ICTWOR202 Work effectively in the digital and telecommunications industry

Release: 1

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Modification History

Release	Comments
Release 1	This version released with ICT Information and Communications Technology Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to work effectively within the digital and telecommunications industry and to work within enterprise arrangements and requirements.

It applies to individuals directly employed within a large enterprise or preparing to work for a small sub-contractor who undertake a range of tasks under supervision.

This unit applies to people who have recently entered the digital and telecommunications industry and are beginning their career as direct employees or contractors.

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

Unit Sector

Telecommunications – Workplace Effectiveness

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan ongoing skills development	1.1 Obtain information about the various sectors of the digital and telecommunications industry
	1.2 Seek advice about future career opportunities from appropriate people
	1.3 Identify possible career directions in the enterprise for personal advancement
	1.4 Self-assess own skills against job role to identify skills gap and

Elements	Performance Criteria
	plan for further skills development
	1.5 Determine appropriate strategies to acquire additional skills
	1.6 Identify and apply methods for keeping up-to-date with industry developments
2. Research a digital and telecommunications contractor business	2.1 Identify activities that are undertaken by a contractor business within the digital and telecommunications industry
	2.2 Identify licences, permits, regulations or restrictions that apply to operating a contracting business
	2.3 Identify resources available to support a contracting business
	2.4 Identify costs of suitable vehicles and equipment required by a digital and telecommunications contracting business
	2.5 Identify insurance requirements for operating a digital and telecommunications contracting business
3. Confirm employment arrangements	3.1 Access and read employment terms and conditions, and clarify points of concern
	3.2 Access, read, negotiate and agree on work goals and objectives, according to enterprise requirements
	3.3 Obtain information relevant to technical and regulatory requirements and apply at work
4. Participate in enterprise operations	4.1 Consult co-workers and team members to identify team purpose, roles, responsibilities, goals, plans and objectives
	4.2 Develop strategies to support shared goals and seek assistance from others, as required, to prevent conflict
	4.3 Comply with industry standards, and work health and safety guidelines
5. Contribute to teamwork and performance	5.1 Give and respond to feedback to assist in meeting team and personal goals
	5.2 Communicate unresolved issues to appropriate personnel
6. Follow environmental regulations	6.1 Apply enterprise environmental policies and procedures
	6.2 Ask questions and seek clarification relating to environmental work requirements
	6.3 Identify environmental incidents that contravene environmental procedures and report to appropriate personnel according to these procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance, but not explicit in the performance criteria.

Skill	Description
Learning	• Employs a range of approaches and investigative techniques to source the knowledge required to establish, plan, manage and evaluate skill development
Reading	• Recognises and interprets text to determine key information and specific requirements and responsibilities
Writing	• Develops material for a specific audience using clear and detailed language in order to convey explicit information, requirements and recommendations
Oral Communication	• Participates in a verbal exchange of ideas and elicits the view and opinions of others by listening and questioning
Navigate the world of work	• Takes steps to develop skills, obtain qualifications and/or experience relevant to current or desired work role • Attempts to follow directions on the scope of responsibility within the role and begins to recognise when to involve others
Interact with others	• Cooperates with team as part of familiar routine activities, and contributes to specific activities requiring joint responsibility and accountability • Seeks support from team when preventing conflict
Get the work done	• Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing and timing

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to ICTWOR201 Work effectively in telecommunications technology.

Links

Companion Volume Implementation Guides are available from VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2