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# Before you begin

This learner guide is based on the unit of competency *TLIK2010 Use infotechnology devices in the workplace*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: [www.training.gov.au](http://www.training.gov.au).

## How to work through this learner guide

Your trainer will advise which parts of the learner guide you need to read, and which activities you need to complete. This learner guide will help you in your training.

Icon	Feature	How you can use each feature
	Learning content	Read each topic. Speak to your trainer if you need help.
	Activities	Activities give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which activities to complete.
	Video clips	Where you see a QR code, you can use a smartphone or tablet to access video clips about the content. For information about how to download an app that will read the QR code, or for more help, visit our website: <a href="http://www.aspirelr.com.au/help">www.aspirelr.com.au/help</a>
	Workplace examples	Workplace examples at the end of each topic show how your learning applies in practice.
	Summaries	Key learning points are provided at the end of each topic.
	Words to remember	<p>As you read the learner guide, use the table at the back of the book to write down any words you need to remember.</p> <p>There is a space for you to write the word and a space for you to write down what the word means.</p> <p>You can also access a full glossary of terms via this QR code.</p>





## Topic 1 | What you need to know about using infotechnology devices in the workplace

*Today's warehouses depend on information technology (IT) to function efficiently. Computers are used for tasks such as managing inventory control, generating invoices for customers, and printing picking slips and freight delivery labels. Computers can manage workplace rosters and some automated systems can even pick and pack in place of people.*

This topic concentrates on how to use IT in a warehouse and how to identify, prevent and fix faults that may occur.

While working with IT, you must understand how to use it safely, effectively and accurately in your work area, minimise risk to yourself and others and to the business.

When using IT, you must comply with:

- standard operating procedures (SOPs)
- state and federal requirements in relation to data storage, and work health and safety (WHS)
- equipment and system manuals.

You must also know how to:

- identify IT equipment and systems, and what they are used for
- find faults and fix problems.

**In this topic  
you will learn  
about:**

**1A** IT equipment and systems

**1B** Fault-finding processes

# 1A | IT equipment and systems

*The type, amount and complexity of IT equipment and software used is different in each business depending on the type and size of the organisation.*

The type of IT equipment and systems you use depends on your job or function in the organisation. One organisation may use complex equipment, accessories and technology systems tailored to manage its activities, while another may use off-the-shelf equipment and software for basic tasks such as inventory control, payment and administration.



## Types of IT equipment

*Businesses depend on IT systems to complete simple to very complex tasks and functions.*

Basic IT systems support sales, finance, communication and customer service functions. Complex IT systems can be used to coordinate activities in the warehouse, operate specialised equipment, and enable tasks to be completed without human assistance. Here are types of IT equipment and systems.

**Types of IT equipment you may use in a warehouse include:**

- laptops and desktop computers
- tablets
- smartphones
- removable storage, including USB drives
- radio frequency (RF) scanners
- robotic machinery, such as automated bins.

## Tablet

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A tablet is a portable IT device, primarily operated by touch screen. The user can type via a keyboard that appears on the touch screen. Accessories include a case, stylus, power pack and hard cover.

## RF scanners

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RF scanners use a wireless non-contact system to transfer data from one object to another for identification and tracking. The data is transmitted and received via radio waves. RF tags, which can be attached to stock, contain electronically stored information that can be read from several metres away.

RF scanners can be used to scan and log stock details into a stock inventory system as a product is picked. This automatically updates stock levels and may enable the system to automatically place an order when stock levels reach a certain number.

Accessories include a desk holder, portable handheld holder, USB adaptor, holster, battery pack and power supply.

## Printers, photocopiers and printer copiers

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A printer accepts output such as images and text from a computer and transfers this to paper. In a warehouse, printers may be used to produce rosters, checklists, picking sheets and delivery labels. Printing and photocopying may be done on a single piece of equipment, called a printer copier.



## Activity 1

### Question 1

Draw a line from the image of IT equipment to the corresponding parts or accessories.



\* Accessories include:

- external modem
- external hard drive.



\* Accessories include:

- desk holder
- portable handheld holder
- USB adaptor
- holster
- battery pack and power supply.



\* Accessories include:

- stylus
- cover.

### Question 2

Which of the following apply to the functions of inventory software? Tick all that apply.

- ☐ Managing stock
- ☐ Locating stock
- ☐ Paying wages and supplier invoices
- ☐ Updating WHS policies



*Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.*

## Workplace example for Topic 1

Tanya is busy scanning outbound stock with the barcode reader to fulfil an order that arrived electronically last night. She is using the correct software program and is using her barcode reader and tablet correctly. She is in a hurry because the stock needs to get out onto the floor so it can be packed and despatched to clients.

Tanya decides she doesn't have time to check her workstation and confirm that her barcode reader is transmitting the data to the PC, even though this is a standard workplace procedure.

Tanya finishes scanning and starts to pack the goods. Justin, Tanya's team leader, is surprised that she is packing the goods before asking him to check that her work is accurate, but he assumes she has followed the workplace procedure and proceeds to print out labels for the outbound stock.

For some reason, the stock codes are not printing out. This means that the goods have not been scanned correctly. This error will eventually lead to incorrect stock information and incorrect automatic ordering.

Justin asks why there are no numbers on the labels. Tanya is confused because she is sure that she scanned all the goods in. When they check the workstation, they discover that the wi-fi was not functioning correctly, meaning that the data Tanya scanned was not transmitted.

Justin immediately informs the IT department and the shift supervisor. Within 30 minutes, the IT department fixes the wi-fi and work starts again.

Tanya realises she should have checked for accuracy as she went. Justin also realises he should have checked the accuracy of her work before she moved onto packing.

Tanya scans the goods again, making sure that the system is working correctly.





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# Enter data

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## *Entering data using a software program may involve more than just typing on a keyboard.*

Various types of equipment are used to transfer data to a computer. For example, radio-frequency (RF) scanners are commonly used in warehouses to scan barcodes, stock codes or goods identification codes, which are then automatically uploaded to a software program in the computer.

The appropriate equipment must be used to maintain data integrity. For example, a tablet or smartphone could be used for supplier and client information and manifests, whereas a desktop computer might be required to log working hours and financial transactions.

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### Touch screen



Used to input information by touching the screen and to make selections.

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### Mouse



Used to click on and select information.

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### Keyboard



Used to type information and data directly into a software program.



## Store data

***Data storage requirements are different for various industries and organisations, especially between private and government sectors.***

Private sector organisations need to store financial, employee and WHS records. However, government organisations generally need to store a wider range of transactions.

Data can be stored using external hard drives, disks on site, or remote (off-site) servers. The organisation should have a disaster recovery plan in case data back-ups fail.

You can read about data storage legislation for the private sector by searching for 'document retention and destruction' at:

- [www.maddocks.com.au](http://www.maddocks.com.au).

You can read about data storage legislation for the government sector at:

- [www.naa.gov.au/information-management/information-governance/legislation-standards/index.aspx](http://www.naa.gov.au/information-management/information-governance/legislation-standards/index.aspx)



## The Privacy Act

***Regulations apply to the way certain types of data are handled and stored.***

Some types of information are sensitive and need to be kept secure; for example, employee files, bank details and medical information. Access to these files needs to be restricted to authorised people, such as your manager or the human relations (HR) department.



Details of financial transactions with clients may be commercially sensitive and should be kept confidential.

When it comes to personal information, the *Privacy Act 1988* (Cth) regulates how it is handled.

### The Privacy Act covers:

- how personal information is collected
- how it is used
- how it is disclosed
- how it is kept secure
- its accuracy
- your right to access your own information.



## Summary of Topic 2

1. IT devices may have a specific use and application, and must be selected for a specific purpose or a particular task.
2. Your work environment and equipment should be adjusted to meet your ergonomic requirements. Ensuring your environment is safe and healthy helps you to complete your tasks comfortably and efficiently.
3. Understanding the filing system used in the organisation is critical. You need to ensure the correct files are accessed, and that the completed files are saved in the correct place.
4. Data manipulation refers to sorting and merging data, creating graphs and generating reports.
5. Electronic slideshow presentations are best used when information needs to be delivered to a group; for example, during staff meetings or training sessions.
6. IT systems and equipment must be safeguarded to protect organisational information and workers' personal information.
7. A virus is a computer code that is loaded onto your computer without your knowledge. The virus can replicate itself and spread from one computer to another via a file transfer.
8. A breach of security can have a permanent and a damaging effect on workplace systems and the tasks that are completed in the organisation as a whole.