



Australian Government

Assessment Requirements for ICTPMG801 Manage a telecommunications workplace

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 2.0.

Performance Evidence

Evidence of the ability to:

- determine the human factors that need to be analysed when managing people and groups
- conduct business meetings, applying effective communication techniques
- determine essential requirements of a product, applying quality management principles
- monitor and implement training for staff
- resolve problems and conflicts professionally in a business environment
- support a human resources management program.

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:

- evaluate equity and diversity legislation and underlying principles
- critique a range of organisational procedures and policies relating to human resources management
- assess work health and safety (WHS) requirements and contrast with legislation and regulations
- outline behaviour theories relevant to managing staff in a workplace
- summarise the effect of public sector legislation, codes of practice and other formal agreements that directly impact on business operations
- establish the technical aspects of telecommunications networks that impact directly on human resources management
- formulate strategies to manage the workplace and industry environment.

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 telecommunications – project management field of work and include access to:

- a telecommunications workplace
- relevant enterprise documentation, including human resources and quality management policies.

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 guides are found in VETNet -

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