



Australian Government

Department of Education, Employment and Workplace Relations

TLIK107C Use infotechnology devices and computer applications in the workplace

Release: 1

TLIK107C Use infotechnology devices and computer applications in the workplace

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to use infotechnology devices and computer applications in the workplace including identifying computer equipment and systems, setting up and shutting down equipment for use, and inputting, retrieving and presenting files/data in accordance with work requirements.

Application of the Unit

Work must be carried out in accordance with the relevant OH&S regulations and workplace procedures concerning the use of computer equipment in the workplace.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures for the use of computers for information management in the transport and distribution industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify infotechnology/computer equipment and systems	1.1 Types of computerised equipment used in the work area are identified 1.2 Functions of equipment, component parts and accessories are identified 1.3 Applications for workplace activities of the different infotechnology systems and related software are interpreted 1.4 Routine faults in operating systems, software applications and operator errors are identified 1.5 Sources of information on rectifying faults and operating equipment, systems and application are identified
2 Set up and shut down equipment for use	2.1 Work station equipment is adjusted to meet ergonomic requirements and appropriate posture is used 2.2 Computer is booted, logged on and checked where required for viruses 2.3 Equipment is set up for work requirements in accordance with workplace procedures and manufacturers guidelines 2.4 Operating manuals and/or help screens for infotechnology equipment and software are used to inform work practices 2.5 Software packages and accessories for required application are selected and accessed 2.6 Required file and/or data to be accessed is identified 2.7 Files/data are saved prior to shut-down 2.8 Shut-down procedures for files, applications and equipment are followed

- 3 **Input, store, retrieve and present files/data**
 - 3.1 Data is entered using appropriate equipment, keyboard/mouse, bar code reader or other system
 - 3.2 Accurate input is confirmed
 - 3.3 Files are created and/or saved in accordance with workplace procedures
 - 3.4 Data is manipulated to suit work requirements and checked for accuracy
 - 3.5 Appropriate printers are accessed and print-preview facilities used
 - 3.6 Files are transferred from drive to drive within workplace policies and guidelines
 - 3.7 Saved files are accessed through relevant directories
 - 3.8 Information and disk(s) are stored where appropriate
 - 3.9 Information is presented using computerised projection facilities where required
- 4 **Implement workplace procedures for management and security of data**
 - 4.1 Security procedures are followed as required
 - 4.2 Information systems are managed in accordance with workplace procedures and manufacturers guidelines
 - 4.3 Precautions against the loss or corruption of data are followed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S procedures and guidelines concerning the use of computer equipment in the workplace

OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards

Workplace procedures for the use of computer equipment and application software appropriate for work role

Typical problems that can occur when using infotechnology devices and computer applications in the workplace and related appropriate action that can be taken to prevent or solve them

Housekeeping standards and procedures required in the workplace

Workplace or site layout

Required skills:

Communicate effectively with others when using infotechnology devices and computer applications in the workplace

Read and interpret instructions, procedures, information and manuals relevant to the use of infotechnology devices and computer applications in the workplace

Interpret and follow operational instructions and prioritise work

Complete electronic documentation through the use of infotechnology devices and computer applications in the workplace

Identify and use computer equipment, software, processes and procedures required within the context of the job

Work collaboratively with others when using infotechnology devices and computer applications in the workplace

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using infotechnology devices and computer applications in the workplace in

accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may arise when using infotechnology devices and computer applications in the workplace including the use of security and backup software and procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist when using infotechnology devices and computer applications in the workplace

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Adapt to differences in software and equipment in accordance with standard operating procedures

Maintain eye-hand coordination

Evidence Guide

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

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

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
the underpinning knowledge and skills
relevant legislation and workplace procedures
other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts
Resources for assessment include:
a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
relevant and appropriate materials and/or equipment, and/or
applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation
As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
Practical assessment must occur:
through appropriately simulated activities at the registered training organisation, and/or
in an appropriate range of situations in the workplace

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.

The operations may be conducted:	in a range of work environments by day or night in a range of typical weather conditions
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted:	in a range of work contexts
Infotechnology/computer equipment may include:	keyboards monitors bar code readers printers central processors networks (including intranet and internet) CD-ROM drives floppy disk drives radio frequency devices computer driven projectors
Computer applications may include:	word processors inventory control and stock management systems electronic data interchange (EDI) systems information databases and storage systems invoicing and payment systems manifests control systems work organisation systems internet browsers computerised presentation software
Personnel in the work area may include:	workplace personnel site visitors contractors official representatives
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet

	radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/documents may include:	goods identification numbers and codes manifests, bar codes, goods and container identification/serial number manufacturers instructions concerning the use computing equipment workplace procedures and policies for the use of computer equipment supplier and/or client instructions material safety data sheets relevant codes of practice relevant legislation, regulations and related documentation award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements quality assurance procedures emergency procedures
Applicable regulations and legislation may include:	relevant state/territory OH&S legislation relevant state/territory environmental protection legislation workplace relations regulations workers compensation regulations Dangerous Goods Code and regulations

Unit Sector(s)

Not applicable.

Competency Field

K - Computers and Technology