Assessment Requirements for ICTICT415 Provide one-to-one instruction

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- determine the instruction required by client
- acquire and prepare associated resources
- demonstrate empathy and understanding of the learner and accommodate different cultures
- convey technical information to individual clients for their specific use in a clear, concise and coherent manner
- convey the meanings of technical jargon.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify delivery and evaluation methods
- discuss adult learning principles and styles
- outline communication and facilitation techniques
- discuss critical behaviour issues and problems that can occur with one-on-one instruction
- describe the general features and capabilities of current industry accepted hardware and software products
- describe the functions and features of common operating systems (OS)
- identify and describe hardware and software supported by the organisation
- recognise the availability of in-house or vendor support
- identify and describe common information and communications technology (ICT) terms and terminology
- describe security and network guidelines and procedures
- outline sources and availability of technical and organisational systems

- specify telephone, fax and online functions and procedures
- identify and incorporate work group procedures.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to client requirements either directly or through a peer or supervisor.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

PwC's Skills for Australia