

**Bundle Pack – Certificate III
for ICA05 Information and
Communications Technology
(Elective Units – 2003 & XP)**
IAU3019B, ICAU3028B, ICAU3126B, ICAI3110B

Migrate to New Technology
ICAU3019B

**Customise Packaged Software
Applications for Clients**
ICAU3028B

**Use Advanced Features of
Computer Applications**
ICAU3126B

**Implement System Software
Changes**
ICAI3110B



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Migrate to New Technology

ICAU3019B



Ref No: DDICAU19B

Elements of Competency

Apply existing knowledge and techniques to technology and transfer

- 1.1 Identify situations where existing knowledge can be used as the basis for developing new skills
- 1.2 Acquire and use new or upgraded *technology skills* to enhance learning
- 1.3 Identify, classify and use new or upgraded *equipment* where appropriate, for the benefit of the organisation

Apply functions of technology to assist in solving organisational problems

- 2.1 Conduct testing of new or upgraded *equipment*
- 2.2 Apply features of new or upgraded *equipment* and *software* within the organisation
- 2.3 Use features and functions of new or upgraded *equipment*
- 2.4 Access and use *sources of information* relating to new or upgraded *equipment*

Evaluate new or upgraded technology performance

- 3.1 Evaluate new or upgraded *equipment* for performance, usability and *against OH&S standards*
- 3.2 Determine *environmental considerations* from new or upgraded equipment
- 3.3 Seek *feedback* from users, where appropriate

Number of Pages

52

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the core unit of ICAD3218B Create User Documentation (Word 2007). This manual is a learning resource and is not an assessment tool. An Assessment Tool & Marking Guide is available for this manual separately.

Prerequisites & Corequisites

A sound Introductory knowledge of Microsoft Windows XP or Vista operating systems is necessary.

Course Length

In a training environment this manual is suitable for approximately 20 hours.

Course Structure

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

Migrate to New Technology

ICAU3019B



New Workplace Technology

- Acquiring New Technology
- Business Rules
- Sourcing New Technology
- Recording Upgrade Information
- Operating System Upgrade
- Upgrade to Windows Vista
- Software Program Upgrade
- Microsoft Office
- Office 2007 File Formats
- Upgrade to Microsoft Office 2007
- Hardware Upgrade
- Uninstalling Previous Hardware
- Installing New Hardware
- Default Printer
- Printer Properties
- Software Upgrades and Patches
- Post Installation Checks
- Testing Hardware
- Testing Software

Using New Technology

- Utilising Existing Knowledge
- Operating System Changes
- Software Program Changes
- Hardware Changes

- Acquiring New knowledge
- Audit
- Support Documentation
- The Delivery Plan
- Utilising the Upgraded Technology
- Configuring the New Technology
- Operating System Customisations
- Office 2007 Customisations
- Printer Configuration
- Printer Properties

Occupational Health and Safety

- State Acts
- Locating State Acts
- Further Legislation and Codes of Practice
- OH&S Standards
- Lighting
- Ventilation
- Ergonomic Setup
- Installation and Movement
- Environmental Considerations
- Printer Cartridges
- Packaging
- Disposal
- Feedback

Customise Packaged Software Applications for Clients (Windows XP & Office 2003)

ICAU3028B



Ref No:
**Elements of
Competency**

DDICAU283B

Analyse customisation requirements

- Determine *client* requirements and document these in a requirements specification file in line with *organisational requirements*
- Confirm that the projected specifications meet *client* requirements
- Determine the required level of *documentation* necessary to meet client requirements

Develop customisation

- Design *software applications*, taking into account *system* limitations and *client* needs
- Customise *software applications* using simple programming constructs, conforming to *organisational requirements*
- Have the *client* test the customised *software applications* and obtain feedback from the *client*
- Make further changes to *software applications* to meet client requirements
- Document the changes

Provide support for customised application

- Produce *documentation* for client
- Produce help desk *documentation* for ongoing support
- Obtain *client* evaluation and feedback to ensure that their requirements have been met

No of Pages

162

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the core unit of ICAU3028B Customise Packaged Software Applications for Clients.

**Pre-requisites
& Corequisites**

This manual is a learning resource and is not an assessment tool. An Assessment Tool & Marking Guide is available for this manual separately. The following unit is a pre-requisite for this competency:

ICAU3126B Use advanced features of computer applications

Course Length

In a training environment this manual is suitable for approximately 40-60 hours.

**Course
Structure**

This manual is aligned to the elements of competency and the relevant criteria for the ICAU3028B unit of the ICA05 Training Package.

The layout of this manual is designed to give users an easy step-by-step guide through the required information and to allow users to navigate easily through the publication.

Our manuals are written clearly with pictures and step-by-step instructions, and can be used for instructor-led training as well as distance or self-paced learning.

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

Please note that some screenshots and details outlined in this manual may differ to your own environment due to the ability to customise the Windows Installation.

Customise Packaged Software Applications for Clients (Windows XP & Office 2003)

ICAU3028B



Customise Workplace Software
Determining Change Requirements
Needs Identification
Customisation Capabilities
Documentation Requirements
Software Design Principles
Customising Windows XP
The Control Panel
Starting the Control Panel
Date and Time
Time Zone
Daylight Savings
Display
Background
Screen Saver
Modifying a Screen Saver
Screen Saver Timings
Appearance
Colour Scheme
Changing a scheme
What's This?
Desktop Themes
Saving a Theme
Choosing the Standard
Regional and Language Options
Date Formats
Currency Settings
Mouse Settings
Buttons
Pointers
Pointer Options
Customising Office 2003
Customising Word 2003
Adding an Icon
Testing the icon
Modifying an Icon
Modifying a ScreenTip
Removing an Icon
Customising Menus
Modifying a Menu
Exercise
Creating Menus
Creating the Menu
Renaming the Menu
Adding Menu Commands
Adding a Second Command
Resetting Menus
Resetting Toolbars
Listing Shortcut Keys
Word 2003 Options
Setting the Default Font
Note for Network Users
Recently Used Files
Changing the Setting
Restoring the Setting
On Your Own
General Category
Save Category
Edit Category
Spelling & Grammar Options
Templates in Word 2003
Creating a Template
Creating the Fillin Fields
Adding the Fillin Text
Viewing Fields
The Second field
Field Options
The Third fields
Date and Time fields
Saving the Template
Using the Template
Macros in Word 2003
Creating a Macro
Assigning the Macro to a Toolbar
Formatting the Macro icon
Choosing a Macro Icon
Recording the Macro Actions
Testing your Macro
Using the Macros dialog box
Deleting the Macro
Customising PowerPoint 2003
Preparing the Presentation
Viewing the Master
Adding Objects to the Master
Adding a Logo to all Slides
Closing the Slide Master
Formatting the Object Area
Slide Numbering
Removing a Footer
Dates and Times
Applying the Items
Slide Number Text
The Title Master
Customising Outlook 2003

Customising the Navigation Pane
Showing Fewer Buttons
Showing More Buttons
Using the Split Bar
Changing the Display Order
Resetting the Order
Adding Buttons to the Navigation Pane
Removing an Icon
Replacing the Icon
The Favorites Folder
Rearranging Folders
Adding a Favorite Folder
Removing a folder
The Shortcut Pane
Creating the Folders
More Subfolders
Creating a Shortcut
Creating a Group Shortcut
Moving shortcuts
Deleting a Shortcut
Customising Toolbars
Adding an Icon to the Toolbar
Testing the icon
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Modifying a ScreenTip and Text
Removing an Icon
Customising Menus
Creating Menus
Creating the Menu
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Adding Menu Commands
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Macros in Excel 2003
What is a Macro?
Recording a Macro
Turning on the Recorder
Macro Details
Shortcut Key
Recording?
Recording your Actions
Page Setup Options
Stop Recording
Running the Macro
Testing the Macro
Forgotten the Shortcut?
Macro Contents
Examining the Contents
Editing a Macro
Saving the Macro
A Macro Exercise
Starting the Macro
Personal Macro Workbook
Relative Cell Addressing
Recording to Personal.XLS

Turning off the Recorder
Testing the Macro
Testing the Macro
Stepping through a Macro
Macro Buttons
Drawing a Button
Assigning the Macro
Macro Button Text
Selecting the Button
Sizing the Button
Using the Macro Button
Customising the Toolbar
Attaching the Macro
Choosing a Button
Using the Macro icon
Changing the ScreenTips
Testing Configuration Changes
User Documentation
Document Purpose
System/Software
Industry Standards
Target Audience
Design 146
Client Feedback
Method Analysis

Implement System Software Changes

ICAI3110B



Ref No: DDICAI310B

Elements of Competency

Determine system changes required

- 1.1 Determine and record the required changes to *system*
- 1.2 Ensure that documentary evidence exists to support changes and evaluate changes required
- 1.3 Complete all *documentation* required in accordance with maintenance methodologies
- 1.4 Clarify and confirm the nature of the changes with the *client*
- 1.5 Obtain technical data from reliable sources and request other resources that may be required to complete the changes

Carry out system changes

- 2.1 Plan the procedure to effect intended changes
- 2.2 Confer with colleagues and *users* involved in the proposed changes and agree a mutually acceptable timeline and method of *implementation*
- 2.3 Copy initialisation or configuration files prior to *implementation*
- 2.4 Create a roll-back path in the event of failure
- 2.5 Ensure that changes required in *software* are made according to project or *organisational guidelines*
- 2.6 Test and verify that the changes have been made according to implementation guides and *organisational standards*

Present changes to client

- 3.1 Demonstrate changes to the *client* and explain the impact of these changes
- 3.2 Work towards making these changes acceptable to the *client* if changes are rejected, or making further modifications if required
- 3.3 Update *documentation* and repositories in accordance with standards and update modifications made to the change management system

Perform handover to client's operational

- 4.1 Update *documentation* and *client* procedures to reflect changes made
 - 4.2 Secure sign off of acceptance documents by client
 - 4.3 Facilitate handover of modified system to client's operational area
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Number of Pages

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the elective unit of ICAI3110B Implement System Software Changes. This manual is a learning resource and is not an assessment tool.

Prerequisites

The following units are pre-requisite for this competency:
ICAI3020B Install and optimise operating system software

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.

Implement System Software Changes

ICAI3110B



Workplace System Changes

- Determining Change Requirements
- Needs Identification
- Software Audit
- Supporting Documentation
- Technical Specifications
- Client Report
- How to Write a Report
- Signoff

System Change Implementation

- System Rollback
- System Restore
- Software Clone
- Backup
- Preparation
- Testing Software

Change Management

- Training Needs Analysis
- Software Analysis
- User Analysis
- Training Intervention
- Training Support Documentation
- The Delivery Plan

Final Handover

- Handover Documentation
- Version Control
- Delivery of Build

Final Review and Acceptance

Use Advanced Features of Computer Applications

Word/Excel/Access 2003
ICAU3126B



Ref No: DDICAU26A

Elements of Competency

Manipulate Data

- Employ advanced features of applications in the preparation and presentation of data
- Efficiently transfer data between applications, linking and embedding related data files as required
- Create and employ objects, macros and templates for routine activities
- Use shortcuts and features to increase personal productivity.

Access and use support resources

- Solve routine problems using support resources
- Use on-line help to overcome difficulties with applications
- Solve problems with manuals and training booklets
- Access and apply technical support for system problems, utilising troubleshooting results and alert messages

Number of Pages

264

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the core unit of ICAU3126B Use Advanced Features of Computer Applications (Word/Excel/Access 2003). This manual is a learning resource and is not an assessment tool.

Prerequisites

A sound Introductory knowledge of Microsoft Word, Excel and Access 2003 is necessary.

Course Length

In a training environment this manual is suitable for approximately 40 hours

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace. A course disk contains the necessary files to complete the manual.

Use Advanced Features of Computer Applications

Word/Excel/Access 2003
ICAITU126B



Elements of Competency

Elements and Performance

Criteria

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The Split Box

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Arranging Windows

Dragging Text between Documents

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