

## **Operate a personal computer (Windows 10)**

This workbook supports BSBITU101 Operate a personal computer in the BSB Business Services Training Package.

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Software Publications writing team

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# BSBITU101 Operate a personal computer

## Application

This unit describes the skills and knowledge required to start up and use a range of basic functions on a personal computer or business computer terminal.

It applies to individuals who perform a range of routine computer tasks in the various sectors of the business services industry and generally work under direct supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## Elements and Performance Criteria

<b>Element</b> <i>Elements describe the essential outcomes.</i>	<b>Performance Criteria</b> <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	<b>Page reference</b>
1. Start computer, system information and features	1.1 Adjust workspace, furniture and equipment to suit user ergonomic requirements	12–15
	1.2 Ensure work meets organisational and work health and safety (WHS) requirements for computer operation	11, 16–18
	1.3 Start computer or log on according to user procedures	33, 36
	1.4 Identify basic functions and features using system information	59–60
	1.5 Customise desktop configuration, if necessary, with assistance from appropriate persons	84–86
	1.6 Use help functions as required	61–62
2. Navigate and manipulate desktop environment	2.1 Open, close and access features by selecting correct desktop icons	80–81, 85
	2.2 Open, resize and close desktop windows by using correct window functions	41, 44–46
	2.3 Create shortcuts onto the desktop, if necessary, with assistance from appropriate persons	85

<b>Element</b> <i>Elements describe the essential outcomes.</i>	<b>Performance Criteria</b> <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	<b>Page reference</b>
3. Organise files using basic directory and folder structures	3.1 Create folders/subfolders with suitable names	73–74
	3.2 Save files with suitable names in appropriate folders	51, 69
	3.3 Rename and move folders/subfolders and files as required	75–78
	3.4 Identify folder/subfolder and file attributes	68–71
	3.5 Move folders/subfolders and files using cut and paste, and drag and drop techniques	75–78
	3.6 Save folders/subfolders and files to appropriate media where necessary	51–52, 81
	3.7 Search for folders/subfolders and files using appropriate software tools	42, 82–83
	3.8 Restore deleted folder/subfolders and files as necessary	80
4. Print information	4.1 Print information from an installed printer	58–58
	4.2 View progress of print jobs and delete as required	55–57
	4.3 Change default printer if installed	57
5. Shut down computer	5.1 Close all open applications	46
	5.2 Shut down computer according to user procedures	40

## 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	Page reference
Reading	1.3, 1.5, 1.6, 3.1-3.8, 4.1-4.3, 5.1, 5.2	<ul style="list-style-type: none"> <li>Recognises textual information within internal procedures and technical documents to determine and complete work requirements</li> </ul>	11, 31, 53, 69
Writing	1.3, 3.1-3.3, 3.7	<ul style="list-style-type: none"> <li>Inputs information using familiar text types and records numerical and textual information for file naming conventions</li> </ul>	51, 69, 78
Oral communication	1.5, 2.3	<ul style="list-style-type: none"> <li>Asks simple questions and comprehends answers that contain short and explicit information</li> </ul>	19, 34, 62, 86
Navigate the world of work	1.1-1.3, 5.2	<ul style="list-style-type: none"> <li>Recognises and follows organisational procedures and legislative responsibilities, with particular reference to health and safety</li> </ul>	11–19
Interact with others	1.5, 2.3	<ul style="list-style-type: none"> <li>Uses appropriate communication practices to seek guidance from more experienced work colleagues</li> </ul>	32–33, 55, 59 62
Get the work done	1.3-1.6, 2.1-2.3, 3.1-3.8, 4.1-4.3, 5.1, 5.2	<ul style="list-style-type: none"> <li>With guidance, is beginning to understand and use the specific functions and features of digital systems and tools</li> </ul>	Throughout workbook

# Assessment for this Unit

This Unit is assessed by:

- completing tasks
- being observed
- answering questions.

Assessment tasks 1 and 2 require checklists to be completed by your trainer/assessor.

## Assessment Requirements v1.0

### Performance Evidence

Evidence of the ability to:	Page reference
<ul style="list-style-type: none"><li>• adjust equipment, furniture and workspace to suit individual ergonomic requirements</li></ul>	12–15
<ul style="list-style-type: none"><li>• follow organisational and WHS requirements when operating a computer</li></ul>	11–19
<ul style="list-style-type: none"><li>• follow user procedures and system information when using the basic functions on a computer, seeking assistance when necessary</li></ul>	Throughout workbook
<ul style="list-style-type: none"><li>• use desktop icons and create shortcuts</li></ul>	80–81, 85–86
<ul style="list-style-type: none"><li>• create and manipulate folders and subfolders</li></ul>	73–79
<ul style="list-style-type: none"><li>• check and delete print jobs and change default printer</li></ul>	55–58
<ul style="list-style-type: none"><li>• correctly shut down software applications and the computer.</li></ul>	40, 46

### Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:	Page reference
<ul style="list-style-type: none"><li>• outline the main work health and safety requirements for working with a computer</li></ul>	11–19
<ul style="list-style-type: none"><li>• list the main points to consider when setting up an ergonomic work environment</li></ul>	12–15
<ul style="list-style-type: none"><li>• list the main components of the computer system, and briefly explain what each one does</li></ul>	25–29
<ul style="list-style-type: none"><li>• briefly explain the functions of the operating system</li></ul>	23–24
<ul style="list-style-type: none"><li>• outline the organisation's conventions for naming files</li></ul>	69

## **The office environment**

### **Room space and arrangement**

In an office environment there should always be enough space for everyone to carry out their work safely. There needs to be clear access ways through the office so that people can access all working spaces without the risk of tripping over obstacles or bumping into furniture. Keep power cables tidy and out of the way. Take responsibility for the area around your own workspace and keep it clear and tidy.

### **Décor and lighting**

Bad office lighting can lead to work problems including poor performance, fatigue, blurred vision and headaches. The lighting must be strong enough to allow workers to perform their duties without squinting and straining their eyes. Too much light from bright fluorescent lights, direct sunlight or reflections from windows can also cause problems.

Rooms should be decorated in pastel shades to reduce glare. Blinds should be used to prevent strong sunlight from entering the room. Workstations should be located away from windows and positioned to avoid reflections.

### **Temperature and ventilation**

Temperature and ventilation in an office needs to be monitored carefully. Temperatures that are too hot or too cold or inadequate ventilation, can lead to problems such as tiredness, headaches and dry eyes. For computer work, the temperature should ideally be kept between 20° and 24° Celsius.

Computers produce heat which can make your work space warmer than the rest of the office. Make sure there is plenty of airflow around the monitor and computer. A small desk fan may be necessary if you are working in a confined space. Airconditioning can be used to regulate temperature but can also lead to a dry atmosphere.

### **Noise**

People and equipment such as printers, photocopiers and phones, contribute to the noise factor within an office. Too much noise can make it hard to concentrate and can lead to health problems such as headaches and ringing in the ears.

Try to select equipment which makes the least noise possible. Noisy equipment can be enclosed in noise reducing covers or hoods. Padding can be used to stabilise vibrating equipment. Walls, floors and ceilings can be covered in sound absorbent materials. Noisy equipment can be positioned away from the working area and separated by noise reducing partitions. Heavy drapes can also help to absorb noise.

### **Dust**

Dust can get inside a computer and clog up the internal fans reducing heat protection capabilities. When dust settles on the monitor it makes images on the screen more difficult to view which can cause eye strain.

The best defence against dust is to have the office area cleaned regularly. Screen cleaners can be purchased which reduce the accumulation of dust on the screen. Refer to the manufacturer's instructions on screen cleaners suitable for your monitors. Dust covers can also be purchased for computer equipment to protect the computer while it is not in use.

# Preventing health problems in the office

## Occupational overuse syndrome

Occupational overuse syndrome (OOS) is a collective term for a range of conditions which cause discomfort or pain and which are caused by performing repetitive tasks. Symptoms can include:

- fatigue
- pain in the muscles or tendons
- burning sensations
- stiffness
- weakness
- numbness and tingling.

People who work at a computer for lengthy periods are particularly susceptible to OOS. Typing and using the mouse both require repetitive action which can result in pain in the hands, wrists, arms, shoulders and neck. OOS can also be exacerbated by inappropriate office furniture, poor workstation layout and poor work organisation.

Anyone who works for long periods of time at a computer is at risk of developing OOS.

### Steps to reduce OOS risk

#### Create an ergonomically correct workstation

A correct workstation layout can have big impact on OOS prevention. Follow the instructions on pages 12–14 to set up your workstation.

#### Vary tasks

Try to organise your day so that you vary your tasks. Typing non-stop for a long time can be damaging. Take a break from your computer to do filing or make business phone calls.

#### Breaks

Operators should be given frequent breaks away from their computer in order to avoid eyestrain and posture problems. The recommended break is 5–10 minutes every hour worked where work is screen-intensive. Make sure you do not work through your lunch break.

#### Micropauses

A micropause is a short break from work for muscle relaxation. Generally it is a 5–15 second break every 5–10 minutes. Micropauses allow for the restoration of blood flow to muscles which have been held tense. Computer applications are available that remind you to take regular micropauses.

#### Report OOS related problems

If you find you are developing any of the symptoms of OOS, it is important to report this to your supervisor as soon as possible. If changes are made to your workstation or work distribution, you may be able to avoid developing serious problems. Sometimes a new chair, a footrest, an ergonomically designed mouse or rearranging of your work duties are all it takes to prevent OOS.

## Connecting cables to ports

### Connecting power cables

The system unit and the monitor require separate power supplies.

1. Check that the power is switched off at the wall socket before plugging in any equipment.
2. Plug the correct ends of the cables into the power supply or wall socket.
3. Plug one of the cables into the power supply port at the back of the system unit.
4. Plug the other into the power supply port at the back of the monitor.



### Connecting the monitor

The monitor is plugged into the video port at the back of the system unit with a video cable. The images below show the connection being made to the VGA port.

1. Check the data cable plug is the correct way up to fit in the port.
2. Insert the plug.
3. Sometimes the plug will have screws on either side to securely anchor the plug into the port. Turn these screws clockwise to tighten them.



### Connecting a wired keyboard and mouse

Most wired keyboards and mice have a USB plug.



Each device is plugged into one of the USB ports. Check the plug is the right way up before inserting.

### Connecting a wireless mouse and keyboard

Some wireless keyboards and mice communicate with the PC via a wireless receiver. This is a tiny device which is plugged into a USB port.

A keyboard and mouse using Bluetooth technology will need to be synched with the PC before use. Follow the instructions received with the device to connect them.

Wireless devices need batteries; check your device has batteries before attempting to connect.



## Turning on the computer

The only way to find out whether all of the hardware has been connected properly is to turn the computer on and see what happens.

1. Once the computer has been connected to the power source, turn on the power.
2. Press the computer power button. This is usually located somewhere on the front or top of the system unit or under the lid of a notebook/laptop.
3. Press the power button on the monitor if required. This is usually located on the monitor rim.

## Hardware troubleshooting

Symptom	Problem	Solution
Nothing happens.	Power is not getting to the system unit.	Check the power cable is plugged into the wall and is firmly connected to the power port on the system unit. Check the computer has been turned on with the power switch.
Screen is blank and the monitor has no lights on.	Power is not getting to the monitor.	Check the power cable is plugged into the wall and is firmly connected to the power port on the monitor. Check the monitor has been turned on.
Monitor is receiving power (lights are on/screen is flickering) but the screen is not displaying expected data.	The monitor is not connected to the system unit correctly.	Check the cable connecting the monitor to the system unit is plugged into the correct port and is securely connected.
Keyboard error.	The keyboard is not connected correctly.	Check the keyboard cable is plugged firmly into the correct port. If using a wireless keyboard, check the batteries.
Mouse pointer will not move.	The mouse is not connected correctly.	Check the mouse cable is plugged firmly into the correct port. If using a wireless keyboard, check the batteries.
No sound.	The speakers are not connected correctly.	Check the speaker cable is plugged into the correct port (check it is the speaker port and not the microphone port). Check the speakers are connected to a power source if required. Check the speakers are switched on.

If you are still having problems with your computer, consult a computer technician or your network administrator.

If you are using a laptop/notebook computer, refer to the owner's manual for troubleshooting steps.

## Windows 10 search tool and Cortana

The way the search tool functions will depend on how Windows 10 has been set up. This includes whether Cortana has been activated. Cortana is a personal assistant which helps you locate your files, manage calendars and search the web.

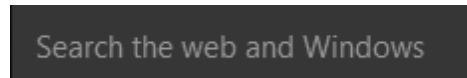
If Cortana is activated on your computer, the search tool will display a circle beside the Start button.



The search tool can be configured to just search for files and settings within your computer.



The search tool may be configured to search both within Windows and the web.



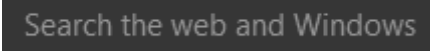
Depending on the setup, the search tool may also display as a magnifying glass.



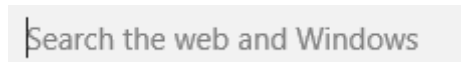
For this workbook it is assumed that Cortana is not activated and the search tool is set to search both the web and Windows. If Cortana is activated on your computer, some screen shots will look different, but all exercises can still be completed.

### Search for apps

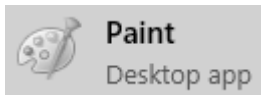
#### Exercise 8

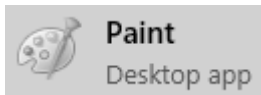
1. Click on .

The Search Pane will display with the Search the web and Windows dialog box at the bottom.




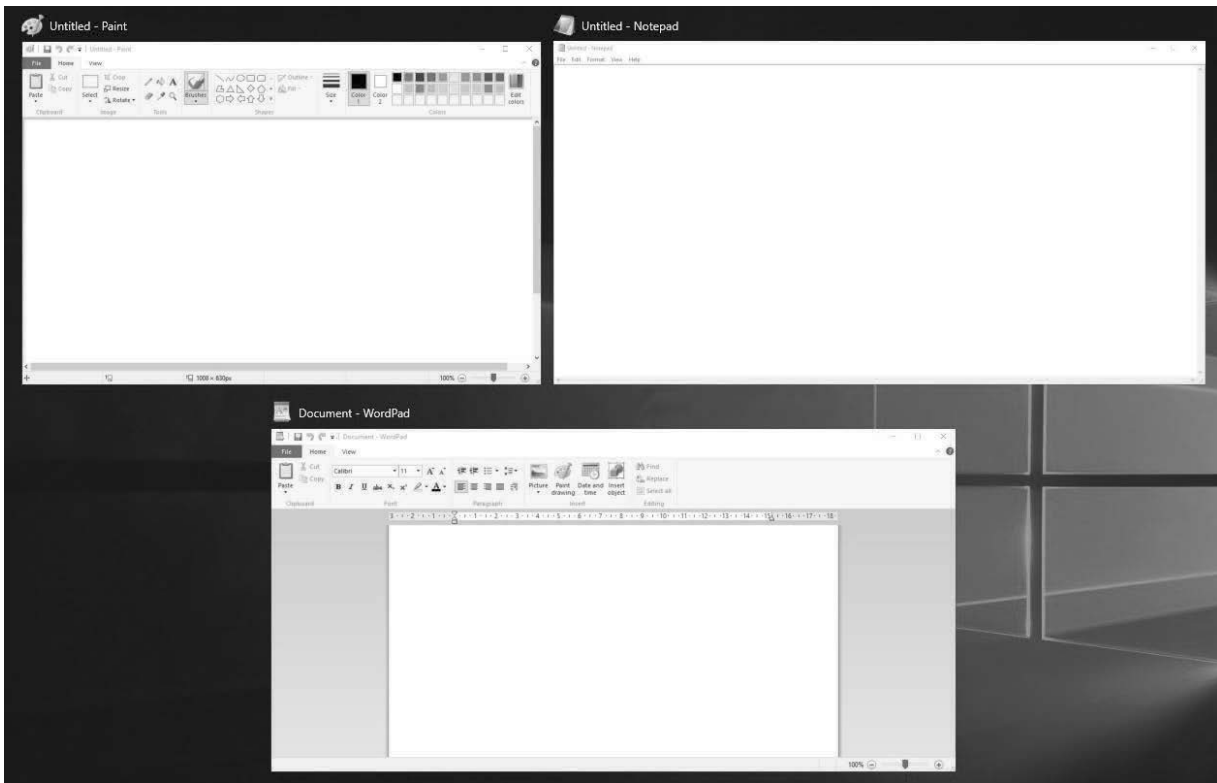
2. With the cursor in the dialog box, type: **paint**





3. Click on  at the top of the Search Pane. The Paint app will open.
4. Leave Paint open for the next exercise.

## Switching windows using Task View

The Task View button  presents a mini view of all currently open windows.



### Exercise 21

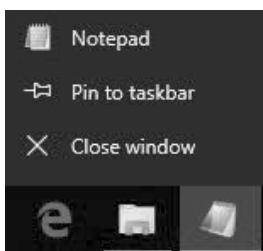
1. Check Notepad, WordPad and Paint are open.
2. Click on  to display the mini view of all currently open windows.
3. Click on the Notepad mini view to display Notepad.
4. Click on  again and click on the Paint mini view.
5. Close Paint.
6. Leave Notepad and WordPad open for the next exercise.

## Pinning software to the taskbar

It is possible to pin software which you use regularly to the taskbar. This will remove the need to display the Start menu every time you want to open it.

### Exercise 22

1. Right click on the Notepad button on the taskbar. A menu will display.

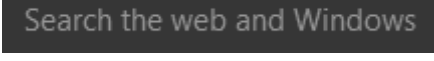


2. Select *Pin to taskbar*.

# Applications installed on the computer

The Apps & features window lists all apps installed on the computer. These include apps that were installed automatically by Windows and apps installed by your workplace or training organisation.

## Exercise 33

1. Click on . Type: **apps**








2. Select . The System window will open with Apps & features displayed.

## Apps & features

Manage optional features

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

	3D Builder Microsoft Corporation	48.0 KB 30/12/2015
	Adobe Photoshop Elements 2.0 Adobe Systems, Inc.	90.1 MB 30/01/2016
	Alarms & Clock Microsoft Corporation	68.8 KB 30/12/2015
	Alcor Micro USB Card Reader Driver Alcor Micro Corp.	592 KB 19/11/2015
	App connector Microsoft Corporation	44.0 KB 30/12/2015
	Calculator Microsoft Corporation	52.0 KB 21/01/2016
	Camera Microsoft Corporation	72.0 KB 14/01/2016

3. Scroll down and view the apps installed.
4. Close the System window.

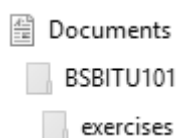
## Drag and drop between drives

In Exercise 49 and Exercise 51 you used drag and drop to move files and folders within the computer hard drive. If you drag and drop files or folders between different drives (e.g. between a USB memory stick and the computer hard drives) the files/folders will be **copied** from one drive to the other.

To move the folder/files instead of copy, hold down the Shift key while dragging and dropping.

### Exercise 52

1. Using File Explorer, display the contents of the *978-1-925291-16-2 BSBITU101 exercise files* folder on the USB drive.
2. Select the file **Adelaide Flower Show booklet**.
3. Scroll up the Navigation Pane if required and ensure you can see the *exercises* folder in the BSBITU101 folder.




4. Drag the file **Adelaide Flower Show booklet** onto the *exercise* folder in the Navigation Pane.

Note that the file is copied, i.e. the original stays in the *978-1-925291-16-2 BSBITU101 exercise files* folder.

5. Display the contents of the *exercises* folder to check a copy of the file is there.
6. Display the contents of the *978-1-925291-16-2 BSBITU101 exercise files* folder.
7. Select the file **quotation**.
8. Check you can see the *spreadsheets* folder in the Navigation Pane. If not, scroll up.
9. Hold down the Shift key. Click on **quotation** and drag it onto the *spreadsheets* folder in the Navigation Pane.

Note that the file disappears from the *978-1-925291-16-2 BSBITU101 exercise files* folder.

10. Display the contents of the *spreadsheets* folder to check the file has been moved there.
11. Click on  on the Address bar twice to move to *BSBITU101*.
12. Leave File Explorer open for the next exercise.

# Instructions for candidates

## Assessment method

This Unit will be assessed in the following ways:

- completing tasks
- observation of computer use
- answering questions.

## Special needs

If you have a medically diagnosed disability, adjustments can be made to the assessment process. Please inform your assessor **before** the assessment begins if you have:

- learning disability
- sensory impairment
- intellectual disability
- mental health issues
- physical impairment.

Any information you provide will be dealt with confidentially.

## Assessment conditions

Before assessment your assessor will brief you about the conditions of assessment. You should be told if:

- the assessment is to be done under test conditions, i.e. talking, looking at other's work and/or coping and using books to find answers will not be allowed
- there are any time limits
- a third party has to sign any forms, e.g. your supervisor at work signs a form to confirm you have demonstrated the required task in the workplace
- there are any requirements specific to your training organisation.

## Evidence guide

### Elements and Performance Criteria

<b>Element</b> <i>Elements describe the essential outcomes.</i>	<b>Performance Criteria</b> <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	<b>Assessment tasks</b>
1. Start computer, system information and features	1.1 Adjust workspace, furniture and equipment to suit user ergonomic requirements	Assessment task 2
	1.2 Ensure work meets organisational and work health and safety (WHS) requirements for computer operation	Assessment task 2
	1.3 Start computer or log on according to user procedures	Assessment task 2
	1.4 Identify basic functions and features using system information	Assessment task 1
	1.5 Customise desktop configuration, if necessary, with assistance from appropriate persons	Assessment task 2
	1.6 Use help functions as required	Assessment task 2
2. Navigate and manipulate desktop environment	2.1 Open, close and access features by selecting correct desktop icons	Assessment task 2
	2.2 Open, resize and close desktop windows by using correct window functions	Assessment task 2
	2.3 Create shortcuts onto the desktop, if necessary, with assistance from appropriate persons	Assessment task 2
3. Organise files using basic directory and folder structures	3.1 Create folders/subfolders with suitable names	Assessment tasks 1 and 2
	3.2 Save files with suitable names in appropriate folders	Assessment task 1
	3.3 Rename and move folders/subfolders and files as required	Assessment task 2
	3.4 Identify folder/subfolder and file attributes	Assessment task 1
	3.5 Move folders/subfolders and files using cut and paste, and drag and drop techniques	Assessment task 2
	3.6 Save folders/subfolders and files to appropriate media where necessary	Assessment tasks 1 and 2
	3.7 Search for folders/subfolders and files using appropriate software tools	Assessment task 2
	3.8 Restore deleted folder/subfolders and files as necessary	Assessment task 2

<b>Element</b> <i>Elements describe the essential outcomes.</i>	<b>Performance Criteria</b> <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	<b>Assessment tasks</b>
4. Print information	4.1 Print information from an installed printer	Assessment task 1
	4.2 View progress of print jobs and delete as required	Assessment task 3
	4.3 Change default printer if installed	Assessment task 3
5. Shut down computer	5.1 Close all open applications	Assessment task 2
	5.2 Shut down computer according to user procedures	Assessment task 2

## Assessment Requirements v1.0

### Performance Evidence

Evidence of the ability to:	Assessment task
<ul style="list-style-type: none"> <li>adjust equipment, furniture and workspace to suit individual ergonomic requirements</li> </ul>	Assessment task 2
<ul style="list-style-type: none"> <li>follow organisational and WHS requirements when operating a computer</li> </ul>	Assessment task 2
<ul style="list-style-type: none"> <li>follow user procedures and system information when using the basic functions on a computer, seeking assistance when necessary</li> </ul>	Assessment task 1 Assessment task 2
<ul style="list-style-type: none"> <li>use desktop icons and create shortcuts</li> </ul>	Assessment task 2
<ul style="list-style-type: none"> <li>create and manipulate folders and subfolders</li> </ul>	Assessment task 1 Assessment task 2
<ul style="list-style-type: none"> <li>check and delete print jobs and change default printer</li> </ul>	Assessment task 3
<ul style="list-style-type: none"> <li>correctly shut down software applications and the computer.</li> </ul>	Assessment task 2

### Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:	Assessment task
<ul style="list-style-type: none"> <li>outline the main work health and safety requirements for working with a computer</li> </ul>	Assessment task 2
<ul style="list-style-type: none"> <li>list the main points to consider when setting up an ergonomic work environment</li> </ul>	Assessment task 2
<ul style="list-style-type: none"> <li>list the main components of the computer system, and briefly explain what each one does</li> </ul>	Assessment task 3
<ul style="list-style-type: none"> <li>briefly explain the functions of the operating system</li> </ul>	Assessment task 3
<ul style="list-style-type: none"> <li>outline the organisation's conventions for naming files</li> </ul>	Assessment task 1