



Australian Government

Department of Education, Employment and Workplace Relations

SIRXICT002A Use computers as part of business and e-commerce processes

Revision Number: 2

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Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to process e-commerce transactions and related business activities using computers and electronic technology.

Application of the Unit

This unit applies to sales and administrative staff who routinely use computerised systems and technology in dealing with electronic handling of transactions, accounts and other business procedures.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Performance Criteria

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.

1. Identify computer technology and information systems managing electronic transactions.

1.1. Identify types of ***computerised technology*** and ***systems*** used in business to business transactions.
 1.2. Identify types of computerised technology and systems used in ***e commerce*** transactions.
 1.3. Confirm ***maintenance requirements*** for technology and systems.
 1.4. Identify procedures for ***reporting*** and removing routine faults.
 1.5. Confirm enterprise operating procedures and ***information*** for specific technology.
 1.6. Confirm range of technology involved in business to business transactions.

2. Set up and use computerised technology and systems for e commerce transactions.

2.1. Identify functions of systems and technology for specific enterprise transactions.
 2.2. Determine functions of systems and technology for specific transactions and requirements for completing a range of ***basic transactions***.
 2.3. Apply ***transaction security***.
 2.4. Preserve security of access protocols and procedures.
 2.5. Restrict access to network according to business requirements.
 2.6. Confirm processes for using technology to complete ***credit checks*** and customer authentication requirements.
 2.7. Retrieve, record or update data according to ***business policy and procedures***.
 2.8. Organise and issue invoices and statements according to business technology and procedures.
 2.9. Process ***customer requests for further information*** in the most efficient and timely manner possible.
 2.10. Store and back up transaction data, according to business procedures.

3. Use technology to set up an electronic

3.1. Raise account application data and field.

- account for a customer.
- 3.2. Enter customer details.
- 3.3. Enter customer trading terms or credit details.
- 3.4. Submit account reports according to business procedures.
- 3.5. Identify options that may enhance customer requirements or business outcomes.
- 3.6. Investigate options for configuration of customer account with customer as required.
- 3.7. Attach previous files or transaction history to principal *file*.
- 4. Establish business procedures for completing credit checks or updates.
 - 4.1. Establish credit checks or transaction report procedures for a specific business process.
 - 4.2. Establish banking documentation and reporting procedures for a specific business.
 - 4.3. Identify approvals or rejections of *electronic payments* by bank or financial institution procedures.
 - 4.4. Determine resolution processes for incomplete credit details or unresolved transactions to ensure *payment for products and services*.

Required Skills and Knowledge

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

Required skills

- technical skills to:
 - set up and update a customer account
 - complete electronic transactions involving public and business customers
 - check business credit rating
 - manage accounts and update accounts in timely manner
- literacy and numeracy skills to:
 - interpret business policy and procedures
 - interpret manufacturer manuals and instructions for technology
 - generate reports
 - enter data
 - analyse data
- problem-solving skills to resolve processes for incomplete credit details or unresolved transactions

Required knowledge

- organisational policy and procedures in relation to:
 - business technology and operational requirements
 - data and data processing requirements
 - storage and security of data and hardware or records systems
- types of electronic and manual systems used by the industry
- electronic transactions and processes
- relevant legal and legislative provisions in relation to information technology and e-commerce

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 this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- uses computers to access data relevant to a routine work task
- uses computer applications to complete electronic transactions
- contributes to business operational processes and task completion
- contributes towards operational outcomes within a team setting
- applies business policy and procedures for satisfactory completion of tasks requiring use of electronic or computer technology
- completes accurate data entry and processing
- uses and maintains computers according to business and manufacturer manuals and instructions.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- relevant computer applications and hardware
- relevant documentation, such as:
 - business or enterprise policy and procedures
 - relevant legislation and industry codes of practice
- information on:
 - products and services
 - suppliers
- business customers with a range of requirements.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- research report or case study
- a role play
- third-party reports from a supervisor
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

**Guidance information for
assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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 in the performance criteria is detailed below.

Computerised technology may include:

- personal computers or terminals (stand-alone or networked)
- scanning equipment
- bar coding equipment
- point-of-sale terminals
- hand-held equipment
- software, including:
 - word processing
 - databases
 - spreadsheets
 - financial
 - inventory
- electronic data interchange (EDI).

Systems may include:

- electronic
- manual.

e-commerce may include:

- business to business
- business to end-consumer (direct)
- consumer to consumer.

Maintenance requirements may include:

- cleaning
- hardware or software upgrades
- preventative maintenance
- OHS requirements.

Reporting may be:

- formal and informal
- to individuals or groups
- written, faxed, emailed or spoken.

Sources of ***information*** may include:

- legislation and regulations
- work procedures and internal manuals
- company operating procedures and instructions
- manufacturer specifications
- supplier and customer instructions
- manifests
- codes of practice
- quality assurance systems, procedures and policies
- awards, workplace agreements, and other industrial arrangements
- verbal communication, including face-to-face, telephone, internet and radio

- written instructions and communication such as data exchange, letters and emails
 - safety instructions and workplace signage
 - electronic or hard copy
 - policy and protocols.
- Basic transactions** may include:
- sales
 - quotations
 - returns
 - administration of accounts
 - electronic transactions, including:
 - electronic data interchange (EDI)
 - MIME
 - value added networks
 - payments received by:
 - cash
 - cheque
 - credit card
 - EFTPOS
 - cash on delivery (COD)
 - direct credit.
- Transaction security** may include:
- principles of digital cryptography, steganography and public-key cryptosystems
 - cryptographic standards (e.g. government security policy, international standards)
 - digital signatures, digital escrow, certification
 - virus protection
 - secure communications
 - intrusion detection and countermeasures
 - copy and counterfeit detection
 - privacy and anonymity protocols.
- Credit checks** may be:
- automated or manual
 - completed internally or by external agent.
- Business policy and procedures** in regard to:
- acquisition and sale of products and services
 - reporting mechanisms
 - interaction with customers
 - information technology systems
 - processing e-commerce transactions.
- Customer requests for further information** may include:
- quotations
 - price notification
 - product and service availability
 - logistics (e.g. time of delivery)

Customer account *file* may include:

- warranties
- payment options.
- account holder details
- mode of payment (preferences)
- customer number
- credit limits
- contact details
- supply details
- product or service category
- transaction history.

Electronic payments may include:

- payment gateways
- electronic presentment
- clearance systems
- dishonour systems
- credit card transactions
- electronic bill payment.

Payment for products and services may include:

- electronic bills
- letters of credit
- point-of-sale transactions
- mail order and telephone orders.

Unit Sector(s)

Cross-Sector

Competency field

Computer Operations and ICT Management