ICAU3126B   Use advanced features of computer applications

Unit Descriptor   This unit defines the competency required to use computer applications employing advanced features.

These units are linked and form an appropriate cluster:

ICAB3018B Develop macros and templates for clients using standard products

Employability Skills   This unit contains employability skills.

Unit Sector   Use

ELEMENT	PERFORMANCE CRITERIA
1. Manipulate data	1.1 Employ advanced features of *applications* in the preparation and presentation of data
	1.2 Efficiently transfer data between *applications*, linking and embedding related data files as required
	1.3 Create and employ *objects*, macros and templates for routine activities
	1.4 Use shortcuts and features to increase personal productivity
2. Access and use support resources	2.1 Solve routine problems using support resources
	2.2 Use on-line help to overcome difficulties with *applications*
	2.3 Solve problems with manuals and training booklets
	2.4 Access and apply technical support for *system* problems, utilising troubleshooting results and alert messages

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Applications   May include but are not limited to commercial software applications; organisation-specific software; word processing, spreadsheet, database, graphic, communication packages and presentation functionalities.

May include presentation applications contained in: Microsoft Office, Lotus Suite, Claris Works, Star Office or other similar applications

Objects   May include buttons, checkboxes, option buttons, text boxes, drop down lists.

System	May include but is not limited to network, application, software, business, computers, financial system, management system and information system

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects of evidence	Assessment must confirm the ability to use at least three computer applications to their full capacity employing all advanced features and import/export capacities for efficiency and productivity purposes, using at least two industry-recognised application packages.
Knowledge and skills	**Knowledge includes:**

Knowledge includes:

- Basic understanding of operating systems software and system tools
- Broad knowledge of vendor product directions
- Broad knowledge of vendor applications and their features

Skills include:

- Basic analysis skills in relation to normal routine work processes
- Detailed skills in using applications features
- Basic skills in interpreting technical information
- Problem solving skills in known areas during normal routine work processes
- Plain English literacy and communication skills in relation to dealing with clients and team members

Assessment guidance	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.

Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.

Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.

In the case of this unit, it could be assessed in a holistic manner with:

- ICAB3018B Develop macros and templates for clients using standard products

Resources

- Personal computer
- Documents or information containing data suitable for use with multiple computing packages

Role context

The use of advanced features of computer applications is increasing as workplaces recognise the full potential and functionality of contemporary commercial applications. Individuals demonstrating this competency would be considered user experts or advanced users and would be capable of tutoring colleagues in the use of commercial applications.

The breadth, depth and complexity of knowledge and skills in this competency would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the section of equipment, services or contingency measures and within known time constraints would be characteristic.

Applications may involve some responsibility for others. Participation in teams including group or team coordination may be involved.

An individual demonstrating this competency would be able to:

- Demonstrate some relevant theoretical knowledge
- Apply a range of well-developed skills
- Apply known solutions to a variety of predictable problems
- Perform processes that require a range of well-developed skills where some discretion and judgement is required
- Interpret available information, using discretion and judgement
- Take responsibility for own outputs in work and learning
- Take limited responsibility for the output of others
- Maintain knowledge of industry products and services