



Australian Government

Department of Education, Employment and Workplace Relations

ICAD2012B Design organisational documents using computing packages

Release: 1

ICAD2012B Design organisational documents using computing packages

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to produce organisational documents using application software within organisational guidelines, procedures and policies. There may be benefit in concurrent learning of the following unit: • ICAU2006B Operate computing packages The following units are linked and form an appropriate cluster: • ICAD2003B Receive and process oral and written communication • ICAU2006B Operate computing packages • ICAU2013B Integrate commercial computing packages No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		
	ICAU1128B	Operate a personal computer

Employability Skills Information

Employability skills	This unit contains employability skills.
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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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Design documents to meet organisational needs	1.1. Use applications to design and configure document templates for use in a business environment 1.2. Demonstrate the implementation of design guidelines 1.3. Select appropriate software 1.4. Use software as per specifications to design documents 1.5. Store documents for access and editing as required 1.6. Obtain approval of design of documents from appropriate person
2. Access, retrieve, manipulate and save data	2.1. Use software as per specification 2.2. Locate and open files 2.3. Amend designs according to requirements 2.4. Exit applications successfully without loss of data

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Basic decision making skills
- General customer service skills in relation to internal customers
- Questioning and active listening
- Problem solving skills for basic application troubleshooting
- Literacy and numeracy skills in regard to general workplace documentation design, usage and improvement

Required knowledge

- Knowledge of organisational documentation and style guides
- Organisational storage and retrieval procedures
- Broad knowledge of features for application packages
- General OH&S regulations
- Current business practices in relation to preparing reports
- Use of input/output devices (e.g. scanners, laser printers)
- Organisational procedures for document design

Evidence Guide

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

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

Evidence of the following is essential:

- Competency must be demonstrated by building several workplace documents, without explicit instruction on their design from end-user or supervisor.
- A range of features of software applications are accessed and employed successfully to produce a workplace document.

Context of and specific resources for assessment

Organisational documents allow an organisation to generate and capture important data in a meaningful format. Determining the requirements and a template for the documents enables an organisation to maintain consistency across different levels and departments.

The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform in a range of varied activities or knowledge applications where there is a clearly defined range of contexts in which the choice of actions required is usually clear. There would generally be limited complexity in the range of operations to be applied.

Assessment must ensure:

- Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes would be characteristic.
- Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

Method of assessment

The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to

EVIDENCE GUIDE

	this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1. • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICAD2003B Receive and process oral and written communication • ICAU2006B Operate computing packages • ICAU2013B Integrate commercial computing packages An individual demonstrating this competency would be able to: • Demonstrate basic operational knowledge in a moderate range of areas • Apply a defined range of skills • Apply known solutions to a limited range of predictable problems • Perform a range of tasks where choice between a limited range of options is required • Assess and record information from varied sources

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	• Take limited responsibility for own outputs in work and learning • Maintain knowledge of industry products and services
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Range Statement**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>Applications</i> may include:	• database programs • word processors • email programs • internet browsers • system browsers • image programs • presentation programs • spreadsheets
<i>Software</i> may include but is not limited to:	• commercial software applications; organisation-specific software, word processing packages, spreadsheet applications, databases, graphics packages, communication packages and presentation applications
<i>Appropriate person</i> may include:	• supervisor • teacher • authorised business representative • client
<i>Files</i> may include but is not limited to:	• HTML pages • pdf files • word files • spreadsheet files • database files • pictures • email messages

RANGE STATEMENT**Data** may include:

- text or graphics added to the document

Unit Sector(s)**Unit sector**

Documentation

Co-requisite units**Co-requisite units**

Competency field**Competency field**