



Australian Government

Department of Education, Employment and Workplace Relations

CPPHSA4020A Operate computer systems to support NatHERS assessment

Release: 1

CPPHSA4020A Operate computer systems to support NatHERS assessment

Modification History

Version	Comments
1	This version first released with CPP07 Property Services Training Package Version 11.

Unit Descriptor

This unit of competency specifies the outcomes required to use computer applications employing advanced features and maintain computer systems. It includes performing routine personal computer maintenance, software upgrades, and data back-up, storage, conversion and transmission.

Application of the Unit

This unit of competency supports the work of Nationwide House Energy Rating Scheme (NatHERS) assessors engaged in assessing, and making recommendations for improving, the thermal performance of planned and existing residential buildings.

Licensing/Regulatory Information

In some jurisdictions, this unit of competency may form part of the accreditation, licensing, legislative, regulatory or certification requirements for NatHERS assessors.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

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.

Elements and Performance Criteria

1	Perform routine system maintenance.	1.1	Required equipment is checked to be in working order and available for use in line with organisational requirements.
		1.2	Peripherals are fitted, maintained, cleaned and adjusted in line with organisational requirements.
		1.3	Personal computer furniture and fittings are adjusted to suit user work health and safety, organisational and <i>ergonomic requirements</i> .
		1.4	Routine system maintenance and security processes are performed in line with organisational procedures.
		1.5	Correct functioning of automated processes is monitored in line with organisational procedures.
		1.6	Troubleshooting procedures are followed to address routine problems in line with manufacturer instructions and organisational procedures.
		1.7	Off-line maintenance records are kept up-to-date in line with organisational requirements.
2	Manipulate data.	2.1	Advanced features of <i>applications</i> are employed in the preparation and presentation of data in line with organisational and regulatory procedures.
		2.2	Data is efficiently transferred between applications, linking and embedding related data files as required in line with organisational procedures and regulatory requirements.
		2.3	<i>Objects</i> , macros and templates are used for routine activities in line with organisational and regulatory

			procedures.
		2.4	Shortcuts and features are used to increase personal productivity in line with organisational procedures.
3	Back up and restore files on a personal computer.	3.1	File system back-ups are performed regularly in line with organisational requirements.
		3.2	Back-up media are labelled, stored and rotated in line with organisational requirements.
		3.3	Files are restored from back-up as required in line with organisational requirements.
		3.4	Data is recovered from damaged and corrupted files using appropriate software in line with supplier instructions and organisational procedures.
		3.5	Records of back-ups are kept in line with organisational requirements.
4	Store and supply consumables.	4.1	Consumables are stored and disposed of, taking into account sustainability, work health and safety, and system security requirements.
		4.2	Stock levels and user needs are monitored to ensure required consumables are available.
5	Upgrade and configure a personal computer.	5.1	Software and peripherals are installed, upgraded and configured in line with organisational requirements.
		5.2	New software, upgrades and adjustments are tested to ensure adequate performance in line with organisational requirements.
		5.3	Records of installations, upgrades and configurations are maintained in line with organisational requirements.
6	Access documentation, records and updates.	6.1	Documentation is stored and accessed appropriately in line with organisational procedures.
		6.2	Supplementary product information, updates and technical reference material are accessed using the internet, journals and other sources.

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| 7 | Access and deliver data. | 7.1 | Removable storage devices are connected, disconnected and configured as required. |
| | | 7.2 | Data is accessed from different types of file systems. |
| | | 7.3 | Data is stored and converted to suit a variety of operating systems, environments and applications. |
| | | 7.4 | Data is transmitted effectively by the method most appropriate to the task in line with organisational and regulatory procedures. |
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| 8 | Access and use support resources. | 8.1 | Routine problems are resolved using support resources in line with organisational procedures. |
| | | 8.2 | Online help is used to overcome difficulties with applications. |
| | | 8.3 | Technical support for system problems is accessed, using troubleshooting results and alert messages in line with organisational procedures. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- decision-making and problem-solving skills to make computer system upgrade decisions and resolve routine problems with computer system operation and maintenance
- literacy skills to read and interpret a variety of text in print and electronic formats, including computer system manuals, operating instructions, and directions for installing software
- planning, organising and scheduling skills to maintain stocks of computer consumables
- research skills to identify and locate software and hardware upgrades
- technology skills to access online information relevant to NatHERS assessments
- time-management skills to ensure maintenance of computer system

Required knowledge

- back-up and restoration procedures
- data loss prevention: importance of, procedures for, and associated technologies
- data security procedures
- data storage procedures
- ergonomics of computer use
- features of different operating systems
- file exchange procedures
- file naming conventions
- internet searching procedures
- main types and parts of computers
- NatHERS software tools
- procedures for completing web-based application forms
- purpose and types of virus protection
- purpose, management and types of removable media
- risks associated with viruses, and strategies to minimise them
- software installation procedures
- suitable file naming conventions
- work health and safety requirements

Evidence Guide

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

Overview of assessment	This unit of competency could be assessed by candidates demonstrating the use of computer applications with advanced features; implementing routine personal computer maintenance; and implementing procedures for upgrades, restorations, data storage, conversions and transmission.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person should demonstrate the ability to: • perform routine system maintenance • apply the advanced features of a software application • perform system back-ups and restorations on a personal computer • store and supply consumables • upgrade and configure a personal computer • access documentation, records and updates • access and deliver data • access and use support services.
Context of and specific resources for assessment	Assessment of this unit: • must be in the context of the work environment • may be conducted in an off-site context, provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills • must meet relevant compliance requirements. Resource implications for assessment include: • NatHERS software tools • relevant codes, standards and government regulations • building plans and specifications for residential buildings to be assessed • computer equipment suitable for using NatHERS software tools • technical reference library with current publications on NatHERS software and other applications relevant to residential building thermal performance assessment.
Method of assessment	Assessment for this unit must verify the practical application of the required skills and knowledge, using one or more of the following methods: • written and/or oral assessment

	• observed, documented and/or first-hand testimonial evidence of the candidate: • demonstrating the use of computer applications with advanced features • implementing routine personal computer maintenance • implementing procedures for upgrades, restorations, data storage, conversions and transmission.
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Guidance information for assessment	This unit could be assessed on its own or in combination with other units relevant to the job function. Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should, as far as is practical, take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.
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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. 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) may also be included.

<i>Ergonomic requirements</i> may include:	• adjusting chair height, seat and back • avoiding radiation from computer screens • keyboard and mouse position • lighting • noise minimisation • posture • screen position • using: • document holder • footrest • workstation height and layout.
<i>Applications</i> may include:	• building energy software tools • building life cycle assessment software tools • commercial software applications • communication packages • database • graphic packages • NatHERS accredited software • organisation-specific software • presentation functionalities • spreadsheet • web-based applications • word processing.

Objects may include:	• buttons • checkboxes • drop down lists • option buttons • text boxes.
Documentation may include:	• equipment inventory • hardware and software manuals • service records.
Data transmission may include:	• ISDN • removable devices • internet.
System may include:	• application • business • computers • financial system • information system • management system • network • software.

Unit Sector(s)

Home sustainability assessment

Custom Content Section

Not applicable.