



**Australian Government**

# **ICTPMG801 Manage a telecommunications workplace**

**Release: 1**

# ICTPMG801 Manage a telecommunications workplace

## Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

## Application

This unit describes the skills and knowledge required to fulfil workplace management responsibilities at a managerial and supervisory level in a telecommunications business environment.

It applies to individuals who combine technical skills with management skills to manage technical staff in an advanced technological environment.

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

## Unit Sector

Telecommunications – project management

## Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Support human resources activities	1.1 Assist and advise on recruitment action and induction of new staff 1.2 Monitor staff training needs and implement technical training activities for staff 1.3 Provide information and advice to relevant personnel 1.4 Review and advise on work health and safety (WHS) and security in workplace
2. Manage conflict in	2.1 Assess conflict situation

workplace	<p>2.2 Determine ways to resolve conflict with conflicting parties</p> <p>2.3 Apply decision making procedures to business model for conflict resolution</p>
3. Apply quality management systems and processes in workplace	<p>3.1 Document essential requirements of product using quality management approach</p> <p>3.2 Assess relationship between client and owner to identify process to achieve agreement on measurable quality features</p> <p>3.3 Analyse quality investigation for improvement by involving individuals, groups and managers</p>
4. Monitor work practices to ensure business objectives will be met	<p>4.1 Develop strategies, using management characteristics to meet business objectives</p> <p>4.2 Analyse individual management objectives applicable to workplace</p> <p>4.3 Produce business model representing activities of sound management plan for telecommunications workplace</p>
5. Determine human factors when managing people and groups	<p>5.1 Establish consultation processes between management and staff to resolve grievances</p> <p>5.2 Analyse interpersonal skills required of managers and team leaders using identified communications channels</p> <p>5.3 Conduct performance reviews and take appropriate action</p>
6. Perform work using self-organisation principles	<p>6.1 Evaluate methods of improving own productivity and perform a self-appraisal</p> <p>6.2 Evaluate effectiveness of information processing methods used in workplace, applying time management techniques</p> <p>6.3 Produce report to communicate information efficiently and effectively in workplace</p>
7. Apply effective communication techniques to business meetings	<p>7.1 Research levels, directions and effectiveness of channels used when communicating in business</p> <p>7.2 Develop plan for managing business meetings in workplace</p>

## Foundation Skills

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

Skill	Performance	Description
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	<b>Criteria</b>	
Learning	6.1	<ul style="list-style-type: none"> <li>• Uses investigative techniques to expand on existing knowledge and experience</li> </ul>
Reading	1.4, 3.1, 4.2, 7.1	<ul style="list-style-type: none"> <li>• Analyses and interprets textual information from a variety of sources to determine key information and requirements</li> </ul>
Writing	1.1-1.4, 3.3, 4.1-4.3, 5.1, 5.3, 6.3, 7.2	<ul style="list-style-type: none"> <li>• Develops material using an appropriate format containing clear, instructional and informative language to communicate specific information</li> </ul>
Oral Communication	1.1, 1.3, 1.4, 3.3, 5.3	<ul style="list-style-type: none"> <li>• Facilitates discussions by using listening and questioning techniques and appropriate tone to confirm understanding and obtain information</li> <li>• Clearly articulates information using tone, pace and language appropriate for the audience</li> </ul>
Navigate the world of work	1.4	<ul style="list-style-type: none"> <li>• Considers own role in terms of its contribution to the broader goals of the work environment</li> <li>• Monitors and reviews the organisation's policies, procedures and adherence to legislative requirements to implement and manage change</li> </ul>
Interact with others	3.3, 5.2, 6.1	<ul style="list-style-type: none"> <li>• Invests considerable time and energy in building and maintaining effective working relationships within and beyond the immediate work context, recognising and intuitively responding to the subtle and complex mix of factors at play in every interaction</li> <li>• Sets time aside for self-reflection, recognising personal strength and limitations, and exploring beliefs and assumptions about own behaviour and that of others</li> <li>• Recognises potential for conflict in working with others and seeks to develop organisational processes to deal with conflict</li> </ul>
Get the work done	1.2, 2.1-2.3, 3.2, 4.1-4.3, 5.1, 5.3, 6.2	<ul style="list-style-type: none"> <li>• Recognises the critical importance of clarifying, focusing and aligning goals and expectations, and uses the process to build ownership of and broad commitment to achieving outcomes</li> </ul>

		<ul style="list-style-type: none"> <li>• Takes responsibility for high impact decisions in complex situations involving many variables and constraints</li> <li>• Uses formal analytical and lateral thinking techniques for identifying issues, and generating and evaluating possible solutions</li> <li>• Articulates and challenges the values, beliefs and assumptions that shape thinking and routinely reframes and redefines problems to get new perspectives and generate new ideas</li> <li>• Uses digital technologies to manage business operations and actively investigates new technologies for strategic and operational purposes</li> </ul>
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## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTPMG801 Manage a telecommunications workplace	ICTPMG8142A Manage a telecommunications workplace	Updated to meet Standards for Training Packages	Equivalent unit

## Links

Companion Volume implementation guides are found in VETNet -

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