



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT308A Use advanced features of computer applications

Release: 1

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Modification History

Version	Comments
ICAICT308A	This version 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 computer applications employing advanced features. It involves manipulating data and accessing support resources to solve routine problems.

Application of the Unit

This unit applies to individuals who are expert users or advanced users and capable of tutoring colleagues in the use of commercial applications.

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. Manipulate data	1.1 Employ <i>advanced features</i> of <i>applications</i> in the preparation and presentation of data 1.2 Transfer data between applications, linking and embedding related data files as required 1.3 Create and employ <i>objects</i>, macros and templates for routine activities 1.4 Use shortcuts and features to increase personal productivity
2. Access and use support resources	2.1 Solve routine problems using support resources 2.2 Use online help to overcome difficulties with applications 2.3 Solve problems with manuals and training booklets 2.4 Access and apply technical support for <i>system</i> problems, using troubleshooting results and alert messages

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - communicate with supervisors and peers
 - seek assistance and expert advice
 - use online help
- literacy skills to interpret technical documentation, equipment manuals and specifications
- planning and organisational skills to prioritise and monitor own work
- problem-solving skills to solve operational problems as they arise
- research skills to source support resources to solve routine problems
- safety awareness skills to work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- technical skills to:
 - apply technical support for system problems
 - operate software applications
 - use applications features
 - use online help.

Required knowledge

- basic knowledge of operating systems software and system tools
- vendor product directions in computer applications
- vendor applications and their features.

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 at least three computer applications employing advanced features and import and export capacities for efficiency and productivity purposes • solve routine problems using support resources.
Context of and specific resources for assessment	Assessment must ensure access to: • site where advanced features of computer applications may be used • computer applications currently used in industry • documents or information containing data suitable to demonstrate advanced features of computer applications • support resources, including online, manuals and training booklets • appropriate learning and assessment support when required • modified equipment 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: • support resources, including online, manuals and training booklets • advanced features of a number of computer applications • direct observation of candidate: • manipulating data between applications • creating and employing objects, macros and templates.
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.

Advanced features may include:	• conditional formatting • cross-referencing • form controls • forms • formulas • graphics • hyperlinks • macros • mail merge • master documents • names • object linking and embedding (OLE) • ranges • sections • styles • tables • templates • validation.
Applications may include:	• commercial software applications and organisation-specific software: • communication packages • database • graphic • presentation functionalities • spreadsheet • word-processing • presentation applications contained in: • Claris Works • Lotus Suite • Microsoft Office • Star Office • other similar applications.
Objects may include:	• buttons

	• checkboxes • drop-down lists • option buttons • text boxes.
System may include:	• application • business • computers • financial system • information system • management system • network • software.

Unit Sector(s)

General ICT

Custom Content Section

Not applicable.