Australian Government

# ICTPMG401 Support small scale ICT projects

**Release: 1**

# ICTPMG401 Support small scale ICT projects

## Modification History

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

## Application

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

It applies to individuals who may work under supervision but have responsibility to ensure workflow is planned and completed in line with requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## Unit Sector

Project management

## Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---------|----------------------|
| *Elements describe the essential outcomes.* | *Performance criteria describe the performance needed to demonstrate achievement of the element.* |
| 1. Support project commencement | 1.1 Confirm business opportunity to ensure the project objectives are understood<br><br>1.2 Identify stakeholders and gather requirements<br><br>1.3 Prepare a project charter or project proposal and obtain agreement from project sponsor |
| 2. Support project plan development | 2.1 Break down the requirements to identify tasks and resources needed to complete the project plan<br><br>2.2 Compile a schedule of project tasks, including realistic timeframes and costs if required<br><br>2.3 Allocate task responsibilities to project team members |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | 2.4 Agree on a process with the sponsor to manage risks or unexpected events that may arise and affect project objectives |
| 3. Support project completion | 3.1 Work with project team to ensure project activities meet timeframe, scope, cost and quality expectations |
| | 3.2 Monitor and control project risks and issues according to the agreed process |
| | 3.3 Verify that project deliverables meet project expectations and sign off as complete |
| | 3.4 Train users, if applicable |
| 4. Support project closure | 4.1 Prepare ICT support or maintenance documents if applicable |
| | 4.2 Obtain final project sign-off from sponsor and key stakeholders |
| | 4.3 Document lessons learned and close the project |

# Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

| Skill | Performance Criteria | Description |
|---|---|---|
| Reading | 1.1, 1.2, 2.1, 3.3 | • Interprets and analyses text to gather detailed information and confirm requirements |
| Writing | 1.3, 2.2, 4.1, 4.3 | • Produces texts of varying complexity using appropriate language and grammar in logical sequence to convey information effectively |
| Oral Communication | 1.1, 1.3, 2.3, 2.4, 3.1, 3.3, 3.4, 4.2 | • Listens and participates in oral exchanges to effectively identify and confirm requirements<br>• Delivers presentation using appropriate and effective language to convey information |
| Numeracy | 2.2 | • Formulates numerical assumptions and performs mathematical calculations appropriate to the task |
| Navigate the world of work | 4.2 | • Follows protocols and meets expectations associated with own role when obtaining final sign-off |

| Interact with others | 2.3, 3.1, 3.4 | • Collaborates with others to achieve joint outcomes, allocating tasks to team members and working with them to complete tasks according to plan |
|---|---|---|
| Get the work done | 1.1-1.3, 2.1-2.4, 3.2, 3.3 | • Sequences and schedules complex activities, monitors implementation and manages relevant communication<br>• Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria<br>• Applies formal problem-solving processes when tackling unfamiliar problems, breaking complex issues into manageable parts and identifying and evaluating several options for action when managing risks |

# Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|---|---|---|
| ICTPMG401 Support small scale ICT projects | ICAPMG401A Support small scale IT projects | Updated to meet Standards for Training Packages.<br><br>Minor edit to competency title. | Equivalent unit |

# Links

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