



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICAICT412A Coordinate and maintain IT work teams**

**Release: 1**

## ICAICT412A Coordinate and maintain IT work teams

### Modification History

| Release   | Comments                                                                                                          |
|-----------|-------------------------------------------------------------------------------------------------------------------|
| Release 1 | This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i> |

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to establish and improve work teams and their performance in an information technology (IT) environment.

### Application of the Unit

This unit applies to those employed in a range of information and communications technology (ICT) roles who are required to manage teams.

### Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

### Pre-Requisites

Not applicable.

### Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

| Element                                                                  | Performance Criteria                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes of a unit of competency.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i> |

## Elements and Performance Criteria

|                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Establish team                                      | <p>1.1 Select and identify suitable <b>team members</b> for a particular project or <b>problem</b></p> <p>1.2 Secure agreement from appropriate persons for release of team members</p> <p>1.3 Identify the type of work <b>team</b></p> <p>1.4 Determine time allocation for team members to suit <b>team operations</b> or nature of the project or problem</p> <p>1.5 Define team and individual responsibilities</p> <p>1.6 Define how team performance will be measured</p>                                                                                                                                                                     |
| 2. Coordinate team                                     | <p>2.1 Clarify and plan <b>tasks</b> in consultation with team</p> <p>2.2 Allocate tasks appropriately</p> <p>2.3 Determine and apply motivational factors</p> <p>2.4 Represent the team at meetings</p> <p>2.5 Work with team members to manage interpersonal conflict</p>                                                                                                                                                                                                                                                                                                                                                                          |
| 3. Conduct team activities and review team performance | <p>3.1 Regularly review team performance against objectives and take corrective action where necessary</p> <p>3.2 Regularly communicate with the team on policies, plans and other matters affecting the team</p> <p>3.3 Seek the input of team members during the decision-making process</p> <p>3.4 Consult the team regarding proposed workplace changes and improvements to processes</p> <p>3.5 Recognise team and individual achievement</p> <p>3.6 Validate team objectives against targets</p> <p>3.7 Determine ongoing nature of the team and either disband, select new objective, incorporate new team members or change team profile</p> |

## Required Skills and Knowledge

*This section describes the skills and knowledge required for this unit.*

### Required skills

- communication skills to analyse, evaluate and present information
- initiative and enterprise skills to deal with interpersonal conflict
- literacy skills to communicate in writing within the team
- planning and organisational skills to:
  - clarify and plan team tasks
  - ensure effective team operation
  - ensure efficient use of human resources
- problem-solving skills to:
  - analyse, diagnose, evaluate and develop new criteria, knowledge and procedures
  - develop team building initiatives.

### Required knowledge

- business planning process relevant to the development of IT business solutions, such as when delegating responsibility and authority
- change-management systems
- client business domain
- conflict-resolution practices
- current business practices relating to preparing reports
- current industry-accepted hardware and software products, general features and capabilities
- information-gathering techniques
- OHS requirements relating to work safety, environmental factors and ergonomic considerations
- principles of equal employment opportunity (EEO) and anti-discrimination
- quality assurance practices, such as when coordinating a team
- vendor product directions.

## Evidence Guide

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.*

|                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Overview of assessment</b>                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• coordinate teams to meet objectives</li> <li>• prioritise work schedules to meet organisational guidelines</li> <li>• provide leadership and guidance to others in the application and planning of project tasks.</li> </ul>                                                                                                                                                                                                                                                                                                                                                         |
| <b>Context of and specific resources for assessment</b>                                             | <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• team members</li> <li>• organisational policies and operational planning documentation</li> <li>• current industry products and services</li> <li>• appropriate learning and assessment support when required.</li> </ul> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>                                                                                                                                                                                                                                         |
| <b>Method of assessment</b>                                                                         | <p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct observation of candidate clarifying and planning tasks in consultation with team</li> <li>• review of candidate's written validation of team objectives against targets</li> <li>• verbal or written questioning to assess candidate's knowledge of: <ul style="list-style-type: none"> <li>• industry products and services</li> <li>• team-building skills</li> <li>• conflict-resolution skills</li> <li>• time-management skills.</li> </ul> </li> </ul> |
| <b>Guidance information for assessment</b>                                                          | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the</p>                                                                                                                                                                                                                                                                                                                               |

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|  | <p>work being performed.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p> |
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## Range Statement

*The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.*

|                                     |                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Team members</b> may include:    | <ul style="list-style-type: none"> <li>• differences in language, literacy and numeracy skills</li> <li>• peers</li> <li>• people from a range of social, cultural or ethnic backgrounds</li> <li>• people from outside the organisation</li> <li>• supervisors and other members of the organisation.</li> </ul>                                                      |
| <b>Problem</b> may refer to:        | <ul style="list-style-type: none"> <li>• application</li> <li>• business need or opportunity that must be addressed</li> <li>• network</li> <li>• people in the organisation</li> <li>• system.</li> </ul>                                                                                                                                                             |
| <b>Team</b> may include:            | <ul style="list-style-type: none"> <li>• formal or informal</li> <li>• interdepartmental</li> <li>• organisational</li> <li>• temporary or ongoing</li> <li>• workgroup based.</li> </ul>                                                                                                                                                                              |
| <b>Team operations</b> may include: | <ul style="list-style-type: none"> <li>• autonomy and responsibility of the team</li> <li>• communication style of team members</li> <li>• degree of delegation authorised</li> <li>• team dynamics</li> <li>• leadership style of team leader</li> <li>• life of the team</li> <li>• responsibility of team members</li> <li>• size and diversity of team.</li> </ul> |
| <b>Tasks</b> may include:           | <ul style="list-style-type: none"> <li>• functions</li> <li>• specific projects</li> <li>• work activities.</li> </ul>                                                                                                                                                                                                                                                 |

## Unit Sector(s)

General ICT