

BSBWOR204A

Use business technology

Description

This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data.

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

Employability Skills

This unit contains Employability Skills

Application

This unit applies to individuals who use business technology to perform a range of routine tasks. They use a limited range of practical skills and fundamental knowledge of equipment use and the organisation of data or files in a defined context, under direct supervision or with limited individual responsibility.

Competency Field

Industry Capability – Workplace Effectiveness

ELEMENT

PERFORMANCE CRITERIA

1. Select and use technology
 - 1.1. Select appropriate **technology** and **software applications** to achieve the requirements of the task
 - 1.2. Adjust workspace, furniture and equipment to suit user ergonomic requirements
 - 1.3. Use technology according to **organisational requirements** and in a way which promotes a safe work environment

 2. Process and organise data
 - 2.1. Identify, open, generate or amend files and records according to task and organisational requirements
 - 2.2. Operate **input devices** according to organisational requirements
 - 2.3. **Store data** appropriately and exit applications without damage to or loss of, data
 - 2.4. Use manuals, training booklets and/or online help or help-desks to overcome basic difficulties with applications

 3. Maintain technology
 - 3.1. Identify and replace used **technology consumables** in accordance with manufacturer's instructions and organisational requirements
 - 3.2. Carry out and/or arrange **routine maintenance** to ensure equipment is maintained in accordance with manufacturer's instructions and organisational requirements
 - 3.3. **Identify equipment faults** accurately and take action in accordance with manufacturer's instructions or report fault to designated person
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REQUIRED SKILLS AND KNOWLEDGE

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria of this unit

These include knowledge of:

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
- ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- organisational policies, plans and procedures, especially in regard to file-naming and storage conventions
- organisational IT procedures including back-up and virus protection procedures
- basic technical terminology in relation to reading help-files and manuals

Essential skills:

- literacy skills to identify work requirements; to understand and process basic, relevant workplace information; and to follow written instructions
- communication skills to request advice, to receive feedback and to work with a team
- problem-solving skills to solve routine technology problems.

RANGE STATEMENT

Technology may include:

- computer technology, such as laptops and personal computers
- digital cameras
- modems
- printers
- scanners
- zip drives
- photocopiers
- shredders
- binders
- laminators
- cutters

Software applications may include:

- email, internet
- word processing, spreadsheet, database, accounting or presentation packages

Organisational requirements may include:

- correctly identifying and opening files
- legal and organisation policies, guidelines and requirements
- locating data
- log-on procedures
- manufacturer's guidelines
- OHS policies, procedures and programs
- saving and closing files
- storing data

ELEMENT

PERFORMANCE CRITERIA

Input devices may include:

- keyboard
- mouse
- numerical key pad
- scanner

Storage of data may include:

- appropriate storage/filing of hard copies of computer generated documents
- storage in directories and sub-directories
- storage on CD-ROMs, hard and floppy disk drives or back-up systems

Technology consumables may include:

- back-up tapes
- CD-ROM
- floppy disks
- print heads
- printer ribbons and cartridges
- toner cartridges
- zip disks

Routine maintenance may include:

- in-house cleaning and servicing of equipment according to manufacturer's guidelines
- periodic servicing by qualified or manufacturer approved, technician
- regular checking of equipment
- replacing consumables

Identifying equipment faults may include:

- checking repairs have been carried out
 - encouraging feedback from work colleagues
 - keeping a log book of detected faults
 - preparing a maintenance program
 - regular back-ups of data
 - regular OHS inspections
 - routine checking of equipment
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