



**Australian Government**

# **ICA70111 Graduate Certificate in Information Technology and Strategic Management**

**Release: 2**

# ICA70111 Vocational Graduate Certificate in Information Technology and Strategic Management

## Modification History

Release	Comments
Release 2	<i>This version first released with ICA11 Information and Communications Technology Training Package Version 2.</i> Addition of new unit of competency to electives.
Release 1	<i>This Qualification first released with ICA11 Information and Communications Technology Training Package version 1.0</i>

## Description

This qualification provides skills and knowledge for individuals to lead the analysis, implementation and management of emerging and converging information and communication technologies as they are integrated into the business process to support organisational strategic goals.

### Job roles

Possible job titles relevant to this qualification include:

- information systems manager
- information technology director
- chief information officer
- senior infrastructure delivery manager
- information technology manager
- service delivery manager.

## **Pathways Information**

### *Pathways into the qualification*

Preferred pathways for candidates considering this qualification include:

- after achieving any ICA11 Advanced Diploma or other relevant Advanced Diploma
- OR
- with demonstrated vocational experience in a range of work environments in senior information technology and systems roles, including analyst or designer.

### *Pathways from the qualification*

Other ICA11 Vocational Graduate Certificate qualification or other higher education sector qualifications.

## **Licensing/Regulatory Information**

There is no link between this qualification and licensing, legislative or regulatory requirements. However users should confirm requirements with the relevant federal, state or territory authority. There may be some alignment with industry standard certification competencies.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification
Communication	<ul style="list-style-type: none"> <li>• writing and presenting high-level strategic and business reports</li> <li>• determining options in discussion with customers to rectify faults</li> <li>• making a complete check of installation against installation plans</li> <li>• reading, interpreting and using equipment or system manuals and specifications and relevant enterprise policy and documentation</li> <li>• conveying information to clients, colleagues and other site personnel</li> <li>• providing feedback to customers on ICT service and equipment</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• assigning roles to team members and leading teams</li> <li>• determining and directing team tasks and goals</li> <li>• recognising and responding positively to conflict within a team</li> <li>• facilitating team members to work with clients</li> <li>• cultivating and enhancing partnerships and relationships with industry</li> <li>• liaising with clients, employer, supervisors, work associates, team members and other contractors</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• ranking causes of problems, working from system-wide impacts to specific impacts</li> <li>• facilitating resolution of diagnosed network security problems to secure the network</li> <li>• developing strategies to overcome identified barriers to installation within time and budget restrictions</li> <li>• directing adjustment and rectification of faults ensuring optimal system operation</li> <li>• determining cable routes, taking into account building services, safety, industry codes and practices, and customer requirements</li> <li>• following up promptly on difficulties and known problem areas</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• prioritising urgent requests and acting according to organisational guidelines</li> <li>• identifying barriers to installation and developing strategies to</li> </ul>

	<p>overcome them within time and budget restrictions</p> <ul style="list-style-type: none"> <li>• adapting plan to suit specific features of site</li> <li>• managing issues and providing solutions within established guidelines</li> <li>• interacting with enterprise personnel, customers and other contractors keeping a customer focus and considering customer needs</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• setting realistic short and long-term career objectives</li> <li>• planning and monitoring projects to meet key dates and milestones</li> <li>• endorsing a business plan and directing research for an ICT innovation</li> <li>• prioritising work according to organisational guidelines</li> <li>• executing a test of network security arrangements</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• complying with all related OHS requirements and work practices</li> <li>• developing installation plans to ensure minimal disruption to the workplace</li> <li>• relating own role to the industry and establishing own work schedule</li> <li>• devising strategies to present a professional image to customers</li> <li>• interpreting and applying relevant regulations and standards</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• relating current or intended role to career objectives in a proactive manner</li> <li>• giving and receiving feedback to meeting team and organisational goals</li> <li>• making clients aware of opportunities that exist for system upgrades, additional services and training</li> <li>• seeking assistance from team members when necessary</li> <li>• providing suitable training and assessment opportunities for work team members</li> <li>• providing training to customers on system, product, product features and facilities</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• ensuring correct and safe use of tools and equipment and adjustments to manufacturer specifications</li> <li>• facilitating convergence of many integrated and emerging technologies</li> <li>• managing the testing and measuring of broadband network infrastructure</li> <li>• directing the procurement, installation and operation of telecommunications equipment and products</li> <li>• directing relevant acceptance testing and analysing results against specified performance criteria</li> </ul>

## Packaging Rules

**Total number of units = 4**

**1 core units** plus

**3 elective units**, of which:

- 2 units must be from the elective units listed below
- the remaining unit may be from the elective units below or from elsewhere in ICA11 or any other Training Package or accredited course at Advanced Diploma level or above.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

### Core units

ICAICT709A Facilitate business analysis

### Elective units

BSBREL701A Develop and cultivate collaborative partnerships and relationships

ICAICT701A Lead research into identifying new marketplace opportunities

ICAICT702A Direct ICT services

ICAICT703A Endorse business plan components for a new initiative

ICAICT704A Direct ICT in a supply chain

ICAICT705A Direct ICT procurement

ICAICT706A Direct outsourced ICT services

ICAICT707A Direct research and business response to new ICT technology

ICAICT708A Direct the development of a knowledge management strategy for a business

ICAICT710A Synchronise IT projects

ICAICT711A Manage an information architecture project

ICAICT712A Develop a business intelligence framework

ICAICT713A Manage IT services

ICAICT814A Develop cloud computing strategies for a business

ICASUS701A Plan and manage virtualisation for IT sustainability

ICASUS702A Conduct a business case study for integrating sustainability in IT planning and design projects

ICTSUS7235A Use ICT to improve sustainability outcomes

ICTSUS7236A Manage improvements in ICT sustainability