



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT606A Develop communities of practice

Release: 1

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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 identify areas that would benefit from communities of practice, and to develop such communities.

Application of the Unit

This unit applies to information and communications technology (ICT) management who are responsible for teams and their production.

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. Identify requirement for community of practice	1.1 Map organisational knowledge 1.2 Identify existing informal communities of practice (CoPs) 1.3 Identify situations where staff will benefit from closer cooperation across organisational boundaries 1.4 Identify those in disparate areas that share work goals
2. Devise spaces for involvement	2.1 Enable electronic meeting spaces 2.2 Enable shared storage areas , both public and private 2.3 Enable group mailing capability 2.4 Enable other appropriate technical facilitators
3. Invite participation	3.1 Publicise collaborative tools 3.2 Invite staff in areas identified above to group events, such as training and conferences 3.3 Allow new groups to coalesce spontaneously 3.4 Accept different levels of participation
4. Assist evolution of community	4.1 Facilitate regular contact within CoP 4.2 Enable evolution of CoP, including the disbanding of a CoP where its purpose has been achieved

Required Skills and Knowledge

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

Required skills

- analytical skills to interpret knowledge map
- communication skills to:
 - present information
 - provide advice to colleagues and staff
- initiative and enterprise skills to:
 - engage staff in new ways of working
 - identify areas in need of communities of practice
- literacy skills to:
 - interpret technical documentation
 - write reports
- learning skills to develop new ways of encouraging collaboration
- problem-solving skills to develop strategic initiatives related to testing the operation and consistency of the total system.

Required knowledge

- detailed knowledge of the organisation
- general knowledge of:
 - communications enabling technology
 - group dynamics
 - presentation and marketing
 - training.

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.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • identify appropriate areas for CoP • manage the provision of enabling software • facilitate the development of CoP.
Context of and specific resources for assessment	Assessment must ensure access to: • organisational structure, goals and knowledge • site where CoP may be developed. Where applicable, physical resources should include equipment modified for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • verbal or written questioning to determine candidate's knowledge of: • purpose and aims of CoP • evolution of CoP • required functionality of enabling software • evaluation of candidate's nominated facilitating technology • review of candidate's CoP proposal, specifically related to: • methods to identify projected CoP • proposed activities to initiate and encourage the CoP • specified enabling software to facilitate the CoP.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. 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 work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be

	combined with targeted questioning to assess required knowledge.
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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.

Organisational knowledge may include:	• functions of individual business units • knowledge contained within individual business units • mission statement • strategic goals • structure.
Shared storage areas may include:	• local computerised storage areas • remote computerised storage areas.
Group mailing capability may include:	• ability to send email to group members • add, delete and update capability.
Collaborative tools may include:	• @Task • Access Grid • Alfresco • Atmail • blogs • Citadel • Drupal Framework • eGroupWare • eXo • Group-Office • Jumper 2.0 • KnowledgeTree • Lotus Live • Microsoft SharePoint • OBM Groupware • OpenGroupware.org • Simple Groupware • Tiki Wiki CMS Groupware • Tonido Workspace • wikis • WorkConnect.

Unit Sector(s)

General ICT