

# APPLY OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

## Glossary

<b>OOS</b>	Occupational Overuse Syndrome, also know as Repetitive Strain Injury (RSI). Caused by repetitive tasks and/or having poor posture.
<b>Workstation</b>	Includes the whole work area and positioning of – computer, monitor, keyboard, desk, chair, document holder and footrest.
<b>Ergonomics</b>	The study of the work environment in relation to the user.
<b>Hazards</b>	A situation or substance which could cause injury or illness.
<b>Legislation</b>	
<b>Code of Practice</b>	Guidelines which should be implemented to maintain safe work practices.
<b>Manual Handling</b>	Lifting or moving any equipment or other objects.
<b>OHS Committee</b>	A body of workplace employees committed to ensuring a safe work environment – attends regular meetings and carries out regular inspections.
<b>WorkCover</b>	The managing body for NSW Workplace Health & Safety
<b>Accident Report</b>	A document which should be filled out by anyone involved in workplace accidents/injuries, regardless of however minor they might be.
<b>Worker's Compensation</b>	A special insurance-type payment made to any person who is injured or suffers a work related illness and needs time off work.
<b>MSDS</b>	Material Safety Data Sheets – specifies how to handle certain material and/or substances.

# WORK EFFECTIVELY IN AN I.T. ENVIRONMENT

## COMMUNICATE IN THE IT WORKPLACE

### Glossary

<b>Anti-discrimination</b>	The Anti-Discrimination Act (1997) is designed to protect your rights and to prevent discrimination. This includes equality in the workplace and in other aspects of your life.
<b>Capital equipment</b>	An object which is a financial asset needed for an undertaking or to perform a service. Generally, capital equipment is a financial asset that adds to the net worth of a business.
<b>Code of conduct</b>	Ethics agreement which details acceptable behaviour and conduct for a particular company or role.
<b>Contractor</b>	A person or organisation that agrees to provide materials or perform services at a specified price, especially for construction or development work.
<b>Contracts</b>	An employment agreement between employer and employee, which is enforceable by law. A contract of employment sets out the conditions and terms under which an employee accepts to work in a particular job, such as the wage or salary amount, number or spread of working hours and whether overtime is paid or allowed.
<b>Computing support</b>	The provision or maintenance of hardware and software assistance.
<b>Consumables</b>	Computer related goods, which are used in the daily use or maintenance of a computer system, for example ink cartridges for a printer.
<b>Corporate hardware and software</b>	Approved hardware and software products used within a business.
<b>Deadlines</b>	A time limit for the completion of a task.
<b>Duty statements</b>	Also known as a job description. A document which describes the purpose, expected activities and responsibilities of a particular job.
<b>E business</b>	E business (electronic business) is the conduct of business on the internet

<b>EEO</b>	Equal Employment Opportunity. Any person employing other people has to take care to treat those people fairly, and not to discriminate on the grounds of race, sex, marital status, physical or mental impairment or sexual preferences.
<b>Employer/employee rights and responsibilities</b>	The duties and conformable rules or guidelines for a worker who is hired to perform a job, the employee, and the person or company that employ workers, the employer.
<b>External client</b>	A customer or someone who pays for goods or services who is independent of the organisation delivering the service.
<b>Help desk</b>	A department within a company that responds to technical questions. Most large software companies have help desks to answer <u>user</u> ▶ questions. Questions and answers can be delivered by telephone, <u>email</u> ▶ or <u>fax</u> ▶.
<b>Internal client</b>	A customer within the limits of the organisation.
<b>Mission statement</b>	A declaration of a company's vision and role statement.
<b>Organisational chart</b>	A graphic representation of how authority and responsibility is distributed within a company or other organisation.
<b>Outsourcing</b>	Paying another company to provide services which a company might otherwise have employed its own staff to perform, for example software development.
<b>Project teams</b>	A group organised to work together to undertake and complete an extensive task.
<b>Strategic plan</b>	A plan detailing where a company wants to be in the future. These plans usually have a strong emphasis on new technologies and ways of conducting business, such as e business.
<b>Supplier</b>	Someone whose business is to supply a particular service or commodity.
<b>Workplace committees</b>	A group of people officially delegated to perform a function, such as investigating, considering and/or reporting on a particular aspect of the workplace such as an Occupational Health and Safety Committee.
<b>Work schedules</b>	A plan for performing work or achieving an objective by specifying the order and allotted time for each part.

<b>Active Listening</b>	Responding to what you hear, indicating you are listening.
<b>Aggressive</b>	To put others down, only see your point of view, pushy and abusive at times.
<b>Assertive</b>	To be clear and honest when speaking about your feelings and respect the rights and needs of others without making judgements.
<b>Body Language</b>	Movement of the body and facial expressions to communicate.
<b>Communicate</b>	Successfully convey an idea from one person to another using some form of medium – verbal, non verbal.
<b>Communication Breakdown</b>	Failure to communicate or be understood for some reason.
<b>Compose</b>	To produce or put together an idea, usually written.
<b>Empathy</b>	The ability to see things from the other person's point of view.
<b>Feedback</b>	Any reply to a message.
<b>Internal Client</b>	Other workers within the same organisation.
<b>Interpretation</b>	What the receiver understands from the communication and what they get from it.
<b>Medium</b>	The method or channel you choose to send the message by – verbal, written, visual, non-verbal.
<b>Message</b>	What you want to communicate – an idea, instruction, request, statement.
<b>Non Verbal</b>	Without talking (words)
<b>Oral</b>	By way of speaking in words.
<b>Passive</b>	When you do not clearly communicate what you think or feel.
<b>Pessimists</b>	People who always seem to see the negative side of things.
<b>Receiver</b>	The person/s who you want to communicate with.

**Screening Calls**

Listening to the caller and asking questions to establish the purpose of

<b>Answering machine</b>	A machine that records messages when the telephone is un-answered. The recipient can play these messages back.
<b>Call waiting</b>	Where a caller is put on hold and can be listening to music, the radio or messages.
<b>Conference calls</b>	This is where several people are calling by telephone from different locations and everyone can be heard via a loud speaker.
<b>Email</b>	Messages sent via the Internet from one computer to another using phone lines and modem.
<b>External Lines</b>	Telephone access outside the organisation/company.
<b>Facsimile (FAX) machine</b>	Operated via telephone lines, producing a hard copy for the receiver.
<b>Hands-free</b>	Not having to hold the telephone, but carry on a conversation using a microphone/load speaker facility.
<b>Internal lines</b>	Telephone access inside the organisation/company.
<b>Memory dialling</b>	The facility to store numbers in memory on the telephone and be able to dial or redial by a code.
<b>Mobile Phones</b>	Phone that can be carried which uses battery power.
<b>PABX</b>	Private Automatic Branch exchange – can handle many telephone lines within an organisation.
<b>Pagers</b>	A small device used to page a person by displaying a message or telephone number.
<b>Redirecting calls</b>	A system whereby you can redirect calls from one place to another if you know where you are going to be eg from an office phone to a mobile.
<b>STD</b>	Subscriber Trunk Dialling – long distance calls.

A type of answering machine where messages can be recorded.

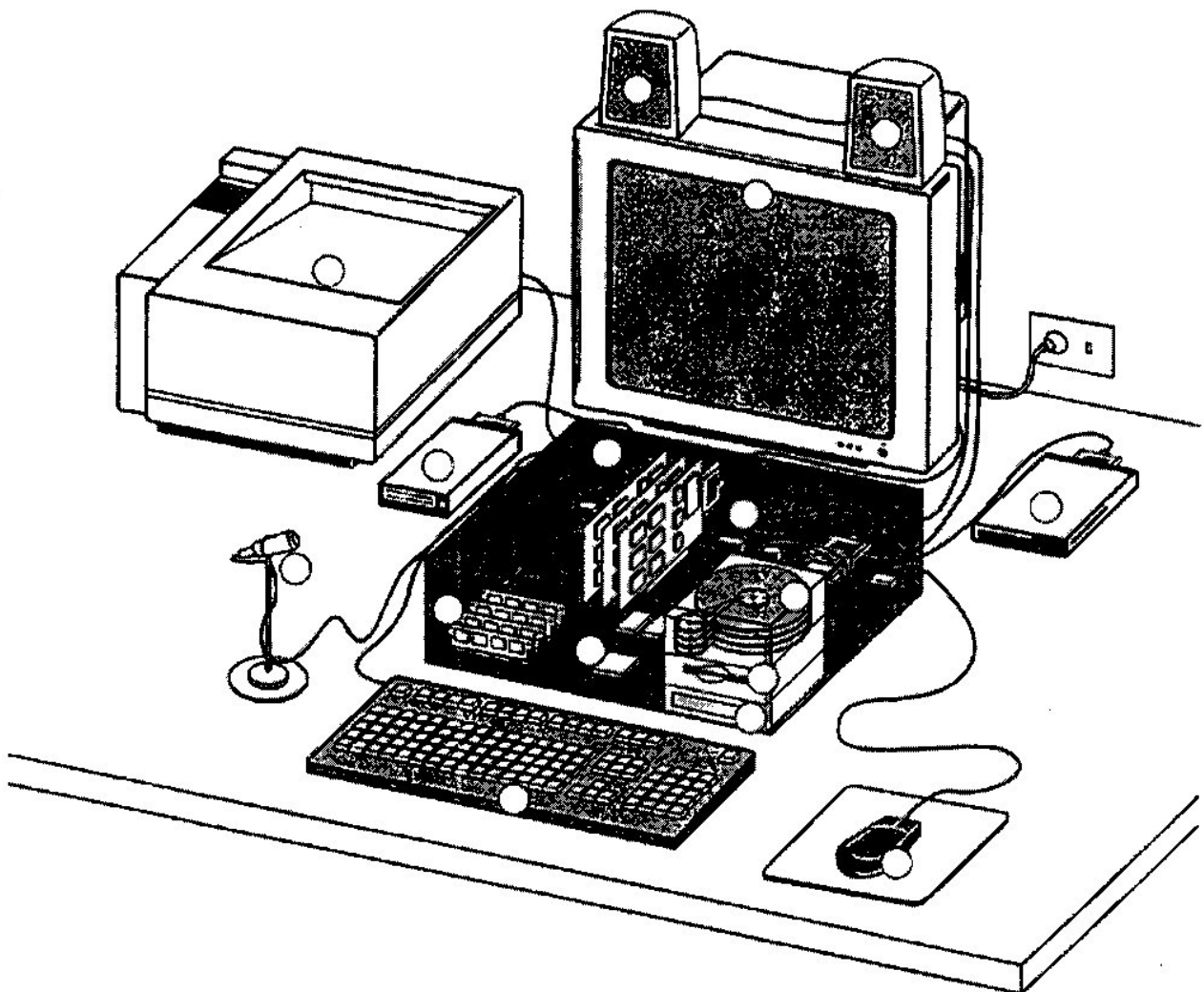
**Voicemail**

# OPERATE COMPUTER HARDWARE

## Glossary

<b>Ports</b>	The interface or point of attachment an external device has to the system unit.
<b>Hardware</b>	The physical components of the computer system eg keyboard, mouse, speakers etc.
<b>Software</b>	Programs – a series of instructions that tells the hardware what to do, can also be the interface between the user and the computer system.
<b>Disk Drives</b>	The device that operates (reads & writes) to the floppy, HDD, DVD and CD ROM.
<b>Power Supply</b>	Converts wall outlet AC power into DC power, which is the type of power required by a computer.
<b>CPU</b>	Central Processing Unit – a chip or chips on the mainboard containing the control unit and the arithmetic/logic unit, that interpret and carry out the basic instructions that operate a computer.
<b>VDU</b>	Visual Display Unit or screen or monitor.
<b>Secondary storage</b>	Hardware device used to record and retrieve data and instructions eg floppy disk, tape, CD
<b>Consumables</b>	Items that need to be replaced such as toners, ink cartridges, paper, blank disks etc.
<b>PC</b>	Personal computer – CPU, keyboard, mouse, monitor
<b>Peripherals</b>	Hardware devices which are attached to the computer eg printer, speakers, scanner
<b>Specifications</b>	A description of the criteria for the construction, appearance or performance of a computer system.

<b>GUI</b>	Graphical user interface – combines text, graphics and other visual cues to make software easier to use.
<b>The taskbar</b>	Contains the Start button, the clock and currently running tasks.
<b>Modem</b>	A communications device that converts a computer's digital signals to analog signals so they can be transmitted over standard telephone lines.
<b>Troubleshooting</b>	To locate the cause of trouble and removes, fixes or treats it.



Add the correct number for each component onto the diagram, then check your answers.