audience and presentation requirements, and clarify with personnel as required</p> <p>2.3 Identify <b><i>organisational requirements</i></b> for text-based business documents and design <b><i>document structure and layout</i></b> to ensure consistency of style and image</p> <p>2.4 Match document requirements with software functions to provide efficient production of documents</p> <p>2.5 Use <b><i>technical functions, other data and formatting</i></b> to finalise documents</p> <p>2.6 Ensure the <b><i>naming and storing of documents</i></b> in appropriate directories or folders and the <b><i>printing</i></b> of documents to the required specifications</p>
3. Use appropriate spreadsheet software	<p>3.1 Select <b><i>spreadsheet software</i></b> appropriate to perform activity</p> <p>3.2 Identify document purpose, audience and presentation requirements, and clarify with personnel as required</p> <p>3.3 Enter <b><i>simple formulas and functions</i></b> using cell referencing where required</p> <p>3.4 Customise <b><i>spreadsheet settings</i></b> to meet requirements</p> <p>3.5 Ensure the naming and storing of documents in appropriate directories or folders and the printing of documents to the required specifications</p>
4. Use a third application software package	<p>4.1 Select <b><i>software application package</i></b> appropriate to perform activity</p> <p>4.2 Identify purpose, audience and presentation requirements, and clarify with personnel as required</p> <p>4.3 Use <b><i>technical functions</i></b>, other data and formatting to finalise documents</p>

	4.4 Ensure documents are named and stored in appropriate directories or folders and printed to required specifications
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## Required Skills and Knowledge

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

### Required skills

- communication skills to:
  - communicate with peers and supervisors
  - seek assistance and expert advice
- literacy skills to:
  - interpret user manuals and help functions
  - read and write basic workplace documents
- numeracy skills to enter simple formulas into spreadsheet
- problem-solving skills to manage applications and use help functions
- technical skills to:
  - operate a personal computer (PC) and printer
  - operate a keyboard to enter text and numerical data
  - use application software packages.

### Required knowledge

- application software packages used by the organisation
- basic technical terminology related to reading help files and responding to system help prompts
- basic knowledge of system usage
- current business practices related to using software to prepare reports
- features and functions of commercial computing packages
- import and export software functions
- linking documents
- OHS principles and responsibilities for ergonomics, such as work periods and breaks
- purpose, use and functions of applications
- use of input and output devices.

## 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.*

<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• produce workplace documents using a minimum of three different software application packages</li> <li>• open, amend and save files and documents according to organisational requirements</li> <li>• use OHS principles and responsibilities for ergonomics, such as work periods and breaks</li> <li>• use help manuals and online help.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• use of PC and printer</li> <li>• use of software currently used in industry</li> <li>• documents detailing organisational style guide and policy</li> <li>• documents or information containing data suitable for developing software application documents</li> <li>• appropriate learning and assessment when required.</li> </ul> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
<b>Method of assessment</b>	<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"> <li>• verbal or written questioning to assess candidate's knowledge of OHS, application usage for specific tasks, and use of different application functions</li> <li>• direct observation of candidate using a minimum of three different software applications</li> <li>• review of workplace documents prepared by candidate demonstrating a wide range of features from different software application packages.</li> </ul>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally</p>

	<p>appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p>
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## 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.*

<b><i>Ergonomic, work organisation, energy and resource conservation requirements</i></b> may include:	<ul style="list-style-type: none"> <li>• avoiding radiation from computer screens</li> <li>• chair height, seat and back adjustment</li> <li>• document holder</li> <li>• equipment that is reasonably adjusted to meet personal needs, in appropriate circumstances</li> <li>• exercise breaks</li> <li>• footrest</li> <li>• keyboard and mouse position</li> <li>• lighting</li> <li>• mix of repetitive and other activities</li> <li>• noise minimisation</li> <li>• posture</li> <li>• rest periods</li> <li>• screen position</li> <li>• workstation height and layout.</li> </ul>
<b><i>Word-processing software</i></b> may include:	<ul style="list-style-type: none"> <li>• Apple iWork</li> <li>• Microsoft Word</li> <li>• Open Office.</li> </ul>
<b><i>Document</i></b> may include:	<ul style="list-style-type: none"> <li>• captions</li> <li>• different odd and even pages</li> <li>• document protection</li> <li>• drawing</li> <li>• hyperlinks</li> <li>• linked and embedded objects</li> <li>• mail-merge data documents</li> <li>• master documents</li> <li>• MS WordArt</li> <li>• templates.</li> </ul>
<b><i>Organisational requirements</i></b> may include:	<ul style="list-style-type: none"> <li>• company colour scheme</li> <li>• company logo</li> <li>• consistent corporate image</li> <li>• content restrictions</li> <li>• established guidelines and procedures for document production</li> </ul>



	<ul style="list-style-type: none"> <li>• house styles</li> <li>• observing copyright legislation</li> <li>• organisation name, time, date, document title and filename in header or footer</li> <li>• templates.</li> </ul>
<b><i>Document structure and layout</i></b> may include:	<ul style="list-style-type: none"> <li>• annotated references</li> <li>• borders</li> <li>• boxes</li> <li>• bullet or number lists</li> <li>• captions</li> <li>• colour</li> <li>• columns</li> <li>• consistency with other business documents</li> <li>• cropping</li> <li>• drawing</li> <li>• footnotes</li> <li>• endnotes</li> <li>• graphics</li> <li>• headings</li> <li>• indentations</li> <li>• layout</li> <li>• page numbers</li> <li>• position related to other text</li> <li>• size</li> <li>• spacings</li> <li>• typeface styles and point size.</li> </ul>
<b><i>Technical functions, other data and formatting</i></b> may include:	<ul style="list-style-type: none"> <li>• alignment</li> <li>• clip art</li> <li>• comments</li> <li>• data from other software applications</li> <li>• digital photographs</li> <li>• digital signatures</li> <li>• display features</li> <li>• embedding</li> <li>• exporting</li> <li>• fields</li> <li>• fills or shading</li> <li>• formulas</li> <li>• graphics</li> <li>• importing</li> <li>• lines and borders</li> <li>• linking</li> </ul>

	<ul style="list-style-type: none"> <li>• merge cells</li> <li>• page and section breaks</li> <li>• permissions</li> <li>• reviewing</li> <li>• sharing</li> <li>• sort criteria</li> <li>• sorting contents</li> <li>• split cell</li> <li>• table of contents</li> <li>• templates</li> <li>• text direction</li> <li>• versioning.</li> </ul>
<b><i>Naming and storing documents</i></b> may include:	<ul style="list-style-type: none"> <li>• authorised access</li> <li>• filenames according to organisational procedure</li> <li>• filenames that are easily identifiable related to the content</li> <li>• file or directory names which identify the operator, author, section and date</li> <li>• filing locations</li> <li>• organisational policy for backing up files and filing hard copies of documents</li> <li>• security</li> <li>• storage in folders and sub-folders</li> <li>• storage on: <ul style="list-style-type: none"> <li>• hard disk drives</li> <li>• CD-ROM</li> <li>• tape backup.</li> </ul> </li> </ul>
<b><i>Printing</i></b> may include:	<ul style="list-style-type: none"> <li>• comments</li> <li>• drawing objects</li> <li>• field codes</li> <li>• hidden text</li> <li>• print merge</li> <li>• print to file</li> <li>• to fit a specific number of pages.</li> </ul>
<b><i>Spreadsheet software</i></b> may include:	<ul style="list-style-type: none"> <li>• Apple iWorks, such as Numbers</li> <li>• Gnumeric</li> <li>• Microsoft Excel</li> <li>• Open Office.</li> </ul>
<b><i>Simple formulas and functions</i></b> may include:	<ul style="list-style-type: none"> <li>• addition</li> <li>• conditional logic</li> <li>• conditional summation</li> </ul>

	<ul style="list-style-type: none"><li>• division</li><li>• lookup</li><li>• multiplication</li><li>• subtraction</li><li>• summation</li><li>• application of the above to a series of cells.</li></ul>
<b><i>Spreadsheet settings</i></b> may include:	<ul style="list-style-type: none"><li>• cell alignment</li><li>• charts</li><li>• font settings</li><li>• formatting tools</li><li>• graphics</li><li>• objects</li><li>• page layout</li><li>• print</li><li>• share</li><li>• simple formulas and functions</li><li>• sort</li><li>• toolbars</li><li>• views</li><li>• worksheets.</li></ul>
<b><i>Software application package</i></b> may include:	<ul style="list-style-type: none"><li>• database</li><li>• email</li><li>• graphics</li><li>• spreadsheet</li><li>• word processing.</li></ul>
<b><i>Technical functions</i></b> may include:	<ul style="list-style-type: none"><li>• animations</li><li>• arranging slides</li><li>• charts</li><li>• customising masters</li><li>• illustrations</li><li>• linking content</li><li>• sharing</li><li>• SmartArt</li><li>• tables.</li></ul>

## Unit Sector(s)

General ICT

## **Custom Content Section**

Not applicable.