Student Guide

Table of Contents

What is the course?

This course for Certificate II in Applied Digital Technologies is an interactive learning program designed to give you the necessary foundation skills and knowledge to use basic applied digital technologies in varied contexts including those skills in preparation for work. A person working at this level would generally display the following characteristics:

- Breadth, depth and complexity of knowledge and skills would prepare a person to perform in a range of varied activities or knowledge application where there is a clearly defined range of contexts in which the choice of actions required is usually clear and there is limited complexity in the range of options to be applied.

- Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

- Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

An individual with this qualification would be expected to:

- demonstrate basic operational knowledge in a moderate range of areas

- apply a defined range of skills

- apply known solutions to a limited range of predictable problems

- perform a range of tasks where choice between a limited range of options is required

- assess and record information from varied sources

- take limited responsibility for own outputs in work and learning.

This course has been designed to cover the following competencies of the Certificate II in Applied Digital Technologies (ICT20120):

Code	Title	Core	Elec	Task
BSBWHS211	Contribute to the health and safety of self and others	☒	☐	3
BSBSUS211	Participate in sustainable work practices	☒	☐	4
ICTICT213	Use computer operating systems and hardware	☒	☐	1,9
ICTICT214	Operate application software packages	☒	☐	2, 6, 7
ICTICT215	Operate a digital media technology package	☒	☐	8,9,10
BSBTEC202	Use digital technologies to communicate in a work environment	☒	☐	8
ICPDMT3210	Capture a digital image	☐	☒	9, 10
ICTICT216	Design and create basic organisational documents using computing packages	☐	☒	2, 6, 7
ICTICT206	Install software applications	☐	☒	6, 8,9
ICTICT219	Interact and resolve queries with ICT clients	☐	☒	4, 5
ICTICT221	Identify and use specific industry standard technologies	☐	☒	1,2
ICTSAS214	Protect devices from spam and destructive software	☐	☒	8

Note that there are six (6) core units of competency and six (6) elective units of competency; the later have already selected and embedded within the course.

In this course you take on the role of a person establishing their own small business as an IT support worker or independent contractor. There are ten tasks, each of which is typical of those types of tasks that a person working at a Certificate II level may be expected to undertake in an IT environment. You will find all the resources you need in the virtual

environment or via the Internet where directed. This should be supplemented by interactions with your teacher or tutor and/or by practical application of skills and knowledge in an Information Technology environment.

You should start with "Take a Tour" which will introduce you to the scenario. Move your mouse over the items on your desk to see what each does. Click on the labels to find out more information.

Task 1 will introduce you to the virtual IT environment and the types of things that you would need to consider when setting up a work area suitable for an IT rich environment.

Other tasks mirror real life tasks and processes that you would need to do if working at a Certificate II level. These include tasks such as connecting internal hardware devices, sourcing and setting up peripheral devices, processing correspondence and developing marketing materials, developing templates, preparing presentations, creating spreadsheets, administrative tasks such as dealing with customers, completing routine correspondence and responding to client related issues.

Because the Virtual environment is meant to represent and reproduce the interactions, personal organisation and turmoil of a real work environment, you will need to think, solve problems and work through situations to achieve the stated task goal. This 'office' is designed

to prepare learners for going into the workforce and you will need to face the challenges it poses. Remember: The scenario will pose complex challenges just like a real IT environment; this is not a textbook that simply presents you with work to do!
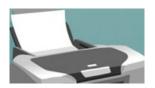
What is the virtual business like?

The Office

The Office is meant to represent your office environment. It contains instructions for each task and provides access to the resources that you will need to complete each task.

The office contains several resources that you will use:
- A printer, which will provide you with a Task Planning Sheet and Your Task sheet for each task.
- Bookcase folders, which contain most of the resources that you will need to complete a task.
- A computer where you will find:
    - Email – you need to check this for each task. Generally, most tasks will be triggered by a request from a client or third party.
    - Internet access – this will provide you with links which are relevant to each of the assigned tasks.
- A telephone that provides topics for your Discussion or Research Activities.
- The mouse, which will give you access to a Virtual Training Organisation where you can access training resources for the software programs that you will use to complete some of your tasks.

Your Task

This is an overview of the work you are to carry out. It is directly related to your new business. The work must be completed to a level that would be expected from a business owner. This work will be the deciding factor in whether your business is successful or not (or you receive a qualification).

Task Planning Sheets

Task Planning Sheets are provided for each of the ten tasks that you are required to undertake. These should be printed and used as a guide to assist you in the completion of each task. They provide a learning sequence which the learner should follow.

Email

Many activities will be triggered by an email from a client or third party. The email icon on the computer screen will provide you with access to any emails relevant to the task.

Learning Resources

The learning resources are provided in several formats. These will take the form of Learning Objects, Microsoft Word documents, PDF resources and HTML pages. You will need to work through these resources in the order indicated on your task planning sheet to successful complete the assessable components of the course.

Internet

The Internet icon on the computer screen will provide you with web links to Internet based information sources which are related to each task. In some cases, you will be directed to use these links to assist in the completion of your tasks.

Discussion Board

Your teacher may ask you to discuss topics online with other students using a Discussion Board. The telephone on your desk houses the questions which are intended for the Discussion Board. Your teacher will tell you which topics to discuss, and whether this will be done online, in groups within the classroom or even individually, in writing. In addition, your teacher may pose additional questions requiring a response in an online environment.

Images

Any images required in the task will be found at this location.

Virtual RTO

Each task is supported by a virtual training organisation which will provide you with access to workbooks and additional resources for many of the personal skills and information technology applications which you will need to learn to complete your tasks. The PDF documents found here can be printed or used as a digital file. These resources may be used as a reference or stand-alone learning resource.

Where should you begin?

When you begin, start by selecting the relevant task using the menu in your Learning Management System (LMS). Be sure that the very first thing you do is to take a tour of the virtual environment using the Tour link. You need to do this prior to accessing your tasks.

There is an expectation that learners using this resource develop a certain level of competence in the use of email. This forms an integral part of the assessment requirements

and employability skills for this qualification. In most instances, completed work should be submitted to your teacher via email unless a task requires other options.

Starting a task?

Always start each task by checking:

1. Your email using the email link on the virtual computer screen.
2. The ***Your task*** sheet which is the 'paper stack' item at the office printer.
3. The ***Task Planning Sheet*** which outlines the recommended sequence for the completion of tasks. This is accessed via the printer output on the desk.
4. The ***Discussion and Research Questions*** which can be accessed via the telephone on the desk. You will be expected to answer these and they are integral to achieving competency.

It is recommended that each of these resources be printed as they provide you with the guidelines and expectations for what is expected from each task.

Note, the table earlier in this booklet showed how some units of competency are covered across more than one task. To achieve competency in that unit, all listed tasks need to be completed to the required standard.

Tasks One – Setting up the office

Suggested learning process

In Task 1 the learners should:

Prepare for business:

- Explore the Learning Resources available for this task and remember these will assist you in completion of Task 1 (Bookcase folders and Internet links on monitor).

- Read incoming email (Computer).

- Read Your Task (Printer tray).

- Open the Business Planning Document (Bookcase folders).

- Research the requirements for registering a business name and the availability of the business name RAMemberUS IT Services (Internet).

- Download and complete business name registration form.

- Research requirements for applying for an ABN (Internet).

- Complete the Business Planning Document – Section 1 (Bookcase folders).

- Download and complete a sample application for ABN form by printing it out, writing in the information and sending to your assessor.

Identify computer hardware requirements:

- **R**ead incoming email (Computer).

- Read and print Your task (Printer tray).

- Identify appropriate computer hardware and peripherals suitable for your new business.

- Research computer hardware and peripherals and obtain quotes/pricing (Internet).

- Print out quotes/pricing as required.

- Complete Business Planning Document – Section 2.

- Complete Hardware peripheral quiz (Bookcase folders).

Identify computer software requirements:

- **Re**ad incoming email (Computer).

- Read and print Your task (Printer tray).

- Identify appropriate software to perform the range of tasks indicated.

- Research computer software and obtain quotes/pricing (Internet).

- Print quotes/pricing as required.

- Complete Business Planning Document – Section 3.

Establish a work area and identify and minimise WHS issues:

- Read and print Your task (Printer tray).

- Set up a computer system and take a picture prior to connecting peripherals.

- Connect peripheral devices.

- Take a picture/s of the system with peripherals correctly connected.

- Print or download the Hazard Audit Report template (Bookcase folders).

- Conduct a health and safety audit of your work area (or area identified by your teacher).

- Take photographs of identified risks.

- Complete the Hazard Audit Template.

- Take appropriate action to eliminate or reduce risk.

- Take photograph/s of hazard reduced work area.

Task Two – Promoting your business

Suggested learning process

In Task 2 the learners should:

Design a letterhead and business letter:

- Read incoming email (Computer).

- Explore, read and print as necessary the *Learning Resources* (Bookcase) and *Your Task* (Printer tray).

- View Learning object – Parts of a business letter (Bookcase folders).

- Undertake training in Microsoft Word as required (the virtual RTO via the Mouse).

- In Microsoft Word, design a letterhead template using the logo provided. Use your own contact details or create fictitious contact details.

- Using your letterhead template create a business letter that introduces your business to your clients (do not include customer names or addresses, instead leave a space where this information would go).

Complete a mail merge:

- Learning object – Mail Merge (Bookcase).

- Undertake 'mailmerge' training using the resources at the virtual RTO (Mouse).

- Read and print the Mailing List data file (Bookcase).

- Undertake training in Microsoft Excel (the virtual RTO via the Mouse).

- Enter mailing list data in Microsoft Excel. Save this data as *Mailing List*.

- Using the letterhead you designed previously in Microsoft Word, create a mail merge document.
- Using the Microsoft Excel Mailing List file as your data source, merge your letter.
- Print the first three merged letters and submit to your supervisor (teacher).

Creating a brochure:

- View Learning object – Creating a brochure (Bookcase).
- Using Microsoft Word, create a brochure advertising the services that your IT business will offer. The range of Units in this qualification may provide a guide. Illustrate your brochure with images which you may source from the Internet or which you may take with a digital camera.

Create a business card:

- Read and print *Your task* (Printer tray).
- Undertake training in Microsoft word as required (the virtual RTO via the Mouse).
- Access the RAMemberUS logo (Camera).
- Design a business card incorporating your name, business name, logo and contact details.
- Save the card as *MyBusinessCard* and submit to your supervisor (teacher).

Create a website:

- Read incoming email (Computer).
- Read and print Your task (Bookcase).
- Download and install Kompozer software (Mouse - virtual RTO).
- Undertake training in Kompozer software as required (Mouse – virtual RTO).
- View Learning Object – Website Design Hints (Bookcase).
- View websites relating to web design (Computer).
- Create website for RamemberUS – minimum home page and 2 linking pages - and submit to your teacher.

Task Three – WHS in the workplace

Suggested learning process

Design an Accident/Illness Report Form:

- Access, read and print as necessary *Learning Resources* (Bookcase) and *Your Task* (Printer tray).

- Investigate the learning activity, WHS Responsibilities (Bookcase).

- Read and print the Accident/Illness Sample Form (Bookcase).

- Design a suitable report for RAMemberUS. Please ensure that you use the company logo as appropriate.

Respond to an accident or illness:

- Read and print the email from Tony Sheridan (Computer).

- Access the Accident/Illness Report Form that you completed above.

- Fill out the Accident/Illness Report Form using the information provided. Use current date.

Create a PowerPoint presentation on Manual Handling:

- Read and print email from Lisa Parsons (Computer).

- Undertake Internet training as necessary on Internet use (Computer – Internet links).

- Using the Internet links (Computer), the learning activities (Bookcase) and your own Internet searching, research relevant information on manual handling issues.

- Undertake Microsoft PowerPoint training as required (Mouse).

- Design a template for your PowerPoint presentation. Be sure to incorporate the RAMemberUS logo. Save this as *MyTemplate*.

- Create a presentation as per client requirements. You may need to search the Internet for relevant images or take these yourself if suitable sites are accessible.

- Access the RAMemberUS letterhead that you created earlier and write a letter to your client to accompany the PowerPoint presentation. This letter should provide an overview of what information you have provided and should thank the client for their business.

Task Four – A customer complaint

Suggested learning process

Develop a customer service policy for your business:

1. Access, read and print as necessary, the **Learning Resources** (Bookcase) and **Your Task** (Printer tray).

2. Work your way through the Communications learning activities (Bookcase).

   Customer Service
   - What is communication?
   - The communication process
   - Written communication
   - Face-to-face communication
   - Using the telephone
   - Social interaction and interpersonal skills
   - Working in Teams

3. There are four activities in the **Critical Aspects of Customer Service** you are to complete. This work forms part of the portfolio you are to assemble for your supervisor in this task.

4. Develop a Customer Service Policy for RAMemberUS IT Services. This should include as a minimum: etiquette, punctuality, customer greeting, telephone answering protocol, dress and appearance. Do some web searching to see if you can find exemplar of this type of policy.

5. Write a script for your office's telephone greeting and record this. It is recommended that you record this as an MP3 file. Download and install Free HiQ Recorder which will allow you to complete this task.

Respond to a customer complaint:

1. Read and print the email from Peter Williams, KMC Office Products (Computer).

   Use the Internet links provided (Computer) to gather information on how customer complaints are best handled.

2. Design a Customer Complaints Record Form.

3. Use the form you have developed to record the customer complaint.

4. Consider actions appropriate to resolve complaint and list actions and any follow up actions which may be necessary.

5. Access the RAMemberUS IT Services letterhead template that you designed previously.

6. Draft a letter to the customer in response to the complaint.

Develop an understanding of environmental issues:

- Read the email from KMC Office Products (Computer).
- Access the **Environmental Sustainability in a Small Business** (Bookcase).
- Read and print the email from GreenIT Certification (Computer).
- Access the Energy Audit document from GreenIT Certification (Attached to GreenIT email).
- Access the Microsoft Excel Energy Audit Template (Attached to GreenIT email).
- Conduct an energy audit of your home or work area.
- Access and print Environmental Sustainability Policy Template (Attached to GreenIT email).
- Conduct research on environmental areas as required (Internet links – Computer).
- Develop policy suitable for a small IT business.

Task Five – A new computer system

Suggested learning process

Research client requirements:

- Read and print the email from Cameron McKellar (Computer).
- Access, read and print as necessary the **Learning Resources** and **Your Task** (Bookcase folders).
- Research computer hardware requirements to meet client specified requirements.
- Research operating system requirements to meet client needs.
- Confirm that computer hardware will support operating system minimum requirements.
- Conduct research on peripheral devices suitable for client specifications.
- Research software requirements to perform the functions required by client.

Prepare a quote for a client:

- Select appropriate software options for preparation of a quote.
- Undertake software training as necessary (Mouse).
- Develop a quote template for RAMemberUS IT Services using appropriate software (Hint: Check software templates as a starting point).
- Using costs that you obtained, use a mark-up of 15%, a labour cost of $110 per hour for computer setup and configuration, develop an itemised quote listing hardware, software and peripherals as separate entries. Estimate 1.5 hours for setup and configuration.

- Include an on-site installation fee as a separate line item on the quote as an optional extra. The fee for this service is an additional $70.00 per hour.

Write an accompanying letter:

- Revisit email from Cameron McKellar (Computer).

- Identify customer information requirements.

- Revise correct letter format as necessary (refer to Task 2).

- Using Microsoft Word, write a letter to accompany quote. Hint: Make sure the letter addresses all client queries.

Respond to a customer email enquiry:

- Read and print email from Rob Tanner (Computer).

- Identify customer information requirements.

- Research antivirus software options (Internet).

- Research security options to prevent hackers (Internet).

- Research anti-spyware options (Internet).

- Research anti-spam options (Internet).

- Develop an email in response to the client and send to your assessor.

Develop a Facebook Security Guide:

- Read and print email from Cameron McKellar (Computer).

- Identify customer information requirements.

- Research Facebook security issues (Internet).

- Use Microsoft Word or similar to develop a security guide demonstrating how to protect your privacy in Facebook as per client specifications.

Develop a social media review:

- Read and print email from Rob Tanner (Computer).

- Identify customer information requirements.

- View the Social Media Learning Object and linked websites (Bookcase folders).

- Conduct web research on social media as necessary (Internet).

- Using Microsoft Word or similar, develop social media review to client specifications.

Task Six – Configuring operating system (OS) and installing software

Suggested learning process

Design a job sheet for computer repair/upgrade:

- Read and print email from the Australian Computer Society (Computer).

- Select appropriate design software.

- Design a computer job sheet utilising the information supplied in the email.

- Save this as *RAMemberUS Job Sheet – Draft* and submit to your teacher.

- Make changes and suggestions as recommended by your teacher as required.

- Resubmit final version to your teacher. This should be named *RAMemberUS Job Sheet – Final*.

Source and install application software:

- Read and print the email from Jodie Bailey (Computer).

- Using the Internet, research and locate the required software (Internet).

- Complete a job sheet for each installation task and submit these to your teacher.

- Download the required software and save to an appropriate location.

- Install appropriate software applications using help files or online help as necessary.

- Create simple "How to" manuals for each software application using screen shots to illustrate these.

- Save these in the format "Installation Guide – insert application name" and submit a copy to your teacher.

Establish computer settings to maintain hardware and software 'health' and effectiveness:

- Identify computer system settings that will provide effective OS system health, reliability of operations and efficiency of operations.

- Adjust the OS settings to ensure your computers are running at an optimum efficiency and computer security (i.e. firewall, anti-virus, etc.). Record each change you make with a short series of screenshots which you then place into a Microsoft Word document with clear and simple explanations.

Prepare a report for a client:

- Select appropriate software options for preparation of a report for the customer, Rob Tanner (Computer). You must identify the customer's information requirements.

- Time your work in this activity so that you may adequately invoice the client for your time and effort.

- Conduct research to identify answers and advice to the topics Rob Tanner has raised in is email to you:

    o Research antivirus software options and provide a recommendation (Internet).

    o Research security options to prevent hackers and provide a recommendation (Internet).

    o Research anti-spyware options and provide a recommendation (Internet).

    o Research anti-spam options and provide a recommendation (Internet).

    o Research options for social media.

    o Form responses to Rob Tanner's questions and provide advice.

- Develop a report template for *RAMemberUS IT Services* using appropriate software (Hint: Check software templates as a starting point).

- After conducting research on the topics raised by Rob Tanner, prepare a report, with recommendations, using the template above.

- Using a labour quote of $85.00 per hour for research and report construction prepare an itemised invoice your time responding to his enquiry.

- Prepare a covering letter to accompany the report and invoice. Using Microsoft Word, write the letter to accompany the report and invoice.

Client tracking record:

- Using the advice in the email from the Australian Computer Society, construct a proforma for tracking your client's job in your workplace.

- Construct the form in Microsoft Word as a template with data entered through text boxes, check boxes and other form characteristic. The resulting document should be saved as a template and be able to be used as a form to enter client data.

Task Seven – Prepare for a bank loan

Suggested learning process

Prepare Excel spreadsheet:

- Read and print email from Karen Firth, Manager, Westbank (Computer).

- Access, read and print as necessary the **Learning Resources** (Bookcase folders) and **Your Task** (Printer tray).

- Undertake Microsoft Excel training as required (Mouse or resources in Learning Resources (Bookcase Folders).

- Read and print Purchases, Invoices and Expenses documents (Bookcase folders).

- Enter the data into a spreadsheet under the headings of Income and Expenses for each month.

- Calculate the Total Income and Total Expenses figures for each month.

- Create formulae to calculate gross profit for each month.

- Create a formula to calculate total profit for the quarter.

- Format the spreadsheet for display.

- Add a heading to your spreadsheet – RAMemberUs IT Services Financials.

Use data to create a graph:

- Access the data that you entered in your spreadsheet.

- Using the totals figures, create a graph showing total monthly income, expenses and gross profit figures.

- Insert your graph as an object in the spreadsheet.

- Format your graph for display and submit to your teacher for marking.

Use Excel and Word to update client addresses and send Letter of Introduction to new clients:

- Using the Microsoft Excel Mailing List file created in Task 2, add 10 new names and addresses to the end of the address list.

- In Microsoft Word open the Business Letter template that you created in Task 2.

- Undertake Microsoft Excel and Word training as required (Mouse).

- Using Microsoft Word use the Mailing List file to merge with the Business Letter template and print the first three introductory letters for the *new clients.*

- Save these files and send to your teacher for marking.

Excel (Spreadsheet) Quiz:

- Complete the quiz found in the Learning Resources – Task 7 (Bookcase folders).

Task Eight – Protecting computers from destructive software

Suggested learning process

Preparation:

- Access, read and print as necessary the *Learning Resources* and *Your Task* (Bookcase folders).
- Complete the e-learning course on *Protecting Your Devices* (Learning Resources in Bookcase folders).
- Collect your completed course tasks into an e-portfolio. This must be sent to your manager (Teacher).
- End of course project consists of three screen capture videos:
  - Demonstrate your ability to update the antivirus software and if in use, spam filtering software. You are also required to check and adjust the settings of a computer to ensure these are set to provide maximum security and protection to the computer. The areas to be covered are included in this short course.
  - Detect and remove at least one piece of spam from a computing device; and,
  - Detect and remove malware (which could be a virus) from a different computing device.

Field's Accountancy – Issue 1:

- Read and print email attachment from Mark Hamden (Computer).

- Access, read and print as necessary the *Learning Resources* and *Your Task* (Bookcase folders)

- You are encouraged to research information to support your work in developing a policy position for the Field's Accountancy company (internet).

- An example of a policy document for Field's Accountancy can be found in the Learning Resources area – it is called Policies and Procedures: Digital Security (Learning Resources).

- Construct policy positions of no more than 2 A4 pages for Safe Internet Use.

Field's Accountancy – Issue 2:

- Read and print email attachment from Mark Hamden (Computer).

- Access, read and print as necessary the *Learning Resources* and *Your Task* (Bookcase folders). You will need to become familiar with the style guide for a Short Report (Learning Resources).

- You are encouraged to research information to support your work in developing policy positions for the Field's Accountancy company (Internet).

- Your recommendations with explanations are to form a short report to Field's Accountancy management team. The report is to cover the issues of:

- The protocols and methods of digital communication by Field's staff not being consist over time or across different staff members.
- The security of the information being shared by staff clients.
- The lack of records of this communication which will cause difficulties and vulnerabilities in the future.
- A lack of understanding or clarity as the purpose and methods of official company digital communication.

Field's Accountancy – Issue 3:

- Read and print email attachment from Mark Hamden (Computer).

- Access, read and print as necessary the *Learning Resources* and *Your Task* (Bookcase folders)

- You are encouraged to research information to support your work in providing advice to the Field's Accountancy company (Internet).

- You are to prepare a short instruction checklist that informs and provides direction on how to set up a company email account. It must cover the style to be used, core parts of an email and the signature block.

Field's Accountancy – Issue 4:

- Read and print email attachment from Mark Hamden (Computer).

- Access, read and print as necessary the *Learning Resources* and *Your Task* (Bookcase folders)

- You are encouraged to research information to support your work in providing recommendations to the Field's Accountancy company (Internet).

- You are to prepare a recommendation on what antivirus software to install on each of the Field's Accountancy workstations. Also provide an explanation of why this software package is the best for that company.

Task Nine – Preparing digital images

Suggested learning process

In this task, you will need to develop your knowledge of PhotoFiltre to enhance your photo editing skills. You will need to download and install PhotoFiltre and use the help files as required to develop your skills. You will need to edit a series of images to meet the needs of a client and share these with other team members (classmates) for their feedback and comments via a common social media site. This task may best be done as a collaborative project.

NOTES: 1.   This task may be done in conjunction with the image editing component of Task 8. Please discuss this option with your teacher.

2.   While this task specifically makes use of PhotoFiltre, you may wish to use an alternative image editing program. Please discuss this with your teacher.

Develop a social media site:

- You are to work in a team of no less than three for this part of the task. If this is not possible, you will need to gain special approval from your teacher for independent work.

- Assess social sites considering the project goal.

- Review social media learning object from Task 5.

- Access and select preferred social media site as a share workspace.

- Register and create site and establish presence (either individually or as a group).

- Establish security parameters for site in consultation with your teacher.

- Later in the task, you re to upload your images to the site and seek feedback from others.

- Prepare a series of screenshots (3) of social media site at key points in the project.

Locate, download and install PhotoFiltre:

- Read and print email from Andrew Reid. (Computer)

- Access, read and print as necessary the **Learning Resources** and **Your Task.** (Bookcase folders)

- Locate and save PhotoFiltre installation file. (Internet)

- Using a screen capture app, record your installation of PhotoFiltre onto your computer.

- Install PhotoFiltre to your computer.

Edit digital images:

- Access email from Andrew Reid. (Computer)

- Access the digital images from Andrew Reid. (Camera)

- Refer to the image adjustments required by the client. (Andrew's email)

- Adjust images to meet client requirements.

- List steps that you used to edit each image on the accompanying *Digital Image Adjustment Record Sheet*. (Bookcase folders)

- Upload your edited images to the shared social media page and seek feedback on your work If you can improve your work based on the feedback, do so.

- Print final images and submit to your supervisor (i.e. teacher).

Prepare an invoice and email:

- Access an invoice template from the Internet. (Internet)

- Construct a company Invoice template adding the company logo to the invoice. (Logo – Camera)

- Complete the invoice charging for the number of hours this task has taken at $65.00 per hour with a 10% GST on the total amount being charged.

- Prepare an email to Andrew informing him what action you have taken to edit each image. Add the invoice to the email as an attachment. You do not need to send the email, simply prepare as a draft and take a screenshot of it.

Task Ten – Capture digital images

Suggested learning process

In this task, you will need to clarify and follow client briefs, prepare photographic shoots, capture digital images, adjust and edit photographic images and arrange delivery to clients.

NOTE: While it is recommended that the editing occurs with either PhotoFiltre or GIMP, you may wish to use an alternative image editing program. Please discuss this with your teacher.

Preparation:

- Access, read and print as necessary the **Learning Resources** and **Your Task** (Bookcase folders).
- Complete the e-learning course on *Capturing Digital Images* (Learning Resources in Bookcase folders).
- Collect your completed course tasks into an e-portfolio. This must be sent to your manager (Teacher).
- Complete the Digital Image quiz (Learning Resources in Bookcase folders).

Local Promotion Group:

- Read the email from Melissa Brady seeking you to complete a small photography project for a local promotions group. Download and read the Photo Brief she has provided (Email).
- Analyse the brief and plan you shoot in your local area.
- After conducting the shoot select the eight images you are going to work on and submit to the client.
- Using the photo editing software you have negotiated to use, edit and adjust the images to make these the best that they can be and address the standards provided by the client, e.g. size, file format, balance, and other factors in the composition of the images.
- Record your adjustments and edits that you make to each image in the Digital Image Adjustment Record Sheet (Learning Resources in Bookcase folders).
- When images are ready, negotiate with your supervisor on how the client's requested images along with the Digital Image Adjustment Record Sheets are delivered to the client. Your supervisor (i.e. your teacher) will inform you of the delivery process.

Chocydodah request:

- Read and print email from Robin Nesbett at Chocydodah. (Computer)

- Download and complete a Photo Brief based on his email (Learning Resources in Bookcase folders). You will need to do some research on what appropriate sizes for use in a poster (A2 size) and for websites/social media outlets are and work to these recommendations.

- Send Photo Brief for Chocydodah to your supervisor (i.e. teacher) for comment and review.

- On return of the supervisor's comments adjust, if necessary, your Photo Brief.

- Gather the necessary equipment and items and conduct a studio style shoot on three chocolate products.

- Using a photo editing software package you have negotiated with your teacher, edit the images to the specifications set in the Photo Brief.

- Record your adjustments and edits that you make to each image in the Digital Image Adjustment Record Sheet (Learning Resources in Bookcase folders).

- When images are ready, negotiate with your supervisor on how the client's requested images along with the Digital Image Adjustment Record Sheets are delivered to the client. Your supervisor (i.e. your teacher) will inform you of the delivery process.

- Prepare a business document to Chocydodah explaining why you selected the three products provided in the accompany package and thanking them for the business.