



Australian Government

Assessment Requirements for ICTICT412 Coordinate and maintain ICT work teams

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:

- establish and coordinate teams to meet objectives
- prioritise work schedules to meet organisational guidelines
- provide leadership and guidance to others in the application and planning of project tasks
- review the performance of the team.

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:

- outline business planning processes relevant to the development of information and communications technology (ICT) business solutions, such as when delegating responsibility and authority
- outline team-building techniques
- outline the principles of effective communication
- outline change management systems
- identify the client business domain
- describe conflict resolution practices
- outline current business practices relating to preparing reports
- identify the general features and capabilities of current industry accepted hardware and software products
- identify information gathering techniques
- identify workplace health and safety (WHS) requirements relating to work safety, environmental factors and ergonomic considerations
- outline principles of equal employment opportunity (EEO) and anti-discrimination
- identify relevant quality assurance practices.

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:

- team members
- organisational policies and operational planning documentation
- current industry products and services.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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