



Australian Government

ICTICT402 Determine project specifications and secure client agreement

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 develop agreed acceptance criteria for information and communications technology (ICT) projects.

It applies to individuals who are competent in a wide range of general ICT technologies and support small to medium enterprises (SMEs) that require broader rather than more specialised ICT support.

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. Determine milestones and quality attributes with client	1.1 Interview client to determine project deliverables and acceptance criteria 1.2 Document project milestones and associated deliverables in measurable terms, taking into account constraints 1.3 Determine and document criteria to evaluate each deliverable 1.4 Negotiate and document quality standards with client 1.5 Confirm project direction with appropriate person
2. Formulate metrics and	2.1 Define the units of measurement (metrics) that will be used

ELEMENT	PERFORMANCE CRITERIA
milestones	in the project, including consideration of project milestones, timeframe and costs 2.2 Schedule the measurement of project milestones and associated deliverables 2.3 Document the process for analysing variances and their impact on the project 2.4 Schedule quality reviews into project plan
3. Obtain client agreement to acceptance criteria	3.1 Obtain client agreement for project delivery dates 3.2 Communicate acceptance criteria clearly and coherently to the client 3.3 Obtain client agreement to acceptance criteria and anticipated timeframes for the project

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
Writing	1.2-1.4, 2.2-2.4	• Uses plain English; appropriate grammatical structures and specialised terminology; diagrams and flow charts; logical document structures and formatting relevant to the job role and organisation to record project deliverables and benchmarks • Enters text, data and financial information into project planning tools to produce output for the project plan that is appropriate to the audience
Oral Communication	1.1, 1.4, 1.5, 3.1-3.3	• Uses open questioning and effective listening techniques to elicit information, clarify requirements and conduct effective negotiations • Uses appropriate vocabulary, grammatical structure, voice tone, body language and reflective responses to negotiate deliverables, present project plan and gain consensus
Numeracy	1.1-1.4, 2.1-2.3	• Applies mathematical calculations and financial functions relating to timelines and project budgets
Interact with	1.1, 1.4, 1.5,	• Identifies and takes steps to follow accepted

Others	3.1-3.3	communication practices and protocols • Uses a limited range of accepted practices for communicating in a work environment
Get the work done	1.1-1.3, 1.5, 2.1, 2.2, 2.4	• Uses a combination of formal, logical planning processes and an increasingly intuitive understanding of context to identify relevant information, including strategic initiatives and resources • Considers purpose, needs and limitations when selecting digital devices and applications for different tasks • 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
ICTICT402 Determine project specifications and secure client agreement	ICAICT402A Determine project specifications and secure client agreement	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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