

**CARAVAN INDUSTRY NATIONAL COMPETENCY
STANDARDS**

**GENERAL
COMPUTER TECHNOLOGY**

Unit THHGCT01A

Access and Retrieve Computer Data

Unit Descriptor This unit deals with the skills and knowledge required for basic data entry on a computer.

Element	Performance Criteria
1 Open file	<ul style="list-style-type: none">• The computer is turned on/accessed correctly.• Appropriate software is selected or loaded from the menu.• The file is correctly identified and opened.• The keyboard/mouse is operated within the designated speed and accuracy requirements.
2 Retrieve and amend data	<ul style="list-style-type: none">• Data to be retrieved is located within the file.• A copy of the data is printed as required.• Information for editing is correctly identified.• Information is entered, changed or deleted using appropriate input device.• Data is regularly saved to avoid loss of information.
3 Close and exit files	<ul style="list-style-type: none">• Files are closed and programs exited in accordance with procedures.

Competency Standards

Range of Variables

- This unit applies to all tourism and hospitality sectors.
- Computer systems and software programs will vary depending upon the enterprise.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
 - basic database functions
 - data entry
 - OH&S guidelines for computer based equipment.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Look for:
 - ability to accurately enter and amend data within designated timelines.

Linkages to Other Units:

- There is a strong link between this unit and a range of other clerical/office based units. Depending upon the industry sector and workplace combined training/assessment may be appropriate.
- For example, in enterprises with automated information/reservations systems assessment and training could be in conjunction with:
 - THHBFO01A Receive and Process Reservations
(Hospitality Training Package)
 - THTSOP06A Receive and Process Reservations
(Tourism Training Package)
 - THTSOP01A Operate an Automated Information System
(Tourism Training Package).

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	-
Planning and Organising Activities	1
Working with Others and in Teams	-
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHGCT02A

Produce Documents on Computer

Unit Descriptor This unit deals with the skills and knowledge required to produce simple computer documents using a single word processing computer application.

Element	Performance Criteria
1 Create computer file	<ul style="list-style-type: none">• The computer is correctly turned on/accessed.• Disks are formatted as appropriate.• Appropriate software is loaded or selected from the menu.• New files are opened, named and formatted as required.• Requirements are discussed and clarified with the person requesting the documents, where appropriate.
2 Produce document from written or oral text	<ul style="list-style-type: none">• The keyboard/mouse is operated within the designated speed and accuracy requirements.• Documents produced are an accurate reflection of original text.• Documents are produced in required style and format.• Documents are produced within designated timelines.• Documents are saved regularly to avoid loss of data.• Spelling and grammar are checked.• Drafts are proofread prior to printout.
3 Print and deliver document	<ul style="list-style-type: none">• Print preview is used to check documents for format and layout.• Appropriate stationery is loaded into the printer.• Documents are printed as required.• Documents are proof read and changes made as required.• Documents are delivered to the appropriate person within designated timelines.
4 Save, exit and shutdown	<ul style="list-style-type: none">• Files are saved, closed and programs are exited in accordance with specified procedures.• Disks/data is filed and stored in accordance with organisational procedures.• Back-up files are made in accordance with specified procedures if required.

Range of Variables

- This unit applies to all tourism and hospitality sectors.
- This unit relates to the use of word processing software.
- Computer systems and software programs will vary depending upon the individual enterprise.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
 - appropriate computer systems
 - written communication skills
 - keyboarding skills
 - OH&S guidelines for computer-based equipment
 - working knowledge of at least one computer software program.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Look for:
 - ability to consistently produce accurate documents in a required format and within enterprise-accepted time lines
 - understanding of various applications of software
 - speed and accuracy performed to enterprise standards:
 - this may be the standard outlined in Standards Australia AS 2708-1991 typing speed or AS 3549-1989 typing accuracy.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
 - THHGCT01A Access and Retrieve Computer Data.
- There is a strong link between this unit and a range of other clerical/office-based units. Depending upon the industry sector and workplace, combined training/assessment may be appropriate. Examples may include but are not limited to:
 - THHGGA02A Perform Clerical Procedures
 - THHGGA03A Source and Present Written Information.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHGCT03A

Design and Develop Computer Documents, Reports and Worksheets

Unit Descriptor This unit deals with skills and knowledge required to take responsibility for the set up and production of computer documents using a range of software applications. Applications may be word processing, desktop publishing or spreadsheet applications.

Element	Performance Criteria
1 Determine presentation and format of document	<ul style="list-style-type: none">• Software most appropriate to the nature of the document is selected from a range of options.• Layout and style of document are selected according to particular information and presentation requirements.• Document design is consistent with enterprise guidelines.• Document format is created ready for the entry of information.• Format and presentation are discussed and clarified with the person requesting the document.• Format and presentation take account of the audience for whom the document is intended.
2 Produce document	<ul style="list-style-type: none">• The keyboard/mouse is operated within the design speed and accuracy requirements.• Documents are produced in required style and format.• Documents are produced within designated timelines.• Documents are saved regularly to avoid loss of data.• Spelling and grammar is checked.• Drafts are proof-read prior to printout.

3 Print and deliver document

- The keyboard/mouse is operated within the designated speed and accuracy requirements.
- All information is clearly and accurately presented using a broad range of software package functions.
- Information from other documents within same software packages, or printed material is inserted as required.
- Information from other software packages is integrated as required.
- Documents are proof-read for accuracy and consistency.
- Documents are edited as required.
- Documents are saved regularly to avoid loss of data.
- Layout is modified to improve appearance and meet required specification.
- Documents are printed and presented according to requirements.

Competency Standards

Range of Variables

- This unit applies to all tourism and hospitality sectors.
- This unit relates to the use of word processing, desktop publishing or spreadsheet software applications.
- Computer systems and software programs will vary depending upon the individual enterprise.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
 - appropriate computer systems
 - OH&S guidelines relating to computer equipment
 - application of standard software programs for word processing, database and spreadsheet functions.

Context of Assessment:

- This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Look for:
 - ability to develop and produce professional, accurate, user friendly documents for a range of situations and contexts
 - appropriate formatting of documents.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
 - THHGCT01A Access and Retrieve Computer Data
 - THHGCT02A Produce Documents On Computer.
- There is a strong link between this unit and a range of other general and area specific units. Depending upon the industry sector and workplace combined training/assessment may be appropriate. Examples may include but are not limited to:
 - THHGGA03A Research and Present Information
 - THHGGA04A Prepare Business Documents.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	2

Unit BSATEC402A

Assist in maintenance of a computer system

Unit Descriptor This Unit relates to maintaining a computer system by installing software, connecting hardware peripherals out preventative maintenance.

Element	Performance Criteria
1 Install hardware and software	<ul style="list-style-type: none">• Hardware peripherals are connected to computer.• Computer is configured to use new peripherals using the operating system.• Software applications are installed on computer system.• Installation and configuration of software meets enterprise requirements.
2 Carry out preventative maintenance of computer equipment	<ul style="list-style-type: none">• Disk drives and peripherals are maintained according to manufacturer and enterprise requirements.• Consumables are replaced and supplies maintained.• Peripherals are maintained and stored in accordance with manufacturers guidelines.

Range of Variables

- Enterprise procedures and policies include:
 - backup procedures
 - equipment used
 - hardware (computer and peripherals)
 - applications software
 - operating system.

- Storage media include:
 - hard disk
 - floppy disk
 - tape
 - instructions including:
 - manufacturers guidelines
 - procedures manual
 - training notes.

Evidence Guide

Critical Aspects of Assessment:

- Hardware and software is correctly installed.
- Hardware and software is maintained so that it remains operational.

Unit BSATEC403A

Identify and use new and existing technology to meet the needs of the enterprise

Unit Descriptor This Unit covers keeping up to date with hardware and software developments in order to make recommendations about maximising the performance of the enterprise.

Element	Performance Criteria
<p>1 Maintain current knowledge of developments in information technology</p>	<ul style="list-style-type: none"> • Information is sought and located. • Information on new technology is documented and filed.
<p>2 Identify new technology to assist the enterprise to meet its goals</p>	<ul style="list-style-type: none"> • New technologies are identified which can assist the enterprise meet its goals. • Recommendations are made to the nominated person about the application of new technologies.
<p>3 Use new technology to solve problems</p>	<ul style="list-style-type: none"> • Training is undertaken to ensure knowledge and skill in new technologies. • New technology knowledge and skills are applied in the workplace.

Competency Standards

Range of Variables

- Enterprise procedures and policies.
- Enterprise equipment and software.
- Budget for equipment and software upgrades.

Evidence Guide

Underpinning Skills and Knowledge

- Understanding and knowledge of new technologies and their application in the enterprise must be demonstrated.

Critical Aspects of Assessment:

- Information is sought about new technologies.
- Information is retained for future use.
- Additional training is undertaken where necessary.
- New technology skills are applied in work contexts.

Unit BSATEC404A

Customise and maintain software

Unit Descriptor This Unit covers maximising the performance of software and automating frequently used features to meet the needs of the enterprise.

Element	Performance Criteria
1 Maintain effective performance of hardware and software	<ul style="list-style-type: none">• Ensure the operating system optimises the performance of the hardware and software to meet enterprise and user requirements.• Use application software to maximise the efficiency of document production.
2 Customise software to maximise performance in producing complex documents	<ul style="list-style-type: none">• Enterprise requirements for complex documents are established.• Software is customised to meet enterprise needs and user needs.
3 Manage the maintenance of a workgroup network	<ul style="list-style-type: none">• Customised options such as preference settings, templates and macros are checked at nominated intervals.• Integrity of customised options is maintained when software is upgraded or reinstalled.• Problems in customising are referred to the nominated person for resolution.

Range of Variables

- Enterprise procedures and policies.
- Enterprise software.
- Operating system.
- Application software includes, but is not exclusive to:
 - wordprocessing
 - database
 - spreadsheets
 - page layout software.

Evidence Guide

Underpinning Skills and Knowledge

- Evidence of satisfactory performance in this Unit is best obtained by observation of performance, questioning and discussion.
- More specifically, to indicate understanding and knowledge of customising and maintaining computer software.

Critical Aspects of Assessment:

- Enterprise needs are understood.
- Software preferences and customising options are understood.
- Preferences and options meet the needs of users.
- Preferences and options are maintained.