



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICAPMG401A Support small scale IT projects**

**Release: 1**

## ICAPMG401A Support small scale IT projects

### Modification History

Release	Comments
Release 1	This Unit first released with <i>ICAI1 Information and Communications Technology Training Package version 1.0</i>

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to support the management of low risk, straightforward information technology (IT) projects within an organisation.

### Application of the Unit

This unit applies to information and communications technology (ICT) practitioners who need to support the initiation, implementation and completion of small-scale IT projects. The projects can range across a wide range of ICT related financial, management and business areas. The provision of support within these projects is a key component of ICT environments.

### 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
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

## Elements and Performance Criteria

1. Support project commencement	<p>1.1 Confirm business opportunity to ensure the project objectives are understood</p> <p>1.2 Identify <i>stakeholders</i> and gather requirements</p> <p>1.3 Prepare a project charter or project proposal and obtain agreement from project sponsor</p>
2. Support project plan development	<p>2.1 Break down the requirements to identify tasks and resources needed to complete the <i>project plan</i></p> <p>2.2 Compile a schedule of project tasks, including realistic timeframes and costs if required</p> <p>2.3 Allocate task responsibilities to project team members</p> <p>2.4 Agree on a process with the sponsor to manage risks or unexpected events that may arise and affect project objectives or expectations</p>
3. Support project completion	<p>3.1 Work with project team to ensure project activities meet timeframe, scope, cost and quality expectations</p> <p>3.2 Monitor and control <i>project risks and issues</i> according to the agreed process</p> <p>3.3 Verify that project deliverables meet project expectations and sign off as complete</p> <p>3.4 Train users if applicable</p>
4. Support project closure	<p>4.1 Prepare IT support or maintenance documents if applicable</p> <p>4.2 Obtain final project sign-off from sponsor and key stakeholders</p> <p>4.3 Document lessons learned and close the project</p>

## **Required Skills and Knowledge**

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

### **Required skills**

- communication skills required to gather stakeholder requirements
- literacy skills to create basic systems and user documentation
- negotiation skills to ensure expected project outcomes are achievable
- planning and organisational skills to monitor project.

### **Required knowledge**

- basic knowledge of project-management methods and tools
- characteristics of technical teams
- methods of communication and communication styles, including interviewing techniques
- organisational values, policies and processes.

## 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.*

<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• support the initiation, control and completion of a simple small-scale IT project</li> <li>• identify and apply requirements and expectations of a project.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• appropriate learning and assessment support when required</li> <li>• modified equipment for people with special needs</li> <li>• real or simulated organisation that needs to address an identified IT problem or opportunity.</li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct observation of candidate carrying out small-scale IT project work</li> <li>• verbal or written questioning of candidate to assess required knowledge and skills</li> <li>• review of reports and implementation plans prepared by candidate for the project</li> <li>• review of a portfolio of the project work undertaken.</li> </ul>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>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.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p>

## 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.*

<p><b><i>Stakeholders</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• clients or customers (internal and external)</li> <li>• end user</li> <li>• functional areas</li> <li>• industry</li> <li>• organisation's senior management</li> <li>• project sponsor or funding bodies</li> <li>• project team</li> <li>• relevant interest groups</li> <li>• steering committee members</li> <li>• supplier or service provider.</li> </ul>
<p><b><i>Project plan</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• acquisition strategies</li> <li>• budget and financial management strategy</li> <li>• contract management</li> <li>• cost estimates</li> <li>• evaluation criteria</li> <li>• expected outcomes and measurable benefits</li> <li>• facilities</li> <li>• inclusions and exclusions</li> <li>• information or communication strategy</li> <li>• intellectual property strategies</li> <li>• milestones</li> <li>• objectives</li> <li>• outputs or project deliverables and their acceptance criteria</li> <li>• people plan, including human-resource management and human-resource development</li> <li>• performance criteria or indicators</li> <li>• project control mechanisms</li> <li>• project governance strategy</li> <li>• project implementation strategy</li> <li>• purpose</li> <li>• quality assurance</li> <li>• quality control</li> <li>• rationale</li> <li>• required project resources</li> </ul>

	<ul style="list-style-type: none"> <li>• resource management</li> <li>• risk management</li> <li>• roles and responsibilities</li> <li>• schedule or timeline</li> <li>• task or work breakdown structure (WBS).</li> </ul>
<p><i><b>Project risks and issues</b></i> may relate to:</p>	<ul style="list-style-type: none"> <li>• cost: <ul style="list-style-type: none"> <li>• materials costing more than planned</li> <li>• resources costing more than expected</li> </ul> </li> <li>• scope: <ul style="list-style-type: none"> <li>• additional tasks arising due to unexpected events</li> <li>• required tasks missed during planning</li> </ul> </li> <li>• time management: <ul style="list-style-type: none"> <li>• tasks taking longer than expected</li> <li>• under estimation of necessary effort.</li> </ul> </li> </ul>

## Unit Sector(s)

IT project management