



**Australian Government**

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

# **TLIK2010A Use infotechnology devices in the workplace**

**Release: 1**

## **TLIK2010A Use infotechnology devices in the workplace**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to use infotechnology devices in the workplace including identifying infotechnology equipment and systems; setting up and shutting down equipment for use; and inputting, retrieving and presenting files/data in accordance with work requirements. Licensing, legislative, regulatory or certification requirements are not applicable to this unit.

### **Application of the Unit**

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

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures for the use of computers for information management in the transport and logistics 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

| <b>ELEMENT</b>                                                              | <b>PERFORMANCE CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Identify infotechnology systems</b>                                    | <p>1.1 Types of infotechnology equipment used in the work area are identified</p> <p>1.2 Functions of equipment, component parts and accessories are identified</p> <p>1.3 Applications for workplace activities of the different infotechnology equipment and systems are interpreted</p> <p>1.4 Routine faults in operating systems, software applications and operator errors are identified</p> <p>1.5 Sources of information on rectifying/reporting faults with operating equipment, systems and application are identified</p>                                                                                                                                                                                                                                |
| <b>2 Access and operate computer-based equipment and systems</b>            | <p>2.1 Work environments and equipment are adjusted to meet ergonomic requirements and workplace policy and procedures</p> <p>2.2 Systems are accessed and checked where required for viruses</p> <p>2.3 Equipment is set up for work requirements in accordance with workplace procedures and manufacturers guidelines</p> <p>2.4 Operating manuals and/or help screens for infotechnology equipment and software are used to inform work practices</p> <p>2.5 Software packages and accessories for required application are selected and accessed</p> <p>2.6 Required file and/or data to be accessed is identified</p> <p>2.7 Files/data are filed according to workplace</p> <p>2.8 Shut-down procedures for files, applications and equipment are followed</p> |
| <b>3 Input, store and present files/data</b>                                | <p>3.1 Data is entered using appropriate equipment, keyboard/mouse, bar code reader, touch screen or other system</p> <p>3.2 Accurate input is confirmed</p> <p>3.3 Files are accessed in accordance with workplace procedures</p> <p>3.4 Data is manipulated to suit work requirements and checked for accuracy</p> <p>3.5 Saved files are accessed through relevant directories</p> <p>3.6 Information and disk(s) are stored where appropriate</p> <p>3.7 Information is presented using computerised projection facilities where required</p>                                                                                                                                                                                                                    |
| <b>4 Implement workplace procedures for management and security of data</b> | <p>4.1 Security procedures are followed in accordance with workplace procedures</p> <p>4.2 Precautions against the loss or corruption of data are followed in accordance with workplace procedures</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
- 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 in the workplace
- Read and interpret instructions, procedures, information and manuals relevant to the use of infotechnology devices in the workplace
- Interpret and follow operational instructions and prioritise work
- Access and/or complete electronic documentation through the use of infotechnology devices 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 in the workplace
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using infotechnology devices in the workplace in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when using infotechnology devices 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 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

**Required skills:**

- damage to goods or equipment
- Adapt to differences in software and 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
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correctly operating all infotechnology devices used within the workplace in accordance with operational requirements
  - correctly identifying fault finding procedures

**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:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and

## EVIDENCE GUIDE

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             | operation manuals                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <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, 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>                                                                                                                                                                                                                                                                                                                                |
| Work may be conducted:                | <ul style="list-style-type: none"><li>• in a range of work contexts</li></ul>                                                                                                                                                                                                                                                                                                                                     |
| Infotechnology equipment may include: | <ul style="list-style-type: none"><li>• keyboards</li><li>• monitors</li><li>• bar code readers</li><li>• printers</li><li>• central processors</li><li>• CD-ROM drives</li><li>• floppy disk drives</li><li>• zip drives</li><li>• USB drives</li><li>• touch screens</li><li>• Personal Digital Assistant (PDA)</li><li>• visual display units</li><li>• desktop computers</li><li>• laptop computers</li></ul> |

## RANGE STATEMENT

|                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Computer applications may include:                                                                                | <ul style="list-style-type: none"> <li>• radio frequency devices</li> <li>• computer driven projectors</li> <li>• word processing software</li> <li>• inventory control and stock management systems</li> <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>• networks including intranet/internet browsers</li> <li>• computerised presentation software</li> <li>• computerised control/monitoring systems</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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Communication in the work area may include:                                                                       | <ul style="list-style-type: none"> <li>• phone/mobile phones</li> <li>• electronic data interchange (EDI)</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• radio</li> <li>• oral, aural or signed communications</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 computing equipment</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>• safeworking or other notices</li> <li>• relevant legislation, regulations and related documentation</li> <li>• award, enterprise bargaining agreement, other industrial</li> </ul> |

**RANGE STATEMENT**

Applicable regulations and legislation may include:

- arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
- 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**

**Competency Field**                      K - Technology