Australian Government

Department of Education, Employment and Workplace Relations

NWP211B Use computerised systems

Revision Number: 2

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Modification History

NWP211B Release 2: Layout adjusted. No changes to content.
NWP211B Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to operate computer-based information systems to support the administration of the organisation's work.

Application of the Unit

This unit supports the attainment of skills and knowledge required for administration, field and operational staff involved in accessing, entering and retrieving information.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit of competency contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Operate the organisation's computer system.	1.1 *Operate software programs* relevant to role and maintain *integrity of system*.
	1.2 Apply OHS requirements relevant to use of organisation's computer system.
	1.3 Consult designated organisational personnel, as required, for advice and assistance in operating computer systems.
	1.4 Identify system or operational problems when using the system and notify relevant personnel for resolution.
2 Use computer systems to access, enter and retrieve workplace information.	2.1 Locate, open and use relevant workplace information according to organisational requirements.
	2.2 Enter relevant workplace data according to organisational requirements.
	2.3 Produce basic reports as required.
3 Check and edit work, and exit system.	3.1 Check, edit, save, print and file work according to organisational requirements.
	3.2 Exit and close down the system according to system and organisational procedures.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- identify and report operational problems
- use computers to collect and analyse data
- produce reports and logs
- use literacy skills in regard to verbal and written communication in the workplace
- apply procedures and standards

Required knowledge:

- standard operations of computerised information systems
- procedures for retrieving, collecting and monitoring data
- computer-generated information, including reports, documents, files and databases
- organisational requirements and procedures for entering data relevant to position and tasks
- basic workplace reports and forms
- OHS requirements regarding computer use

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	The candidate should:
	• perform each task outlined in the elements consistently and in a representative range of contexts
	• meet the performance criteria associated with each element by employing the techniques, procedures, information and resources available in the workplace from those listed in the range statement
	• demonstrate an understanding of the underpinning knowledge and the application of skills as described in the required skills and knowledge section
	The candidate should demonstrate the ability to:
	• use a variety of software programs relevant to job role
	• ensure integrity of software systems, data and information
	• start, stop and adjust processes, as required
	• complete records and reports
Context of and specific resources for assessment	Access to the workplace and resources including:
	• documentation that should normally be available in a water industry organisation
	• relevant codes, standards and government regulations
	Where applicable, physical resources should include equipment modified for people with disabilities.
	Access must be provided to appropriate learning and assessment support when required.
	Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.
	Validity and sufficiency of evidence requires that:
	• competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
	• where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice
	• a decision of competence only taken at the point when the assessor has complete confidence in the person's competence over time and in various contexts

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be authenticated and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in a manner appropriate to the skill levels of the operator and cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

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. Add any 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.

Operation of software systems may include:	- start, stop and adjustment of processes - maintenance of records and reports on process performance - creation and maintenance of work plans and work reports.
Software programs will include:	- proprietary commercial software packages for creating, accessing and retrieving data - in-house developed or 'tailored' software packages.
Integrity of system includes:	- confidentiality of data and information - appropriate storage and backup of information - exercising due care with internet and email programs.

Unit Sector(s)

Not applicable.

       Government Skills Australia

Competency field

Common.