



**Australian Government**

**Assessment Requirements for ICTAI501  
Automate work tasks using machine  
learning**

**Release: 1**

# Assessment Requirements for ICTAI501 Automate work tasks using machine learning

## Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0.  Newly created unit of competency to address in-demand skills needs.

## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop at least one machine learning (ML) model to automate organisational work task
- use an algorithm to produce variable outputs on at least two occasions.

In the course of the above, the candidate must:

- adapt ML principles and techniques to suit specific organisational problems
- apply required organisational policies and procedures.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- tasks and processes commonly automated in similar organisations, including:
  - creating and managing email campaigns
  - using chatbots and automated messaging platforms
  - analysing trends within datasets
  - hiring and recruitment
  - employee help desk support services
  - generating customer support logs and tickets
- common organisational processes and technologies where ML principles can be applied to improve productivity
- industry-recognised ML principles and techniques
- functions and features of machine training datasets in relation to automating work tasks
- characteristics and functions of structured, unstructured, labelled and unlabelled data

- characteristics of unbiased and biased datasets
- processes for generating randomised, deduplicated and unbiased data
- differences between training subsets and evaluation subsets
- key algorithms used to run labelled data, including:
  - regression algorithms
  - decision trees
  - instance-based algorithms
  - neural network algorithms
- key algorithms used to run unlabelled data, including:
  - clustering algorithms
  - association algorithms
  - neural network algorithms
- processes for operating and running variables through algorithms
- characteristics of semi-supervised, supervised, unsupervised and reinforcement learning
- basic functions and operations of common programming languages for algorithms
- characteristics of key logic in algorithms
- method to compare expected and actual ML outputs
- secure and safe practices to develop ML models in organisational contexts
- key methods to determine ML deployment requirements for end users, including:
  - cross-industry standard process for data mining (CRISP-DM) methodology
  - software development methodology
- organisational policies and procedures, legislative requirements and frameworks relating to work tasks, including:
  - behavioural science
  - data governance
  - ethics
  - human rights
  - Australia's Artificial Intelligence Ethics Framework.

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational processes and technologies where ML principles can be applied to improve productivity
- work brief, organisational policies and procedures, legislative requirements and frameworks required to demonstrate the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## **Links**

Companion Volume Implementation Guide is found on VETNet - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>