

**Accreditation** : This Module is a Nationally Accredited Course  
**Title** : **ICTCC120A – USE BASIC COMPUTER TECHNOLOGY**  
**Field Of Study** : **TECHNOLOGY**

### What is this course all about?

This unit applies to the use of computers for information processing. It addresses basic information processing operations and the use of basic hardware, software, and support resources.

#### Computer Software

Otherwise called applications. Word processing, spreadsheets or databases. Website systems or purpose built applications.

#### Computer Hardware

Stand alone pc; networked pc's; dumb terminal on mainframe system; keyboard; mouse; monitor; printer; modem; scanner.

### When you have finished this course you should be able to demonstrate your ability to:

#### Activate and use computer software and hardware - ICTCC120A/01

- Identify computer hardware components accurately.
- Obtain and secure log on and password information within established protocols.
- 'Log On' correctly.
- Identify system applications by their icons.
- Use keyboard and mouse proficiently to access software.
- Use appropriate tools and/or commands to operate the software and hardware.
- Exit system using appropriate 'Log Off' procedures.

## Process information on a computer system - ICTCC120A/02

- ❑ Analyse and plan an assigned information-processing task.
- ❑ Select and open appropriate computer software.
- ❑ Locate and/or open appropriate files.
- ❑ Enter or modify information into appropriate location.
- ❑ Save files and close applications using defined procedures.
- ❑ Preserve the integrity of the all information in existing and new files.
- ❑ Operate concurrently and navigate efficiently between two or more software applications.

## Manage computer use contingencies - ICTCC120A/03

- ❑ Identify contingencies arising during computer use..
- ❑ Identify computer support resources.
- ❑ Access and exit help files using correct keystrokes or mouse actions.
- ❑ Navigate help files to obtain the relevant information.

## Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales Staff
- ❑ Customer Service Staff
- ❑ Operations

## You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Log on and log off effectively using the specified procedures.
- ❑ Correct keystrokes or mouse actions are used to navigate around systems and between software applications.
- ❑ Identifies and uses the two or more software applications concurrently.
- ❑ Uses the appropriate tools and commands in working through two or more software applications.
- ❑ Enters and/or varies information accurately and in a timely manner.
- ❑ Saves information while preserving integrity of all other system information.
- ❑ Help files are accessed.
- ❑ Computer Keyboard Usage
- ❑ Computer Literacy.
- ❑ Computer System Applications, Tools and Commands.
- ❑ Word, Graphics, Data Base, Spread Sheet Applications.
- ❑ Problem Solving Processes.

- ❑ Enterprise Policies, Procedures and Guidelines.
- ❑ Workplace Ergonomics.

### What Recognition will you achieve?

Where demonstrated competencies has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus.

### How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

### Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on [www.matrixtraininggroup.com/downloads.php](http://www.matrixtraininggroup.com/downloads.php) in order to download this application.

### What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is [www.matrixtraininggroup.com](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.