



Australian Government

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.

Application

This unit describes the skills and knowledge required to work and communicate effectively within organisational policies and governance arrangements, using information and communications technology (ICT) systems, equipment and software.

It applies to individuals who may work under supervision with responsibility to support others within a small office environment.

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

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to communicate and work effectively within an ICT organisation	1.1 Gather input from sources of information to develop, refine and document ICT roles and services in an organisation 1.2 Develop clear knowledge of enterprise policies, procedures and organisational requirements, including principles of equal employment opportunity (EEO) and anti-discrimination 1.3 Identify ICT policy and procedures, and determine whether they are applied in practice 1.4 Determine key players within the organisation and their role and importance

ELEMENT	PERFORMANCE CRITERIA
2. Use positive and varied communication strategies with ICT clients	2.1 Receive requests and enquiries regarding use of ICT equipment, operating systems and software from clients and colleagues in a polite and appropriate manner 2.2 Respond appropriately to client and colleague requirements, and identify options 2.3 Present written information and ideas in clear and concise language to ensure the intended meaning is understood 2.4 Record information or messages and refer client requests to the appropriate person according to organisational procedures 2.5 Inform client of the progress of their request or enquiry and advise them of the organisational process for answering their request or enquiry 2.6 Escalate inquiries that cannot be satisfied immediately 2.7 Supply follow-up information to client as required in a timely manner 2.8 Accommodate cultural differences in the workplace

Foundation Skills

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

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.4, 2.1	Reviews and evaluates a range of textual information to identify relevant information relating to the job role, enquiry and organisation
Writing	1.1, 1.3, 2.2-2.4	- Uses correct terminology, naming conventions and clear and detailed language to convey explicit information, requirements and recommendations - Records key information in a sequential manner, using correct spelling and grammar in a format appropriate to audience
Oral Communication	1.1, 1.2, 1.4, 2.1-2.3, 2.5-2.8	- Uses effective questioning and active listening techniques to elicit information about job roles and clarify client queries - Contributes to an effective working environment by communicating with others in a timely and courteous manner and using clear,

		easy-to-understand and non-discriminatory language and behaviour
Navigate the world of work	1.2	• Takes some personal responsibility for adherence to legal and regulatory requirements
Interact with others	2.7, 2.8	• Seeks to cooperate with others to achieve results in immediate work context • Selects from small range of communication modes, forms and channels to meet a specific purpose within the immediate work context
Get the work done	1.1, 1.4	• Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing • Understands the purpose and specific functions of common digital tools used in work contexts • Uses digital technology for basic reading, recording and searching information, and for communications following routine procedures and security requirements

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT202 Work and communicate effectively in an ICT environment	ICAICT202A Work and communicate effectively in an IT environment	Updated to meet Standards for Training Packages. Minor edits to clarify intent of performance criteria.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

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

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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

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