



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT107A Use personal productivity tools

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to use the features and components of a personal productivity tool, including personal digital assistants (PDAs) or computerised personal organisers.

Application of the Unit

This unit applies to individuals who perform a range of routine tasks in the workplace. They use fundamental knowledge and skills to perform tasks using personal productivity tools under direct supervision or with limited responsibility.

Personal productivity tools facilitate communication and personal time management. Email applications, calendars and appointment books are examples of personal productivity tools that facilitate time management.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Use calendar features	1.1 Navigate within the calendar of the personal productivity tool and schedule events and appointments 1.2 Set a reminder and if necessary customise the reminder 1.3 Customise the calendar views and, where necessary, menus and toolbars, and work within different views 1.4 Delete events and appointments 1.5 Customise the calendar's print options and print the calendar according to format requirements
2. Use contact management	2.1 Create, edit and delete contacts as required, recording information in the appropriate fields 2.2 Use contact information for email purposes according to organisational policies related to privacy 2.3 Group contacts into categories that are consistent and meaningful
3. Use additional features	3.1 Link activities and contacts when required 3.2 Use expense sheets, search facilities, notes and email when appropriate 3.3 Integrate the above features with other applications or the calendar and contacts list

Required Skills and Knowledge

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

Required skills

- basic data entry skills to enter data into personal productivity tool
- communication skills to:
 - communicate with peers and supervisors
 - seek assistance and expert advice
- literacy skills to:
 - interpret user manuals and help functions
 - read and interpret basic workplace documents
- problem-solving skills to address common operational problems when using personal productivity tool.

Required knowledge

- organisational guidelines regarding:
 - email use
 - internet connection and usage policy
 - web etiquette
- calendar and scheduling tools.

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 ability to: • use the calendar of the personal productivity tool to schedule events and appointments • create, edit and delete contacts • use the additional features of a particular personal productivity tool.
Context of and specific resources for assessment	Assessment must ensure access to: • use of PDA • use of organising software currently used in industry • organisational policies on internet usage • appropriate learning and assessment support when required. Where applicable, physical resources should include equipment modified for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • verbal or written questioning to assess candidate's knowledge of organisational guidelines on internet and email use and web etiquette • direct observation of candidate scheduling events and appointments using personal productivity tool • review of calendar prepared by candidate according to format requirements.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined

	with targeted questioning to assess required knowledge.
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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>Personal productivity tool</i> may include:	• applicable personal productivity software applications • hardware: • hand-held personal computers (PCs) with various operating systems • high-end mobile phones • PDAs.
<i>Events and appointments</i> may include:	• jobs • meetings • visits.
<i>Views</i> may include for a calendar:	• day to a page • week to a page • month to a page • year to a page.
<i>Toolbars</i> may contain:	• buttons • menus • a combination of both.
<i>Print options</i> may include:	• layout • number of copies • orientation • paper size.
<i>Contact information</i> may include:	• address • email • name • nickname • phone number.

Unit Sector(s)

General ICT