

<b>UNIT CODE</b>	<b>OSM001</b>
<b>UNIT TITLE</b>	<b>Use information and computer technology</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to use information and computer technology (ICT) for a range of workplace functions. It requires the ability to create, update, store and back up documents. It also covers use of the Internet to search for information and to download and upload files.</p> <p>This key skill underpins effective performance when utilising social media and online tools for a range of business purposes. Although a fundamental skill, it can apply to individuals working at different levels of responsibility from operational through to management.</p> <p>This unit applies to any type of small, medium or large organisation that utilises social media and online tools for customer engagement including commercial, not-for-profit and government organisations.</p> <p>This unit is designed for use across industries. Training and assessment should be contextualised to meet the particular requirements of the industry for which it is delivered.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	Online and Social Media
<b>UNIT SECTOR</b>	Cross Sector

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

1. Determine document requirements and select technology.	1.1 Identify purpose and scope of documents and evaluate ways that users will access and use information content. 1.2 Access source information and determine best way to present finalised information. 1.3 Select appropriate computer hardware device for scope of job requirements. 1.4 Select appropriate software applications to create data or information documents.
2. Create documents, input and edit information.	2.1 Use alpha and numeric keyboard functions for both physical and digital keyboards. 2.2 Create and format documents according to presentation requirements and organisational styles. 2.3 Utilise application menus, functions and commands to enter, change and remove information. 2.4 Import and format digital items to enhance information provision and presentation. 2.5 Use relevant help functions to assist with any difficulties.
3. Finalise, store, retrieve and back up documents.	3.1 Proofread documents, identify and amend any errors with assistance from application check functions. 3.2 Save, name, and file documents according to organisational procedures. 3.3 Convert documents into different file formats, according to intended use. 3.4 Exit application without any information loss. 3.5 Navigate application functions to locate and retrieve documents from stored location. 3.6 Back up documents at regular intervals using external devices and retrieve as required.
4. Utilise basic Internet functions.	4.1 Use search engines to search for information and access relevant internet sites. 4.2 Refine searches to increase relevance to information sought. 4.3 Navigate websites to access specific information and content required. 4.4 Download files to external device, and file according to organisational procedures. 4.5 Use website menus and functions to upload files from an external device.

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> <li>■ interpret basic factual information contained in organisational procedures, style guide and help function directions.</li> <li>■ interpret unfamiliar information and directions of varying complexity in websites</li> </ul>

Writing skills to:	<ul style="list-style-type: none"> <li>■ create content of varying complexity for inclusion in documents, using language suitable for purpose and audience.</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>■ interpret numerical data of different complexity and complete basic calculations involving addition, subtraction, multiplication and percentages in spreadsheet formulae.</li> </ul>
Learning skills to:	<ul style="list-style-type: none"> <li>■ proactively seek information from help functions to extend knowledge of software application functions.</li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>■ consider the function and audience of documents to plan and update documents to suit need.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.
<b>LINKS</b>	Link to Companion Volume Implementation Guide to be inserted.

<b>TITLE</b>	Assessment Requirements for OSM001 Use information and computer technology
<b>PERFORMANCE EVIDENCE</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> <li>■ create, proofread, name, store, retrieve and edit:             <ul style="list-style-type: none"> <li>○ three documents using a word processing software application</li> <li>○ three documents, which incorporate the use of formulae and charts, using a spreadsheet application</li> </ul> </li> <li>■ utilise software application functions to format the above six documents and cumulatively use the following formatting functions:             <ul style="list-style-type: none"> <li>○ page layout and margins</li> <li>○ different fonts and colours</li> <li>○ lists using numbers and bullet points</li> <li>○ indents and spacing</li> <li>○ styles</li> <li>○ page numbers, headers and footers</li> <li>○ importing and resizing digital items</li> </ul> </li> <li>■ back up each of the above six documents after initial creation and after editing</li> <li>■ retrieve two documents from a back up location</li> <li>■ identify three different specific information needs and search the Internet to locate relevant information</li> <li>■ download documents specifically relevant to the information search, file to an external device and retrieve</li> <li>■ upload three files to a website</li> </ul>

<b>KNOWLEDGE EVIDENCE</b>	<b>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</b>
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- the advantages and limitations of using different types of computer hardware devices for producing documents or other content:
  - desktop computers and laptops
  - mobile devices
- layout of physical keyboards for desktop and laptop computers and:
  - commonly used function keys and what they do
  - commonly used shortcut keys and key combinations, compatible with type of computer being used, for
    - word processing and spreadsheet software application commands
    - special characters
    - search engine commands
- layout of mobile device keyboards and how to navigate different functions
- for word processing and spreadsheet applications:
  - key uses, how these differ and how to select which option suits information management and provision
  - key menus and functions used to:
    - create and save documents
    - enter, copy and paste, change and remove information
    - search for references within a document
  - available help functions and how to access these
- for spreadsheet applications, functions for:
  - for creating and using formulae
  - producing and modifying charts
- the effect of formatting on readability and appearance of documents
- formatting functions and how to navigate these, as applicable to word processing and spreadsheet applications:
  - page layout and margins
  - fonts and colours
  - lists using numbers and bullet points
  - indents and spacing
  - styles
  - page numbers, headers and footers
  - importing and resizing digital items
- importance of producing accurate documents and functions that can assist when creating and proof reading documents:
  - predictive text
  - spell check
  - grammar check
- common and effective:
  - document naming conventions including those for version control
  - document filing systems
- organisational requirements:
  - procedures for naming and filing documents
  - style guides for document formatting
- system functions and methods used to:
  - convert documents into different file formats
  - search for lost documents
  - back up and retrieve documents using external devices
- the meaning of search engine and different types available
- how to search for information on the Internet and methods used to refine searches using targeted words and combinations
- how the structure of websites is different according to individual design and how key words, content and menus can be used to access required information

	<ul style="list-style-type: none"> <li>■ functions of Internet sites used to:                             <ul style="list-style-type: none"> <li>◦ download files to an external device and importance of filing to an easily retrievable location</li> <li>◦ upload files.</li> </ul> </li> </ul>
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<b>ASSESSMENT CONDITIONS</b>	<p>Assessment must ensure use of:</p> <ul style="list-style-type: none"> <li>■ computers, keyboards and mobile devices</li> <li>■ word processing and spreadsheet software applications</li> <li>■ the Internet to source information</li> <li>■ websites providing functions to download and upload files.</li> </ul> <p>Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors, and:</p> <ul style="list-style-type: none"> <li>■ have at least three years' experience in using information and computer technology in a workplace where they have applied the skills and knowledge covered in this unit of competency.</li> </ul>
<b>LINKS</b>	Link to Companion Volume Implementation Guide to be inserted.