



COURSE OUTLINE

CERTIFICATE II IN APPLIED DIGITAL TECHNOLOGIES

YEAR 11 2022



The Certificate II in Applied Digital Technologies will run over two years. Student results will not be available until they have completed the full certificate and results are verified.

Term and Week	Topic and key teaching points	Syllabus content	Assessments
<p style="text-align: center;">Term 1 Week 1-2</p>	<p>Skills Strategies induction</p> <p>Bootcamp skills</p> <ul style="list-style-type: none"> • Activity 1 – Computer systems • Activity 2 – File formats • Activity 3 – Google Drive apps • Activity 4 – File management • Activity 5 – Formal emails 		
<p style="text-align: center;">Term 1 Week 3-5</p>	<p>BSBWHS211 – Contribute to the health and safety of self and others</p> <ul style="list-style-type: none"> • Identify organisational WHS policies and procedures that apply to own work setting • Carry out work tasks according to WHS instructions • Carry out pre-start systems and equipment checks under supervision and according to organisational policies and procedures • Participate in responding to incidents according to organisational policies and procedures • Identify individuals and/or parties to whom queries and concerns about safety in the workplace should be directed • Identify existing and potential hazards relating to own role, and record and report them according to organisational policies and procedures • Identify and contribute to implementing WHS instructions and organisational policies and procedures specific to own work area • Identify and report incidents and injuries to required personnel according to organisational policies and procedures 	<p>Elements</p> <ol style="list-style-type: none"> 1. Operate safely in own work environment 2. Operate safely within requirements of own role 3. Participate in WHS consultative processes 	<ul style="list-style-type: none"> • Worksafe Smartmove certificate • Direct Observation (Hazard Checklist, Identify Safety Signs, Incident report) • Questioning (Written knowledge questions)

	<ul style="list-style-type: none"> • Contribute to workplace meetings, inspections, and other WHS consultative activities • Identify existing and potential WHS hazards and report them to designated persons according to organisational policies and procedures • Participate in actions to minimise or eliminate workplace hazards and to reduce risks 		
<p>Term 1 Week 6-10</p>	<p>ICTICT214 – Operate application software packages</p> <ul style="list-style-type: none"> • Set up workstation according to work health and safety standards and organisational requirements • Determine word-processing software task requirements • Determine spreadsheet software task requirements • Determine software application according to task requirements • Identify document purpose, audience and presentation requirements and clarify with required personnel • Identify document purpose, audience and presentation requirements and clarify with required personnel • Determine text-based business document style guide requirements • Finalise documents using software and technical functions and formatting according to task requirements • Name, save and print to a Portable Document Format (PDF) according to task requirements • Identify document purpose, audience and presentation requirements and clarify with personnel as required • Enter formulas and functions and customise spreadsheet settings according to task requirements • Name, save and print to PDF document according to 	<p>Elements</p> <ol style="list-style-type: none"> 1. Prepare to operate software packages 2. Use word-processing software 3. Use spreadsheet software 4. Use third application software package 	<ul style="list-style-type: none"> • Questioning (Written knowledge questions) • Direct Observation • Structured Assessment Activities (Word processing, spreadsheets, presentations)

	<p>task requirements</p> <ul style="list-style-type: none"> • Select software application package according to task requirements • Determine purpose, audience and presentation requirements • Use technical functions, other data and formatting to finalise document • Name, save and print to PDF document according to task requirements 		
<p style="text-align: center;">Term 2 Week 1-6</p>	<p>ICTICT213 – Use computer operating systems and hardware</p> <ul style="list-style-type: none"> • Identify and discuss differences between industry standard computer operating systems • Determine ICT organisational requirements and specifications • Identify and select operating system and application software according to required task • Identify internal and external hardware components • Identify relationship between application software, operating system and hardware • Install and configure operating system according to organisational requirements • Identify functions associated with operating system and associated boot process • Use graphical user interface and command line interface and perform basic tasks according to task requirements • Install and configure application software on operating system • Configure operating system to work with required hardware components according to organisational procedures • Optimise operating system using tools and vendor utilities 	<p>Elements</p> <ol style="list-style-type: none"> 1. Identify operating system and hardware components 2. Install and configure operating system, application software and hardware components 3. Optimise operating system and hardware components and seek feedback 	<ul style="list-style-type: none"> • Questioning (Written knowledge questions) • Structured Assessment Activities • Direct Observation (Install OS, Configure OS, install application software)

	<ul style="list-style-type: none"> • Customise graphical user interface and command line interface using command line techniques • Install identified hardware drivers and check functionality • Seek review and feedback from required personnel and confirm actions were completed 		
<p align="center">Term 2 Week 6-8</p>	<p>ICTICT206 – Install software applications</p> <ul style="list-style-type: none"> • Document client requirements and report to appropriate person • Act on instructions to meet client requirements, according to organisational requirements • Investigate and select a software application program that best conforms to requirements and organisational policies • Obtain application program under instruction from appropriate person • Determine licensing requirements and record, according to organisational guidelines • Ensure target computer conforms to the minimum hardware and operating system requirements of the application program • Install new or upgraded software application program according to appropriate person or organisational instructions • Complete the installation process efficiently and effectively to minimise disruption • Carry out testing and acceptance, according to organisational guidelines, paying particular attention to possible effect on other systems • Ensure client requirements are satisfied • Refer outstanding client issues to appropriate person as necessary 	<p>Elements</p> <ol style="list-style-type: none"> 1. Determine software or software upgrade requirements 2. Obtain software or software upgrade 3. Install or upgrade software 	<ul style="list-style-type: none"> • Questioning (Written knowledge questions) • Structured Assessment Activities • Direct Observation (Install application software)

<p align="center">Term 2 Week 9-10</p> <p align="center">Term 3 Week 1-2</p>	<p>ICTSAS216 – Maintain ICT equipment and replace consumables</p> <ul style="list-style-type: none"> • Access and verify cleaning supplies for usability on selected equipment with required personnel • Clean equipment according to manufacturer specifications, organisational manuals and work health and safety (WHS) principles and guidelines • Access consumables from storage points and record usage according to organisational procedures • Replace consumables and log action according to organisational procedures • Dispose of consumables following environmental guidelines • Test replaced consumables according to organisational procedures • Identify and access ICT equipment according to maintenance guidelines • Maintain ICT equipment according to organisational procedures and manufacturer specifications • Document equipment information and maintenance procedures performed according to organisational procedures • Test equipment according to organisational procedures • Plan maintenance schedule according to business needs to prevent interruption of business activities during maintenance procedures • Store unused consumables and ICT equipment according to manufacturer specifications and organisational procedures • Save and file maintenance documentation according to organisational procedures • Report and confirm work activity and outcomes with required personnel 	<p>Elements</p> <ol style="list-style-type: none"> 1. Access cleaning supplies and clean equipment 2. Replace and manage ICT equipment 3. Maintain ICT equipment 4. Finalise maintenance activities 	<ul style="list-style-type: none"> • Questioning (Written knowledge questions) • Direct Observation (Cleaning equipment, replace ICT consumables, maintain ICT equipment)
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<p align="center">Term 3 Week 3-7</p>	<p>BSBTEC202 – Use digital technology to communicate in a work environment</p> <ul style="list-style-type: none"> • Identify purpose for communication, intended audience and content of proposed communication • Identify available digital communication applications by accessing relevant sources of information and clarify with relevant personnel, where required • Select most appropriate application for communication according to available resources and relevant organisational policies and procedures • Access application for sending and receiving digital communications according to organisational policies and procedures • Create outgoing digital communication, check for accuracy and ensure that any required attachments are included according to application requirements and organisational policies and procedures • Identify urgent, confidential, personal, suspicious or dangerous digital communication and take appropriate action, clarify with relevant stakeholder, where required • Access and identify most appropriate action in response to incoming digital communications, according to organisational policies and procedures • Follow established security levels and filters for incoming digital communications according to organisational policies and procedures • Assist relevant personnel to create plan for monitoring and maintaining digital communications across multiple applications according to organisational policies and procedures • Store digital communications and attachments according to organisational policies and procedures • Archive or permanently delete digital communications according to organisational policies and procedures 	<p>Elements</p> <ol style="list-style-type: none"> 1. Identify purpose and methods of digital communication 2. Implement procedures to send and receive digital communications 3. Assist with managing digital communications 	<ul style="list-style-type: none"> • Questioning (Written knowledge questions) • Structured Assessment Activities (Plan digital communication, examine emails, monitor incoming emails) • Portfolio (creating and sending emails)
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	<ul style="list-style-type: none"> • Create methods for communicating electronically with targeted groups of stakeholders as relevant to organisation 		
<p>Term 3 Week 8-10</p> <p>Term 4 Week 1-2</p>	<p>ICTSAS211 – Develop solutions for basic ICT malfunctions and problems</p> <ul style="list-style-type: none"> • Access and gather information on malfunction and problem according to organisational procedures • Determine the malfunction according to task requirements • Investigate current condition of malfunction and problem • Escalate malfunction when outside scope of own role according to organisational procedures • Document and confirm work with required personnel • Research potential solutions for identified malfunction • Develop and determine recommendations for potential solutions • Document and submit proposed solution to required personnel according to organisational procedures • Obtain approval for solution implementation • Plan implementation of chosen solution • Plan evaluation of implemented solution • Document solution plan and submit to required personnel according to organisational procedures 	<p>Elements</p> <ol style="list-style-type: none"> 1. Identify nature and scope of basic ICT malfunctions and problems 2. Research and determine solutions 3. Prepare to implement solutions 	<ul style="list-style-type: none"> • Questioning (Written knowledge questions) • Structured Assessment Activities (Project – Support requests)