



# Marsden State High School

## Business Education- 11 ITS

Semester
2,2009
Date Given
Due Date

Familiar Application
N/A
Problem Solving
N/A
Communication
N/A

<b>Name:</b>	
<b>Form:</b>	
<b>Teacher:</b>	<b>WATT / FOUKAS</b>
<b>Head of Department:</b>	<b>FURLAN</b>

**Assessment : 3 WORKSHEETS**

### Authorship Declaration

I \_\_\_\_\_ claim authorship of the attached works.

The works acknowledge all sources and do not breach copyright and plagiarism policy.

Date Submitted: \_\_\_\_\_

Student signature: \_\_\_\_\_

### Task Conditions:

- On going
- This item is to be finalised no later than 5 days after the week beginning date as teacher feedback (given as part of the learning process) will invalidate this assessment. Failure to do so will result in a NYC

COMPETENT

NOT YET COMPETENT

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Units of Competency

- ICAU1128B
- ICAU2005B
- ICAU2231B
- ICAW2001B
- ICAW2002B
- ICAU3234B
- ICAI3021B
- ICAI3101B
- BSBCM1106A

## Recording of Achievement for Semester 2

EOC Assessed	Performance Criteria	Assessment Methods				Evidence Gathered Y / N
		Assessment 4 – Test A	Assessment 5 – Practical	Assessment 6 – Test B	Activities / Worksheets	
ICAU1128B Operating a Personal Computer						
01 Start the computer	1.1 Check <i>peripheral device</i> connections for correct position.					Y / N
	1.2 Switch on power at both the power point and <i>computer</i> .					Y / N
02 Access basic system information	2.1 Insert user name and password as prompted and note access, privacy, security and related conditions of use displayed on introductory screens.					Y / N
	2.2 Navigate through the <i>operating system</i> to access <i>system information</i> to identify system configuration and application versions in operation.					Y / N
03 Navigate and manipulate desktop environment	3.1 Create and customise desktop icons.					Y / N
	3.2 Select, open and close desktop icons to access <i>application programs</i> .					Y / N
	3.3 Manipulate application windows and return desktop to original condition.					Y / N
04 Organise basic directory /folder structure and files	4.1 Create and name directories and subdirectories.					Y / N
	4.2 Identify <i>attributes</i> of directories.					Y / N
	4.3 Move subdirectories between directories.					Y / N
	4.4 Rename directories as required.					Y / N
	4.5 Access directories and subdirectories via different paths.					Y / N
05 Organise files for user and/or organisation requirements	5.1 Use <i>system browser</i> to search drives for specific files.					Y / N
	5.2 Access the most commonly used types of files in the <i>directories</i> .					Y / N
	5.3 Select, open and rename groups of files as required.					Y / N
	5.4 Move files between directories.					Y / N
	5.5 Copy files to <i>disk</i> .					Y / N
	5.6 Restore deleted files as necessary.					Y / N
	5.7 Erase and format <i>disks</i> as necessary.					Y / N
06 Print information	6.1 Add a printer if required and ensure correct <i>printer settings</i> .					Y / N
	6.2 Change the default printer if appropriate.					Y / N
	6.3 Print information from an installed printer.					Y / N
	6.4 View and delete progress of print jobs as required.					Y / N
07 Shut down computer	7.1 Save any work to be retained and close all open application programs correctly.					Y / N
	7.2 Shut down computer correctly.					Y / N

EOC Assessed	Performance Criteria	Assessment Methods				Evidence Gathered Y / N
		Assessment 4 – Test A	Assessment 5 – Practical	Assessment 6 – Test B	Activities - Worksheets	
<b>ICAU2005B Operating computer hardware</b>						
<b>01 Identify computer hardware components</b>	1.1 Identify <i>external hardware components and peripherals</i>					Y / N
	1.2 Identify <i>internal hardware components</i>					Y / N
<b>02 Understand the inter-relationship between computer hardware and software</b>	2.1 Describe the functions of computer <i>hardware</i> and associated <i>OH&amp;S standards</i> and <i>environmental considerations</i> around <i>hardware</i> use and disposal					Y / N
	2.2 Describe the function of a computer operating system					Y / N
	2.3 Describe the boot process					Y / N
	2.4 State the relationship between an application program, the operating system and <i>hardware</i>					Y / N
	2.5 State the general differences between the different <i>computer platforms</i> and their respective operating systems					Y / N
	2.6 Draw a simple block (schematic) diagram showing the interconnection of the various components of a computer					Y / N
<b>3 Use computer input equipment</b>	3.1 Follow <i>OH&amp;S standards</i> and <i>organisational</i> policies and procedures when using computer input equipment					Y / N
<b>ICAU2231B Using Computer Operating Systems</b>						
<b>01 Configure operating system</b>	1.1 Configure <i>operating system</i> to suit the working environment, including but not limited to setting variables					Y / N
<b>02 Use operating system</b>	2.1 Install, upgrade and uninstall <i>application software</i> to suit the working environment					Y / N
	2.2 Use both the graphical user interface and the command line interface to perform basic tasks					Y / N
<b>03 Optimise operating system</b>	3.1 Use operating system and third-party utilities					Y / N
	3.2 Customise the graphical user interface					Y / N
	3.3 Use techniques unique to the command line interface					Y / N
<b>04 Support input and output devices</b>	4.1 Set up input and output devices and check functionality					Y / N
	4.2 Install drivers as appropriate and check functionality					Y / N

EOC Assessed	Performance Criteria	Assessment Methods				Evidence Gathered Y / N
		Assessment 4 – Test A	Assessment 5 – Practical	Assessment 6 – Test B	Activities / Worksheets	
ICAW2001B Working Effectively in an IT environment						
01 Identify IT in an organisation and related relevant policies and procedures	1.1 Identify IT roles in an organisation and briefly describe what services they perform					Y / N
	1.2 Identify and describe <i>key players</i> from the IT service areas previously identified					Y / N
	1.3 Identify IT policies and procedures and research whether they are used in practice					Y / N
02 Identify IT equipment, software and operating systems used by the organisation	2.1 Identify IT <i>equipment, operating systems</i> and <i>software</i> used in the organisation and understand the importance and role within the organisation					Y / N
	2.2 Establish that all of the <i>equipment</i> locations and service requirements are maintained according to organisational requirements and prevailing policies and procedures					Y / N
ICAW2002B – Communication in the Workplace						
01 Establish contact with clients	1.1 Receive requests and enquiries from <i>clients</i> in a polite and appropriate manner					Y / N
	1.2 Use verbal and non-verbal <i>communication</i> to respond to the <i>client</i> requests and enquiries effectively					Y / N
	1.3 Use appropriate questioning and active listening techniques to understand <i>client</i> needs and determine support requirements					Y / N
	1.4 Accommodate <i>cultural differences</i> in the workplace					Y / N
02 Process information	2.1 Answer enquiries promptly and appropriately					Y / N
	2.2 Record information or messages and refer <i>client</i> requests to the <i>appropriate person</i> in accordance with organisational procedures					Y / N
	2.3 Inform <i>client</i> of the progress of their request or enquiry and advise them of the organisational process for answering their request or enquiry					Y / N
	2.4 Investigate the organisational follow-up procedure or policy and record follow-up action taken in regard to the <i>client</i> request or enquiry					Y / N

EOC Assessed	Performance Criteria	Assessment Methods				Evidence Gathered Y / N
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<b>ICAS3234B – Care for Computer Hardware</b>						
<b>01 Establish safe work practices</b>	1.1 Determine, record and apply relevant legal requirements and <i>OH&amp;S standards</i> to the installation and maintenance of computer <i>hardware</i>					Y / N
	1.2 Determine, record and apply requirements specified by <i>hardware</i> manufacturers					Y / N
	1.3 Determine, record and apply <i>safe work practices</i> , taking into account legal and manufacturer requirements					Y / N
<b>02 Establish location requirements for hardware and peripherals</b>	2.1 Determine and apply suitable <i>environmental conditions</i> for hardware and peripherals					Y / N
	2.2 Determine and apply <i>system protection devices</i>					Y / N
	2.3 Determine and apply requirements when moving <i>hardware</i>					Y / N
	2.4 Determine and apply suitable storage principles for <i>hardware</i> and associated <i>peripherals</i> and media					Y / N
<b>03 Establish maintenance practices</b>	3.1 Determine maintenance requirements specified by the <i>equipment</i> manufacturer					Y / N
	3.2 Produce <i>maintenance</i> schedules, including removal of dust and grease build-up					Y / N
	3.3 Perform diagnostic functions, including replacing suspect <i>components</i> with other serviceable <i>components</i> and reloading of associated <i>software</i>					Y / N
	3.4 Determine whether unserviceable <i>components</i> are replaceable through warranty, replacement or upgrade					Y / N
	3.5 Perform diagnostic functions using the <i>operating system</i> and third-party diagnostic tools					Y / N
<b>04 Determine appropriate hardware quality standards</b>	4.1 Consider and apply <i>business requirements</i> in respect of hardware matters					Y / N
	4.2 Determine and apply quality standards to the selection of appropriate <i>hardware</i> and associated <i>peripherals</i>					Y / N

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<b>ICAI3021B – Connect internal hardware components</b>						
<b>01 Determine new components required</b>	1.1 Identify and clarify user <i>component</i> requirements according to <i>organisation guidelines</i>					Y / N
	1.2 Organise and record user <i>component</i> requirements, pass onto <i>appropriate person</i> for evaluation and vendor selection					Y / N
<b>02 Obtain components</b>	2.1 Contact vendors to obtain technical specifications for the proposed <i>components</i>					Y / N
	2.2 Assess the options and provide recommendations to the <i>appropriate person</i> for final analysis					Y / N
	2.3 Obtain <i>components</i> in preparation for installation					Y / N
<b>03 Install components</b>	3.1 Develop plans, with prioritised tasks and contingency arrangements, for the installation of selected <i>components</i> with minimum disruption to <i>clients</i>					Y / N
	3.2 Liaise with <i>appropriate person</i> to obtain approval for the plans					Y / N
	3.3 Install and configure <i>components</i> according to plan, in accordance with installation procedures and <i>organisational requirements</i>					Y / N
	3.4 Test <i>components</i> for error-free performance, utilising available technology					Y / N
	3.5 Identify and resolve identified problems					Y / N
	3.6 Test and enhance system performance, using knowledge of the system, to meet <i>organisational benchmarks</i>					Y / N
	3.7 Document the installation and configuration process according to <i>organisation guidelines</i>					Y / N
<b>04 Provide instruction on use of modified system</b>	4.1 Undertake one-to-one instruction on use of modified system with <i>client</i> or user in a manner that is appropriate to the audience					Y / N
<b>05 Evaluate modified system</b>	5.1 Collect <i>client</i> or user feedback and analyse against <i>client</i> requirements					Y / N
	5.2 Correct identified shortcomings in the system and record actions					Y / N

EOC Assessed	Performance Criteria	Assessment Methods				Evidence Gathered Y / N
		Assessment 4 – Test A	Assessment 5 – Practical	Assessment 6 – Test B	Activities / Worksheets	
<b>ICA13101B – Install and Manage Network Protocols</b>						
<b>01 Install and manage network protocols</b>	1.1 Select, test and validate appropriate <i>network protocol services</i>					Y / N
	1.2 Design a <i>network</i> addressing system, with subnet and host IDs, including appropriate <i>devices</i>					Y / N
	1.3 Configure hosts and workstations to use IP addresses either manually or through automatic allocation of addresses, such as found with dynamic host configuration protocol (DHCP)					Y / N
<b>02 Identify network protocol applications</b>	2.1 Identify a range of well-known network protocol <i>applications</i>					Y / N
	2.2 Evaluate client user requirement and recommend <i>network protocol services</i>					Y / N
	2.3 Apply IP addressing scheme according to approved policies and procedures					Y / N
<b>BSBCMN106B – Follow Workplace Safety Procedures</b>						
<b>01 Follow workplace safety procedures</b>	1.1 Hazards in the work area are recognized, while under direct supervision and reported to appropriate people according to workplace procedures					Y / N
	1.2 Workplace procedures and work instructions for own area of responsibility, for assessing and controlling risks are followed accurately while under direct supervision					Y / N
	1.3 Workplace procedures for dealing with incidents (accidents), fire and other emergencies are followed under direct supervision, whenever necessary within the scope of responsibilities and competencies					Y / N
<b>02 Contribute to Occupational Health &amp; Safety in the workplace</b>	2.1 Occupational Health and Safety issues are raised with appropriate people in accordance with workplace procedures and relevant Occupational Health and Safety legislation					Y / N
	2.2 Contributions to participative arrangements for Occupational Health and Safety management in the workplace are made within organizational procedures and the scope of responsibilities and competencies					Y / N