



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIK2003A Apply keyboard skills**

**Release: 1**

## **TLIK2003A Apply keyboard skills**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to enter data into an infotechnology device using a keyboard including the application of OH&S principles to keyboard operations and the accurate entry of the data. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

#### **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 the routine procedures for the use of computers for information management in the transport and distribution industry.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **Employability Skills Information**

**Employability Skills**                      This unit contains employability skills.

## **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

| ELEMENT                                                  | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Apply occupational health and safety principles</b> | <p>1.1 Information on OH&amp;S requirements when using keyboard/keypad devices is accessed and interpreted</p> <p>1.2 Posture and ergonomic settings of chair and workstation are adjusted following OH&amp;S guidelines</p> <p>1.3 OH&amp;S guidelines on the use of periods of rest and exercise are followed when using computer keyboards, calculators or other data entry devices using keyboards or keypads</p> |
| <b>2 Enter data</b>                                      | <p>2.1 Text and numeric data are entered into a computer, calculator or other data entry device using a keyboard or keypad as part of workplace tasks</p> <p>2.2 Entered information is checked and corrected using a keyboard or keypad</p>                                                                                                                                                                          |

## 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, including recommended posture, ergonomic settings of chair and work station, and the use of periods of rest and exercise
- OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards
- Procedures for the use of keyboards and computer equipment in the workplace
- Typical problems that can occur when using keyboards to enter data and related appropriate action that can be taken to prevent or solve them
- Housekeeping standards and procedures required in the workplace
- Site layout

#### Required skills:

- Read and interpret instructions, procedures, information and manuals relevant to the use of keyboards to enter data
- Interpret and follow operational instructions and prioritise work
- Operate electronic infotechnology and computer equipment to required protocol
- Work collaboratively with others when using keyboards to enter data

**Required skills:**

- 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 occur when using keyboards to enter data in accordance with workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that exist when using keyboards to enter data
- Work systematically with required attention to detail without injury to self
- Apply fatigue management knowledge and techniques
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Operate and adapt to differences in keyboards, software and computer equipment in accordance with standard operating procedures
- Maintain eye-hand coordination

**Evidence Guide****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/or 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:

## EVIDENCE GUIDE

- |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             | <ul style="list-style-type: none"> <li>• relevant and appropriate materials and equipment, and</li> <li>• applicable documentation including workplace procedures, regulations, codes of practice and operation manuals</li> </ul>                                                                                                                                                                                                                                                                                                           |
| <b>Method of assessment</b> | <ul style="list-style-type: none"> <li>• Assessment of this unit must be undertaken by a registered training organisation</li> <li>• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests</li> <li>• Practical assessment must occur:               <ul style="list-style-type: none"> <li>• through activities in an appropriately simulated environment at the registered training organisation, and/or</li> <li>• in an appropriate range of situations in the workplace</li> </ul> </li> </ul> |

## 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:                                                 | <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> <li>• in a range of typical weather conditions</li> </ul>                                |
| Customers may be:                                                                | <ul style="list-style-type: none"> <li>• internal or external</li> </ul>                                                                                                                          |
| Workplaces may comprise:                                                         | <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>                                                                                                              |
| Keyboards/keypads may be used in a range of work contexts, including             | <ul style="list-style-type: none"> <li>• in the workplace, warehouse or depot</li> <li>• in the business office</li> <li>• in a vehicle on the road</li> <li>• at a client's workplace</li> </ul> |
| Keyboards/keypads may be used on a range of infotechnology equipment, including: | <ul style="list-style-type: none"> <li>• computers</li> <li>• cash registers</li> <li>• calculators</li> <li>• electronic typewriters</li> <li>• various forms of data entry devices</li> </ul>   |
| Keyboard skills may be required to enter data via a range of                     | <ul style="list-style-type: none"> <li>• word processors</li> <li>• inventory control and stock management systems</li> </ul>                                                                     |

**RANGE STATEMENT**

|                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| work-based computer applications including:                                                                       | <ul style="list-style-type: none"><li>• electronic data interchange (EDI) systems</li><li>• information databases and storage systems</li><li>• invoicing and payment systems</li><li>• manifests control systems</li><li>• work organisation systems</li><li>• internet browsers</li><li>• computerised presentation software</li></ul>                                                                                                                                                                                                                                                                                                                                                                      |
| Personnel in the work area may include:                                                                           | <ul style="list-style-type: none"><li>• workplace personnel</li><li>• site visitors</li><li>• contractors</li><li>• official representatives</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"><li>• company procedures</li><li>• enterprise procedures</li><li>• organisational procedures</li><li>• established procedures</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Information/documents may include:                                                                                | <ul style="list-style-type: none"><li>• goods identification numbers and codes</li><li>• manifests, bar codes, goods and container identification/serial number</li><li>• manufacturers instructions concerning the use of keyboards/keypads</li><li>• workplace procedures and policies for the use of computer equipment</li><li>• supplier and/or client instructions</li><li>• material safety data sheets</li><li>• relevant codes of practice</li><li>• relevant legislation, regulations and related documentation</li><li>• award, enterprise bargaining agreement, other industrial arrangements</li><li>• standards and certification requirements</li><li>• quality assurance procedures</li></ul> |
| Applicable regulations and legislation may include:                                                               | <ul style="list-style-type: none"><li>• relevant state/territory OH&amp;S legislation</li><li>• workplace relations regulations</li><li>• workers compensation regulations</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**Unit Sector(s)**

Not Applicable

## Competency Field

**Competency Field**

K - Technology