



Australian Government

ICTICT102 Operate word-processing applications

Release: 1

ICTICT102 Operate word-processing applications

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to operate word- processing applications and perform basic operations, including creating and formatting documents, creating tables and printing labels.

It applies to individuals in the workplace using fundamental knowledge of word-processing under direct supervision or with limited responsibility.

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

Unit Sector

General ICT

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. Apply workplace health and safety (WHS) practices	1.1 Use workplace ergonomic work practices and strategies 1.2 Organise work area to ensure an ergonomic work environment
2. Create documents	2.1 Open word-processing application, create document and add data according to information requirements 2.2 Use document templates as required 2.3 Use simple formatting tools when creating the document 2.4 Save document to directory
3. Customise basic	3.1 Adjust page layout to meet information requirements

ELEMENT	PERFORMANCE CRITERIA
settings to meet page layout conventions	3.2 Open and view different toolbars 3.3 Change font format to suit document purpose 3.4 Change alignment and line spacing according to document information requirements 3.5 Modify margins to suit the document purpose 3.6 Open and switch between several documents
4. Format documents	4.1 Use formatting features and styles as required 4.2 Highlight and copy text from another area in the document or from another active document 4.3 Insert headers and footers to incorporate necessary data 4.4 Save document in another file format 4.5 Save and close document to a storage device
5. Create tables	5.1 Insert standard table into document 5.2 Change cells to meet information requirements 5.3 Insert and delete columns and rows as necessary 5.4 Use formatting tools according to style requirements
6. Add images	6.1 Insert appropriate images into document and customise as necessary 6.2 Position and resize images to meet document formatting needs
7. Print documents	7.1 Preview document in print preview mode 7.2 Select basic print settings 7.3 Print document or part of document from printer

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	2.1, 3.1, 3.4, 7.1	Interprets specific information to determine and complete work required

Writing	2.1, 4.3	Prepares simple correspondence that incorporates key information in a format and style relevant to requirements
Navigate the world of work	1.1	Takes some personal responsibility for adherence to regulatory requirements
Get the work done	1.2, 2.1, 3.1-3.6, 4.1-4.5, 5.1-5.4, 6.1, 6.2, 7.2, 7.3	- Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing - Understands the purpose and specific functions of common digital tools used in work contexts - Recognises and responds to common operational problems when using word-processing applications

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT102 Operate word-processing applications	ICAICT102A Operate word-processing applications	Updated to meet Standards for Training Packages. Minor edits to clarify intent of performance criteria.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTICT102 Operate word-processing applications

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Performance Evidence

Evidence of the ability to:

- follow organisational ergonomic work health and safety (WHS) requirements and practices
- create, open and retrieve documents using customised basic settings
- format documents by creating tables and adding text, objects and images
- save and prints documents.

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:

- describe formatting styles and their effect on formatting, readability and appearance of documents
- identify organisational requirements for ergonomics, including work periods and breaks
- select organisational style guide to use
- outline purpose, use and function of word-processing software.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- a personal computer and printer
- word-processing software currently used in industry
- documents detailing organisational style guide or policy and work health and safety (WHS) requirements

- data suitable for use with word-processing packages.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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