



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV207B Use technology in the workplace

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers various applications of technology and their use to achieve work outcomes. It includes selecting, using and maintaining technology.

In practice, using technology in the workplace may overlap with other generalist or specialist public sector work activities such as working in a public sector environment, communicating in the workplace, delivering client service, using resources, etc.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Select and use technology

- 1.1 The technology requirements of tasks are assessed and *technology* and/or *software applications* are selected in accordance with task requirements and available workplace resources.
- 1.2 Work area, furniture and equipment are adjusted and used in accordance with ergonomic requirements.
- 1.3 Technology/software is *used* to achieve work outcomes in accordance with organisational *guidelines* and occupational health and safety requirements.
- 1.4 Manuals, training booklets, online/telephone assistance or help-desks are used to overcome basic difficulties with technology, and more complex problems are referred for assistance in accordance with organisational policy and procedures.
- 1.5 Technology and data are secured in accordance with legislation, policy and procedures.

2. Maintain technology

- 2.1 *Routine maintenance* is carried out and/or arranged to ensure that technology is maintained in accordance with manufacturers' instructions and organisational requirements.
- 2.2 *Equipment faults* are corrected or reported in accordance with manufacturers' instructions and service agreements.
- 2.3 Technology consumables are replaced as they are used in accordance with manufacturers' instructions and organisational requirements.
- 2.4 Use of technology and disposal of *used consumables* meets government and organisational *environmental policies*.

Required Skills and Knowledge

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

Skill requirements

Look for evidence that confirms skills in:

- planning technology use
- identifying work requirements and selecting the equipment and software application of best fit in terms of timeliness, cost effectiveness, occupational health and safety conditions
- using a keyboard
- using a range of technology applications
- using communication to request advice, receive feedback and work with others
- applying problem solving in relation to routine problems
- following manufacturers' instructions
- responding to diversity, including gender and disability
- applying public sector legislation such as occupational health and safety and environment in the context of using workplace technology

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, procedures and guidelines relating to the use of technology in the workplace
- occupational health and safety procedures and regulations
- logon, backup, virus protection and shutdown procedures for computer equipment
- basic technical terminology in relation to reading manuals and help files
- methods of detecting faults in and solving problems with business technology
- equal employment opportunity, equity and diversity principles

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to any of the generalist public sector specific units at Certificate II or above, particularly:
 - PSPGOV201B Work in a public sector environment
 - PSPGOV202B Use routine workplace communication techniques
 - PSPGOV203B Deliver a service to clients
 - PSPGOV204B Access and use resources
 - PSPGOV205B Participate in workplace change
 - PSPGOV206B Handle workplace information
 - PSPGOV208A Write routine workplace materials

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- use of equipment and application of software in a range of (3 or more) contexts (or occasions, over time).

The unit relates to the application of technology as a transferable competency. It is not necessary to assess (or address) an exhaustive range of equipment, rather attention should be given to the different kinds of technology that can be used and the selection of the 'technology of best fit' for the task. (Is it better/more economical to print one master copy, and photocopy multiples, or print multiple copies direct from the computer? I need a graph - do I use a word processing or spreadsheet application?)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to the use of technology in the workplace
- case studies and workplace scenarios to capture the range of situations likely to be encountered when using technology in the workplace

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when using technology in the workplace, including coping with difficulties, irregularities and breakdowns in routine
- correct use of equipment and application of software in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- demonstration
- observation
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from workplace training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

<p><i>Technology</i> covers all equipment used in the workplace and may include:</p>	<ul style="list-style-type: none"> • computer facsimiles • computer technology, such as laptops, notebooks, palm pilots and personal computers • datashow projectors • digital cameras • electronic whiteboards • facsimile machines • keyboards • modems • mouses • multifunction scanners/faxes/printers • pagers • photocopiers • printers • routers • scanners • tape/MD recorders • telephones/mobiles/wireless telephones • video cameras • wireless technology equipment • zip drives
<p><i>Software applications</i> may include:</p>	<ul style="list-style-type: none"> • email • Internet • instant messages • word processing • spreadsheets • databases • accounting • presentation packages
<p><i>Use of technology</i> may include:</p>	<ul style="list-style-type: none"> • information searches • data storage, retrieval and analysis • numerical calculations • presentation of information • copying information

	<ul style="list-style-type: none"> • communication • Internet • Email
Guidelines may include:	<ul style="list-style-type: none"> • work unit and organisation standards • occupational health and safety policies and procedures • environmental procedures • manufacturers' operating instructions • ethical considerations
Routine maintenance may include:	<ul style="list-style-type: none"> • regular checking of equipment • replacing consumables • 'in-house' cleaning and servicing of equipment according to manufacturers' guidelines • periodic servicing by qualified or manufacturer-approved technician
Equipment faults may be identified or countered by:	<ul style="list-style-type: none"> • routine checking of equipment • preparation of a maintenance program • encouraging feedback from work colleagues • regular back-ups of data • keeping a log book of detected faults • regular occupational health and safety inspections • checking that repairs have been carried out
Used consumables may include:	<ul style="list-style-type: none"> • ink cartridges • toner cartridges • print heads • CD-ROMs • zip disks • floppy disks • backup tapes
Environmental policies may cover:	<ul style="list-style-type: none"> • type of paper • recycling requirements

Unit Sector(s)

Not applicable.

Competency field

Working in Government.