ICAW2001B Work effectively in an IT environment

Release: 1

ICAW2001B Work effectively in an IT environment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to work effectively within the IT environment of an organisation by researching and assembling information about the organisation's IT systems, equipment, software, policies and governance arrangements. The following unit is linked and forms an appropriate cluster: • ICAW2002B Communicate in the workplace No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units	

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

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

ELEMENT	PERFORMANCE CRITERIA
1. Identify IT in an organisation and related relevant policies and procedures	1.1. Identify IT roles in an organisation and briefly describe what services they perform 1.2. Identify and describe **key players** from the IT service areas previously identified 1.3. Identify IT policies and procedures and research whether they are used in practice
2. Identify IT equipment, software and operating systems used by the organisation	2.1. Identify IT **equipment**, **operating systems** and **software** used in the organisation and understand the importance and role within the organisation 2.2. Establish that all of the **equipment** locations and service requirements are maintained according to organisational requirements and prevailing policies and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• Reading and writing at a level where workplace documents can be written and understood • Verbal communication which is clear and precise (e.g. when explaining the role of key players in the IT organisation) • Problem solving is limited to basic known problems within normal routines (e.g. when complying with policies and procedures as directed by supervisor) • Basic analysis skills in relation to normal routine work processes (e.g. when complying with policies and procedures as directed by supervisor) • Using the features of applications (e.g. when complying with policies and procedures as directed by supervisor) • Basic skills in interpreting technical information (e.g. when complying with policies and procedures as directed by supervisor)
Required knowledge
• Basic principles of EEO and anti-discrimination to ensure consistency with the organisational values and community best practice • Broad knowledge of organisational code of conduct and values that are consistent

REQUIRED SKILLS AND KNOWLEDGE

with the organisational mission

- Basic understanding of organisational systems and the management structure
- Understanding of the role and positioning of IT within the overall business objectives of the organisation
- Current industry-accepted hardware and software products, with broad knowledge of features and capabilities
- Broad knowledge of vendor product directions

Evidence Guide

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 following is essential: • Assessment must confirm the ability to effectively integrate into and operate in the IT environment of an organisation. An individual would be expected to demonstrate an understanding of the organisation's IT policies, systems, management structure and operating arrangements. To demonstrate competency in this unit the learner will require access to: • A Workstation
Context of and specific resources for assessment	Information systems areas within organisations play an increasingly important role in helping the business achieve it core objectives. When joining and working within an organisation in an IT capacity, it is important to understand the role of IT and the type and extent of IT assets managed by the IT area and staff. The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform in a range of varied activities or knowledge applications where there is a clearly defined range of contexts in which the choice of actions required is usually clear. There would generally be limited complexity in the range of operations to be applied. Assessment must ensure: • Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes would be characteristic. • Applications may include some complex or

EVIDENCE GUIDE

	non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.
	• Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.
	• Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
	• ICAW2002B Communicate in the workplace
	An individual demonstrating this competency would be able to:
	• Demonstrate basic operational knowledge in a moderate range of areas
	• Apply a defined range of skills
	• Apply known solutions to a limited range of

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	predictable problems
	• Perform a range of tasks where choice between a limited range of options is required
	• Assess and record information from varied sources
	• Take limited responsibility for own outputs in work and learning
	• Maintain knowledge of industry products and services

Range Statement

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.	
Key players may include but are not limited to:	• IT organisations • vendors of IT products and services • IT professional bodies • industry publications and government departments involved in IT industry promotion • employer organisations • relevant unions
Equipment may include but is not limited to:	• workstations • personal computers • modems and other connectivity devices • printers • DSL modems • hard drives • monitors • switches • hubs • personal digital assistant (PDA) • other peripheral devices
Operating system may include but	• Linux 7.0 or above • Windows 2000 or above

RANGE STATEMENT	
is not limited to:	• Apple OS X or above
Software may include but is not limited to:	• commercial software applications • organisation-specific software

Unit Sector(s)

Unit sector	Team Work

Co-requisite units

Co-requisite units		

Competency field

Competency field	