



Australian Government

BSBSMB307 Set up information and communications technology for the micro business

Release: 2

BSBSMB307 Set up information and communications technology for the micro business

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 2.0. Version created to clarify intent of unit
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify information and communications technology (ICT) needs for a micro business operation and resolve common technological problems when they arise.

It applies to individuals who are establishing or operating a micro business providing self-employment. This is not a specialist information technology (IT) unit.

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

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine information and communications technology requirements	1.1 Identify full range of hardware and software requirements relevant to anticipated start-up level of business and available space 1.2 Determine and decide on type of internet connection needed to fulfil business requirements 1.3 Identify suitable suppliers of hardware, software and appropriate support services

ELEMENT	PERFORMANCE CRITERIA
	1.4 Compare and analyse pricing and payment options to determine the most suitable information and communications technology goods and services for the business
2. Install hardware and software products	2.1 Determine suitable location for hardware, taking work health and safety (WHS) and environmental considerations into account 2.2 Follow set-up instructions for hardware in accordance with manufacturers' specifications 2.3 Follow instructions on installation for all software applications and upgrades 2.4 Install and test connection device in accordance with vendor instructions
3. Trouble shoot/resolve common malfunctions	3.1 Define problem to be resolved 3.2 Identify support services for common malfunctions 3.3 Follow instructions for resolving common malfunctions 3.4 Test device to ensure malfunction is resolved

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1-2.4, 3.1-3.3	Interprets written and diagrammatic information when determining requirements or installing hardware and software
Oral Communication	1.3, 2.3, 3.1, 3.3	- Uses specific and relevant language to clearly articulate technological issues, and uses questioning and listening techniques to clarify solutions - Participates in verbal negotiations using tone and language suitable to audience
Numeracy	1.4	Compares and calculates equipment costs within budgetary constraints
Navigate the world of work	2.1	Appreciates implications of legal and regulatory responsibilities related to own work with specific reference to safety
Get the work	1.1-1.4, 2.1-2.4, 3.1,	Implements actions as per plan, making slight

done	3.2, 3.4	adjustments as necessary and addressing some unexpected issues • Takes responsibility for outcomes of decisions related directly to own role • Initiates standard procedures when responding to familiar problems within immediate context • Understands purposes, specific functions and key features of digital systems
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBSMB307 Set up information and communications technology for the micro business Release 2	BSBSMB307 Set up information and communications technology for the micro business Release 1	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSMB307 Set up information and communications technology for the micro business

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Performance Evidence

Evidence of the ability to:

- identify and select appropriate hardware and software, including:
 - identifying suitable suppliers and support options
 - comparing pricing and payment options
- follow appropriate legislation including work health and safety (WHS) and environmental considerations
- install hardware and software products
- troubleshoot and resolve any malfunctions in technology.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- summarise basic computer vocabulary required to identify problem areas for support
- outline work health and safety (WHS) procedures for using electronic equipment
- identify current and relevant software packages for business requirements.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- business technology
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies or where possible, real situations.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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