

# Work Effectively in an IT Environment



ICAW2001B

Ref No: DDICAW01A

## Elements of Competency

### Identify IT in an organisation and related relevant policies and procedures

- Identify IT roles in an organisation and briefly describe what services they perform
- Identify and describe *key players* from the IT service areas previously identified

Identify IT policies and procedures and research whether they are used in practice

### Identify IT equipment, software and operating systems used by the organisation

- Identify IT equipment, operating systems and software used in the organisation and understand the importance and role within the organisation
- Establish that all of the equipment locations and service requirements are maintained according to organisational requirements and prevailing policies and procedures

**Number of Pages** 32

**Audience** This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the core unit of ICAW2001B Work Effectively in an IT Environment. This manual is a learning resource and is not an assessment tool.

**Prerequisites** It is assumed that participants using this manual have a basic knowledge of the use of a mouse and keyboard.

**Course Length** In a training environment this manual is suitable for approximately 4 hours.

**Course Structure** The course contains instructor lead examples.

# Work Effectively in an IT Environment



ICAW2001B

## **Elements of Competency**

Prerequisites

Who should use this manual?

## **Working with Information**

### **Technology (IT)**

#### **IT Roles**

#### **Operating Systems Management**

Operating system types

#### **Hardware**

Types of Hardware

Network Hardware

Sourcing Hardware

Maintaining Hardware

#### **Software**

Types of Software

Sourcing Software

Maintaining Software

#### **System Maintenance**

System Maintenance Log

Backup

Security

Disaster Recovery Plans

Company IT Policy

Other Hardware

Key Personnel

#### **Unit Assessment Record**

#### **Section 6 - Contributions to Safety**

Activity - Participation

#### **Glossary**

# Communicate in the Workplace



ICAW2002B

Ref No: DDICAW02A

## Elements of Competency

### Establish contact with clients

- Receive requests and enquiries from clients in a polite and appropriate manner
- Use verbal and non-verbal communication to respond to the client requests and enquiries effectively
- Use appropriate questioning and active listening techniques to understand client needs and determine support requirements

Accommodate cultural differences in the workplace

### Process information

- Answer enquiries promptly and appropriately
- Record information or messages and refer client requests to the appropriate person in accordance with organisational procedures
- Inform client of the progress of their request or enquiry and advise them of the organisational process for answering their request or enquiry
- Investigate the organisational follow-up procedure or policy and record follow-up action taken in regard to the client request or enquiry

**Number of Pages**

35

**Audience**

This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the core unit of ICAW2002B Communicate in the Workplace. This manual is a learning resource and is not an assessment tool.

**Prerequisites**

Nil

**Course Length**

In a training environment this manual is suitable for approximately 4 hours.

**Course Structure**

The course contains instructor lead examples.

# Communicate in the Workplace



ICAW2002B

## **Elements of Competency**

### **Interpersonal Skills**

Communication Skills

Social Interaction

Commonly used Interpersonal Skills

Summary

### **Effective Communication**

Communicating a Message

Verbal Communication

Voice and Speech

### **Non-Verbal Communication**

#### **Body Language**

Summary

#### **Body Language Activity**

Self-Assessment

#### **Active Listening**

#### **Active Listening**

Attending Skills

Following Skills

Inefficient Listening

Activity

Barriers to Communication

Activity

Overcoming Communication Barriers

Summary

### **Answering Inquiries**

Referring a Request

Passing on Messages and

Information

Activity

Keeping your Clients Informed

Activity

# Follow workplace safety procedures

## BSBCMN106A



Ref No: DDICAB06A

### Elements of Competency

#### **Follow workplace safety procedures**

- Hazards in the work area are recognised, while under direct supervision and reported to appropriate people according to workplace procedures
- Workplace procedures and work instructions for own area of responsibility, for assessing and controlling risks are followed accurately while under direct supervision
- Workplace procedures for dealing with incidents (accidents), fire and other emergencies are followed under direct supervision, whenever necessary within the scope of responsibilities and competencies

#### **Contribute to Occupational Health & Safety in the workplace**

- Occupational Health and Safety issues are raised with appropriate people in accordance with workplace procedures and relevant Occupational Health and Safety legislation
- Contributions to participative arrangements for Occupational Health and Safety management in the workplace are made within organisational procedures and the scope of responsibilities and competencies

**Number of Pages** 48

**Audience** This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the core unit of BSBCMN106A Follow workplace safety procedures. This manual is a learning resource and is not an assessment tool.

**Prerequisites** Nil

**Course Lengths** In a training environment this manual is suitable for approximately 4 hours.

**Course Structure** The course contains instructor lead examples.

# Follow workplace safety procedures

BSBCMN106A



## Elements of Competency

### Introduction

Safety in the Workplace  
Learning Outcomes

### Section 1 - Workplace Safety

#### Legislation

Introduction  
Duties of Employers  
Duties of Employees  
Further Legislation and Codes of Practice  
Codes of Practice

#### Duty of Care

What is the Duty of Care?  
Relevant Web Sites  
Determining Regulations

### Section 2 - Hazards

What is a Hazard?  
Recognising Hazards  
Workplace Injuries  
Preventing Accidents in the Workplace  
Hazards Activity

### Section 3 - Risks

What is a Risk?  
Risk Assessment  
Classification of Risks  
Risk Assessment Activity  
Risk Control  
Risk Activity - Electrical Connections

### Safety Signs and Symbols

Types of Safety Signs  
Example Safety Signs and Symbols  
Activity - Safety Signs and Symbols

### Preventing Common Workplace Injuries

Carrying equipment or goods safely  
Office Workstations  
The Office Environment  
Chairs  
Setting the Correct Seat Height  
Lighting and Posture  
Exercises for Office Workers

### Section 4 – Incidents and Emergencies

Sample Policies and Procedures  
An Emergency Action Plan  
General Procedures  
Activity - Incidents and Emergencies  
Further Activities

### Section 5 - Raising Issues

Determining your Safety supervisor  
Activity  
Reporting Issues and Following Procedures

### Section 6 - Contributions to Safety

Activity - Participation

### Glossary

# Operate Computer Hardware

ICAU2005B



Ref No: DDICAU05A

## Elements of Competency

### Identify computer hardware components

- Identify *external hardware* components and peripherals
- Identify *internal hardware* components

### Understand the inter relationship between computer hardware and software

- Describe the functions of computer *hardware* and associated *OH&S standards* and *environmental considerations* around *hardware* use and disposal
- Describe the function of a computer operating system
- Describe the boot process
- State the relationship between an application program, the operating system and *hardware*
- State the general differences between the different *computer platforms* and their respective operating systems
- Draw a simple block (schematic) diagram showing the interconnection of the various components of a computer

### Use computer input equipment

- Follow *OH&S standards* and *organisational policies* and procedures when using computer input equipment

Number of Pages

45

Audience

This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the core unit of ICAU2005B Operate Computer Hardware. This manual is a learning resource and is not an assessment tool.

Prerequisites

It is assumed that participants using this manual have a basic knowledge of the use of a mouse and keyboard.

Course Length

In a training environment this manual is suitable for approximately 8 hours.

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace.

# Operate Computer Hardware

ICAU2005B



## **Elements of Competency**

Prerequisites

Who should use this Manual?

## **Computer Hardware**

### **Internal Hardware**

Power Supply

Motherboard

The Central Processing Unit (CPU)

Random Access Memory (RAM)

Video Cards

Sound Cards

Network Interface Card

(NIC)

Hard Disk Drives

CD-ROM/DVD-ROM

Drives

### **External Hardware**

System Case

Keyboards

Mouse

**Error! Bookmark**

**not defined.**

Monitor

USB: Universal Serial Bus

### **Hardware Peripherals**

Printers

Speakers

Modems

Cabling

USB Flash Drive

Palm Pilots

Uninterruptible Power

Supply (UPS)

Apple MAC Hardware

### **Operating Systems**

How They Work

Operating system types

The computer boot

process

### **Organisational Usage**

Occupational Health and

Safety (OH&S)

Hardware Maintenance

Software Maintenance

Policy

Environmental

Considerations

# Use Computer Operating System

ICAU2231B



Ref No: DDICAU231A

## Elements of Competency

### Configure operating system

Configure *operating system* to suit the working environment, including but not limited to setting variables

### Use operating system

Install, upgrade and uninstall *application software* to suit the working environment

Use both the graphical user interface and the command line interface to perform basic tasks

### Optimise operating system

Use operating system and third-party utilities

Customise the graphical user interface

Use techniques unique to the command line interface

### Support input and output devices

Set up input and output devices and check functionality

Install drivers as appropriate and check functionality

## Number of Pages

48

## Audience

This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the core unit of ICAU2231B Use Computer Operating System. This manual is a learning resource and is not an assessment tool.

## Operating System

All instructions and illustrations within this manual were written using Windows XP operating system. Refer to the manufacturer's instructions if a different operating system is to be utilised.

## Prerequisites

ICAU1128a – Operate a Personal Computer (**Order Code: DDICAU28A**). It is assumed that participants using this manual have a basic knowledge of the use of a mouse and keyboard.

## Course Length

In a training environment this manual is suitable for approximately 4 hours.

## Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace.

# Use Computer Operating System

ICAU2231B



## **Elements of Competency**

Prerequisites

Who should use this manual?

## **Operating System**

### **Operating system types**

### **Configuration**

Hardware and Drivers

Installing Hardware

Security and User setup

Mapping Network Drives

Graphical User Interface

Software Updates and

Patches

Virus Protection, Spyware  
and Firewalls

Windows Variables

Command Line

Techniques

### **Application Software**

#### **Installing Application Software**

Software Upgrades

#### **Running Application Software**

Graphical User Interface

Command Line

#### **Removing Application software**

Software Uninstall

### **Unit Assessment Record**