



Australian Government

AURAKA001 Use information technology systems

Release: 1

AURAKA001 Use information technology systems

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to use workplace information technology (IT) systems in a manner that complies with workplace procedures and guidelines. It involves operating hardware and software to access, retrieve, edit and update information, and solving a limited range of routine and predictable problems in relation to the IT system.

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

Competency Field

Common

Unit Sector

Information Technology

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Prepare to use workplace IT system	1.1 <i>Safe work practices and procedures</i> to be applied when using workplace IT system are identified 1.2 Workplace procedures, manuals or specific instructions relating to the use of IT system and manufacturer or component supplier software are accessed and interpreted
2. Use IT system functions	2.1 Workplace IT system and <i>software applications</i> are accessed and operated according to manufacturer or component supplier

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
	instructions and workplace procedures 2.2 Keyboard skills are used accurately to carry out the entry, manipulation and retrieval of data and information according to workplace procedures 2.3 Data is transmitted according to electronic data interchange (EDI) procedures 2.4 Save and back-up procedures are carried out regularly according to workplace procedures
3. Edit or update data and information in IT system	3.1 Data and information on IT system to be edited or updated are identified using appropriate sources 3.2 Data and information are edited or updated and checked for accuracy and completeness before saving or backing up according to workplace procedures
4. Solve problems relating to IT system	4.1 Equipment, hardware or software faults are identified and rectified where possible and within scope of own role, or reported to relevant persons according to workplace procedures 4.2 Assistance with any routine IT problems that arise is positively and actively provided to others within scope of own role and where appropriate 4.3 Established workplace maintenance programs for hardware and software systems are followed according to manufacturer or component supplier specifications and workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

Skills	Description
Reading skills to:	- select and interpret key information in IT user manuals, workplace procedures, and manufacturer or component supplier specifications - interpret IT system help files and respond to system help prompts.
Writing skills to:	legibly and accurately enter information into IT systems.
Planning and organising	sort and sequence relevant data and information to access,

Skills	Description
skills to:	- process and transmit • schedule back-up procedures.
Teamwork skills to:	• liaise collaboratively and assist others with workplace IT systems within scope of own role.

Range of Conditions

This section specifies work environments and conditions that may affect performance.

Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<i>Safe work practices and procedures</i> must include:	• following workplace ergonomic guidelines when operating IT systems • using physical aids as required and appropriate to support safe and effective use of IT system hardware.
<i>Software applications</i> must include:	• databases • menus • EDI.

Unit Mapping Information

Equivalent to AURAKA2001 Use information technology systems

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

Assessment Requirements for AURAKA001 Use information technology systems

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Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- operate a workplace information technology (IT) system on three different occasions in line with workplace procedures and guidelines, in which the work must involve:
 - accessing and retrieving data and information
 - entering and transmitting data and information
- carry out back-up of workplace IT system following above work activities
- problem solve routine IT problems or breakdowns during above work activities.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- work health and safety (WHS) and occupational health and safety (OHS) requirements relating to using information technology systems, including:
 - ergonomic guidelines and practices that maintain own health and safety when operating IT systems
 - using physical aids to support safe and effective use of IT system hardware
- basic IT terminology, especially relating to IT help files and user manuals
- key requirements of workplace procedures and manufacturer or component supplier specifications relating to the use of the IT system
- key features of workplace IT system, including:
 - use and operation of equipment
 - purpose, key features and uses of software applications, including electronic data interchange (EDI) programs

- use of hardware and associated relevant input and output devices, including scanning and barcode equipment and, when working in a retail environment, point-of-sale terminals
- routine maintenance requirements for hardware and software systems.

Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to the workplace IT systems they have used, e.g. IT maintenance schedules.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- an IT system consisting of PC, keyboard and software currently used in the workplace
- relevant user manuals or workplace procedures relating to use of IT systems
- data or information available:
 - on a current IT system
 - to enter and manipulate on the IT system.

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