

## DEMONSTRATE THE UNDERSTANDING INFORMATION COMMUNICATION TECHNOLOGY (ICT)

**UNIT CODE:** BUS/OS/AC/CC/01/6

### UNIT DESCRIPTION

This unit specifies the competencies required to demonstrate the understanding of information communication technology (ICT). It involves: determining Computer hardware, applying computer software, controlling Operating system, maintaining data security and control, applying word processing and power point developing, Spread-sheet maintaining, computer database, applying communication networks and internet and determining computer personnel.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the <b>key outcomes</b> which make up <b>workplace function</b> .	<b>PERFORMANCE CRITERIA</b> These are <b>assessable</b> statements which specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in the range.</b></i>
1. Determine Computer hardware	1.1 Computer hardware are identified as per the SOPs 1.2 Input devices are selected as per the SOPs. 1.3 Output devices are selected as per the SOPs. 1.4 Computer peripherals are selected as per the SOPs.
2. Apply Computer software	2.1 Operating system software is established as per the SOPs 2.2 Language translator's software are established as per the SOPs 2.3 Network and communication software are determined. 2.4 Utility programs are established as per the SOPs.
3. Apply Operating system	3.1 Operating systems are identified as 3.2 <i><b>Operating system resources</b></i> are established. 3.3 Operating systems functions are executed.
4. Maintain Data security and control	4.1 Computer security threats are identified. 4.2 Computer crimes are identified. 4.3 Security prevention measures are established. 4.4 Security and control measures are selected as per the organizational guidelines.

	4.5 Security and control measures are executed as per the SOPs.
5. Apply application packages	5.1 Office word task is identified. 5.2 MS word document is created. 5.3 MS word document is reviewed. 5.4 MS word file is saved. 5.5 MS power point slide is created. 5.6 MS power point slide is reviewed. 5.7 MS power point file is saved.
6. Manage information systems	6.1 Office spread- sheet task is identified. 6.2 Spread- sheet is created. 6.3 Spread- sheet is reviewed. 6.4 Spread- sheet file is saved.
7. Configure Computer networks	7.1.Computer database is organized as per the organization guideline. 7.2.Database information is manipulated. 7.3.Computer database is secured. 7.4.Database information is retrieved as per the organization guideline. 7.5.Database information is stored as per the organization guideline.
8. Apply communication networks and internet	8.1. <b>Communication networks</b> and internet are determined as per the work place requirement. 8.2.Communication networks services are determined as per the organizational objectives. 8.3.Communication networks and internet are configured as per the organization objectives.

## RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
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<ul style="list-style-type: none"> <li>• Operating system resources include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Output devices</li> <li>• Output devices</li> <li>• Access memory programs</li> <li>• Applications</li> </ul>
<ul style="list-style-type: none"> <li>• Communication networks include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• WAN</li> <li>• LAN</li> <li>• MAN</li> <li>• Wireless</li> <li>• Inter Network</li> </ul>

## REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

### Required skills

The individual needs to demonstrate the following skills:

- Evaluation
- Analytical skills
- Presentation
- Communication
- Interpersonal
- Organizational
- Innovation
- Creativity

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### Required knowledge

The individual needs to demonstrate knowledge of:

Organizational Policy and procedures

Current affairs

Ethics in ICT

Technological development

## EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: <ul style="list-style-type: none"> <li>1.1 Demonstrated the ability to determine Computer hardware</li> <li>1.2 Demonstrated the ability to apply Computer software</li> </ul>
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	<ul style="list-style-type: none"> <li>1.3 Demonstrated the ability to apply Operating system</li> <li>1.4 Demonstrated the ability to maintain Data security and control</li> <li>1.5 Demonstrated the ability to apply Word processing and power point</li> <li>1.6 Demonstrated the ability to develop Spread-sheet</li> <li>1.7 Demonstrated the ability to maintain computer database</li> <li>1.8 Demonstrated the ability to apply communication networks and internet</li> </ul>
2. Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>2.1 SOPs manuals</li> <li>2.2 Finding tools</li> <li>2.3 Working schedules</li> </ul>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1 Interview</li> <li>3.2 Observation</li> <li>3.3 Written tests</li> <li>3.4 Third party reports</li> </ul>
4. Context of Assessment	<p>Competency may be assessed on:</p> <ul style="list-style-type: none"> <li>4.1 On the job</li> <li>4.2 Off the job</li> <li>4.3 In a Simulated workplace setting</li> </ul>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.</p>