



Australian Government

Department of Education, Employment and Workplace Relations

TLIK5006A Evaluate software requirements and hardware enhancements

Release: 1

TLIK5006A Evaluate software requirements and hardware enhancements

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to evaluate software requirements and hardware enhancements in accordance with workplace procedures including analysing requirements for improved computer applications, evaluating relevant software, investigating appropriate hardware enhancements, implementing system improvements, and measuring systemic improvement. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be must be carried out in compliance with the relevant regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

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
1 Analyse requirements for improved computer applications	1.1 Current aspects of business operations requiring improved computer technology are identified 1.2 Purpose and requirements of improved computer management systems are identified 1.3 Personnel are consulted for expert advice for potential matches of computer applications to required improvements in site operations
2 Evaluate software	2.1 Potential software programs are evaluated to meet workplace requirements 2.2 Software applications are investigated for effectiveness to own operation including degree of flexibility, customisation and integration potential 2.3 Selected option is circulated to appropriate personnel for verification 2.4 Level of technical support is assessed 2.5 Software application selection is made
3 Investigate hardware enhancements	3.1 Hardware systems are evaluated for compatibility with selected software and workplace operations 3.2 Potential immediate and long-term risks/problems with hardware are identified and assessed 3.3 Recommendations are drafted and circulated for comment 3.4 Final recommendations on suitable hardware are made
4 Implement system improvement	4.1 Selected hardware and software enhancements are implemented 4.2 Training is provided to potential users of the technology 4.3 Implementation of hardware and software is monitored
5 Measure systemic improvement	5.1 Methods of measuring system performance are identified 5.2 Software and hardware performance is evaluated 5.3 (Any) refinements or improvements to the system are implemented 5.4 System performance is documented and reported to appropriate personnel

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Relevant regulations, codes of practice and legislative requirements relevant to the evaluation of software requirements and hardware enhancements
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the evaluation of software requirements and hardware enhancements
- Problems that may occur during the evaluation of software requirements and hardware enhancements and action that can be taken to resolve or report the problems
- Risks and hazards related to the evaluation of software requirements and hardware enhancements and ways of controlling the risks involved
- Focus of operation of computing systems, software and hardware resources, management and workplace operating systems
- Computer equipment and software applications, capacities and configurations
- Application of relevant Australian Standards
- Resource availability including the competencies of individuals in the team or group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when evaluating software requirements and hardware enhancements
- Read and interpret instructions, procedures, specifications, technical data and manuals relevant to the evaluation of software requirements and hardware enhancements
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the evaluation of software requirements and hardware enhancements
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when evaluating software requirements and hardware enhancements
- 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 evaluating software requirements and hardware enhancements in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when evaluating software requirements and hardware enhancements
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise activities

Required skills:

- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate software, technology, information systems and procedures
- Measure operational performance improvements resulting from changes to computer technology
- Operate and adapt to differences in equipment in accordance with standard operating procedures

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

EVIDENCE GUIDE

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 activities in an appropriately simulated environment 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.

- | | |
|---|--|
| Work may be undertaken: | <ul style="list-style-type: none">• in various work environments in the sections of the warehousing, storage, transport and distribution industries involved in the evaluation of computer software requirements and hardware enhancements |
| Customers may be: | <ul style="list-style-type: none">• internal or external |
| Operations may be: | <ul style="list-style-type: none">• by day or night |
| The workplace environment may involve: | <ul style="list-style-type: none">• twenty-four hour operation• single and multi-site location• large, medium and small workplaces |
| Services, products, risks, work systems and requirements: | <ul style="list-style-type: none">• potentially vary in different sections of the enterprise |
| Customer and supplier contact and coordination: | <ul style="list-style-type: none">• is a requirement of these operations |
| Computer systems may be used for but are not limited to: | <ul style="list-style-type: none">• stock management• information storage• invoicing• payments• manifests• on board systems• work organisation |

RANGE STATEMENT

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- suppliers and clients
- computer specialists
- software and hardware companies and distributors
- users of similar systems/technology
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

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/documentation may include:

- codes of practice and regulations relevant to the evaluation of computer software requirements and hardware enhancements
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- manufacturers specifications and instructions for computer equipment, and software
- relevant Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes

- relevant codes and regulations for evaluation of computer software requirements and hardware enhancements

RANGE STATEMENT

may include:

- relevant Australian and international standards
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

K - Technology