

# **ICT30115 – CERTIFICATE III IN INFORMATION, DIGITAL MEDIA AND TECHNOLOGY**



# **STUDY GUIDE**

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# ICT30115 – Certificate III in Information, Digital Media and Technology

# Study Guide

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This *Study Guide* has been written for the ICT30115 – Certificate III in Information, Digital Media and which have been developed and accredited in Australia by Universal Education and Training Ltd (UNET), a Government approved Registered Training Organisation (RTO) National Provider Code 30173.

To obtain information about the Course and materials referred to in this Study Guide, please visit our website: [www.unet.org.au](http://www.unet.org.au)

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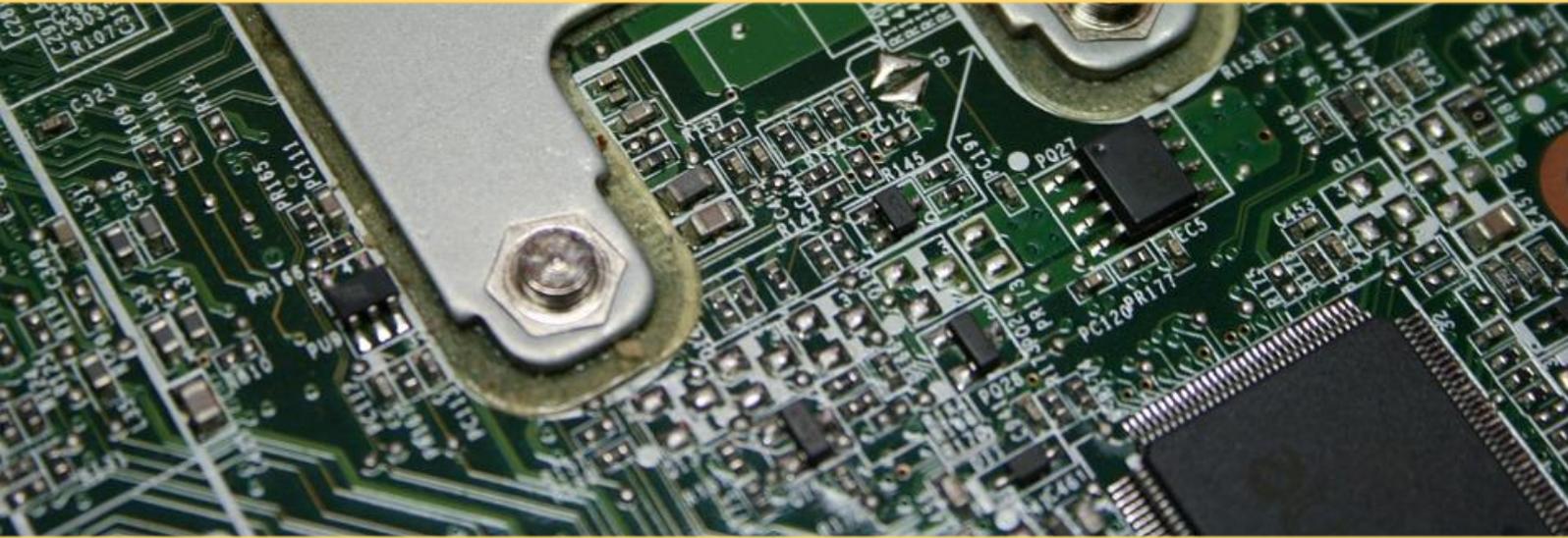
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# COURSE OVERVIEW



## Introduction

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We hope you find the Course to be a rewarding experience that opens doors of opportunity in employment or connection.

The ICT30115 – Certificate III in Information, Digital Media and Technology is a recognised qualification approved by government authorities in Australia. Consequently, the Course has a significant level of rigor that requires you to put in substantial effort, discipline, and planning within your personal schedule to complete your Course work. These demands ensure that the Course maintains the appropriate standard and level of recognition and as a result, many students have completed the Course and successfully gained employment.

## Study Materials

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The study materials and assessment that you will be provided with throughout the Course have been written to correlate exactly to the requirements of the accredited qualification. It is recommended that you read and refer to them carefully as you progress. You should be provided with the following:

1. **Study Guide** - this manual that you are reading
2. **PowerPoint Slides** – these will be provided to you for reference to before during and after lessons
3. **3 x ICT30115 Assessment Folders** – these three folders contain various assessment tasks that you will be required to complete. The assessment tasks will include;
  - Short answer questions
  - Multiple choice questions
  - Long answer or essay questions
  - Project tasks
  - Journal activities
  - Practical tasks (including observation checklists)
4. **Small Print Resources** - these will contain reading material to learn about various aspects of information, digital media and technology.
5. Other resources (e.g. online resources) that a trainer / assessor may feel is helpful to direct you to.

## Study Modes

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You will be completing your course in one of the following modes:

- As part of a larger class group attending face to face classes;
- By distance education – studying on your own; or
- A combination of the above – some classes or tutorials, with mostly individual study.

The information provided in this Study Guide applies to each of these study modes.

## Course Content

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<b>Course Code</b>	ICT30115
<b>Course Title</b>	Certificate III in Information, Digital Media and Technology

<b>Course Rules</b>	<p>Students must successfully complete the following:</p> <ul style="list-style-type: none"> <li>• 6 core units plus <ul style="list-style-type: none"> <li>○ BSBWHS304 - Participate effectively in WHS communication and consultation processes</li> <li>○ BSBSUS401 - Implement and monitor environmentally sustainable work practices</li> <li>○ ICTICT202 - Work and communicate effectively in an ICT environment</li> <li>○ ICTICT301 - Create user documentation</li> <li>○ ICTICT302 - Install and optimise operating system software</li> <li>○ ICTSAS301 - Run standard diagnostic tests</li> </ul> </li> <li>• 11 elective units <ul style="list-style-type: none"> <li>○ ICTICT203 - Operate application software packages</li> <li>○ BSBWRT301 - Write simple documents</li> <li>○ BSBITU304 – Produce spreadsheets</li> <li>○ BSBITU302 - Create electronic presentations</li> <li>○ ICTWEB302 - Build simple websites using commercial programs</li> <li>○ ICTWEB303 - Produce digital images for the web</li> <li>○ ICTWEB301 - Create a simple markup language document</li> <li>○ BSBEBU401 - Review and maintain a website</li> <li>○ ICTWEB201 - Use social media tools for collaboration and engagement</li> <li>○ ICTSAS303 - Care for computer hardware</li> <li>○ ICTICT308 - Use advanced features of computer applications</li> </ul> </li> </ul>
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**\*Note:** \* the "Nominal Hours" are NOT the number of hours of attendance in classes. Nominal hours include in-class hours, self study, preparation for assessment and Practice Teaching. Various courses or individualised programs of study will be configured with different proportions of each of these "modes" of study.

**\*\*Note:** Not all electives will be available on every course. Participants will be advised on a course by course basis what electives are available for their course.

## How to progress through the Course

The order in which you complete the units and the manner in which you progress through the course can vary and may be determined by:

- The direction provided by your trainer
- Your mode of study
- You past experience as a student
- Your current information, communication and technology knowledge and experience

Regardless of these factors, we suggest that you first read through this Study Guide completely, skimming through parts of it if necessary, so that you start with a good general idea of what the course involves and what each unit covers and requires of you for assessment.

Your trainer may advise you of some variations to what is presented in this Study Guide. These variations are more likely to occur where you are studying with a class in a face to face mode, and where some of the assessment tasks may be replaced by alternatives specially designed by your trainer for your classes. Such variations will complement the material you find in this Study Guide, and hence it is still wise to become familiar with the course requirements in this Study Guide.

This Study Guide is written in a manner designed to be especially helpful to you if you wish to progress through the course in an independent manner, without needing much additional assistance from your trainer.

## Unit Sequence and Holistic Assessment

The course has some units which can only be competently achieved through holistic assessment, as some units build on the knowledge and skills developed through the training and assessment of other units. The below tables outline which units are holistically assessed and the recommended unit sequence.

*Note: if there is no applicable holistic assessment then the unit can be completed as a standalone unit, as per the unit outlines contained in this guide.*

Sequence	Unit Code	Unit Name	Holistic Assessment
1	BSBWHS304	Participate effectively in WHS communication and consultative processes	N / A
2	ICTICT202	Work and communicate effectively in an IT environment	BSBWHS304, ICTICT203, ICTICT301, BSBWRT301, BSBITU304, BSBITU302, ICTSAS301, BSBSUS401
3	ICTICT203	Operate application software packages	BSBWRT301
4	ICTICT301	Create user documentation	N / A
5	BSBWRT301	Write simple documents	ICTICT203
6	BSBITU304	Produce spreadsheets	N / A
7	BSBITU302	Create electronic presentations	N / A
8	ICTSAS301	Run standard diagnostic tests	N / A

Sequence	Unit Code	Unit Name	Holistic Assessment
9	BSBSUS401	Implement and monitor environmentally sustainable work practices	N / A
10	ICTWEB302	Build simple websites using commercial programs	N / A
11	ICTWEB303	Produce digital images for the web	N / A
12	ICTWEB301	Create a simple markup language document	N / A
13	BSBEU401	Review and maintain a website	N / A
14	ICTWEB201	Use social media tools for collaboration and engagement	N / A
15	ICTICT302	Install and optimise operating system software	N / A
16	ICTSAS303	Care for computer hardware	N / A
17	ICTICT308	Use advanced features of computer applications	N / A

## Assessment

This course follows a **competency based training (CBT) and assessment approach** which is required of Australian Government approved qualifications. All assessment tasks have to be completed “satisfactorily”. It is not a matter of getting a “grade” or “mark” for assessment tasks after they are completed. You will be given opportunity to repeat assessment tasks where necessary, or to provide further information or clarification until all required tasks are satisfactorily completed. **This process of meeting requirements for all assessment (not just receiving “marks” or “grades” after one submission) is part of the competency based approach.**

The following chart outlines the assessment and evidence collection methods that will be used to assess competence for each of the units (*note: some reasonable adjustment may be made by your Trainer if required. Your Trainer will let you know if any adjustments are made*):

The standard assessment and evidence gathering techniques for this this course are outlined below (*note: see section 5 for reasonable adjustment information*):

Unit Code	Unit Name	Short Answer Questions*	Peer Assessment	Observation Checklist	Simulation Exercises	Project	Reports/Essay	Competency Conversation
BSBWHS304	Participate effectively in WHS communication and consultative processes	X		X	X		X	

Unit Code	Unit Name	Short Answer Questions*	Peer Assessment	Observation Checklist	Simulation Exercises	Project	Reports/Essay	Competency Conversation
ICTICT202	Work and communicate effectively in an IT environment	X		X				
ICTICT203	Operate application software packages	X		X		X		
ICTICT301	Create user documentation	X		X	X			
BSBWRT301	Write simple documents	X		X		X		
BSBITU304	Produce spreadsheets	X	X	X	X			
BSBITU302	Create electronic presentations	X		X		X		
ICTSAS301	Run standard diagnostic tests	X		X	X			
BSBSUS301	Implement and monitor environmentally sustainable work practices	X					X	X
ICTWEB302	Build simple websites using commercial programs	X				X	X	
ICTWEB303	Produce digital images for the web	X			X	X		
ICTWEB301	Create a simple markup language document	X			X			
BSBEBU401	Review and maintain a website	X					X	
ICTWEB201	Use social media tools for collaboration and engagement	X			X			
ICTICT302	Install and optimise operating system software	X			X			
ICTSAS303	Care for computer hardware	X			X			
ICTICT308	Use advanced features of computer applications	X			X			

**\*Note:** Short answer questions may include verbal or written; one word answers, sentence answers, multiple choice, locating, copying and pasting examples or relevant information.

## Overview of Assessment

### Days 1 – 4: Folder 1

Unit Code	Unit Name	Assessment Task	Assessment Tool
BSBWHS304	Participate effectively in WHS communication and consultative processes	Task 1 - Conduct a WHS Meeting	Observation Checklist 1 Observation Checklist 1a Observation Checklist 2 Minutes of meeting Evidence Portfolio 1 Short Answer Questions
ICTICT202	Work and communicate effectively in an IT environment	Assessed holistically over first 4 days	Observation Checklist 3 Evidence Portfolio 1 Short Answer Questions
ICTICT203	Operate application software packages	Task 2 – Create a Resume	Observation Checklist 4 Evidence Portfolio 1 Short Answer Questions
ICTICT301	Create user documentation	Task 3 - The purpose of the document will be to produce a guide to new users of the Word application.	Observation Checklist 5 Evidence Portfolio 1 Short Answer Questions
BSBWRT301	Write simple documents	Task 2 - Create a Resume	Observation Checklist 4 Evidence Portfolio 1 Short Answer Questions
BSBITU304	Produce spreadsheets	Task 4 - Create a simple budget	Observation Checklist 6 Peer Assessment 2 Evidence Portfolio 1 Short Answer Questions
BSBITU302	Create electronic presentations	Task 5 - Create a personal story board	Observation Checklist 7 Evidence Portfolio 1 Short Answer Questions
ICTSAS301	Run standard diagnostic tests	Task 6 - Use virus scanning software	Observation Checklist 8 Evidence Portfolio 1 Reflective Le Short Answer Questions
BSBSUS401	Implement and monitor environmentally sustainable work practices	Task 7 - SUS activities	Written Assessment (SUS) 1 Competency Conversation (SUS)

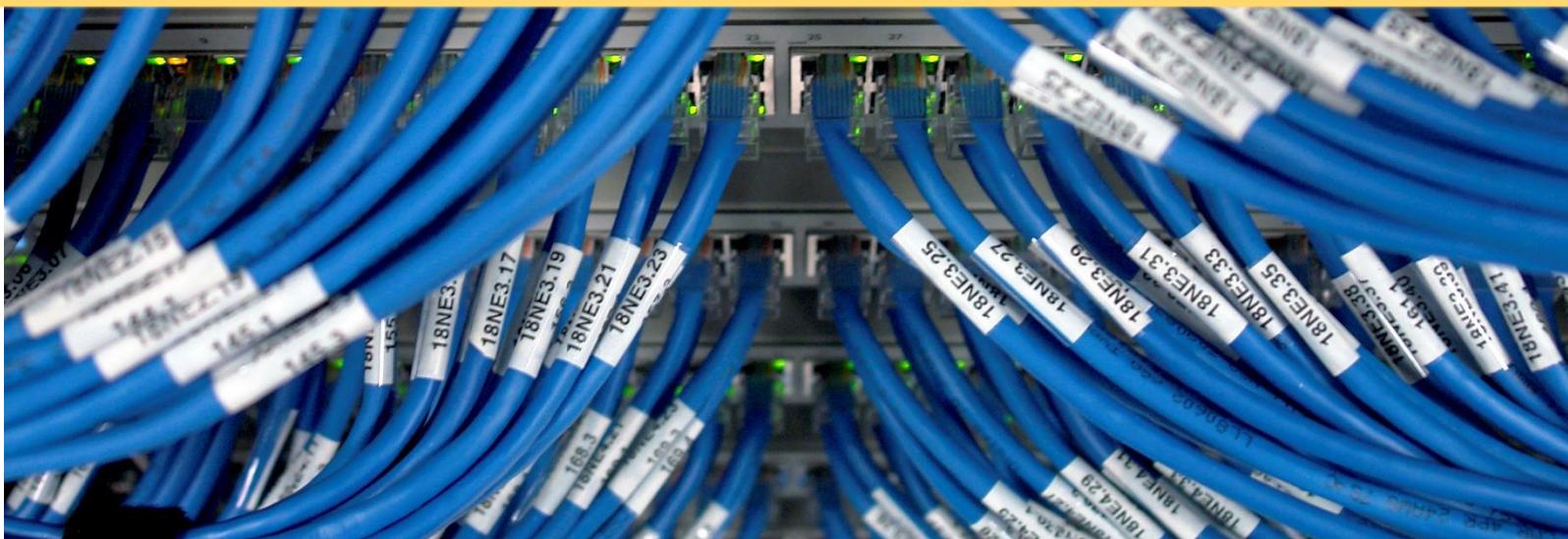
### Days 5 – 9: Folder 2

Unit Code	Unit Name	Assessment Task	Assessment Tool
ICTWEB302	Build simple websites using commercial programs	Task 8 – Create a website	Written Assessment (WEB) 2 Short Answer Questions
ICTWEB303	Produce digital images for the web	Task 9 – Create images	Observation Checklist 9 U Short Answer Questions
ICTWEB301	Create a simple markup language document	Task 10 –create markup document	Observation Checklist 10 Short Answer Questions
BSBEBU401	Review and maintain a website	Task 11– Review a website	Written Assessment (WEB) 3 Short Answer Questions
ICTWEB201	Use social media tools for collaboration and engagement	Task 12 – Social media tools	Observation Checklist 11 Short Answer Questions

### Days 10 – 12: Folder 3

Unit Code	Unit Name	Assessment Task	Assessment Tool
ICTICT302	Install and optimise operating system software	Task 13 –Install OS	Observation Checklist 12
ICTSAS303	Care for computer hardware	Task 14 – Care for a printer	Observation Checklist 13
ICTICT308	Use advanced features of computer applications	Task 15 – Create macros and mail merge	Observation Checklist 14

# Unit Outlines



# BSBWHS304 - Participate effectively in WHS communication and consultative processes

## Learning Objectives

Upon completing this unit, you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Contribute to establishing and running WHS consultation and participation processes	1.1 Apply knowledge of WHS Acts, regulations, codes of practice, policies and procedures to contribute to the development and running of WHS consultation and participation processes 1.2 Identify and communicate barriers to effective WHS consultation and participation processes 1.3 Contribute to removing these barriers 1.4 Identify, record and communicate to others, the duties, rights and responsibilities of individuals and parties in the consultation process
2. Raise WHS issues with others	2.1 Raise relevant WHS issues in meetings and support others to do this 2.2 Record and communicate WHS discussions and their outcomes in accordance with workplace procedures 2.3 Effectively follow up the outcomes of meetings as appropriate 2.4 Communicate outcomes of these meetings to others
3. Contribute to obtaining and communicating information about WHS issues	3.1 Identify sources of WHS information 3.2 Use tools and techniques to locate and obtain WHS information 3.3 Communicate relevant WHS information to others using appropriate communication methods

## To complete this unit

Task	Relevant assessment items to be submitted	Completed
Task 1 - Conduct a WHS Meeting	Observation Checklist 1	
	Observation Checklist 1a	
	Observation Checklist 2	
	Short Answer Questions	
	Minutes of Meeting	

# ICTICT202 - Work and communicate effectively in an ICT environment

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to communicate and work effectively within an ICT organisation	1.1 Gather input from sources of information to develop, refine and document ICT roles and services in an organisation 1.2 Develop clear knowledge of enterprise policies, procedures and organisational requirements, including principles of equal employment opportunity (EEO) and anti-discrimination 1.3 Identify ICT policy and procedures, and determine whether they are applied in practice 1.4 Determine key players within the organisation and their role and importance
2. Use positive and varied communication strategies with ICT clients	2.1 Receive requests and enquiries regarding use of ICT equipment, operating systems and software from clients and colleagues in a polite and appropriate manner 2.2 Respond appropriately to client and colleague requirements, and identify options 2.3 Present written information and ideas in clear and concise language to ensure the intended meaning is understood 2.4 Record information or messages and refer client requests to the appropriate person according to organisational procedures 2.5 Inform client of the progress of their request or enquiry and advise them of the organisational process for answering their request or enquiry 2.6 Escalate inquiries that cannot be satisfied immediately 2.7 Supply follow-up information to client as required in a timely manner 2.8 Accommodate cultural differences in the workplace

### To complete this unit

Task	Relevant assessment items to be submitted	Completed
This unit is assessed holistically with the following units: BSBWHS304, ICTICT203, ICTICT301, BSBWRT301, BSBITU304, BSBITU302, ICTSAS301, BSBSUS401	Observation Checklist 3	
	Short Answer Questions	
	Evidence Portfolio 1	
	All assessment items for the following units: the following units: BSBWHS304, ICTICT203, ICTICT301, BSBWRT301, BSBITU304, BSBITU302, ICTSAS301, BSBSUS401	

# ICTICT203 - Operate application software packages

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Use appropriate workplace health and safety (WHS) office work practices	1.1 Use safe work practices to ensure ergonomic, work organisation, energy and resource conservation requirements are addressed 1.2 Use wrist rests and document holders where appropriate 1.3 Use monitor anti-glare and radiation reduction screens where appropriate
2. Use appropriate word-processing software	2.1 Select word-processing software appropriate to perform activity 2.2 Identify document purpose, audience and presentation requirements, and clarify with personnel as required 2.3 Identify organisational requirements for text-based business documents, and design document structure and layout to ensure consistency of style and image 2.4 Match document requirements with software functions to provide efficient production of documents 2.5 Use technical functions, other data and formatting to finalise documents 2.6 Ensure the naming and storing of documents in appropriate directories or folders and the printing of documents to the required specifications
3. Use appropriate spreadsheet software	3.1 Select spreadsheet software appropriate to perform activity 3.2 Identify document purpose, audience and presentation requirements, and clarify with personnel as required 3.3 Enter simple formulas and functions using cell referencing where required 3.4 Customise spreadsheet settings to meet requirements 3.5 Ensure the naming and storing of documents in appropriate directories or folders and the printing of documents to the required specifications
4. Use a third application software package	4.1 Select software application package appropriate to perform activity 4.2 Identify purpose, audience and presentation requirements, and clarify with personnel as required 4.3 Use technical functions, other data and formatting to finalise documents 4.4 Ensure documents are named and stored in appropriate directories or folders and printed to required specifications

**To complete this unit**

Task	Relevant assessment items to be submitted	Completed
Task 2 – Create a Resume	Observation Checklist 4	
	Short Answer Questions	
	Evidence Portfolio 1	

# ICTICT301 - Create user documentation

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine documentation standards and requirements	1.1 Determine documentation requirements 1.2 Investigate documentation and industry standards for requirements, and determine appropriate application to user documentation 1.3 Design documentation templates using appropriate software and obtain approval from appropriate person
2. Produce user documentation	2.1 Conduct a review of the subject system, program, network or application in order to understand its functionality 2.2 Gather existing technical, design or user specifications and supporting documentation 2.3 Create user documentation based on the template to record the operation of the subject system, program, network or application
3. Review and obtain sign-off	3.1 Submit user documentation to target audience for review 3.2 Gather and analyse feedback 3.3 Make changes to user documentation 3.4 Submit user documentation to appropriate person for approval

## To complete this unit

Task	Relevant assessment items to be submitted	Completed
Task 3 - Produce a guide to new users of the Word application.	Observation Checklist 5	
	Short Answer Questions	

# BSBWRT301 - Write simple documents

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Plan document	1.1 Determine audience and purpose for the document 1.2 Determine the format and structure 1.3 Establish key points for inclusion 1.4 Identify organisational requirements 1.5 Establish method of communication 1.6 Establish means of communication
2 Draft document	2.1 Develop draft document to communicate key points 2.2 Obtain and include any additional information that is required
3 Review document	3.1 Check draft for suitability of tone for audience, purpose, format and communication style 3.2 Check draft for readability, grammar, spelling, and sentence and paragraph construction 3.3 Check draft for sequencing and structure 3.4 Check draft to ensure it meets organisational requirements 3.5 Ensure draft is proofread, where appropriate, by supervisor or colleague
4 Write final document	4.1 Make and proofread necessary changes 4.2 Ensure document is sent to intended recipient 4.3 File copy of document in accordance with organisational policies and procedures

## To complete this unit

Task	Relevant assessment items to be submitted	Completed
This unit is holistically assessed with ICTICT203.	Complete the assessment for ICTIC203.	

# BSBITU304 - Produce spreadsheets

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Select and prepare resources	1.1 Adhere to ergonomic, work organisation and occupational health and safety requirements 1.2 Use energy and resource conservation techniques to minimise wastage 1.3 Identify spreadsheet task requirements in relation to data entry, storage, output and presentation
2. Plan spreadsheet design	2.1 Ensure spreadsheet design suits purpose, audience and information requirements of task 2.2 Ensure spreadsheet design enhances readability and appearance, and meets organisational and task requirements for style and layout 2.3 Use style sheets and automatic functions to ensure consistency of design and layout
3. Create spreadsheet	3.1 Ensure data is entered, checked and amended to maintain consistency of design and layout, in accordance with organisational and task requirements 3.2 Format spreadsheet using software functions to adjust page and cell layout to meet information requirements, in accordance with organisational style and presentation requirements 3.3 Ensure formulae are tested and used to confirm output meets task requirements, in consultation with appropriate personnel as required 3.4 Use manuals, user documentation and online help to overcome problems with spreadsheet design and production
4. Produce simple charts	4.1 Select chart type and design that enables valid representation of numerical data, and meets organisational and task requirements 4.2 Create charts using appropriate data range in spreadsheet 4.3 Modify chart type and layout using formatting features
5. Finalise spreadsheets	5.1 Preview, adjust and print spreadsheet and any accompanying charts, in accordance with task requirements 5.2 Ensure data input meets designated timelines and organisational requirements for speed and accuracy 5.3 Name and store spreadsheet in accordance with organisational requirements and exit application without data loss/damage

**To complete this unit**

Task	Relevant assessment items to be submitted	Completed
Task 4 - Create a simple budget	Observation Checklist 6	
	Short Answer Questions	

# BSBITU302 - Create electronic presentations

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to create presentation	1.1 Organise personal work environment in accordance with ergonomic requirements 1.2 Determine purpose, audience and mode of presentation in consultation with content author or presenter 1.3 Identify presentation requirements in terms of supporting documents and equipment 1.4 Apply work organisation strategies and energy and resource conservation techniques to plan work activities
2. Create presentation	2.1 Design slides, notes and handout masters to incorporate organisational and task requirements in relation to image and preferred style, avoiding distractions 2.2 Use software functions for consistency of design and layout, to meet identified presentation requirements 2.3 Balance presentation features for visual impact and emphasis 2.4 Use advanced software features to streamline and customise presentation for different audiences 2.5 Prepare presentation within designated timeline
3. Finalise presentation	3.1 Use manuals, user documentation and online help to overcome problems with design and production 3.2 Check presentation for spelling and consistency in presentation features and style, in accordance with task requirements 3.3 Print presentation materials in accordance with presenter or audience requirements 3.4 Store presentation, in accordance with organisational requirements and exit application without information loss or damage

**To complete this unit**

Task	Relevant assessment items to be submitted	Completed
Task 5 - Create a personal story board	Observation Checklist 7	
	Short Answer Questions	

# ICTSAS301 - Run standard diagnostic tests

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify common symptoms and preventative maintenance techniques	1.1 Develop a troubleshooting process to help resolve problems 1.2 Determine the specific symptoms relevant to different types of hardware, operating system and printer problems 1.3 Identify common preventative maintenance techniques to support maintenance strategies
2. Operate system diagnostics	2.1 Run the system diagnostic program according to specification 2.2 Modify the system configuration as indicated by the diagnostic program 2.3 Carry out preventative maintenance in line with organisational guidelines
3. Scan system for viruses	3.1 Scan the system to check and maintain virus protection 3.2 Report identified viruses to an appropriate person 3.3 Remove virus infections found by the scan using software tools and procedures, or by restoring backups 3.4 Document relevant symptom and removal information

## To complete this unit

Task	Relevant assessment items to be submitted	Completed
Task 6 - Use virus scanning software	Observation Checklist 8	
	Short Answer Questions	

# BSBSUS401 - Implement and monitor environmentally sustainable work practices

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Investigate current practices in relation to resource usage	1.1 Identify environmental regulations applying to the enterprise 1.2 Analyse procedures for assessing compliance with environmental/sustainability regulations 1.3 Collect information on environmental and resource efficiency systems and procedures, and provide to the work group where appropriate 1.4 Collect, analyse and organise information from a range of sources to provide information/advice and tools/resources for improvement opportunities 1.5 Measure and document current resource usage of members of the work group 1.6 Analyse and document current purchasing strategies 1.7 Analyse current work processes to access information and data to assist in identifying areas for improvement
2. Set targets for improvements	2.1 Seek input from stakeholders, key personnel and specialists 2.2 Access external sources of information and data as required 2.3 Evaluate alternative solutions to workplace environmental issues 2.4 Set efficiency targets
3. Implement performance improvement strategies	3.1 Source and use appropriate techniques and tools to assist in achieving efficiency targets 3.2 Apply continuous improvement strategies to own work area of responsibility, including ideas and possible solutions to communicate to the work group and management 3.3 Implement and integrate environmental and resource efficiency improvement plans for own work group with other operational activities 3.4 Supervise and support team members to identify possible areas for improved practices and resource efficiency in work area 3.5 Seek suggestions and ideas about environmental and resource efficiency management from stakeholders and act upon where appropriate 3.6 Implement costing strategies to fully utilise environmental assets
4. Monitor performance	4.1 Use and/or develop evaluation and monitoring, tools and technology 4.2 Document and communicate outcomes to report on efficiency targets to key personnel and stakeholders

	<p>4.3 Evaluate strategies and improvement plans</p> <p>4.4 Set new efficiency targets, and investigate and apply new tools and strategies</p> <p>4.5 Promote successful strategies and reward participants where possible</p>
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**To complete this unit**

Task	Relevant assessment items to be submitted	Completed
Task 7 - SUS activities	Written Assessment (SUS) 1	
	Competency Conversation (SUS)	

# ICTWEB302 - Build simple websites using commercial programs

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify the authoring requirements	1.1 Select the preferred web authoring tool, according to the client requirements 1.2 Set preferences for the web authoring tool, including the site file transfer protocol client
2. Create and save the files	2.1 Create files, and save them, in the correct location or directory 2.2 Navigate the web authoring tool environment, or workspace 2.3 Access and use, a range of features in the web authoring tool 2.4 Maintain a suitable directory structure for the site 2.5 Save in the appropriate directory structure 2.6 Upload files to the appropriate folder on the server
3. Add content to the web pages	3.1 Insert and format text content, according to the client requirements 3.2 Insert images, data tables, and simple forms 3.3 Access the markup language and make basic modifications to the code
4. Create simple navigation	4.1 Create a site map in order to plan navigation 4.2 Create links between pages to reflect content structure, using both text and images
5. Test the website	5.1 Test the elements of the website's content across a number of different browsers, and browser versions, to ensure the consistency of presentation and performance 5.2 Test that the website meets the client requirements

## To complete this unit

Task	Relevant assessment items to be submitted	Completed
Task 8 – Create a website	Written Assessment (WEB) 2	
	Modify existing practical projects	
	Reflective Learning Journal	
	Competency Conversation	

# ICTWEB303 - Produce digital images for the web

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine the client requirements	1.1 Access and interpret the client brief to determine client needs 1.2 Analyse client needs with regard to image content, quality and size
2. Source the images	2.1 Research the appropriate sources of images, to meet a range of needs 2.2 Source the images appropriate to meet the needs, taking into consideration copyright restrictions
3. Manipulate the images	3.1 Select the appropriate industry-standard, image-editing software for the purpose 3.2 Create backups of the assets to be used 3.3 Use features of the image-editing software, to create a range of effects appropriate to client needs and web application 3.4 Edit, resize, and slice images for use in web applications, as required to meet client needs
4. Save the images	4.1 Save the images, maintaining their individual effects 4.2 Save the images in formats appropriate for use in web applications, and to client needs 4.3 Save the images in the appropriate directory structure

## To complete this unit

Task	Relevant assessment items to be submitted	Completed
Task 9 – Create digital images	Observation Checklist 9	
	Short Answer Questions	

# ICTWEB301 - Create a simple markup language document

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Review the requirements	1.1 Review the requirements of the document 1.2 Select the appropriate markup language, based on organisational standards 1.3 Review the document structure
2. Create the document structure	2.1 Create and assign, the basic elements of the document 2.2 Mark-up sections of the document to depict the structure
3. Validate the documents	3.1 Validate the markup of the language document, against the requirements 3.2 Validate the markup of the language document, in different browsers

## To complete this unit

Task	Relevant assessment items to be submitted	Completed
Task 10 – Create a markup document	Observation Checklist 10	
	Short Answer Questions	

# BSBEBU401 - Review and maintain a website

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Review website content and use	1.1 Monitor and analyse customer and user feedback in accordance with organisational timelines 1.2 Analyse automatically collected website data and identify trends 1.3 Make recommendations on changes to website and its content in response to feedback and data analysis, and approve changes scheduled for implementation 1.4 Review cost implications of the recommended changes to determine their viability
2 Update website	2.1 Replace superseded and inaccurate information with current information and add additional material in accordance with organisational requirements 2.2 Follow protocols for ensuring the accuracy and authenticity of information 2.3 Remove services no longer available or required and add new ones in accordance with organisational requirements 2.4 Check offline information against that posted on the website and rectify any discrepancies in accordance with organisational timelines 2.5 Follow security procedures for updating the website
3 Carry out non-technical site maintenance	3.1 Analyse user feedback to confirm website faults are not user issues 3.2 Rectify faults and make improvements to website in response to user feedback approved by the organisation 3.3 Add new web pages and/or active links and remove redundant pages and links in accordance with organisational requirements 3.4 Make website changes in response to changes in marketing strategy, in accordance with organisational requirements and consideration of cost benefits

**To complete this unit**

Task	Relevant assessment items to be submitted	Completed
Task 11 – Review a website	Written Assessment (WEB) 3	
	Reflective Learning Journal	
	Competency Conversation	

# ICTWEB201 - Use social media tools for collaboration and engagement

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Describe the different types of social media tools and applications	1.1 Explain the characteristics of the term 'social media' 1.2 Identify different types of social-media tools and applications 1.3 Illustrate some of the issues associated with the use of social media tools and applications
2. Compare different types of social media tools and applications	2.1 Select one social media type to review 2.2 Review the most popular tools, and applications, within that social media type 2.3 Itemise the benefits across a range of the most popular tools and applications 2.4 Select the most appropriate social media tool or application
3. Set up and use, popular social media tools and applications	3.1 Identify the social media tools and applications available for possible implementation 3.2 Initiate the preferred social media tools, and applications, for use 3.3 Establish the social media interface, using text and file content 3.4 Initiate social networking interaction 3.5 Test and evaluate tools, and applications, for ease of use 3.6 Present the findings

## To complete this unit

Task	Relevant assessment items to be submitted	Completed
Task 12 – Social media tools	Observation Checklist 11	
	Short Answer Questions	

# ICTICT302 - Install and optimise operating system software

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine function of operating system	1.1 Identify and demonstrate understanding of the purposes of operating system 1.2 Distinguish between batch system, real-time system and multi-tasking system 1.3 Compare and contrast different operating systems and their features 1.4 Identify and demonstrate knowledge of the basic functions of operating system, including file system, memory management, process scheduling 1.5 Identify and demonstrate management of virtual memory
2. Obtain operating system	2.1 Contact operating system vendors to obtain technical specifications and system requirements 2.2 Identify process and steps required to install and configure the operating system using installation components 2.3 Document adjustment recommendations and provide to appropriate person 2.4 Determine and apply knowledge of licensing, hardware and security requirements
3. Install, configure and optimise operating system	3.1 Install, configure and test operating system using installation components and boot-utility options 3.2 Use the relevant operating system user interface to correctly configure the installation 3.3 Optimise the system to meet organisational requirements 3.4 Document the system according to organisational requirements 3.5 Install the operating system with minimal disruption to client or users
4. Provide instruction to meet new software requirements	4.1 Provide one-to-one instruction about changes to the client or users as required 4.2 Obtain client evaluation about new system to ensure requirements are met, using appropriate feedback mechanism

**To complete this unit**

Task	Relevant assessment items to be submitted	Completed
Task 13 – Install OS	Observation Checklist 12	
	Short Answer Questions	

# ICTSAS303 - Care for computer hardware

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish safe work practices	1.1 Determine, record and apply relevant legal requirements and work health and safety (WHS) standards to the installation and maintenance of computer hardware 1.2 Determine, record and apply requirements specified by hardware manufacturers 1.3 Determine, record and apply safe work practices, taking into account legal and manufacturer requirements
2. Establish location requirements for hardware and peripherals	2.1 Determine and apply suitable environmental conditions for hardware and peripherals 2.2 Determine and apply system protection devices where appropriate 2.3 Determine and apply requirements when moving hardware 2.4 Determine and apply suitable storage principles for hardware and associated peripherals and media
3. Establish maintenance practices	3.1 Determine maintenance requirements specified by the equipment manufacturer 3.2 Produce maintenance schedules 3.3 Perform diagnostic functions, including replacing suspect components with other serviceable components and reloading associated software 3.4 Determine whether unserviceable components are replaceable through warranty, replacement or upgrade 3.5 Perform diagnostic functions using the operating system and third party diagnostic tools
4. Determine appropriate hardware quality standards	4.1 Consider and apply business requirements in respect of hardware matters 4.2 Determine and apply quality standards to the selection of appropriate hardware and associated peripherals

**To complete this unit**

Task	Relevant assessment items to be submitted	Completed
Task 14 – Care for a printer	Observation Checklist 13	
	Short Answer Questions	
	Competency Conversation	

# ICTICT308 - Use advanced features of computer applications

## Learning Objectives

Upon completing this unit you will be able to:

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Manipulate data	1.1 Employ advanced features of applications in the preparation and presentation of data 1.2 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 online 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, using troubleshooting results and alert messages

## To complete this unit

Task	Relevant assessment items to be submitted	Completed
Task 15 –Create macros and mail merge	Observation Checklist 14	
	Short Answer Questions	

# Recognition of Prior Learning (RPL)



## Recognition of Prior Learning (RPL) Overview

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As you will have read in the introduction of this guide, the ICT30115 – Certificate III in Information, Digital Media and Technology consists of six (6) core units and nine (9) elective units. In order to be awarded the full qualification you will need to be assessed as competent in all of the requirements of the qualification. Your competency can be assessed through evidence you provide for RPL or through the completion of assessment items (gap training).

### What is RPL?

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Recognition of Prior Learning (RPL) is the formal acknowledgment of knowledge and skills obtained through activities such as:

- **formal courses and training programs** (e.g. at University or TAFE)
- **informal courses or training** (e.g. a non-accredited program completed in preparation for volunteer work)
- **private study** (e.g. done for enjoyment via the internet)
- **employment** (e.g. skills and knowledge gained through employment)
- **volunteer work** (e.g. skills and knowledge gained through volunteer work)

The term “RPL” is the term used to include, or be equivalent to “Credit”. RPL is “credit” given as a result of past studies, and past or current experience.

### What sort of evidence do I need?

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The evidence you will need to provide will depend on the unit of competency. Some examples of evidence include:

- **Past Studies**
  - copies of qualifications you have received and academic transcripts showing exact subjects or topics
  - actual work you completed for past studies (e.g. essays or assignments)
- **Workplace Documents** produced by you (in paid or voluntary employment)
  - training session plans and work programs
  - learning materials
  - assessment tools
- **Audio/Video Recordings**
  - recordings of you teaching or assessing students
- **Third Party Reports**
  - references from your employers
  - supervisors reports
  - student testimonials
  - peer/colleague testimonials
- **Any Other Evidence**
  - e.g. documents from workshops, seminars and conferences

RPL can only be given to a person where they have **evidence** that is:

- **valid** – the evidence represents and matches the unit’s requirements
- **sufficient** – the evidence is enough to show that you are competent in all of the requirements of the unit
- **authentic** – it can be verified that the evidence you have submitted is genuinely your own work, qualifications, experience, etc.
- **current** – the evidence shows your current or relatively recent ability

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## **How much RPL can I apply for?**

You can claim RPL for as many units as you can provide evidence for. If you submit appropriate evidence for all of the units, and an assessor deems that the evidence does show you are competent, then RPL can be granted for the full Certificate III in Information, Digital Media and Technology. If you are not able to receive full RPL, you will be advised what gap training is needed in order for you to receive a complete qualification.

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## **How long does the RPL process take?**

Generally this will depend on how long it takes for you to gather and provide the evidence, and how easy it is for the assessor to confirm that the evidence is valid, sufficient, authentic and current. It will also depend on how much (if any) gap training is required.

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## **How do I apply for RPL?**

It is recommended (sometimes required) that you use the RPL Guide downloadable from the UNET website or available from your Trainer.

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## **What happens after I send in my RPL Initial application?**

1. Your trainer will do an initial assessment of your evidence and will contact you to discuss your submission.
2. Your trainer will then let you know how much RPL you are likely to receive, and what gap training is required (if any). You will be advised of any financial considerations. Then, you will be asked if you are happy to proceed with RPL.
3. If you want to proceed, your trainer can tell you which units and/or assessment tasks you need to complete.