



Australian Government

Assessment Requirements for ICTICT443 Work collaboratively in the ICT industry

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 6.0.

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 two protocols for teams working collaboratively in virtual environments that help achieve team objectives
- identify at least two communication tools and technology to support teams working collaboratively in virtual environments.

In the course of the above, the candidate must:

- review compliance of protocols to work collaboratively in a virtual environment
- seek and respond to feedback
- share knowledge and information according to work details, team objectives, 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:

- legislation, codes, regulations and standards, and work health and safety requirements for collaborative work arrangements
- organisational cyber security protocols
- protocols for virtual ways of working, including:
 - virtual platforms used
 - frequency of virtual platform use
- functions and features of team communication strategies
- communication techniques in virtual teams
- methods of mediating conflicting perspectives in virtual teams
- roles and responsibilities of team members in promoting collaborative work environments

- constructive feedback techniques.

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:

- documentation of the organisation's communication tools and technology available to support virtual, remote and collocated teams
- policies and guidelines on using collaborative communication tools
- industry standard communication tools, hardware and software
- legislative, regulatory and industry codes of practice and organisational guidelines that impact collaborative work
- industry standard ICT equipment and technology to research and analyse industry information.

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>