



Australian Government

ICTICT412 Coordinate and maintain ICT work teams

Release: 1

ICTICT412 Coordinate and maintain ICT work teams

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 establish and manage work teams and their performance in an information and communications technology (ICT) environment.

It applies to individuals who are competent in a wide range of general information and communications technologies (ICT) and work in a management capacity within a small to medium enterprise (SME).

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. Establish team	1.1 Select and identify suitable team members for a particular project or problem 1.2 Secure agreement from appropriate persons for release of team members 1.3 Identify the type of work team 1.4 Determine time allocation for team members to suit team operations or nature of the project or problem 1.5 Define team and individual responsibilities 1.6 Define how team performance will be measured

ELEMENT	PERFORMANCE CRITERIA
2. Coordinate team	2.1 Clarify and plan tasks in consultation with the team 2.2 Allocate tasks appropriately 2.3 Determine and apply motivational factors 2.4 Represent the team at meetings 2.5 Work with team members to manage interpersonal conflict
3. Conduct team activities and review team performance	3.1 Regularly review team performance against objectives and take corrective action where necessary 3.2 Regularly communicate with the team on policies, plans and other matters affecting the team 3.3 Seek the input of team members during the decision making process 3.4 Consult the team regarding proposed workplace changes and improvements to processes 3.5 Recognise team and individual achievement 3.6 Validate team objectives against targets 3.7 Determine ongoing nature of the team and either disband, select new objective, incorporate new team members or change team profile

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, 3.7	Reviews documentation to identify objectives and organisational requirements
Writing	1.5, 1.6, 2.1, 3.2, 3.5, 3.6	Develops material and plans to a specific audience using clear and detailed language in order to convey explicit information, requirements and recommendations
Oral Communication	1.1, 1.2, 2.1-2.5, 3.1-3.5	Participates in a verbal exchange of ideas, and elicits the view and opinions of others, by communicating in a courteous manner, using effective listening and questioning techniques, using appropriate body language, and using appropriate tone and pitch of

		voice • Presents expectations choosing language appropriate to audience, interacts effectively to remedy issues and disagreements and negotiates outcomes
Numeracy	1.4, 2.1	• Uses basic maths calculations to calculate timelines and schedule
Interact with others	2.4, 2.5, 3.1-3.7	• Identifies key triggers for specific emotions and behaviours, and uses a range of strategies to moderate responses that cause unnecessary problems for others • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role • Demonstrates an increasing awareness of the interplay of factors involved in any group interaction • Recognises the importance of building rapport in order to establish effective working relationships
Get the work done	1.1-1.6, 2.1, 2.2, 3.1	• Recognises and anticipates an increasing range of familiar problems, their symptoms and causes, actively looking for early warning signs and implementing contingency plans • Takes responsibility for own workload, negotiating some key aspects with others • Sequences and schedules complex activities, monitors implementation and manages relevant communication • Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria • Reflects on ways in which digital systems and tools are used, or could be used, to achieve work goals and begins to recognise strategic and operational applications

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT412 Coordinate and maintain ICT work teams	ICAICT412A Coordinate and maintain IT work teams	Updated to meet Standards for Training Packages.	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
		Minor edit to competency title.	

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 ICTICT412 Coordinate and maintain ICT work teams

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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

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