



Australian Government

Assessment Requirements for ICTICT202 Work and communicate effectively in an ICT environment

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 1.0.

Performance Evidence

Evidence of the ability to:

- gather information about the organisation and incorporate in communications
- process internal and external requests according to organisational policies and requirements
- respond promptly to client enquiries and requests from colleagues.

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:

- describe current industry accepted hardware and software including:
 - features and capabilities
 - product directions
- outline the operational environment, including the:
 - customer base
 - company products
 - services
- outline the organisational policies and procedures that cover:
 - code of conduct
 - mission statement
 - routine work processes
 - systems, management structure and governance arrangements
- outline the principles of equal employment opportunity (EEO) and anti-discrimination
- explain the role and positioning of information and communications technology (ICT) within the overall business objectives of the organisation.

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 general ICT industry, and include access to:

- a workstation
- a range of ICT equipment, operating systems, software and technical information
- organisational policies, procedures and governance documents.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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