

Mapping to Unit BSBWOR204 Use Business Technology

This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organize information and data. The following table maps elements to the manual from Microstar Publishing titled **BSBWOR204 Use Business Technology with Windows 10 and Office 2016**. The content is designed to satisfy each element and performance criteria in keeping with the associated range statement.

Element and Performance Criteria		Reference
1. Select and use technology		
1.1	Select appropriate technology and software applications to achieve the requirements of the task.	Ch 1 Windows Ch 3 Software applications Ch 7 Internet Ch 8 Email Ch 5 Business technology
1.2	Adjust workspace, furniture and equipment to suit user's ergonomic requirements.	Ch 10 Safe Work Practices
1.3	Use technology according to organizational requirements and in a way that promotes a safe work environment.	Ch 10 Safe Work Practices Ch 3 Software applications
2. Process and organise data		
2.1	Identify, open, generate or amend files and records according to task and organizational requirements.	Ch 3 Software applications Ch 7 Internet Ch 8 Email
2.2	Operate input devices according to organizational requirements.	Ch 1 Windows Ch 3 Software applications
2.3	Store data appropriately and exit applications without damage to, or loss of, data.	Ch 1 Windows Ch 3 Software applications Ch 6 File and folder management Ch 9 Security
2.4	Use manuals, training booklets and/or online help or help desks to overcome basic difficulties with applications.	Ch 2 Desktop Settings: Online Help All chapters
3. Maintain technology		
3.1	Identify and replace used technology consumables in accordance with manufacturer's instructions and organizational requirements.	Ch 5 Business technology
3.2	Carry out and/or arrange routine maintenance to ensure equipment is maintained in accordance with manufacturer's instructions and organizational requirements.	Ch 5 Business technology
3.3	Identify equipment faults accurately and take action in accordance with manufacturer's instructions or report fault to designated person.	Ch 5 Business technology

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 2.1, 2.2, 2.4, 3.1-3.3	Recognises and interprets information from familiar sources to determine job role and task requirements
Writing	2.1, 2.3, 3.2, 3.3	Produces and amends files to meet task and organisational requirements Completes required documentation using organisational formats
Oral Communication	3.3	Uses specific and relevant language to refer faults to others
Navigate the world of work	1.2, 1.3, 2.1, 2.2, 3.1-3.3	Recognises and follows legislative requirements and organisational policies and procedures associated with own role
Get the work done	1.1, 1.3, 2.1-2.4, 3.1-3.3	Uses business technologies and systems safely, when gathering, storing, accessing and sharing information Understands purposes, specific functions and key features of common digital systems and business tools Operates digital systems and business tools effectively to complete routine tasks using some basic troubleshooting strategies as required