

# Interact with Clients

ICAS2009B



Ref No: DDICAS09A

## Elements of Competency

### Deliver support to clients

- Provide support for clients in a courteous and professional manner according to organisational policy, taking into consideration cultural differences
- Use active listening and questioning to establish and confirm nature of client concerns
- Maintain client contact and provide progress information until the problem is resolved

### Respond to client complaints

- Demonstrate a positive and helpful attitude to client when handling concern and use sensitivity and discretion when handling issues
- Escalate and refer client concern to support person if required, explaining the nature of issues involved
- Resolve client complain using recommendations from the support person
- Document and record client concerns and solutions in line with organisational guidelines

**Number of Pages** 58

**Audience** This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the elective unit of ICAS2009B Interact with Clients. 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 20 hours.

**Course Structure** This course contains instructor lead exercises as well as examples completed at the students' own pace.

# Interact with Clients

ICAS2009B



## **Elements of Competency**

Introduction

### **Deliver Support to Clients**

Who are my Clients?

Internal Clients Activity

Self-Assessment 1 - Before

### **Interacting with Clients**

Commonly Used Skills

Summary

### **Professional Interaction**

Signs of Success

### **Organisational Policies**

### **Routine Client Support**

Routine Requests

Complex Requests

### **Maintaining Client Contact**

### **Effective Communication**

Introduction

Communication - Sending a Message

Preparing for Communication -

Activity Sheet

Communication – Receiving a

Message

Summary

### **Conveying Information**

Listening Skills

Barriers to Effective Listening

Other Common Listening Faults

Self-Assessment 2

### **Becoming an Active Listener**

Guidelines for Listening Actively

Listening to Clients

### **Questioning Skills**

Closed Questions

Open Questions

Summary

### **Self-Assessment**

### **Self-Assessment**

Role Play

Debrief

### **Respond to Client Complaints**

What is a Complaint?

Handling Client Complaints

Strategies for Handling Complaints

Summary

### **Dealing with Difficult Clients**

Interacting with Assertive Clients

Interacting with Emotional Clients

### **Referring Issues to your**

### **Supervisor**

Supervisor's Recommendations

Self-Assessment 5 - After

Self-Assessment 6

### **Personal Action Plan**

# Operate a Personal Computer (Windows XP)

ICAU1128B



<b>Ref No:</b>	<b>DDICAU28A</b>
<b>Elements of Competency</b>	<p><b>Start the Computer</b></p> <ul style="list-style-type: none"><li>▪ Check <i>peripheral device</i> connections for correct position</li><li>▪ Switch on power at both the power point and <i>computer</i></li></ul> <p><b>Access basic system information</b></p> <ul style="list-style-type: none"><li>▪ Insert user name and password as prompted and note access, privacy, security and related conditions of use displayed on introductory screens</li><li>▪ Navigate through the <i>operating system</i> to access <i>system information</i> to identify system configuration and application versions in operation</li><li>▪ Use <i>on-line help functions</i> as required</li></ul> <p><b>Navigate and manipulate desktop environment</b></p> <ul style="list-style-type: none"><li>▪ Create and customise desktop icons</li><li>▪ Select, open and close desktop icons to access <i>application programs</i></li><li>▪ Manipulate application windows and return desktop to original condition</li></ul> <p><b>Organise basic directory/folder structure and files</b></p> <ul style="list-style-type: none"><li>▪ Create and name directories and subdirectories</li><li>▪ Identify <i>attributes</i> of directories</li><li>▪ Move subdirectories between directories</li><li>▪ Rename directories as required</li><li>▪ Access directories and subdirectories via different paths</li></ul> <p><b>Organise files for user and/or organisation requirements</b></p> <ul style="list-style-type: none"><li>▪ Use <i>system browser</i> to search drives for specific files</li><li>▪ Access the most commonly used types of files in the <i>directories</i></li><li>▪ Select, open and rename groups of files as required</li><li>▪ Move files between directories</li><li>▪ Copy files to <i>disk</i></li><li>▪ Restore deleted files as necessary</li><li>▪ Erase and format <i>disks</i> as necessary</li></ul> <p><b>Print information</b></p> <ul style="list-style-type: none"><li>▪ Add a printer if required and ensure correct <i>printer settings</i></li><li>▪ Change the default printer if appropriate</li><li>▪ Print information from an installed printer</li><li>▪ View and delete progress of print jobs as required</li></ul>
<b>No of Pages</b>	118
<b>Audience</b>	This manual is aimed at people who are studying the Certificate I in Information & Communications Technology ICA10105. It covers the core unit of ICAU1128B Operate a Personal Computer (Windows XP). This material is not aimed at technical administrators of a network. This manual is a learning resource and is not an assessment tool.
<b>Pre-requisites</b>	Basic keyboarding skills.
<b>Course Length</b>	In a training environment this manual is suitable for approximately 8 hours.
<b>Course Structure</b>	The course contains instructor lead exercises as well as examples completed at the students' own pace.

## **Elements of Competency**

### **What is Windows XP?**

Starting Windows XP

The Desktop

### **The Desktop**

#### **The Taskbar**

Window Buttons

### **Typing a Document**

Saving a File

### **Files and Folders**

Files

Folders

Naming a Folder

Opening a Folder

Moving Files between Folders

Skill Builder

Renaming a Folder

Renaming a File

Copying Folders

Pasting the Folder

### **Moving and Sizing Folders**

### **Deleting Files and Folders**

#### **The Recycle Bin**

Restoring a File

Deleting Shortcuts and Tips

Emptying the Recycle Bin

### **Files and Folders Exercise**

### **The Control Panel**

Date and Time

Display

Background

Screen Saver

Appearance

What's This?

Desktop Themes

Saving a Theme

Regional and Language Options

Mouse Settings

### **Printers**

Adding a Printer

The Printers and Faxes Folder

Setting a Default Printer

Printing a Document

Choosing a Printer

Viewing the Print Queue

Pausing a Print Job

Deleting a Print Job

### **Creating a Shortcut**

Starting Search

Creating the Shortcut

Pin to Start Menu

Renaming a Start Menu Command

### **Drag and Drop**

Drag and Drop to the Start Menu

Starting Paint

### **My Computer**

The Window Display

Viewing the Contents of Folders

Copying a File Using The Toolbar

Renaming a File

Viewing and Sorting the List

Creating a new Folder

### **Moving Files**

Moving Multiple Files

Saving a File to a Folder

Opening a File

Moving Folders

Copying a Folder

Deleting a Folder

Copying to a Floppy Disk

File and Folder Attributes

Deleting Files

### **Formatting Disks**

### **Copying between Applications**

Drawing a Logo

Starting WordPad

Selecting and Copying the Logo

Resizing the Logo

Tiling Windows

Recycling the Logo

### **Using Help and Support**

Help and Support Center

The Help Toolbar

Using the Index

Changing Views

Adding a Help Page to Favorites

Printing a Topic

ScreenTips

Using Search

Using History

### **Shutting Down**

# Access and Use the Internet

ICPMM263B



Ref No: DDICP63A

## Elements of Competency

### Identify and use local resources

- Installed Internet software applications and their purposes are identified
- Internet software applications are used online and offline
- Extracting (decompressing) software and virus scanners are used on downloaded files
- Identify Internet connection and protocols
- Applications and files are downloaded and installed correctly
- Potential security risks are identified and avoided

### Identify and use remote resources

- Websites are navigated to locate required information
- Files and documents are accessed using the Internet (world wide web) search engines
- The Internet is browsed to find related sites via links
- Files are retrieved from an FTP repository
- Emails are sent, downloaded, read, responded and saved to
- Files attached to incoming email are retrieved and attached files are sent
- Newsgroups relevant to the industry are accessed

Number of Pages

83

Audience

This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the core unit of ICPMM263B Access and use the Internet. This manual is a learning resource and is not an assessment tool.

Prerequisites

Skills to the level required in ICAU1128B – Operate a Personal Computer (**Order Code: DDICAU28A**). Basic keyboarding and mouse skills.

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.

# Access and Use the Internet



ICPMM263B

## Elements of Competency

### Internet software applications

Software Applications  
Identifying Installed Software  
Browsing the Start Button  
Browsing the Taskbar  
Using the Control Panel  
Using your Browser  
Specifying Default Programs  
Exercise - Software Applications

### Internet Connections

Determining Existing Connections  
Connection Properties  
Setup a Dial-Up Internet Connection  
Location Information  
Connecting through Internet Explorer  
Using a Connection  
Where is the Connection?  
Disconnecting  
Setup a Broadband Internet Connection  
Installing a cable modem:  
To Connect Via Broadband

### Troubleshooting Connections

Error codes  
Cannot establish a Dial-up  
Connection  
A connection to the server  
cannot be established  
Connection times out  
Other Troubleshooting Ideas

### Offline Web Pages

Making pages available for offline  
viewing  
The Schedule  
Password  
Synchronizing Manually  
Viewing an Offline Page  
Saving a Web page  
Viewing the Page

### Offline Email

Checking Offline Status  
Marking a Folder as Offline  
Downloading the Address Book  
Controlling Offline Settings  
Working Offline  
Synchronize Email Folders

### Archives

Advantages  
Why use Archives?  
Archive formats  
Recognising a Compressed File  
Downloading a Zip File  
File Location  
Uncompressing the Archive

File Location

### Computer Viruses

Protecting your PC  
Common Virus Types  
**Scanning a Folder**  
Virus Results  
Scanning a Folder or File – Shortcut  
Exercise

### Emails and Viruses

Saving an Attachment  
Saving the Attachment  
Opening an Attachment  
The Warning Message  
Scanning an Attachment for a Virus

### Self-Extracting Zip Files

Recognising a Self-Extracting File  
Downloading a Self-Extracting File  
File Location  
Running the Self-Extracting File  
File Location  
Viewing the Files  
Exercise  
Results  
Shareware and Other Licence Types  
Licence Types  
Licence Types Exercise

### Internet Glossary

#### Internet Connections

Dial-up Connections  
Broadband Connections  
LAN connections  
External Activity

#### Internet Security

Security Zones  
Viewing Security Zones  
Security Zones  
Internet Zone  
Local Intranet Zone  
Trusted Sites Zone  
Viewing Sites in this Zone  
Restricted Sites

# Receive & Process Oral & Written Communication

ICAD2003B



Ref No: DDICD03B

## Elements of Competency

### Receive and process oral communication from clients

- Demonstrate the accommodation of cultural differences in communication
- Receive and clarify oral messages in a courteous manner
- Log a written message according to organisational guidelines
- Send the message to the required person using an appropriate method

### Receive and process written communication

- Receive and process written communication, from clients
- Demonstrate the use of equipment to manage messages

### Respond to incoming telephone calls

- Answer telephone calls promptly according to the organisational requirements
- Determine and confirm the callers' requests and next actions
- Record messages according to the organisational guidelines
- Maintain records of documentation and reports associated with incoming calls

### Make telephone calls

- Look up client details for the correct telephone number
- Call the client using the appropriate greeting
- Deliver the message to the client and finalise the telephone call appropriately

**Number of Pages** 40

**Audience** This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the elective unit of ICAD2003B Receive & process Oral & Written Communication.

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

# Receive & Process Oral & Written Communication

ICAD2003B



## **Oral Communication**

Receiving Oral Communication

Listening

Active Listening

Barriers to Listening

Cultural Differences

Telecommunications

Receiving Incoming Calls

Scripting

During the Conversation

Concluding the Call

Clarifying and Recording Caller's Requests

Outgoing calls

Planning an Outgoing Call

Recording Oral Communication

Taking Messages

Telephone Message Pads

Email

Company Databases

Sales Books

## **Written Communication**

Receiving and Processing Written Information

## **Communications Technology**

Telecommunications Equipment

Computer Hardware

Hardware Maintenance

# Connect Hardware Peripherals

ICAS2014B



Ref No: DDICAS14A

## Elements of Competency

### Confirm requirements of client

- Identify client peripheral requirements and confirm in accordance with organisational standards
- Document client requirements and peripherals needed in line with organisational standards and report findings to the appropriate person
- Verify client requirements with appropriate person in line with organisational standards and reporting procedures
- Take action to ensure client support expectations are covered by vendor warranty and support services

### Obtain required peripherals

- Obtain peripherals under instruction from appropriate person
- Enter peripherals into equipment inventory according to organisational standards
- Validate that contents of delivered components and physical contents match the packing list and resolve discrepancies if necessary
- Store peripherals according to vendor/manual guidelines

### Connect hardware peripherals

- Verify the timeframe for installation schedule with the client
- Remove old peripherals if they are being replaced with minimal disruption to clients, taking into account environmental considerations and OH&S standards
- Connect new peripherals with minimum disruption to clients, taking into account operating system procedures
- Configure the computer to accept the new peripherals
- Test hardware peripherals and confirm client satisfaction, pay particular attention to possible impact on other systems and make adjustments as required

**Number of Pages**

34

**Audience**

This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the elective unit of ICAS2014B Connect Hardware Peripherals.

**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**

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

# Connect Hardware Peripherals

ICAS2014B



## **Hardware Peripherals**

Keyboards

Mouse

Monitor

Printers

Sound Cards and Speakers

Modems

USB Flash Drive

Palm Pilots

Digital Cameras

Apple MAC Hardware

## **Purchasing Hardware Peripherals**

Gathering Information

Sourcing Hardware

After Purchase

Storage

## **Connecting Hardware Peripherals**

Pre Installation

Hardware Peripheral Installation

Plug and Play (PnP)

Non Plug and Play

Post Installation

## **Occupational Health and Safety (OH&S)**

Environmental Considerations

# Capture a Digital Image

ICPMM321B



Ref No: DDICP21A

## Elements of Competency

### Assess digital camera qualities

- Camera software compatibility with hardware system is assessed and the appropriate software is selected for the job
- Pixel resolution of the camera is matched to the required quality and resolution of outcome
- The RAM capacity of the camera is checked to be appropriate to the number of images required to be captured
- Shutter speed, focal lengths and camera feature modes (eg flash, scrollage, icon menu, close-up, wide angle and telephoto capacity) are assessed suitable for the quality and use of photographic images required
- Lithium batteries are handled and stored according to OHS requirements

### Set up for image capture

- Camera is set up for image composition according to job specifications
- Lighting is arranged according to job specifications
- Light intensity is set for the correct exposure

### Preview image

- Tone curves are adjusted according to job specifications
- The neutral balance of the image is arranged and adjusted
- Adjustments to image composition and exposure are made
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### Photograph and upload a digital image

- The digital camera is loaded and operated according to manufacturer's specifications appropriate to the quality of image to be photographed
- The computer card interface/disk is uploaded onto the relevant computer and the image saved on hard disk
- Photographic image files are created and stored on the computer according to software procedures
- Photographic images are enhanced, cropped and altered electronically to deliver the required image
- Photographic images are checked for fitness of purpose and conformance to the job brief
- Photographic images are assessed fit for the relevant delivery mode (eg print, CD-ROM) and delivered appropriately

# Capture a Digital Image

ICPMM321B



<b>Number of Pages</b>	59
<b>Audience</b>	This manual is aimed at people who are studying the Certificate II in Printing and Graphic Arts ICP20105 or the Certificate II in Information & Communications Technology ICA20105. It covers the unit of ICPMM321B Capture a Digital Image.
<b>Prerequisites</b>	Nil
<b>Course Length</b>	In a training environment this manual is suitable for approximately 4-6 hours.
<b>Course Structure</b>	The course contains instructor lead exercises as well as examples completed at the students' own pace. A course disk accompanies the manual. A course disk contains the necessary files to complete the manual.

# Capture a Digital Image

ICPMM321B



## **Digital Cameras**

Pixel Resolution

What is the Camera's MP Rating?

Changing the MP count

Activity

Camera Memory

Memory Types

What is the Camera's Memory Capacity?

Changing the Memory Settings

Activity

Shutter Speed

What is the Camera's Shutter Speed?

Changing the Shutter Speed Settings

Activity

Focal Length

What is the Camera's Focal Length?

Changing the Focal Length Settings

Activity

Zoom

Telephoto

Adjusting the Camera Zoom

Activity

Flash

Changing the Camera Flash Settings

Activity

Batteries

Nickel-Metal Hydride Batteries

Lithium Batteries

OH&S Considerations

Activity

## **Camera Software**

Activity

## **Image Capture**

Image Composition

Lighting

Light Balance

Exposure

Picture Sharpness

Tone Curves

Filtering

Activity

## **Upload a Digital Image**

Transfer to PC

Activity

Accessing Files from a Digital Camera

Burning files to a CD

Activity

Image Manipulation

Compressing Image Files

Image Cropping

Contrast and Brightness Adjustment

Colour Enhancement

Red Eye Reduction

Flip and Rotation

Activity

## **Printing**

DPI Settings

Activity