Australian Government

Department of Education, Employment and Workplace Relations

ICAICT202A Work and communicate effectively in an IT environment

Release: 1

INDUSTRY SKILLS COUNCILS

Creating Australia's Future

ICAICT202A Work and communicate effectively in an IT environment

Modification History

Release	Comments
Release 1	This Unit first released with *ICA11 Information and Communications Technology Training Package version 1.0*

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to work and communicate effectively within organisational policies and governance arrangements using information technology (IT) systems, equipment and software.

Application of the Unit

This unit applies to individuals undertaking an information and communications technology (ICT) user-support role in a small office environment.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	*Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.*

Elements and Performance Criteria

1. Prepare to communicate and work effectively within an IT organisation	1.1 Gather input from *sources of information* to develop, refine and document the ICT roles and services in an organisation
	1.2 Develop clear knowledge of *enterprise policies, procedures* and *organisational requirements*
	1.3 Document IT policy and procedures and determine whether they are applied in practice
	1.4 Determine *key players* within the organisation and their role and importance
2. Use positive and varied communication strategies with ICT clients	2.1 Receive requests and enquiries regarding the use of ICT *equipment, operating systems* and *software* from clients and colleagues in a polite and appropriate manner
	2.2 *Respond appropriately* to *client* and colleague requirements and identify options
	2.3 Present *written information* and ideas in clear and concise language to ensure the intended meaning is understood
	2.4 Record information or messages and refer client requests to the *appropriate person* according to organisational procedures
	2.5 Inform client of the progress of their request or enquiry and advise them of the organisational process for answering their request or enquiry
	2.6 Escalate inquiries that cannot be satisfied immediately
	2.7 Supply follow-up information to client as required in a timely manner
	2.8 Accommodate *cultural differences* in the workplace

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
    - clarify the needs of customers
    - deliver required level and quality of customer service
    - relate to people from diverse backgrounds and people with diverse abilities
    - request advice, receive feedback and work with a team
- literacy skills to interpret:
    - relevant organisational policies and governance documentation
    - technical information, such as maintenance requirements for equipment
- planning and organisational skills to plan work priorities and arrangements
- technical skills to:
    - match equipment service requirements with maintenance processes
    - use IT equipment, operating systems and software.

Required knowledge

- current industry-accepted hardware and software:
    - products, with broad knowledge of features and capabilities
    - product directions
- operational environment:
    - customer base
    - company products
    - services
- organisational policies and procedures that cover:
    - code of conduct
    - mission statement
    - routine work processes
    - systems, management structure and governance arrangements
- principles of EEO and anti-discrimination
- role and positioning of IT within the overall business objectives of the organisation.

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Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • process internal and external requests according to organisational policies and requirements • respond promptly to client enquiries and requests from colleagues.
Context of and specific resources for assessment	Assessment must ensure access to: • a workstation • a range of IT equipment, operating systems, software and technical information • organisational policies, procedures and governance documents • appropriate learning and assessment support when required. Where applicable, physical resources should include equipment modified for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of candidate responding to clients' requests and enquiries relating to the organisation's IT systems, equipment and software • review of candidate's collection of documented written messages and records • verbal or written questioning to assess candidate's knowledge of organisational key roles, and technical capability and requirements.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support.

	In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Sources of information may include:	• brochures and pamphlets • campaign briefs • internet and intranet • instruction or product manuals • supervisors and other staff.
Enterprise policies and procedures may include:	• financial and decision-making delegations • referral and escalation paths • scope of the services to be provided.
Organisational requirements may include:	• access and equity principles and practice • business and performance plans • defined resource parameters • ethical standards • goals, objectives, plans, systems and processes • legal and organisational policies, guidelines and requirements • OHS policies, procedures and programs • quality and continuous improvement processes and standards • quality assurance and procedures manual.
Key players may include:	• employer organisations • industry publications and government departments involved in IT industry promotion • IT organisations • IT professional bodies • relevant unions • vendors of IT products and services.
Equipment may include:	• hard drives • hubs • modems and other connectivity devices, such as digital subscriber line (DSL) modems • monitors • personal computers (PCs) • personal digital assistants (PDAs) • printers • switches • workstations

	• other peripheral devices.

Operating systems may include:	• GNU and Linux
	• Mac OS X
	• Microsoft Windows
	• Unix-like operating systems:
	   • HP-UX
	   • IBM AIX
	   • Silicon Graphics IRIX
	   • Sun Solaris.

Software may include:	• commercial software applications • organisation-specific software.
Respond appropriately may relate to:	• answering enquiries promptly and appropriately • discussing, agreeing and recording supply arrangements with client • recording details in enterprise system • using appropriate questioning and active listening techniques to understand client needs and determine support requirements • using clear, simple and easy to understand language • ensuring responses are comprehensive.
Client may include:	• employees • external organisations • individuals • internal departments • work colleagues.
Written information may include:	• briefing notes • electronic mail • fax • general correspondence • handwritten and printed materials • internal memos • telephone messages.
Appropriate person may include:	• authorised business representative • client • supervisor.
Cultural differences may relate to:	• content of emails and business documents • customer service • design of templates • policies relating to safety standards • quality • security • the way people interact with each other.

Unit Sector(s)

General ICT

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