

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

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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 (Win Vista)



ICAU2231B

Ref No: DDICAU2317

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

55

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 Vista 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 or DDICAU287**). 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 (Win Vista)

ICAU2231B



Elements of Competency

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